

L&G's Retail Protection business simplifies life and critical illness policy documents to support advisers and drive better customer outcomes

L&G's Retail Protection business has simplified its life and critical illness policy documents to make them easier for customers to understand, helping advisers to explain cover details more effectively and guide clients confidently throughout their protection journey.

In response to adviser and customer feedback, customers will now receive a new and improved policy schedule and terms and conditions (T&Cs) document in their welcome pack. These provide a clearer overview of key policy details, making it simpler for advisers to review and discuss cover options with clients.

The new policy schedule document provides customers with an easy-to-understand summary of their cover in one place, explaining who is protected, the cover amount, premiums, important dates, and any benefits or exclusions.

The improved T&Cs document also features an introduction page, outlining the policy's benefits, a contents page for easy navigation, clear guides on cover options and product combinations, and helpful signposting throughout.

These changes apply to life and critical illness products, including relevant life plan, business protection, family and personal income plans, and rental protection plans¹. No changes have been made to the product definitions or features offered.

These updates are part of L&G's ongoing improvements to support customers and advisers. In January 2026, L&G's Retail Protection business made a series of underwriting improvements to simplify the application process for customers, to ensure that they are more accurately protected and better supported.

Pippa Keefe, Commercial Director, Retail Protection, L&G: "We have simplified our policy documents to make it easier for life and critical illness customers to understand their cover, and to help advisers clearly explain key policy details to clients, better supporting them on their protection journey. These improvements reflect our ongoing commitment to listening to and actioning adviser and customer feedback."

-ENDS-

¹The updated policy documents had already been introduced to new Income Protection customers in March 2025.



Notes to editors

About L&G

Established in 1836, L&G is one of the UK's leading financial services groups and a major global investor, with £1.1 trillion in total assets under management (as at HY25) of which c. 43% (c. £0.5 trillion) is international. We have a highly synergistic business model, which continues to drive strong returns. We are a leading player in Institutional Retirement, in Retail Savings and Protection, and in Asset Management through both public and private markets. Across the Group, we are committed to responsible investing and dedicated to serving the long-term savings and investment needs of customers and society.

About our Retail business

L&G's Retail business is a leading provider of retirement and protection solutions. We aim to support our 12.4 million customers throughout their financial lifetimes.

We focus on helping the customers of today and tomorrow achieve better long-term outcomes. We use the latest technology to connect with them quickly, efficiently and wherever possible in highly personalised ways.

As at the first half of 2025, our workplace pension platform served 5.6 million members, with net flows of £4 billion. Retail annuity sales were £745 million and lifetime mortgage advances (including retirement interest only mortgages) were £104 million. Our retail protection gross premium income was £771 million.

Further information

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