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Useful telephone numbers
One call 24 hour claims helpline 0345 122 3018
One call claims helpline is a first response service with operators who can immediately confirm whether your policy covers you for the incident. Save this number in your mobile phone so that you have it available if you have an accident.
The claims helpline is open 24 hours a day, 365 days a year.
If you are calling from abroad, please call +44 2380 621982.
If your only claim is for windscreen or window glass, please call the Ageas Glassline on 0800 174764.
If you have any questions about this policy booklet or any documentation you have or you wish to make a change to your policy, please call your insurance adviser, you will find their details on your schedule.
We may record or monitor calls for training purposes, to improve the quality of our service and to prevent and detect fraud.
Under policy condition 9 on page 19, you must tell us about any of the changes below straight away. If you do not tell us about any changes to the information detailed on your proposal, statement of insurance or statement of fact, schedule or certificate of motor insurance it may mean that your policy is invalid and that it does not operate in the event of a claim.

These changes may result in a change to your premium and/or excess. We will not request from you, or refund to you any difference in premium following a change being made to your policy during the period of insurance if it is less than £10. We may make an administration charge of £7.50 (subject to Insurance Premium Tax where applicable) if you alter your policy.

• You change the car or its registration number, sell the car or you get another car.
• You change your address or the address at which the car is kept overnight.
• There is a change to the estimated annual mileage that the car will cover.
• The car is or will be:
  - Changed from the manufacturer’s original specification; This would include:
    • Changes to the bodywork, such as spoilers or body kits
    • Changes to suspension or brakes
    • Cosmetic changes such as alloy wheels
    • Changes affecting performance such as changes to the engine management system or exhaust system
    • Changes to the audio/entertainment system
  Please be aware that this is not a full list of all possible changes – all changes made from the manufacturers standard specification must be disclosed.
  - Taken abroad, either for more than 90 days or outside the European Union;
  - Used for any purpose not covered by your certificate of motor insurance.
  - Involved in an accident or fire, or someone steals, damages or tries to break into it.
• There is any change of main user of the car.
• You or any other person who may drive the car:
  - Have a motoring conviction (including any fixed penalty offences);
  - Have a non-motoring criminal conviction;
  - Passes their driving test or has their licence suspended or revoked;
  - Changes their name;
  - Is issued with a new Driving Licence Number;
  - Changes job, starts a new job, including any part-time work, or stops work;
  - Is involved in any accident or has a vehicle damaged or stolen, whether covered by this policy or not;
  - Has had insurance refused, cancelled or had special terms put on;
  - Develop a health condition that requires notification to the DVLA, or an existing condition worsens. You can find additional information in the Motoring section at www.gov.uk or pick up leaflet D100 from the Post Office.
• You wish to change who is allowed to drive the car. Drivers aged 35 or under will not be covered unless we have been given their details and accepted them in writing. You must still disclose the information shown above for any driver aged 36 or over.

Please ask your insurance adviser or us for help if you are not sure whether certain information needs to be disclosed.
Protection against fraud
Insurance fraud has an impact on both us and our customers, so we take certain measures to prevent it.

Fraud and misrepresentation
A person is committing fraud if they or anyone else insured by this policy or acting on their behalf knowingly:
• Provide answers to our questions which are dishonest, inaccurate or misleadingly incomplete
• Mislead us in any way for the purpose of obtaining insurance, or more favourable insurance terms, or a reduced premium or to influence us to accept a claim
• Make a fraudulent or false claim in full or in part:
  − by providing false information in order to influence us to accept a claim;
  − by exaggerating the amount of the claim; or
  − by supplying false or invalid documents in support of a claim.

How we deal with fraud to protect us and our customers
If we find that fraud has been committed we will have the right to:
• void the policy and may not refund any premium
• refuse to pay the whole of a claim if any part is in any way fraudulent, false or exaggerated
• recover any costs incurred by us, including investigation and legal costs
• recover the cost of any previously paid claims
In addition, we may:
• inform the police, which could result in prosecution
• inform other organisations as well as anti-fraud databases

Stay insured. Stay legal.
Check your registration details
It is vital that the registration mark of your car is correctly shown on your policy. If this is incorrect, your car may not appear on the Motor Insurance Database (MID) and this could lead to your car being seized by the authorities. Please let us know immediately if your registration mark is showing incorrectly on your documents. It is a legal requirement in Great Britain to have continuous insurance in place for your car and if there is no record on the MID showing the car is insured and you have not declared it as ‘off road’ by completing a SORN (Statutory Off Road Notification), you may receive a letter from the DVLA advising that you could receive a fine or prosecution and the car could also be clamped, seized and ultimately destroyed. You can check that details held about your car on the MID are correct by visiting www.askmid.com.

How to report an incident
Please report all incidents to us immediately on 0345 122 3018 so that we can tell you what to do next and help resolve any claim on your behalf. If you receive any contact from another party in relation to any claim, please re-direct this to us and we will manage it on your behalf.
What to do if you have an accident

The Law

• You must stop if you are involved in any incident involving an injury to any person or certain animals, or if other vehicles or roadside property are damaged. If you own the vehicle, you must give your name, address and insurance details to anyone who has a good reason for asking. If you do not own the vehicle, you must give the owner's name and address and the registration number of the vehicle.

• If there is an injury or you do not give your details to anyone at the scene, you must report the incident to the police within 24 hours and present your certificate of motor insurance within five days.

To help with the claims process

• Do not apologise or admit fault.

• Try to collect the following information to give to the Onecall claims helpline (see page 6). This will help us to speed up your claim.
  - Full details of the other drivers, including their phone numbers, and the registration numbers of all vehicles involved. This will allow us to contact anybody else involved straight away and, if you are not at fault and we manage to recover any money we pay in full, your no claim discount will not be affected.
  - Injuries caused.
  - Property damage.
  - Witnesses (if there are any).
  - Police officers and report references.
  - Full details of what happened.

• Taking photos with a camera or mobile phone can help to confirm certain accident details.

Next steps

• Call the Onecall 24 hour claims helpline on 0345 122 3018 or +44 2380 621982 if calling from abroad (see page 6).

• There will be a phone number on all correspondence from our claims department for you to call if you need to contact us. Please remember to have your claim number ready when you call.

• Please remember to remove all personal belongings from the car before it is taken for assessment or repair.

• Please see page 12 for details on how we will settle your claim under sections A or C.

Important note

We, Ageas Insurance, are not responsible for recovering your uninsured losses such as your policy excess. You should contact your insurance adviser directly to see if any separate insurance cover has been arranged.

Damaged windscreen and window glass

If you have comprehensive cover:

• Call 0800 174764 to arrange for the glass to be repaired or replaced. If you phone this number and use one of our chosen glass companies, cover is unlimited. If you do not, the most we will pay is £100 after taking off any excess.

• Repairing a windscreen or window instead of replacing it can save you money as your excess will be reduced. Ask when calling the Ageas Glassline on the number above. The diagram to the right may help you to recognise whether or not the damage can be repaired.

If you do not have comprehensive cover, you can still phone the number above but you will have to pay the cost of replacing or repairing the windscreen or window.

The following size of windscreen chip damage can be repaired in accordance with the British Standard Code of Practice BS AU 242a:1998

Zone A Damage up to 10mm | Zone C Damage up to 25mm
Zone B Damage up to 15mm | Zone D Damage up to 40mm
What to do if you need to make a claim

Call ONECALL 0345 122 3018
The claims helpline is open 24 hours a day, 365 days a year

Onecall is a first-response service with operators who can immediately confirm whether your policy covers you for the incident. Remember to save this number in your mobile phone so that you will have it available if you have an accident. We may record or monitor calls for training purposes, to improve the quality of our service and to prevent and detect fraud.

Start of the claims process
• If your car is involved in an incident or you need to make a claim, please phone us as soon as possible.
• To help us deal with your call efficiently, please have your certificate of motor insurance and details of the incident with you when you call. If you are at the scene of the accident when you call Onecall and do not have your certificate of motor insurance with you, please give us your car registration number.
• We will validate your claim and discuss with you how your claim will be progressed.
• We will answer all correspondence within five working days of receiving it.

ONECALL repair service for an incident within the geographical limits

<table>
<thead>
<tr>
<th>Message relay</th>
<th>We can pass messages to friends, family or colleagues.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Repairs</td>
<td>If damage to the car is covered and it can be repaired, we will arrange for one of our approved repairers to contact you to arrange to collect the car. Repairs made by our approved repairers are guaranteed for three years.</td>
</tr>
<tr>
<td>Authorisation</td>
<td>You do not need to get any estimates, and repairs can begin immediately after we have authorised them.</td>
</tr>
<tr>
<td>Delivery</td>
<td>When the work is done, our repairer will contact you to arrange a convenient time to deliver the car back to you.</td>
</tr>
<tr>
<td>Paying for repairs</td>
<td>We will pay the repair bill. All you need to do is pay any policy excess directly to our repairer when they deliver the car back to you.</td>
</tr>
</tbody>
</table>

If you have comprehensive cover you have the following extra services

| Get-you-home service within the geographical limits | If the car is not roadworthy following an incident covered by your policy, we can assist in getting you and your passengers from the scene of the incident to your home or to your planned destination, subject to a maximum payment of £250. If you cannot complete your journey, we will pay for overnight accommodation up to £50 per person for you and your passengers (up to £250 in total). |
| Keeping you mobile while your car is being repaired within the geographical limits | To keep you mobile, while using our approved repairer, you will be offered a small courtesy car while yours is being repaired. The repairer may, with your agreement, provide an alternative solution more suitable to your requirements. Once we have decided that your car can be economically repaired by one of our approved repairers and if it cannot be driven, we will provide the courtesy car on the next working day for as long as the repairs take. If your car can still be legally driven (in other words it is roadworthy), we will deliver the courtesy car when your car is collected for repairs. While you have the courtesy car you will be liable to pay fines for any parking or driving offences or congestion charges, and any additional costs for any non-payment of these charges. You may be asked to produce an appropriate credit or debit card to the approved repairer to cover these costs. |
| If the car cannot be repaired | If your car cannot be economically repaired, we will offer you a settlement amount within one week of the date we receive the engineer's report. Once this amount is agreed, we will send you a cheque by first-class post within one working day of receiving satisfactory vehicle documents. If your car is a total loss (a write-off), you must send in all the original documents that we ask for (for example, the vehicle registration document (V5C) and the current MOT certificate). We will arrange for an appointed salvage agent to collect the vehicle to dispose of it. Please remember to remove all your personal belongings and the tax disc from the car before it is collected. |
Introduction
This policy is a contract between you and us. It is not our intention that the Contracts (Rights of Third Parties) Act 1999 gives anyone else either any rights under this policy or the right to enforce any part of it.
In return for you paying or agreeing to pay the premium, we will provide cover, under the terms and conditions of this contract of insurance, against accidental injury, loss or damage that happens during the period of insurance and within the geographical limits.
Your policy is based on the answers you gave on the proposal or which is shown in a statement of insurance or statement of fact and any other information you gave us. You must tell us of any changes to the answers you have given. It is an offence under the Road Traffic Act to make a false statement or withhold information for the purposes of obtaining a certificate of motor insurance. Important notice – You are required by the Consumer Insurance (Disclosure and Representations) Act to take reasonable care to supply accurate and complete answers to all the questions on the proposal or those declared on the statement of insurance or statement of fact and to make sure that all information supplied is true and correct. Failure to supply accurate and complete answers may mean that your policy is invalid and that it does not operate in the event of a claim.
You must read this policy, the certificate of motor insurance and the schedule together. The schedule tells you which sections of the policy apply. Please check all documents carefully to make sure that they give you the cover you want.

Signed for and on behalf of Ageas Insurance Limited

François-Xavier Boisseau
CEO, Insurance
Ageas Insurance Limited
Definitions

Throughout this policy certain words and phrases are printed in **bold** type. These have the meanings set out below.

**Certificate of motor insurance**
The proof of the motor insurance you need by law. The **certificate of motor insurance** shows:
- what car is covered;
- who is allowed to drive the car; and
- what the car can be used for.
If your **certificate of motor insurance** allows driving by any driver, please refer to your **schedule** for any restrictions that may apply as well as referring to policy condition 9 on page 17, which shows you what details you need to disclose to us.

**Endorsement**
A clause that alters the cover provided by the policy. These only apply if stated on the **schedule**.

**Excess**
The part of a claim you must pay. Sometimes more than one excess can apply, in which case we add them together.

**Geographical limits**
Great Britain, Northern Ireland, the Isle of Man, the Channel Islands and while the car is being transported between any of these countries.

**Market value**
The cost of replacing the car with one of a similar age, type, mileage and condition, immediately before the loss or damage happened.

**Partner**
Your husband, wife, civil partner, or person with whom you have a relationship with as if married and who is living at the same address as you. This does not include any business partners or associates unless you also have a relationship with them as described above.

**Period of insurance**
The length of time that this contract of insurance applies for. This is shown in the **schedule**.

**Personal Information**
Any information we hold about you and any information you give us about anyone else.

**Proposal**
The application form and the information that you give us, including information given on your behalf and verbal information you give.

**Schedule**
The latest schedule we have issued to you. This forms part of the contract of insurance. It gives details of the period of insurance, the sections of the policy that apply, the premium you have to pay, the car which is insured and details of any excesses or endorsements.

**Statement of insurance or statement of fact**
The form that shows the information that you give us, including information given on your behalf and verbal information you give.

**Terrorism**
Terrorism as defined in the Terrorism Act 2000.

**The car**
Any motor vehicle that you have given us details of and for which we have issued a certificate of motor insurance. The car’s registration number will be shown on your latest certificate of motor insurance. Accessories, including child car seats, and spare parts are included in the definition of the car when they are with the car or locked in your own garage.

**We, our, us**
Ageas Insurance Limited

**You, your**
The person or company shown under ‘Policyholder details’ or ‘Insured details’ on the schedule.

**Your insurance adviser**
The agent, broker or intermediary who arranged this insurance for you.
Policy Cover

Your Schedule shows the level of cover you have chosen. The cover and policy sections applicable are shown below.

<table>
<thead>
<tr>
<th>Section Name</th>
<th>Comprehensive</th>
<th>Third Party Fire and Theft</th>
<th>Third Party Only</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section A: Damage to the car</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Section B: Damaged Windscreen and window glass</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Section C: Fire and theft</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Section D: Personal accident</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Section E: Medical expenses</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Section F: Personal belongings</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Section G: Liabilities to third parties</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Section H: Using your car abroad</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Section I: Spanish bail bond</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Section J: No claim discount</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Section K: No claim discount protection</td>
<td>✓</td>
<td>Optional</td>
<td>Optional</td>
</tr>
<tr>
<td>Section L: Replacement locks</td>
<td>✓</td>
<td>Optional</td>
<td>Optional</td>
</tr>
</tbody>
</table>
Your cover

Section A - Damage to the car

<table>
<thead>
<tr>
<th>What is covered</th>
<th>What is not covered</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>We will pay for accidental or malicious damage to the car including</strong></td>
<td>• Loss of or damage to the car caused by malicious damage or vandalism when no one is in it if:</td>
</tr>
<tr>
<td><strong>We will also cover the cost of replacing or repairing the car’s</strong></td>
<td>- Any window, door, roof opening, removable roof panel or hood was left open or unlocked; or</td>
</tr>
<tr>
<td><strong>audio, navigation and entertainment equipment up to the following amounts:</strong></td>
<td>- The keys (or any other device needed to lock the car) are left in or on the car.</td>
</tr>
<tr>
<td>- £1,000 for equipment fitted as original equipment by the manufacturer; or</td>
<td>• The excesses shown in the schedule; and</td>
</tr>
<tr>
<td>- £300 for any other equipment, provided this equipment is permanently fitted to the car.</td>
<td>a The first £350 of any claim if the person driving or in charge of the car at the time of the accident is under 21; or</td>
</tr>
<tr>
<td>If the car is not roadworthy after an accident within the geographical limits, which has been reported to us and we have accepted the claim (not including glass), we can assist with getting you and your passengers from the scene of the accident to your home or to your planned destination, subject to a maximum payment of £250.</td>
<td>b The first £250 of any claim if the person driving or in charge of the car at the time of the accident is:</td>
</tr>
<tr>
<td>If you cannot complete your journey, we will pay for overnight accommodation up to £50 per person for you and your passengers (up to £250 in total).</td>
<td>- Aged 21 or over but under 25; or</td>
</tr>
<tr>
<td>To keep you mobile, within the geographical limits only, we will offer you a small courtesy car, free of charge, while the car is being repaired by one of our approved repairers. Once we have decided that the car can be economically repaired by one of our approved repairers and if it cannot be driven, we will provide the courtesy car on the next working day for as long as the repairs take.</td>
<td>- Aged 25 or over but has not held a full driving licence issued within the geographical limits or the European Union for at least a year.</td>
</tr>
<tr>
<td>The repairer may, with your agreement, provide an alternative solution more suitable to your requirements. See page 12 for details of how we settle claims.</td>
<td>You must pay these amounts for every incident that you claim for under this section.</td>
</tr>
<tr>
<td>• Loss of or damage to the car caused by fire, or by theft.</td>
<td>• Loss of or damage to the car caused by you carelessly or recklessly allowing a buyer, someone posing as a buyer or someone acting on behalf of a buyer to defraud or deceive you. This includes accepting a form of payment that a bank or building society will not authorise.</td>
</tr>
<tr>
<td>• Loss of use of the car.</td>
<td>• The car losing value after, or because of, repairs.</td>
</tr>
<tr>
<td>• Wear and tear.</td>
<td>• Loss or damage to the car caused by you carelessly or recklessly allowing a buyer, someone posing as a buyer or someone acting on behalf of a buyer to defraud or deceive you. This includes accepting a form of payment that a bank or building society will not authorise.</td>
</tr>
<tr>
<td>• Mechanical, electrical, electronic and computer failures or breakdowns or breakages.</td>
<td>• The car being confiscated or destroyed by or under order of any government or public or local authority.</td>
</tr>
<tr>
<td>• Damage to your tyres caused by braking, punctures, cuts or bursts.</td>
<td>• Loss of or damage to any radar detection equipment unless this equipment is permanently fitted to the car as part of the manufacturer’s original specification.</td>
</tr>
<tr>
<td>• Costs of importing parts or accessories or storage costs caused by delays, where the parts or accessories are not available from current stock within the geographical limits.</td>
<td>• Loss of or damage to any audio, navigation and entertainment equipment unless this equipment is permanently fitted to the car.</td>
</tr>
<tr>
<td>• Any amount over the cost shown in the manufacturer’s latest price guide, plus fitting costs, for any lost or damaged parts or accessories if such parts or accessories are not available.</td>
<td>• Loss of or damage to the car caused by a person known to you taking the car without your permission, unless that person is reported to the police for taking the car without your permission.</td>
</tr>
<tr>
<td>• Loss of or damage to telephone or other communication equipment.</td>
<td>• The car losing value after, or because of, repairs.</td>
</tr>
<tr>
<td>• The car losing value after, or because of, repairs.</td>
<td>• Loss or damage to the car caused by you carelessly or recklessly allowing a buyer, someone posing as a buyer or someone acting on behalf of a buyer to defraud or deceive you. This includes accepting a form of payment that a bank or building society will not authorise.</td>
</tr>
<tr>
<td>• Loss or damage to the car caused by you carelessly or recklessly allowing a buyer, someone posing as a buyer or someone acting on behalf of a buyer to defraud or deceive you. This includes accepting a form of payment that a bank or building society will not authorise.</td>
<td></td>
</tr>
</tbody>
</table>

10  MU37 Feb 2016
### Section B - Damaged windscreen and window glass

<table>
<thead>
<tr>
<th>What is covered</th>
<th>What is not covered</th>
</tr>
</thead>
</table>
| If the windscreen or any window glass in the car is damaged during the period of insurance we will pay the cost of repairing or replacing it. We will also pay for any repair to the bodywork that has been damaged by broken glass from the windscreen or windows. If you phone the Ageas Insurance Glassline (see page 4) and use one of our chosen glass companies, cover is unlimited. If you do not, the most we will pay under this section is £100 after taking off any excess. A claim under this section only will not affect your no claim discount. | • The first £60 of any claim if the glass is replaced.  
• The first £10 of any claim if the glass is repaired.  
• Loss of use of the car.  
• Costs of importing parts or accessories or storage costs caused by delays, where the parts or accessories are not available from current stock within the geographical limits.  
• Any amount over the cost shown in the manufacturer’s latest price guide, plus fitting costs, for any lost or damaged parts or accessories if such parts or accessories are not available.  
• Mechanical, electrical, electronic or computer failures or breakdowns or breakages to sun roof and hood mechanisms.  
• Repair or replacement of any windscreen or window unless it is made of glass. |

### Section C - Fire and theft

<table>
<thead>
<tr>
<th>What is covered</th>
<th>What is not covered</th>
</tr>
</thead>
</table>
| **We** will pay for loss of or damage to the car caused by fire, theft or attempted theft.  
**We** will also cover the cost of replacing or repairing the car’s audio, navigation and entertainment equipment up to the following amounts:  
• £1,000 if your cover is comprehensive and the equipment is fitted as original equipment by the manufacturer; or  
• £300 for any other equipment or if your cover is third party fire and theft, provided this equipment is permanently fitted to the car.  
If you have comprehensive cover you have the following extra cover  
If the car is stolen or is not roadworthy following a fire, theft or attempted theft within the geographical limits and it has been reported to us and we have accepted the claim; we will meet the cost of getting you and your passengers to your home or to your planned destination, subject to a maximum payment of £250. If you cannot complete your journey, we will pay for overnight accommodation up to £50 per person for you and your passengers (up to £250 in total).  
To keep you mobile, within the geographical limits only, we will offer you a small courtesy car, free of charge, while the car is being repaired by one of our approved repairers.  
Once we have decided that the car can be economically repaired by one of our approved repairers and if it cannot be driven, we will provide the courtesy car on the next working day for as long as the repairs take.  
If the car can still be legally driven (in other words, it is roadworthy), we will deliver the courtesy car when the car is collected for repairs. The repairer may, with your agreement, provide an alternative solution more suitable to your requirements. See page 12 for details of how we settle claims. | • Loss of or damage to the car when no-one is in it if:  
- Any window, door, roof opening, removable roof panel or hood was left open or unlocked; or  
- The keys (or any other device needed to lock the car) are left in or on the car.  
• The first £100 of any claim.  
• Loss of use of the car.  
• Wear and tear.  
• Mechanical, electrical, electronic and computer failures or breakdowns or breakages.  
• Costs of importing parts or accessories or storage costs caused by delays, where the parts or accessories are not available from current stock within the geographical limits.  
• Any amount over the cost shown in the manufacturer’s latest price guide, plus fitting costs, for any lost or damaged parts or accessories if such parts or accessories are not available.  
• Loss of or damage to telephone or other communication equipment.  
• The car losing value after, or because of, repairs.  
• Loss or damage to the car caused by you carelessly or recklessly allowing a buyer, someone posing as a buyer or someone acting on behalf of a buyer to defraud or deceive you. This includes accepting a form of payment that a bank or building society will not authorise.  
• Loss of or damage to the car caused by a person known to you taking the car without your permission, unless that person is reported to the police for taking the car without your permission.  
• The car being confiscated or destroyed by or under order of any government or public or local authority.  
• Loss arising from the car being taken from you and returned it to its legal owner where it is established that you are not the legal owner.  
• Loss of or damage to any radar detection equipment, unless this equipment is permanently fitted to the car as part of the manufacturer’s original specification.  
• Loss of or damage to any audio, navigation and entertainment equipment unless this equipment is permanently fitted to the car. |
How we will settle your claim under sections A or C

We will choose whether to repair the car or pay you a cash amount equal to the cost of the loss or damage. If the car cannot be driven because of damage that is covered under this policy, we will pay for the car to be protected and taken to the nearest approved repairer.

If the car is economically repairable:
If the car is repaired by one of our approved repairers, please see ‘Onecall Repair service for an incident within the geographical limits’ on page 6.
You do not need to get any estimates, and repairs can begin immediately after we have authorised them.
We will arrange for one of our repairers to contact you to arrange to collect the car. Repairs made by our approved repairers are guaranteed for three years.
We will also pay the costs of delivering the car back to the address shown on your current schedule or any other address we agree with you when the damage has been repaired.
If you do not want to use one of our approved repairers, you will need to send us an estimate for us to authorise and we may need to inspect the car. We reserve the right to ask you to obtain alternative estimates.
You will have to pay any policy excess direct to the repairer.
If the condition of the car is better after the repair than it was just before it was damaged, we may ask you to pay something towards it.
The repairer can use parts, including recycled parts, that compare in quality to those available from the manufacturer.

If the car is a total loss:
Once an engineer has inspected and assessed the market value of the car, we will send you an offer of payment.
If there is any outstanding loan on the car, we may pay the finance company first. If our estimate of the market value is more than the amount you owe them, we will pay you the balance. If our estimate of the market value is less than the amount you owe, you may have to pay the balance.
If the car is leased or on contract hire, we may pay the leasing or contract hire company first. If our estimate of the market value is more than the amount you owe the leasing or contract hire company, the amount we pay them will settle the claim. If our estimate of the market value is less than the amount you owe, you may have to pay the balance.
Any payment we make for total loss will be after we have taken off any policy excess.
When you accept our offer for total loss, the car will belong to us. You must return your certificate of motor insurance to your insurance adviser. It is an offence under the Road Traffic Act not to return the certificate of motor insurance.

We have no objection to you retaining any private registration number providing that:
• You make your intention clear at the time of reporting the claim and prior to any settlement being agreed; and
• You provide details of the replacement registration number for the car prior to any settlement being made.
• You transfer the private registration number to another vehicle or place it on-retention with the DVLA prior to any settlement being made.

Replacement car
We will not pay more than the market value of the car unless:
• the loss or damage happens before the car is a year old; and
• you are the first and only registered keeper of the car (or the second registered keeper if the first registered keeper is the manufacturer or supplying dealer and the delivery mileage is under 250 miles); and
• you have owned the car (or it has been hired to you under a hire-purchase agreement) since it was first registered as new (or you are the second owner if the first owner is the manufacturer or supplying dealer and the delivery mileage is under 250 miles); and
• the cost of repair is valued at more than 60% of the cost of buying an identical new car at the time of the loss or damage (based on the United Kingdom list price including taxes); and
• the car was supplied as new within the geographical limits.

In these circumstances, if you ask us to, we will replace the car (and pay the delivery charges to the address shown on your current schedule or any other address we agree with you) with a new car of the same make, model and specification.
We will only do this if:
• we can buy a car straight away within the geographical limits; and
• we have permission from anyone who we know has a financial interest in the car.
If a replacement car of the same make, model and specification is not available, we will, where possible, provide a similar car of identical list price.
If this is not acceptable to you, we will pay you the price of the car, fitted accessories and spare parts as shown in the manufacturer’s last United Kingdom price list, less any excess that may apply.
### Section D - Personal accident

<table>
<thead>
<tr>
<th>What is covered</th>
<th>What is not covered</th>
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</thead>
</table>
| If **you** or your partner are accidentally killed or injured while getting into, travelling in or getting out of **the car** (or any other private car that **you** do not own), **we** will pay the following benefit per person:  
  • For death - £2,500.  
  • For total and permanent loss of sight in one eye - £1,500.  
  • For total and permanent loss (at or above the wrist or ankle) of one hand or one foot - £1,500.  
**We** will only pay these amounts if the cause of the death or loss is an accident involving a car and the death or loss happens within three months of the accident.  
This cover also applies to any person who is getting into, travelling in or getting out of **the car**. |  
• No cover is provided under this section if the policy is held in the name of a corporate organisation, a company or a firm.  
• Death or loss caused by suicide or attempted suicide.  
• Death of or loss to any person driving at the time of the accident who is found to have a higher level of alcohol or drugs in their body than is allowed by law.  
• Death of or loss to any person not wearing a seat belt when they have to by law.  
• More than £10,000 for any one accident.  
• More than £2,500 to any one person for any one accident.  
• If **you**, or your partner, have more than one motor policy with **us**, **we** will only pay under one policy. |

### Section E - Medical expenses

<table>
<thead>
<tr>
<th>What is covered</th>
<th>What is not covered</th>
</tr>
</thead>
<tbody>
<tr>
<td>If <strong>you</strong> or anyone in <strong>the car</strong> is injured in an accident involving <strong>the car</strong>, <strong>we</strong> will pay up to £100 in medical expenses for each injured person.</td>
<td></td>
</tr>
</tbody>
</table>
• No cover is provided under this section if the policy is held in the name of a corporate organisation, a company or a firm. |

### Section F - Personal belongings

<table>
<thead>
<tr>
<th>What is covered</th>
<th>What is not covered</th>
</tr>
</thead>
</table>
| **We** will pay for personal belongings in **the car** that are lost or damaged following an accident, fire or theft involving **the car**.  
**We** will pay for the cost of the item, less an amount for wear and tear and loss of value. |  
• Loss of or damage when no-one is in **the car** if:  
  - Any window, door, roof opening, removable roof panel or hood was left open or unlocked; or  
  - The keys (or any other device needed to lock **the car**) are left in or on **the car**.  
  • More than £100 for each incident.  
  • Any goods, tools or samples that are carried as part of any trade or business.  
  • Loss of or damage to telephone or other communication equipment.  
  • Money, stamps, tickets, documents and securities (such as share or bond certificates).  
  • Loss of or damage to any radar detection equipment. |
### Section G - Liabilities to third parties

<table>
<thead>
<tr>
<th>What is covered</th>
<th>What is not covered</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>We will cover legal liability for the death of or injury to any person and damage to property caused by or arising out of:</strong></td>
<td><strong>• Any amount we have not agreed to in writing.</strong></td>
</tr>
<tr>
<td><strong>Cover for you</strong></td>
<td><strong>• Death of or injury to any of your employees during the course of their work, even if the death or injury is caused by anyone insured by this policy, if insurance cover is provided as a requirement of any compulsory Employers Liability legislation within the geographical limits.</strong></td>
</tr>
<tr>
<td>- You using the car.</td>
<td><strong>• Loss of or damage to property owned by or in the care of the person who is claiming cover under this section.</strong></td>
</tr>
<tr>
<td>- You using a motor car not belonging to you and not hired to you under a hire-purchase agreement or leased to you under a leasing agreement, provided that:</td>
<td><strong>• Any loss of or damage to a vehicle, trailer, trailer caravan or broken-down vehicle covered by this section.</strong></td>
</tr>
<tr>
<td>- your current certificate of motor insurance allows you to do so; and</td>
<td><strong>• Any claim for pollution or contamination, unless it is caused by a sudden, identifiable event which was unintended and unexpected and happened at one specific time and place.</strong></td>
</tr>
<tr>
<td>- you have the owner’s permission to do so; and</td>
<td><strong>• Any amount over £1 million, for one pollution or contamination event.</strong></td>
</tr>
<tr>
<td>- you still have the car and it has not been damaged beyond economical repair nor been stolen and not recovered; and</td>
<td><strong>• Any amount over £20 million, exclusive of costs and expenses, for any one claim or series of claims arising from one event that causes loss of or damage to property, including any indirect loss or damage.</strong></td>
</tr>
<tr>
<td>- the motor car is registered within the geographical limits; and</td>
<td><strong>• Any amount over £5 million for all costs and expenses, for any one claim or series of claims arising from one event that causes loss of or damage to property.</strong></td>
</tr>
<tr>
<td>- you are not using the motor car outside of the geographical limits; and</td>
<td><strong>• Use to secure the release of a motor car, other than the car as described by its registration mark on your certificate of motor insurance, which has been seized by, or on behalf of, any government or public authority.</strong></td>
</tr>
<tr>
<td>- you are not insured under any other insurance to drive the motor car.</td>
<td>However, we will provide the minimum cover needed under compulsory motor insurance legislation.</td>
</tr>
<tr>
<td><strong>You using the car to tow any single trailer, trailer-caravan or broken-down vehicle while it is attached to the car and if allowed by law, provided it is not being towed for hire or reward.</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Cover for other people</strong></td>
<td></td>
</tr>
<tr>
<td>- Any person driving the car with your permission (as long as your certificate of motor insurance shows that he or she is allowed to drive the car). The person driving must not be excluded from driving the car by any endorsement, exception or condition.</td>
<td></td>
</tr>
<tr>
<td>- Any person using (but not driving) the car, with your permission, for social, domestic and pleasure purposes.</td>
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</tr>
<tr>
<td>- Any passenger in, getting into or getting out of the car.</td>
<td></td>
</tr>
<tr>
<td>- Any person using the car, with your permission (as long as your certificate of motor insurance shows that he or she is allowed to drive the car), to tow any single trailer, trailer-caravan or broken-down vehicle while it is attached to the car and if allowed by law, provided it is not being towed for hire or reward.</td>
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<tr>
<td><strong>We will also pay:</strong></td>
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<tr>
<td>- solicitors’ fees for representation at any coroner’s inquest, fatal accident inquiry or magistrates court (including a court of equal status in any country within the geographical limits);</td>
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<tr>
<td>- legal costs for defending a charge of manslaughter or causing death by dangerous or careless driving;</td>
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<tr>
<td>- any costs and expenses for which your employer or business partner is legally liable as a result of you using the car for their business; and</td>
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<tr>
<td>- any other costs and expenses for which we have given our written permission arising from an accident covered under this policy.</td>
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</tbody>
</table>

If anyone who is insured by this section dies while they are involved in legal action, we will give the same cover as they had to their legal personal representatives.
Section H - Using your car abroad

<table>
<thead>
<tr>
<th>What is covered</th>
<th>What is not covered</th>
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</thead>
<tbody>
<tr>
<td><strong>What is covered</strong></td>
<td><strong>What is not covered</strong></td>
</tr>
<tr>
<td>We will cover your minimum legal liability to others while you or any other driver covered by this policy and allowed to drive on your current certificate of motor insurance are using the car within the European Union and any other country which the Commission of the European Communities is satisfied has made arrangements under Article (8) of EC Directive 2009/103/EC relating to civil liabilities arising from the use of a motor vehicle. This cover is the minimum required to comply with the laws of compulsory insurance for motor vehicles. We will also provide the cover shown on your schedule for up to a total of 90 days in any period of insurance while you or any driver covered by this policy and allowed to drive on your current certificate of motor insurance are using the car within the countries referred to above, provided your main permanent home is within the geographical limits. Cover also applies while your vehicle is being carried between sea or air ports or railway stations within the countries referred to above, as long as this travel is by a recognised sea, air or rail route and the journey does not take longer than 65 hours under normal conditions. We may agree to extend the cover for more than 90 days as long as:</td>
<td>• If your certificate of motor insurance allows you to drive any other motor car, that cover does not apply outside of the geographical limits.</td>
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<tr>
<td>- the car is taxed and registered within the geographical limits; and</td>
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<tr>
<td>- your main permanent home is within the geographical limits; and</td>
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<td>- your visit abroad is only temporary; and</td>
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<tr>
<td>- you tell us before you leave; and</td>
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<tr>
<td>- you pay any premium we ask for.</td>
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<tr>
<td>If you want to extend your policy to give the same cover in a country outside the countries referred to above, you must:</td>
<td></td>
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<tr>
<td>- tell us before you leave; and</td>
<td></td>
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<tr>
<td>- get our written agreement to cover you in the countries involved; and</td>
<td></td>
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<tr>
<td>- pay any premium we ask for.</td>
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<tr>
<td>If we agree to your request, we will issue you with an International Motor Insurance Card (Green Card) as legal evidence of this cover. We will also pay customs duty if the car is damaged and we decide not to return it after a valid claim on the policy.</td>
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</tbody>
</table>

Section I - Spanish bail bond

<table>
<thead>
<tr>
<th>What is covered</th>
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<tbody>
<tr>
<td><strong>What is covered</strong></td>
<td></td>
</tr>
<tr>
<td>A bail bond may be shown on your certificate of motor insurance. If this is not shown and you ask us, we will issue a bail bond, which means we will pay up to £3,000 if the Spanish police hold the car or the driver after an accident involving the car. If we make any payment because of the bail bond you must repay that payment as soon as possible.</td>
<td></td>
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</tbody>
</table>
Section J - No claim discount

What is covered

As long as a claim has not been made during the period of insurance immediately before your renewal, we will include a discount in your renewal premium. You may not transfer this discount to any other person.

If a claim is made during the period of insurance, at renewal the no claims discount will be reduced in accordance with our current scale. (Please refer to www.ageas.co.uk for details of our current scale) This means that you may have to pay a higher renewal premium. In addition we may increase your excess from renewal.

If a claim is made during the period of insurance and the policy is cancelled prior to renewal the no claims discount will be reduced in accordance with our current scale on any proof of no claim discount that we supply.

Your no claim discount will not be affected if the only claims made are for damaged windscreen or window glass under section B or for replacement locks under Section L.

If you have comprehensive cover you have the following extra benefit.

If you make a claim for an accident that is not your fault and the driver of the vehicle that hit your car is identified and is uninsured, you will not lose your no claims discount or have to pay any excess as long as you provide us with:

- the vehicle registration number and the make and model of the vehicle; and
- the driver details; and
- if possible, the names and addresses of any witnesses.

You may initially have to pay your excess and lose your no claims discount whilst investigations are ongoing but if we establish the accident is the fault of the uninsured driver we will refund your excess, re-instate your no claims discount and refund any extra premium you have paid.

Section K - No claim discount protection

What is covered

You will not lose any of your no claim discount as long as:

- no more than two claims are made in any period of three years; and
- you have paid any extra premium we ask for.

After a second claim is made in any three-year period, this policy section will no longer apply and any further claims will result in the loss of no claim discount as set out under Section J.

The protection provided under this section only applies to your no claim discount. It does not protect your premium and you may have to pay a higher premium or excess if any claims are made.

Section L - Replacement locks

What is covered

If the keys, lock transmitter or entry card for a keyless entry system of the car are lost or stolen, we will pay up to £500 towards the cost of replacing:

- all entry locks that can be opened by the missing item; and
- the lock transmitter, entry card and central locking system; and
- the ignition and steering lock;

We will also pay the cost of protecting the car, transporting it to the nearest repairer when necessary and delivering it to your address after repair.

A claim under this section only will not affect your no claim discount.

What is not covered

We will not pay:

- the first £100 of any claim; or
- any claim where the keys, lock transmitter or entry card are either:
  - left in or on the car at the time of the loss; or
  - taken without your permission by a person known to you.
Policy exclusions

1. **We will not pay claims arising directly or indirectly from any of the following:**
   a. **The car** being driven by, or being in the charge of, someone who is not described in your **certificate of motor insurance** as entitled to drive, other than while **the car** is with a member of the motor trade for servicing or repair.
   b. **The car** being driven, with your permission, by anyone who you know does not hold a driving licence or is disqualified from driving. However, we will still give cover if the person used to hold a licence and is allowed to hold one by law.
   c. **The car** being driven by someone who does not meet all the conditions of their driving licence.
   d. **The car** being used for a purpose that is not shown as covered in your **certificate of motor insurance** other than while **the car** is with a member of the motor trade for servicing or repair.
   e. **The car** being used for hiring, competitions, rallies or trials, for racing formally or informally against another motorist; or on a motor racing track, de-restricted toll road, airfield, at an off-road event or at the Nürburgring.
   f. **The car** being used for criminal purposes or deliberately used to threaten or cause harm, loss or damage. An example of this would be ‘road rage’.

2. **If you** receive any payment for giving people lifts in **the car**, the policy is not valid if:
   a. **The car** is made or altered to carry more than eight people including the driver; or
   b. **You** are carrying the passengers as part of a business of carrying passengers; or
   c. **You** are making a profit from the payments you receive.

3. **We will not pay claims arising directly or indirectly from any of the following:**
   a. Ionising radiation or radioactive contamination from any nuclear fuel or any nuclear waste arising from burning nuclear fuel.
   b. The radioactive, poisonous, explosive or other dangerous properties of any explosive nuclear equipment or part of that equipment.
   c. Pressure waves caused by aircraft (and other flying objects) travelling at any speed.
   d. War, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, insurrection or military or usurped power.
   e. Acts of **terrorism**.

4. **We will not pay claims arising directly or indirectly from earthquakes, riots or civil disturbances outside Great Britain, the Isle of Man or the Channel Islands, except under section G.**

5. **We will not pay for any liability you accept under an agreement or contract, unless you would have been legally liable anyway.**

6. **Any decision or action of a court which is not within the geographical limits is not covered by this policy unless the proceedings are brought or a judgement is given in a foreign court because the car was used in that country and we had agreed to cover it there.**

7. **We will not pay claims arising directly or indirectly from any motor car being in a place used for the take-off, landing, parking or movement of aircraft, including the associated service roads, refuelling areas, ground equipment parking areas and the parts of passenger terminals of international airports which come within the Customs examination area or any part of airport premises to which the public does not have access to drive their vehicle.**

However, we will provide the minimum cover needed under compulsory motor insurance legislation.

**Standard endorsements**

(These only apply if it says so on the schedule)

I. **We will not pay for any loss or damage caused by theft or attempted theft if any security or tracking device fitted to the car has not been set or is not in full working order, or the network subscription for the maintenance contract of any tracking device is not current.**

Y. **We will not pay for any claim when the car is being driven by or is in the charge of anyone who is under 25 years old or anyone who does not hold a full driving licence, issued within the geographical limits or the European Union, to drive the car, unless you have sent us their details and we have accepted them in writing. The information required under policy condition 9 on page 19 must still be disclosed for all drivers aged 25 or over.**

Z. **We will not pay for any claims when the car is being driven by or is in the charge of anyone who is under 36 years old unless you have sent us their details and we have accepted them in writing. The information required under policy condition 9 on page 19 must still be disclosed for all drivers aged 36 or over.**
Policy conditions

1 How to claim
Please phone our Onecall helpline as soon as possible to report the incident.
The helpline number is 0345 122 3018 (or +44 2380 621982 if calling from abroad). Details of the benefits you will receive through our Onecall service are on page 6.
You must send us any letter, claim, writ or summons as soon as you receive it. You must also let us know straight away if you or your legal advisers know of any prosecution, inquest or fatal accident inquiry that might be covered under this policy.

2 Dealing with claims
You or any other person who claims under this policy must not negotiate, admit fault or make any payment, offer or promise of payment unless you have our written permission.
In dealing with any claim under the terms of this policy we may:
• carry out the defence or settlement of any claim and choose the solicitor who will act for you in any legal action; and
• take any legal action in your name or the name of any other person covered by this policy.
We can do any of these in your name or in the name of any person claiming under this policy.
Anyone who makes a claim under this policy must give us any reasonable information we ask for.

3 Right of recovery
If the law of any country says we must make a payment that we would not otherwise have paid, you must repay this amount to us.

4 Other insurance
If any incident that leads to a valid claim is covered under any other insurance policy, we will only pay our share of the claim.

5 Taking care of your car
Anyone covered by this policy must take all reasonable steps they can to protect the car, and anything in or attached to it, against loss or damage. (This includes making sure that all windows, doors, roof openings, removable roof panels or hoods are closed and locked, and the keys (or any other device needed to lock the car) are not left in or on the car).
The car must be kept in good working order. We may examine the car at any time.

6 Keeping to the terms of the policy
We will only provide cover under this policy if:
• any person claiming cover has met with all the terms of the policy, as far as they apply; and
• the declaration and information given on the proposal or shown in the statement of insurance or statement of fact is complete and correct as far as you know; and
• Any person claiming cover provides us with any reasonable information that we ask for.

7 Fraud
We will not make any payment if:
• You or anyone acting on your behalf mislead us in any way, including over who is the main user of the car, in order to get insurance from us, to obtain more favourable terms or to reduce your premium; or
• Any claim or part of any claim is fraudulent, false or exaggerated.
In these circumstances, all cover will be cancelled from the date of the fraud or misrepresentation and no premium will be refunded. If we have made a payment we would not otherwise have made you must repay that amount to us.
We may also notify relevant authorities, so that they can consider criminal proceedings.

8 Cancelling your policy
• You have 14 days from the start date of the policy or the date you receive the policy documents, whichever is the later, to cancel the cover. You can cancel by phoning your insurance adviser. Cancellation can take effect immediately or from a later date, but cannot be backdated to any earlier date. You must then return your certificate of motor insurance to your insurance adviser. It is an offence under the Road Traffic Act not to return your certificate of motor insurance.
Cancelling any direct debit instruction does not mean you have cancelled the policy. You will still need to follow the instructions above. If you are paying by instalments you may still have an obligation to make payments under your credit agreement.
If cover has not yet started, we will refund any premium paid in full. This refund will not be sent to you unless and until we receive your certificate of motor insurance. If cover has started, you will have to pay for any period of cover that has already been provided as well as an administration charge of £7.50 (subject to Insurance Premium Tax where applicable).
If any claim has been made during the period of cover provided, you must pay the full annual premium and you will not be entitled to any refund.
• After the 14-day period you can cancel this policy by phoning your insurance adviser. Cancellation can take effect immediately or from a later date, but cannot be backdated to
any earlier date. You must then return your certificate of motor insurance to your insurance adviser. It is an offence under the Road Traffic Act not to return your certificate of motor insurance.

Cancelling any direct debit instruction does not mean you have cancelled the policy. You will still need to follow the instructions above. If you are paying by instalments you may still have an obligation to make payments under your credit agreement.

If no claims have been made during the current period of insurance, we will refund a percentage of the premium in proportion to the period of insurance left unused, less an administration charge of £7.50 (subject to Insurance Premium Tax where applicable). This refund will not be sent to you unless and until we receive your certificate of motor insurance.

If any claim has been made in the current period of insurance, you must pay the full annual premium and you will not be entitled to any refund.

- We or your insurance adviser can cancel this policy by sending you seven days’ notice to your last known address. The reason for cancellation will be set out clearly in the communication with you. Valid reasons include, but will not be limited to, those listed below:
  - Changes to the information detailed on your proposal, statement of insurance or statement of fact, schedule or certificate of motor insurance which result in us no longer wishing to provide cover.
  - Where the circumstances of a new claim, or an incident we have become aware of, result in us no longer wishing to provide cover.
  - Where we suspect fraud on this or any other related policy.
  - Where you, a person acting on your behalf, or any person covered to drive the vehicle uses threatening, intimidating or abusive behaviour or language towards our staff, suppliers or agents acting on our behalf, including your insurance adviser.
  - Where any person claiming cover under this policy fails to provide us with any reasonable information we ask for.
  - Where a misrepresentation has been made that results in us no longer wishing to provide cover.
  - Where we are unable to collect a premium payment due to insufficient funds in the account you have nominated to pay from (notice will be sent to your last known address allowing you an opportunity to rectify the situation, and confirming that a second attempt to collect the payment will be made).
  - Where we are unable to collect a premium payment due to a Direct Debit Instruction being cancelled (notice will be sent to your last known address allowing you an opportunity to rectify the situation by reinstating the previous Direct Debit instruction, providing a new Direct Debit instruction or by providing the full outstanding premium).

You must return the certificate of motor insurance to your insurance adviser. It is an offence under the Road Traffic Act not to return your certificate of motor insurance.

We will refund a percentage of the premium in proportion to the period of insurance left unused, less an administration charge of £7.50 (subject to Insurance Premium Tax where applicable).

This refund will not be sent to you unless and until we receive your certificate of motor insurance.

If you are paying by instalments you may still have an obligation to make payments under your credit agreement.

9 Changes you must tell us about

You must tell us about any of the changes below straight away. If you do not tell us about any changes to the information detailed on your proposal, statement of insurance or statement of fact, schedule or certificate of motor insurance it may mean that your policy is invalid and that it does not operate in the event of a claim. These changes may result in a change to your premium and/or excess. We will not request from you, or refund to you any difference in premium following a change being made to your policy during the period of insurance if it is less than £10. We may make an administration charge of £7.50 (subject to Insurance Premium Tax where applicable) if you alter your policy.

- You change the car or its registration number, sell the car or get another car.
- You change your address or the address at which the car is kept overnight.
- There is a change to the estimated annual mileage that the car will cover.

The car is or will be:
  - Changed from the manufacturer’s original specification; This would include:
    - Changes to the bodywork, such as spoilers or body kits
    - Changes to suspension or brakes
    - Cosmetic changes such as alloy wheels
    - Changes affecting performance such as changes to the engine management system or exhaust system
    - Changes to the audio/entertainment system
  - Taken abroad, either for more than 90 days or outside the European Union;
  - Used for any purpose not covered by your certificate of motor insurance.
  - Involved in an accident or fire, or someone steals, damages or tries to break into it.
- There is any change of main user of the car.
- You or any other person who may drive the car.
  - Have a motoring conviction (including any fixed penalty offences);
  - Have a non-motoring criminal conviction;
  - Passes their driving test or has their licence suspended or revoked;
  - Changes their name;
  - Is issued with a new Driving Licence Number;
  - Changes job, starts a new job, including any part-time work, or stops work;
  - Is involved in any accident or has a vehicle damaged or stolen, whether covered by this policy or not;
  - Has had insurance refused, cancelled or had special terms put on;
  - Develop a health condition that requires notification to the DVLA, or an existing condition worsens. You can find additional information in the Motoring section at www.gov.uk or pick up leaflet D100 from the Post Office.
• You wish to change who is allowed to drive the car. Drivers aged 35 or under will not be covered unless we have been given their details and accepted them in writing. You must still disclose the information shown above for any driver aged 36 or over.

Please ask your insurance adviser or us for help if you are not sure whether certain information needs to be disclosed.

10 Data protection notice

Please read this notice carefully as it contains important information about our use of your personal information. In this notice, we and us and our mean Ageas Insurance Limited. Your personal information means any information we hold about you and any information you give us about anyone else. You should show this notice to anyone else insured or proposed to be insured to drive your car under your policy as it will also apply to them. It explains how we use all the information we have about you and the other people insured under your policy.

Please note that if you give us false or inaccurate information this could give us the right to avoid your insurance policy or it could impact your ability to claim.

Sensitive information

Some of the personal information that we ask you to provide is known as “sensitive personal data”. This will include information relating to health issues, race, religion and any criminal convictions. We need to use sensitive personal data to provide you with quotes, arrange and manage your policy and to provide the services described in your policy documents (such as dealing with claims).

How we use your personal information

We are part of the Ageas group of companies. We may share your personal information with other companies in the group for any of the purposes set out in this notice. If you want to know more about the Ageas group please go to www.ageas.co.uk.

We will use your personal information to arrange and manage your insurance policy, including handling underwriting and claims and issuing renewal documents and information to you or your insurance adviser. We will also use your personal information to assess your insurance application and provide information to credit reference agencies.

We may research, collect and use data about you from publically available sources including social media and networking sites. We may use this data for the purposes set out in this notice, including fraud detection and prevention.

We may have to share your personal information with other insurers, statutory bodies, regulatory authorities, our business partners or agents providing services on our behalf and other authorised bodies.

We will share your personal information with others:

• if we need to do this to manage your policy with us including settling claims;
• for underwriting purposes, such as assessing your application and arranging your policy and at renewal stage including;
• providing your (or any person included on the proposal) driving licence number to the DVLA to confirm licence status, entitlement and relevant restriction information and endorsement/conviction data. Searches may be carried out prior to and at any point during your insurance policy including any mid-term adjustment and renewal stage. (For details relating to information held about you by the DVLA please visit www.MyLicence.org.uk.)
• search your (or any person included on the proposal) ‘No Claims Discount’ ("NCD") details against a No Claims Discount database (to obtain information in relation to your NCD entitlement. Such searches may be carried out against driving licence number, name, date of birth, Vehicle Registration Mark ("VRM") and or postcode.

(A search of the driving licence number with the DVLA or against the NCD Database should not show a footprint against the driving licence.)
• for management information purposes;
• to prevent or detect crime, including fraud (see below);
• if we are required or permitted to do this by law (for example, if we receive a legitimate request from the police or another authority); and/or
• if you have given us permission. You can ask for further information about our use of your personal information. If you require such information, please write to the Data Protection Officer at the address set out below.

Preventing and detecting crime

We may use your personal information to prevent crime. In order to prevent and detect crime we may:

• check your personal information against our own databases;
• share it with fraud prevention agencies. Your personal information will be checked with and recorded by a fraud prevention agency. Other companies within the financial services industry may also search such fraud prevention agencies when you make an application to them for financial products (including credit, savings, insurance, stockbroking or money transmission services). If such companies suspect fraud, we will share your relevant personal information with them. The information we share may be used by those companies when making decisions about you. You can find out which fraud prevention agencies are used by us by writing to our Data Protection Officer at the address set out below;
• share it with operators of registers available to the insurance industry to check information and prevent fraud. These include the Claims and Underwriting Exchange Register administered by Insurance Database Services Ltd and the Motor Insurance Anti-Fraud and Theft Register. We may pass information relating to your insurance policy and any incident (such as an accident, theft or loss) to the operators of these registers, their agents and suppliers; and/or
• share it with the Motor Insurance Database (MID) which may be used to establish whether a driver is insured to drive a vehicle and/or for preventing or detecting crime. If you are involved in an accident in the UK or abroad, the MID may be searched to obtain relevant policy information. You can find out more at www.mib.org.uk.
• undertaking searches against your (or any person included on the proposal) driving licence number against details held by the DVLA to confirm your licence status, entitlement and
restriction information and endorsement/conviction data.

- search your (or any person included on the proposal) NCD details against a No Claims Discount database to obtain information in relation to your NCD entitlement. Such searches may be carried out against your (or the relevant person included on the proposal) driving licence number, name, date of birth, Vehicle Registration Mark (“VRM”) and or postcode.

**Dealing with others on your behalf**

To help you manage your insurance policy, subject to answering security questions, we will deal with you or your husband, wife or partner or any other person whom we reasonably believe to be acting for you if they call us on your behalf in connection with your policy or a claim relating to your policy. For your protection only you can cancel your policy or change the contact address.

**Marketing**

We may use your personal information and information about your use of our products and services to carry out research and analysis.

We will only use your personal information to market our products and services to you if you agree to this.

**Monitoring and recording**

We may record or monitor calls for training purposes, to improve the quality of our service and to prevent and detect fraud. We may also use CCTV recording equipment in and around our premises.

**Further information**

You are entitled to receive a copy of any of your personal information we hold. If you would like to receive a copy, or if you would like further information on, or wish to complain about, the way that we use personal information, please write to the Data Protection Officer at Ageas Insurance Limited, Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh, Hampshire, SO53 3YA giving your name, address and insurance policy number. We may charge you a small fee for this.

If we change the way that we use your personal information, we will write to you to let you know. If you do not agree to that change in use, you must let us know as soon as possible.

**11 Law applicable to the contract**

English law will apply to this contract unless you and we agree otherwise. (If you live in Jersey, the law of Jersey will apply to this contract and the Jersey courts will have exclusive jurisdiction over disputes between us and you in relation to it.)

**12 Language**

The contractual terms and conditions and other information relating to this contract will be in the English language.
What to do if you have a complaint

Should there ever be an occasion where you need to complain, we will sort this out as quickly and fairly as possible. If your complaint is about the way your policy was sold to you, please contact your insurance adviser to report your complaint.

If you have a complaint regarding your claim, please telephone us on the number shown in your claims documentation. Alternatively, you can write to us at the address shown below or email us through our website at www.ageas.co.uk/complaints (please include your policy number and claim number if appropriate).

Customer Services Adviser
Ageas Insurance Limited
Ageas House,
Hampshire Corporate Park,
Templars Way,
Eastleigh,
Hampshire
SO53 3YA

Service standards
We will try to resolve your complaint by the end of the next working day. If we are unable to do this, we will write to you within five working days to either:
Tell you what we have done to resolve the problem; or
Acknowledge your complaint and let you know when you can expect a full response. We will also let you know who is dealing with the matter.
We will always aim to resolve your complaint within four weeks of receipt. If we are unable to do this we will give you the reasons for the delay and indicate when we will be able to provide a final response.

Financial Ombudsman Service
If we cannot resolve the differences between us, you may refer your complaint to the Financial Ombudsman Service.

You can ask the Financial Ombudsman Service to review your complaint if for any reason you are still dissatisfied with our final response, or if we have not issued our final response within eight weeks from you first raising the complaint.
You can contact the Financial Ombudsman Service at the address below, however they will only consider your complaint once you have tried to resolve it with us.

Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London
E14 9SR

Using this complaints procedure will not affect your legal rights.

Financial Services Compensation Scheme
If we cannot meet our liabilities, you may be entitled to compensation from the Financial Services Compensation Scheme. Claims for compulsory insurance, such as third party motor insurance, are covered in full.

Any claims made to the Financial Services Compensation Scheme for non-compulsory (optional) insurance, such as damage to the insured car and for any unused premium, are covered up to 90% of the value of the claim submitted.

You can get more information from the Financial Services Compensation Scheme at www.fscs.org.uk or by calling 020 7741 4100.
To make a claim, call 0345 122 3018
Please add this number to your mobile phone

Ageas Insurance Limited

Registered office address
Ageas House, Hampshire Corporate Park,
Templars Way, Eastleigh, Hampshire SO53 3YA
www.ageas.co.uk
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