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## Questions and Answers

Answers to common questions, or ask your own.

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To search effectively, use single keywords rather than phrases.  
For example, if your question is 'How much money will I get?' then try searching on the keyword 'money'.

View all answers

### Effect on customers

- Q. What effect will this have on my policy?
- Q. Will this affect bonus rates?
- Q. Am I eligible?
- A. We will only know which policies are eligible for the payment from a possible reattribution when the Policyholder Advocate and Norwich Union have finished their negotiations. We expect to update our customers on negotiations later in 2007.

We expect only with-profits policies invested in the CGNU Life With-Profits Fund and CULAC With-Profits Fund to be eligible. This would include NUL RBS and NUIL policies. For details of these abbreviations please see [Explanation of Terms](#). To check if your policy is in one of these funds go to [Am I eligible?](#)

Policies must also be in force on both 21 November 2006 and the date any reattribution is effective - which will be in 2008 at the earliest - in order to be eligible. Policies that are eligible on 21 November 2006 and which mature after that date, or where death occurs, will remain eligible.

Switching into or making new investments into these with-profits funds after 21 November 2006 will not gain you eligibility nor increase the size of any payment. Cancelling or reducing your with-profits investment may affect your eligibility or reduce the size of any payment.

- Q. How much will I get?
- Q. What happens when?
- Q. Will this make up my mortgage endowment shortfall?
- Q. What happens if I make changes to my policy or it matures?
- A. Until negotiations with the Policyholder Advocate have been completed, we will not know which policies are eligible. Any changes you make to your policy could affect its eligibility.

Examples of the effect that single changes to your policy might have are:

If it is decided your policy is eligible and after 21 November 2006	At the date of the proposed changes (in 2008 at the earliest)
you take your money on the current maturity date shown in your policy document or draw your pension on the normal retirement date shown in your policy document.	your policy would be treated as eligible and you would receive any payment.
you die.	your policy would be treated as eligible and any payment would be paid to your estate.
you cash in, cancel, transfer or switch out totally of the with-profits fund.	your policy <b>would no longer</b> be eligible.
you partially cash in, transfer or switch, reducing your investment in the with-profits fund.	any payment <b>may</b> reduce in proportion to the reduction in your with-profits investment. Regular withdrawal arrangements set up before 21 November 2006 <b>would not</b> reduce any payment.
you increase your investments in the with-profits fund.	any payment <b>would not</b> increase.
you transfer ownership of or sell your policy to somebody else before you are invited to take part in the offer	you <b>would no longer</b> be eligible. The eligibility would move with the policy and the <b>new owner would receive any payment if they choose to participate</b>
you assign your policy but retain its ultimate ownership, for example if you assign it to your mortgage company to support your mortgage	your policy would be treated as eligible and you would receive any payment if you choose to participate
you reinstate a policy that lapsed before 21 November 2006	your policy would be treated as eligible and you would receive any payment if you choose to participate
you transfer your policy into another eligible Norwich Union with-profits policy	your policy would be treated as eligible and you would receive any payment if you choose to participate
you use the new-policy option contained in your eligible policy and take out a new policy that would have been eligible had it existed prior to 21 November 2006	the new policy would be treated as eligible and you would receive any payment if you choose to participate
you make a critical illness claim on your policy	your policy would be treated as eligible and you would receive any payment if you choose to participate
you are declared bankrupt and a Trustee in Bankruptcy is appointed	your policy would be treated as eligible and the Trustee in Bankruptcy would receive any payment if they choose to participate
you appoint an Attorney by effecting a Power of Attorney	your policy would be treated as eligible and you would receive any payment if your Attorney chooses to participate
you place your policy under Trust	your policy would be treated as eligible and the Trustee (s) would receive any payment, to be held as trust