



**cornmarket**  
group financial services Ltd

Here to help you

# NFVB Salary Protection Scheme



Scheme Summary

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# Vital protection for NFVB employees



Ivan Ahern

If you fall ill, your sick pay provides you with an income for a limited period only. Once your sick pay runs out, your income will fall dramatically or cease entirely; a situation that many members unfortunately find themselves in. Have you ever considered how you and your family would cope, if you fell ill and lost your income as a result? The Salary Protection Scheme for members of the National Federation of Voluntary Bodies, administered by Cornmarket provides members with the financial security they deserve.

The Scheme has grown to become an important benefit for NFVB employees, and it is well placed to provide vital protection for members, at an affordable cost, for many years to come. Almost everything in your life depends on your income. Please don't risk your future financial security. If you haven't already joined the Scheme, I would urge you to do so now.



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Director,  
Cornmarket Group Financial Services Ltd.

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## Cornmarket's role as Administrators

### Cornmarket – working for you

Cornmarket has been administering the Salary Protection Scheme for NFVB employees since its launch in 2005. The Scheme helps to guarantee a realistic level of income in the event of loss of salary through illness.

### Our role includes:

- 1 Negotiating with the insurers (Friends First) to obtain the most competitive rates and to secure the best possible benefits.
- 2 Assisting NFVB employees who wish to make a claim from the Scheme, by guiding them through every stage of the claims process.
- 3 Promoting the Scheme to NFVB employees.

*The Scheme provides invaluable peace of mind that you have a level of protection in place for when you may need it most.*

# A Claims Service you can trust

Cornmarket has its own dedicated, in-house Salary Protection Claims Team. The team members are specialised, well-informed and easy to talk to, and will do all they can to help in a member's time of need. They provide a vital 'hand-holding' function from start to finish of the claims process.

So should you need to make a claim, you can rest assured that it will be dealt with in the efficient, professional and sensitive manner that you deserve.

## The Scheme in action

Through its various Salary Protection Schemes, Cornmarket has helped protect the financial security of more Public Sector employees than any other company in Ireland. But the real testament to the quality of these Schemes is the amount being paid out to beneficiaries, which is now counted in the hundreds of millions of Euro. Here's what just two of the people who have benefited from our Salary Protection Schemes have to say.



Fiona Grace Purtill,  
Scheme Beneficiary,  
Co. Limerick.

*"I was at work one day, went to take something off a shelf and just felt a pop. Then after a couple of days it just snowballed and I ended up not being able to move my neck or shoulders. I realised I was going to be out of work for a while and my pay was due to run out, so I contacted Cornmarket. I didn't think I'd be out of work for as long as I have been and, thankfully, the cover has continued. Cornmarket want to ensure that you're well and that when you go back to work you're able to do your job long term. There's no pressure put on you to go back before you're ready. It really is such a relief! I would recommend joining Salary Protection to everyone."*



John Bargary,  
Scheme Beneficiary,  
Co. Limerick.

*"After having a family I felt I had to have some form of financial security. At the time, I didn't expect anything to happen to me, but I felt that joining Salary Protection was a good idea for my family and I. Then came a time where I found myself out of work for 4 years, as I was constantly experiencing chronic pain. If I didn't have Salary Protection, I wouldn't have been able to keep up with my mortgage payments and I probably wouldn't be sitting in my house right now! Without it, you could find yourself in a very bad financial situation."*

Please contact Cornmarket on (01) 470 8054  
for full details of the Scheme.

# Why you need the Salary Protection Scheme for NFVB employees

Although many members feel that they will never need the protection that the Scheme provides, sadly our experience has been that even the healthiest person can suffer unexpected illness or have a serious accident. The Scheme provides essential protection for all NFVB employees and membership has never been more vital.

## What happens when my sick pay runs out?

If you fall ill your sick pay provides you with an income for a limited period only. Once your sick pay runs out, your income will reduce to a mere fraction of what you had been earning before you fell ill. Typically, employees are paid full salary for a period of several weeks should they fall ill. Once you have exceeded your maximum sick pay entitlements, you will be taken off the payroll altogether and your only entitlement will be the State Illness Benefit which is just €9,776 per annum (current level).

## How the Scheme works – Disability Benefit

**Depending on whether or not you are in the NFVB Pension Scheme, the level of cover differs.**

### 1) For NFVB employees who ARE in the NFVB Pension Scheme

Once you have been ill for 26 weeks in a 12 month rolling period\* the NFVB Scheme aims to pay you a benefit of up to 66.66% of the salary you were earning before you fell ill, less an amount equal to the single person's State Illness Benefit (€9,776 per annum – 2015 level).

In addition, a Pension Protection Benefit is also included in the Scheme, which pays a further 12% of the salary you were earning before you fell ill into your pension fund to make up for the fact that pension contributions cease once your sick pay runs out. The pension protection benefit also includes a contribution in respect of your employer Group Life Plan.

### 2) For NFVB employees who ARE NOT in the NFVB Pension Scheme, but who are in a Superannuation Scheme

Once you have been ill for 26 weeks over a 12 month rolling period\* the NFVB Salary Protection Scheme aims to pay you a benefit of up to 75% of salary less any other income (e.g. State Illness Benefit, Early Retirement Pension or Temporary Rehabilitation Remuneration) to which you may be entitled.

#### In summary:

The level of benefit paid will be determined by whether an employee is provided with pension benefits under the Nominated Health Agency Superannuation Scheme or the NFVB Pension Scheme.

\*A 12 month rolling period is defined as a period of 12 consecutive months determined on a rolling basis with a new 12 month period beginning on the first day of each calendar month e.g. 1st April 2014 – 31st March 2015.

## Additional protection for you and your family

**Accidental Death Benefit:** In the event of accidental death, a benefit of €15,000 will be paid to your estate.

**Children's Death Benefit:** In the event that a member's child between 0-21 years of age dies, an additional Death Benefit of €4,000 will be paid to the member for that child. Subject to a maximum of 4 children i.e. €16,000 in total.

**Important:** You must remain an NFVB employee to remain an eligible member of the Scheme. If you leave the NFVB you must inform Cornmarket in writing, as you can no longer stay in the Scheme, and you will not be able to claim from it.

# Affordable for every member

## How much does the Scheme cost?

As membership is so vital, the Scheme is designed to be affordable for every member. The contribution rate is currently set at 2.55% of gross salary and, for most members, is conveniently deducted from your salary by your employer. Please bear in mind that it is your responsibility to ensure that the correct deductions have, in fact, been made by your employer and that deductions are cancelled where appropriate.

## A helping hand from Revenue

You are eligible for tax relief at your highest rate of tax on your contribution. This means that for most members, the cost of membership is between €11 to €14\* a week after tax – a small price to pay for peace of mind.

\* Based on an NFVB employee on a salary between €30,000 (paying income tax @20%) and €45,000 (paying Income tax @40%)

## Scheme cost example:

Salary	Weekly (gross)	Weekly (net)
€30,000	€14.66	€11.73**
€40,000	€19.55	€11.73**
€45,000	€21.99	€13.20**

\*\*Real contribution rate of 2.04%, paying income tax @ 20% and real contribution of 1.53% assuming income tax @ 40%.

**Please note:** This rate (based on the benefits in place at the 2015 review) is guaranteed until the next Plan review on 1st April 2018.

# How to join the Scheme

## Who is eligible to join?

You may apply to join the Scheme if you are an NFVB employee who is:

- 1 Under age 60, **and**
- 2 Employed by a member organisation of the NFVB on a contract of at least 12 months duration **and**
- 3 Working for 8 hours per week or more **and**
- 4 Employed on a permanent full-time basis (if you are in a temporary position your contract must be at least 12 months' duration) **and**
- 5 Actively at work.\*

### \*Actively at work means that you:

- Are working your normal contracted number of hours
- Have not received medical advice to refrain from work
- Are not restricted from fully performing the normal duties associated with your occupation.

**Please note:** Employees on paid or unpaid maternity leave are eligible to join the Scheme.

## Job/Work sharers

Eligible job/Work sharing NFVB employees who satisfy the eligibility conditions may also apply to join the NFVB Salary Protection Scheme. The level of contribution and benefits which apply for them may differ from those relevant for the full-time members.

**Please note:** You must remain an NFVB employee to remain an eligible member of the Scheme. If you leave the NFVB, you must inform Cornmarket in writing as you can no longer stay in the Scheme, and you will not be able to claim from it.

**Please note:** Nurses who are not members of the NFVB Pension Scheme are not eligible to join the Scheme. They may be able to join one of the other Salary Protection Schemes specifically for nurses that Cornmarket administer. Please contact (01) 408 4195 for details.

## HOW TO JOIN

The Salary Protection Scheme for NFVB employees helps members maintain the standard of living they deserve. If you haven't already joined the Scheme, don't put it on the long finger.

**Apply to join now, simply call us on (01) 470 8054**

Cover begins as soon as Friends First accepts you as a member of the Scheme.





# Frequently Asked Questions

## 1 When does my membership begin?

Your cover begins from the date Friends First accepts your application to join the Scheme. Members receive a formal acceptance letter confirming they have been included as members of the NFVB Salary Protection Scheme. In some cases, medical evidence may be required before membership of the Scheme can be confirmed. This may involve providing further details over the telephone or attending a medical examination at Friends First's expense.

**Please note:** Any sick leave accrued before you became a member of the Scheme will not be used when calculating the deferred period.

## 2 What is the deferred period?

The deferred period is the waiting period before the Scheme becomes payable. For the purpose of this Scheme, the deferred period is 26 weeks in a 12 month rolling period.

## 3 When does my membership end?

**Membership of the Scheme ends:**

- On your 60th birthday (assuming you have not retired) *or*
- If you no longer fulfil the eligibility requirements as set out, or if you leave the NFVB. **Note:** you must remain an NFVB employee to remain an eligible member of the Scheme *or*
- If your contributions to the NFVB Scheme cease (please bear in mind that the responsibility to ensure that the correct contributions to the Scheme are paid, rests with you) *or*
- On your retirement (other than on the grounds of ill-health) *or*
- Death.

**Notice period if you plan to retire:** It is important to remember that Cornmarket may not be notified by NFVB when you retire. It is vital therefore that you notify Cornmarket at least 10 weeks in advance of your retirement date.

## 4 When does benefit payment under the Scheme begin?

Once Friends First has accepted your claim, and you have completed the relevant deferred period, benefit payment under the Scheme will commence.

Please remember that it can take a number of weeks to process your claim. As soon as you become aware that, due to illness or injury, your salary is likely to reduce to half pay or cease altogether, please let us know. Ideally, we should be informed about **8-9 weeks** in advance to enable the Insurance Company to assess your claim and gather the relevant medical and employer information. As we understand that this may not always be possible, the Insurance Company may not be able to pay your benefit at the time that your salary reduces or ceases. In such cases your benefit may, depending on the particular circumstances, be backdated to the date when your salary reduced to half pay or stopped altogether, where the claim is subsequently admitted.

## 5 For how long will I be paid benefit under the Scheme?

The Scheme will continue to pay benefit as long as your illness or injury prevents you from doing your normal job and you are not following any other occupation. Disability Benefit payments will stop when either:

- You recover i.e. when it has been determined by Friends First, based on medical evidence, that you are no longer prevented from doing your normal job because of illness or injury *or*
- You return to work *or*

- You die *or*
- You reach your 60th birthday

whichever is the earliest.

In certain cases benefits may be paid where the member returns to work but at a reduced level of earnings due to partial disability.

**Notice period if claim is ended:** In the case of claimants who have been in receipt of benefit for at least one year, where medical evidence indicates that a member is fit to return to work, Friends First will give 3 months' notice before ending the payment of benefit. This only applies to those cases where a claim has been in continuous payment for 12 months or more.

## 6 How disabled do I have to be to qualify for benefit under the Scheme?

To qualify for benefit under the Scheme, Friends First must be satisfied that you are totally unable to carry out the duties of your normal occupation because of illness or injury, and that you are not engaged in any other occupation for profit, reward or remuneration.

### The Policy Definition of a Period of Disability

A period throughout which a member is totally unable to carry out his/her normal occupation due to a recognised illness or accident, and during which the member is not involved in carrying out any other occupation for profit, reward or remuneration of any kind whatsoever (whether sedentary or otherwise) and whether or not entirely different from his/her normal occupation.

## 7 What if I take a career break, take unpaid leave or change my working hours?

If you intend taking a career break, take unpaid leave or change your hours (e.g. job sharing) please contact Cornmarket on (01) 408 4195 to discuss the options available.

## 8 Are there any exclusions under the Scheme?

The only conditions excluded under the Scheme are those arising directly or indirectly from wilfully self-inflicted injury or illness. Please bear in mind that in some cases individual members may be accepted into the Scheme subject to exclusions in respect of specific illnesses

Once an exclusion is applied, sick leave due to the excluded conditions, including the calculation of the deferred period cannot be included in relation to any aspect of the claim.

## 9 What benefits do members on a temporary contract get?

A claim in respect of a member on a temporary contract is treated in the normal manner as outlined in questions 4 and 5. If a member cannot work due to illness or injury and their contract expires before the expiry date of their deferred period, their claim will be considered subject to the usual medical evidence requirement. For example, if a member suffers an illness with 3 months remaining on their contract, and remains disabled to the end of the deferred period, their claim will be considered in the normal manner.

## 10 What if I have unearned income?

In general, investment and rental income will not be taken into account when making a claim under the Scheme. Benefit from any accident or sickness policy will however be taken into account, except once-off lump sum benefits paid under a critical/serious illness policy.

# Claiming from the Scheme: a step-by-step guide

Cornmarket's role is to help guide members through the claims process. We have considerable experience in this area and, on behalf of claimants, work closely with the relevant insurance companies to ensure that all legitimate claims are promptly paid. We are here to talk you through the process and to explain any additional documentation that you may be required to provide.

## 1 Contact Cornmarket

Cornmarket is not automatically notified of your absence from work through illness. This means as soon as you become aware that, due to illness or injury, your salary is likely to reduce to half pay or cease altogether, please let us know. Ideally, we should be informed about **8-9 weeks** in advance to enable Friends First to assess your claim and gather the relevant medical and employer information. As we understand that this may not always be possible, Friends First may not be able to pay your benefit at the time your salary reduces or ceases. In such cases the benefit will be backdated where the claim is subsequently admitted.

You can contact us by calling the Claims Team on **(01) 408 4018**.

Writing to us at:

SPS Claims Department,  
Cornmarket Group Financial Services Ltd.,  
Christchurch Square, Dublin 8.

*or*

Emailing: [spsclaims@cornmarket.ie](mailto:spsclaims@cornmarket.ie)

## 2 Your Claims Pack

Once you have informed us that you wish to make a claim, you will be issued with a claims pack containing all of the information that is required to enable Friends First to assess your claim.

## 3 Processing your Claim

Upon receipt of your completed claim form, Friends First will begin assessing your claim.

## 4 Tele-claims interview

In some cases the insurer may arrange for a trained nurse to contact you to request a more detailed account of your medical condition. This enables the insurer to obtain more detailed and specific medical information. Upon receipt of your completed claim form, Friends First will begin assessing your claim.

## 5 Medical Examination

Medical evidence will be assessed by Friends First. In most cases the insurer will request that you attend an independent medical examination to confirm you are indeed unable to carry out your normal job because of your disability.

## 6 Additional Medical Evidence

In some cases, depending on the complexity, Friends First may require additional medical evidence from doctors and/or specialists who have attended you. You may possibly be requested to attend a further medical examination (at Friends First's expense).

## 7 Decision on your Claim

Once all the medical evidence and documentation have been received, the insurer will make a decision on your claim.

## 8 Your Benefit

Once a claim is being paid, payment of the benefit is made by Friends First monthly in arrears. Benefit payments are subject to income tax.

Your benefit will continue to be paid for as long as you remain unfit to carry out your normal job because of illness or injury. Benefit payments will stop when:

- You recover i.e. when Friends First decides, based on medical evidence, that you are no longer prevented from doing your normal job because of illness or injury *or*
- You return to work *or*
- You die *or*
- You reach your 60th birthday,

whichever is the earliest.

In certain cases, benefit may be paid where you return to work at a reduced level of earnings due to partial disability. From time to time, Friends First may require medical evidence confirming that you remain unfit to work.

Please contact Cornmarket on **(01) 470 8054**  
for full details of the Scheme.

### Important:

**Late Notification of Claims:** It is not often possible to retrospectively assess the validity of a claim in cases where a significant period of time (approximately 3 months) has elapsed since your salary reduced or ceased. For this reason, it is vital that you register your claim promptly in line with the guidelines given (**8-9 weeks** before your salary reduces to half pay or ceases altogether). In the case of late notification of a claim, cases will be assessed on individual merit and the insurer reserves the right to decline to assess the claim.

# NFVB Salary Protection Scheme

This guide provides an outline only of the main benefits of the Salary Protection Scheme for NFVB employees as of June 2015 and is issued subject to the provisions of the policy, and does not create or confer any legal rights.

The information contained herein is based upon our current understanding of Revenue law and practice as of June 2015.

The Salary Protection Scheme for NFVB employees is governed by the master Policy Document No. 710030 issued by Friends First. Members of the Scheme may request a copy of the policy document from the Head Office of NFVB or the Dublin office of Cornmarket Group Financial Services Ltd.

Cornmarket is committed to providing a high level of service and has a complaint handling procedure in place. Should you feel that you have not received a satisfactory level of service, please write in the first instance to Jane Horan, Assistant Manager, Compliance Department, Cornmarket Group Financial Services Ltd, Christchurch Square, Dublin 8.

If you are dissatisfied with the outcome of your complaint through Cornmarket, you may also submit your complaint to the Financial Services Ombudsman's Bureau, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2, or logon to [www.financialombudsman.ie](http://www.financialombudsman.ie).