

Purpose

This document provides you with key information about this investment product. It is not marketing material. The information is required by law to help you understand the nature, risks, costs, potential gains and losses of this product and to help you compare it with other similar products. This document's information shall be completed with detailed information with regard to each investment fund, available in each fund's specific KID on our website.

Product: LifeStar Real Life Plan

Manufacturer: LifeStar Insurance Limited

Website: www.lifestarinsurance.com

Regulator: Malta Financial Services Authority

KID Production Date: 25/01/2021

Telephone no: Call +356 21 342 342 for more information



You are about to purchase a product that is not simple and may be difficult to understand.

What is this product?

Product Type: The Real Life Plan is a Life Insurance based Unit – Linked Regular Premium Investment Plan.

Objectives:

- The LifeStar Real Life Plan is a long-term regular premium unit-linked plan designed to provide policyholder with the potential for long term growth and is intended to provide you with a lump sum payment on the maturity date. The growth of this plan is linked to **18** underlying funds available for you to choose from. The performance of these funds will be available on our website and we will send you a yearly statement on your policy anniversary.
- The level of risk you choose is completely at your own discretion and you can change your investment strategy over time depending on your risk appetite and your targeted level of return.
- The plan allows you to pay regular premiums throughout the life time of the plan which can be increased or decreased at the next anniversary date subject to the minimum premium payable.
- There is no Minimum term however this is a long term investment and early withdrawals, whether in full or part, are subject to surrender charges as outlined in this document. Any withdrawals made throughout the lifetime of the policy will affect the lump sum you will receive on maturity.

Intended Retail Investor: This product is intended for a retail customer who:

- Would like to save on a regular basis and doesn't have solid experience with this type of product, but understands notions about capital market
- Is seeking the potential for higher returns on a medium term of investment than a normal savings account, with the understanding that this plan carries more risk
- Needs protection in case of the death event
- Is aged minimum 18 years old at policy commencement date

Before purchasing this plan your intermediary will ask you a set of questions to verify that this plan meets your objectives and falls in line with your risk and reward appetite.

Plan Benefits: This is a life insurance product and insurance benefits may become payable during the term. These benefits are outlined below:

a) Death Benefit: In the event of death of the Life Insured, or the first Life Insured in case of a Joint Life policy, the Company will pay out as follows, following acceptance of a valid and complete claim:

- In the case that the Death Benefit was issued on an Inclusive Basis then the greater between the Sum assured & the Policy Account Value will be paid.
- In the case that the Death Benefit was issued on an Exclusive Basis then both the Sum assured & the Policy Account Value will be paid.

b) Surrender Benefit: You may select to withdraw all your policy value, or part thereof, from your plan at any time however before doing so please refer to the surrender charges that may apply in your policy document. These charges are also explained in the section hereunder entitled "How long should I hold it and can I take money out early?"

c) Beneficiaries: You can select who will receive the benefit in the event of your death.

d) Contract Clause: LifeStar Insurance Limited contracts are Maltese contracts for all effects and purposes, and shall be governed by and according to Maltese Law.

e) Additional Benefits: At inception you can select from a number of additional benefits which are available to you, subject to underwriting, which include Critical Illness, Permanent Total Disability and Waiver of Premium & Accidental Death Benefit.

Term of PRIIPs: The product has a whole life duration and the age of the Life Insured cannot exceed 100 years at the maturity date. LifeStar Insurance cannot terminate a policy once it has been issued unless false or misleading information was given during the application stage. If this is not the case then the termination/redemption of the policy is at the sole discretion of the Policy Holder/s. In the event that the Policy Holder wishes to terminate the policy then this can be done at any time during the life time of the policy, provided that the documentation requested is submitted, or on the maturity date of the policy which is illustrated in the policy schedule.

Composition of costs

This table shows the impact on the return you might get per year, at the end of the recommended holding period and the meaning of each cost.

This table shows the impact on return per year				
One-off costs	Entry costs	Min	0.14%	The impact of the costs you pay when entering your investment.
		Max	0.78%	
	Exit costs		0.00%	The impact of the costs of exiting your investment when it matures.
Ongoing costs	Portfolio transaction costs		0.00%	The impact of the costs of us buying and selling underlying investments for the product.
	Other ongoing costs	Min	2.76%	The impact of the costs that we take each year for managing your investments.
		Max	4.22%	

The costs vary depending on the underlying investment options you choose. Further details are available in the Key Information Document of each Investment option, that can be found on our website following this [link](#)

How long should I hold it and can I take money out early?

Recommended holding period: 20 years

The product does not have a minimum term however is designed as a long term investment, so the minimum holding period recommended is 20 years. In view of the entry and ongoing costs we encourage you to keep this plan up to maturity. Once the policy starts you have 30 days to cancel your policy whereby the premium paid will be refunded; this is commonly known as the “cooling off” period. In case the policy is not paid at scheduled due dates, the protection in case of death stops. In the event that you need to access your policy account value earlier than the maturity date, surrender charges will apply as a percentage of the Cash Surrender Value (for partial surrenders) or of the Policy Account Value (for full surrenders), depending on the policy year, for partial or full withdrawals, as it follows: 100% in year 1, 80% in year 2, 10% in year 3, 9% in year 4, 8% in year 5 and 4% in year 9 and 3% in year 10. Further details can be found in the Terms and Conditions of the contract.

How can I complain?

We are committed to providing you with a high level of service. If for any reason you are unhappy with the service you have received, we will be pleased to try to resolve your complaint. Firstly, you should contact your intermediary and explain your complaint. Most matters can be resolved in this manner. If you wish to take the subject further, please write to the Complaints Manager at the Company's registered address or by email to complaints@lifestarinsurance.com. In the unlikely event that you still feel aggrieved even after this step, you also have the right to refer your dispute to the Office of the Arbiter for Financial Services, at First Floor, St Calcedonius Square, Floriana FRN1530, where the final decision will be taken. Making a complaint will not affect your legal rights. The full detail of the complaints process can be found in the Complaint Policy document available on our website: <https://www.lifestarinsurance.com/complaint-procedure/>

Other relevant information

For more information about this product please refer to our website <https://lifestarinsurance.com/services/real-life-plan/>.

The current document was drafted according to the Commission Delegated Regulation (EU) 2017/653.