

ageas.

# CAR INSURANCE THAT'S easy as.

Policy booklet  
Including optional cover



Keep this policy booklet in a safe place



# **CAR INSURANCE**

**Please refer to page 39 for  
Optional Cover information**

# CAR INSURANCE

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# IMPORTANT CONTACT INFORMATION



## **For car insurance claims ONLY**

Report the claim online or by calling from the UK

**0345 125 2450**

Calling from abroad

**+44 1242 715929**

24 hours a day – 365 days a year

## **For windscreen and window glass claims**

**0345 165 0581**

24 hours a day – 365 days a year

## **For optional cover claims please see page 39**

### **Want to make a change or contact us regarding a change?**

If you wish to make changes to or amend your cover, you can do this free of administration charges via your online account at **my.ageas.co.uk**

Your online account is easy to use and provides you with all the necessary information, including how to contact us should you need to.

Alternatively you can call us on:

**0345 165 0570**

8.30am - 6pm Monday to Friday

8.30am - 4pm Saturday

Any changes made to your policy may result in a change to your premium and/or excess and there may be an administration charge. You can make changes to your policy online 24/7 at **my.ageas.co.uk** free of any administration charge.

# IMPORTANT

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## Changes you need to tell us about

It is essential that you tell us straight away about any of the following changes. Failure to tell us about these changes, which could alter this insurance, means your policy may no longer be valid and your insurer may not pay your claim.

**! Please note** – Any changes made to your policy may result in a change to your premium and/or excess and there may be an administration charge. You can make changes to your policy online 24/7 free of any administration charge.

- You sell the car, change the car or its registration number, or you get another car.
- There is any change of driver.
- You or any driver named on the Statement of Fact gets a motoring conviction (including fixed penalty offences or disqualification), or a criminal conviction.
- You or any driver named on the Statement of Fact develops a health condition, which requires notification to the DVLA.
- You change the purpose the car is used for – for example, you start using the car for business purposes.
- You or any driver named on the Statement of Fact changes job, starts a new job, including any part-time work, or stops work.
- The car is changed from the manufacturer's original specification, such as changing to alloy wheels.
- You take the car outside the European Union or you take the car abroad but within the European Union for more than 90 days.
- You change your address or the address where you keep the car overnight.
- You change your name – for example, if you get married.
- You or any driver named on the Statement of Fact passes their driving test or their driving licence has expired or been revoked.
- The details on the Statement of Fact change.
- The car is involved in an accident or fire, or someone steals, damages or tries to break into it.
- You or any driver named on the Statement of Fact is involved in any accident or has a vehicle damaged or stolen.
- There is a change to your estimated annual mileage.
- You or any driver named on the Statement of Fact has had insurance refused, cancelled or had special terms applied to an insurance policy.
- There is a change of main user of the car.

**If you are not sure whether certain information needs to be disclosed, our Customer Service team will be happy to help.**

**Need to speak to the  
Customer Services Team?**



**0345 165 0570**

8.30am – 6pm Monday to Friday and 8.30am – 4pm Saturday

# HAD AN ACCIDENT?

## What to do if you have an accident

If your car is involved in an accident or you need to make a claim, please phone the claims team as soon as possible using the number below. If you are making a claim for the accident you will have access to professional teams who are ready to help you through this straightforward process, getting you back on the road quickly. Alternatively, you can report your claim online.

There are some things you need to know about accidents and what you should do and what you should try to avoid doing, in order to comply with the law and make your claim go smoothly.

### Safety first!

The most important thing to do in the event of an accident is to make sure that you and your passengers are safe and to call an ambulance if anyone involved in the accident is injured. You should only take the action suggested below if it is safe to do so.

## What the law says

### When you need to stop

You must stop if you are involved in any incident:

- Involving injury to a person.
- Where certain animals have been killed or injured, except in your own vehicle or trailer.  
For example – you must stop if you kill or injure dogs, horses, cattle, sheep and goats, but not cats or wildlife.
- If other vehicles or property are damaged.

## Need to make a claim?

## Giving your details

- If you own the vehicle, you must give the following information to anyone who has a good reason for asking (for example, the police or anyone else involved in the accident):
  - Your name and address.
  - The name and address of your insurer and your car insurance policy number.
- If you do not own the vehicle, you must give the owner's name and address and the registration number of the vehicle.
- If you do not have these details with you at the time, you need to supply them as soon as possible.

## Reporting the accident to the police

- You must report an accident to the police within 24 hours if:
  - There is an injury.
  - You do not give your details to anyone at the scene.
- You will also need to present your Certificate of Motor Insurance at the police station within five days of the accident.

## Helping with the claims process

### Try not to apologise or admit fault

- It is natural to want to apologise for an accident if you feel it was your fault. However, it is really important that you don't do this, because you may not be legally liable for the accident and you may affect your insurer's ability to act on your behalf. It may also affect your no claims discount.



**0345 125 2450**

Report your claim online or call us 24 hours a day, 365 days a year

# HAD AN ACCIDENT? (CONT.)

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## Collecting important information for your claim

To help speed up your claim, please try to collect details of the following:

- Full details of the other drivers, including their phone numbers, and the registration numbers of all vehicles involved.

*This will allow your insurer to contact anybody else involved straight away. In addition, your no claims discount will not be affected if the accident was not your fault and your insurer manages to recover all money paid from the person who caused the accident (or their insurer).*

- Injuries caused.
- Property damage.
- Witnesses (if there are any).
- Police officers and report reference numbers.
- Full details of what happened.

If it is possible (and won't endanger you or other road users), please take photos of the accident with a camera or mobile phone, as this can help to confirm certain accident details. Include pictures of the damage to both vehicles, any injuries and the general scene. If there is any dash-cam footage available your insurer may request a copy of this.

All the information you gather will help your insurer and legal representatives (if you have chosen Legal Expenses on your policy) to assist you in getting things sorted out as quickly and easily as possible.

## Informing your insurer

- Call the claims team – using the number shown on page 3 of this policy booklet.
- If you need to contact your insurer during the claims process, you should call the phone number your insurer sends you and remember to have your claims reference number handy, as this will make it easier to get a quick update on your claim. Don't forget – If your car is taken away for assessment or repair, please remember to remove all your personal belongings from the car.

## Recovering losses you are not insured for

### Legal Expenses (optional cover)

Your insurer is not responsible for recovering losses you are not insured for, such as your policy excess. Full details of Legal Expenses insurance and how you make a claim can be found on pages 49-56 of this booklet.

Please refer to your Statement of Fact to see if you have selected this cover. If not, you can add this to your policy by calling the number below. Please note this will not cover any claims/incidents that have occurred prior to purchasing the cover.

This optional Legal Expenses cover is designed to help you if the accident was not your fault and:

- You have suffered an injury.
- You have incurred losses you are not insured for.
- You are seeking compensation for damage to your belongings.

**Want to add Legal Expenses cover to your policy?**



**0345 165 0570**

8.30am – 6pm Monday to Friday and 8.30am – 4pm Saturday



# HOW TO MAKE A CLAIM

## Start of the claims process

- 1 If your car is involved in an incident or you need to make a claim, please phone the claims team or report the claim online as soon as possible.
- 2 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 and do not have your Certificate of Motor Insurance with you, all you need to do is give your car registration number.

## Settling your claim

In the event of damage to your car, fire or theft, your insurer 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, your insurer will arrange collection and take your car to the nearest approved repairer.

### If the car is economically repairable

If your insurer decides to repair your car, you will be offered use of an approved repairer.

## If you chose to use an approved repairer, you will benefit from the following repair service

### Authorisation

You do not need to get any estimates and repairs can begin immediately after your insurer has authorised them.

### Repairs

If damage to the car is covered and it can be repaired, your insurer will arrange for one of its approved repairers to contact you to arrange to collect the car.

As long as you own the car, workmanship by approved repairers has a lifetime guarantee.\*

\*Any repairs carried out by an approved repairer have a workmanship guarantee for as long as you own the car. Defective parts will be replaced without charge as long as they are covered by the part manufacturer's warranty.

This is subject to the vehicle being maintained in accordance with the manufacturer routine maintenance schedule (in the event of a claim against this guarantee we may ask for documentation / invoices as evidence of this). Failure of components (such as tyres, exhaust, brakes) or bodywork damage will not be covered if failure or deterioration is through normal usage. To help assist in maintenance of the car, the Repairer will be happy to discuss arrangements for an annual bodywork inspection.

### Delivery

When the work is done, your repairer will contact you to arrange a convenient time to deliver the car back to you.

### Message relay

If you call your insurer after an accident, they can arrange to pass messages to friends, family or colleagues to tell them you are safe and if you will be delayed.

*This service applies to incidents in the United Kingdom, the Isle of Man, the Channel Islands and while the car is being transported between any of these countries.*

### ! Please note

If the condition of the car is better after the repair than it was just before it was damaged, you may be asked to pay something towards the repair. This will be discussed with you before the repair is made.

- ! The repairer can use parts (including recycled parts) that compare in quality to those available from the manufacturer.

## Need to make a claim?



**0345 125 2450**

Lines are open 24 hours a day, 365 days a year

# HOW TO MAKE A CLAIM (CONT.)

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If you do not want to use one of the approved repairers, you will need to send your insurer an estimate for authorisation and they may need to inspect the car. You may have to pay an additional excess, please refer to your Statement of Fact for more information.

## If the car is a total loss

If your car is very badly damaged or unsafe to drive and it is decided that it does not make financial sense to repair it, your car will be declared a “total loss” – many people call this a “write off”.

Once an engineer has inspected and assessed the market value of the car, your insurer will send you an offer of payment to cover the market value of the car. Any payment made will be after any policy excess has been deducted and any other payments from the list below have been made.

### ! Please note

The market value of your car provides you with sufficient funds to replace your car with one of a similar age, mileage and condition.

- If there is any outstanding loan on the car, your insurer may pay the finance company first.
- If the market value of your car is more than the amount you owe the finance company, your insurer will pay you the balance.
- If the market value of your car is less than the amount you owe the finance company, you may have to pay them the balance.
- If you have chosen to pay your premium by instalments, your insurer may subtract any outstanding premium owed to us from your total loss settlement.

## What happens to the car?

When you accept an offer for “total loss”, then the car will belong to your insurer.

## What happens if the car is up to one year old?

Your insurer will not pay more than the market value of the car unless all of the following apply:

- The loss or damage happens within 12 months of the car's first registration.
- You are its first and only registered keeper 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.

### ! Please note

If you buy a pre-registered car from a car dealership, then you will not be the first and only registered owner.

- The car was supplied as new in the United Kingdom, the Isle of Man or the Channel Islands
- The cost of repair is estimated to be more than 60% of the cost of buying an identical new car (based on the UK list price) at the time of the loss or damage.

In these circumstances, you can choose to ask your insurer to replace your car with a new car of the same make, model and specification and to pay the cost of delivery, using the dealer's usual delivery service.

## Your insurer will only do this if:

- at the time of your claim the replacement vehicle is available within the United Kingdom, Isle of Man or the Channel Islands (delivery times may vary); and
- they have permission from the hire-purchase company, if this is how you bought the car and you have not finished paying for it.

## Overnight accommodation or onward transport

- If the car is not roadworthy after an accident, your insurer can arrange to get you and your passengers home or to your planned UK destination.
- Alternatively, they will reimburse you for transport costs incurred to get you and your passengers home or to your planned UK destination, up to £150 for each person (limit of £400 each claim).
- If you cannot complete your journey, your insurer will pay for overnight accommodation up to £50 for each person (£250 in total).

## Keeping you on the road while your car is being repaired

For incidents in the United Kingdom, the Isle of Man, the Channel Islands and while the car is being transported between any of these countries.

- If you are using an approved repairer, you will be offered a small courtesy car to drive whilst yours is being repaired.

### Please note

The courtesy car may not be the same size as your own car. If you wish to have a larger car, you may be able to upgrade if you pay an additional sum to the approved repairer, but this is something you will need to agree with the repairer at the time.

- Once it has been decided that your car can be economically repaired by one of the approved repairers, you will be provided with the courtesy car:
  - If your own car cannot be driven, you will be provided with the courtesy car on the next working day. You will have this car for as long as the repairs to your own car take.

- If your own car is roadworthy and can still be legally driven, the courtesy car will be delivered 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, congestion charges and any additional costs for any non-payment of these charges.
  - The approved repairer will ask you to provide credit or debit card details, which can be used to pay for these costs, if any are incurred.
- If your car is declared a total loss and written off, **you will not** be provided with a courtesy car.

## Disposing of your car if it cannot be repaired

- If your car cannot be economically repaired or is a total loss, your insurer will offer you a settlement amount within one week of the date they receive the engineer's report.
- Once this amount is agreed, subject to satisfactory vehicle documents, payment will be made within one working day.
- You will be asked to send in all the original documents (for example, the vehicle registration document (V5C) and the current MOT certificate).
- Your insurer will arrange for an appointed salvage agent to collect your car to dispose of it for you.
- Please remember to remove all your personal belongings from the car before it is collected.

### Please note

You may be able to get a refund on your car tax for any unused months.

# DAMAGED GLASS

## Damaged windscreen and window glass

Your windscreen, window and sunroof glass is covered as part of your car insurance. To arrange for a repair or replacement, please call the windscreen claims line below.

## Saving you money

### Get it repaired rather than replaced

Repairing a windscreen or window instead of replacing it can save you paying a £60 policy excess.

### Use an approved glass company

If you use the approved glass company the cover provided by your policy is unlimited.

If you choose not to use an approved company, the most your insurer will pay is £100 (after taking off any excess).



### Please note

There is a £60 policy excess for claims to replace damaged windscreen and window glass. However, there is no excess for repairs, so long as they are carried out by an approved repairer (otherwise an excess of £15 will be charged).

The diagram below may help you to recognise whether or not the break can be repaired.

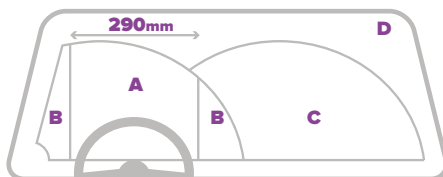
The following size of windscreen chip damage can be repaired in accordance with British Standard Code of Practice BS AU 242a :1998

Zone A Damage up to 10mm

Zone B Damage up to 15mm

Zone C Damage up to 25mm

Zone D Damage up to 40mm



**Call the windscreen claims line**



**0345 165 0581**

Lines are open 24 hours a day, 365 days a year

# YOUR CAR INSURANCE COVER

Your car insurance policy offers a range of benefits.

The table below provides a summary of benefits available but you should look at the full details in the various sections of this policy to understand what is and what is not covered.

**Some of the words used in this section of the policy booklet have special meanings, which can be found on page 25.**

Type of Cover	Policy section
Accidental damage to your own car	<b>A</b>
Overnight accommodation or onward transport	<b>A</b>
Audio, navigation and entertainment equipment	<b>A&amp;C</b>
Courtesy car whilst your car is being repaired	<b>A&amp;C</b>
Disposing of your car if it can't be repaired	<b>A&amp;C</b>
Damaged windscreen & window glass	<b>B</b>
Fire or theft damage to own car	<b>C</b>
Personal accident	<b>D</b>
Medical expenses	<b>E</b>
Personal belongings	<b>F</b>
Liabilities to third parties	<b>G</b>
Driving a car that does not belong to you <i>Cover will be third party only and applies only if shown on your Certificate of Motor Insurance (conditions apply)</i>	<b>G</b>
Using your car in the EU	<b>H</b>
Replacement Locks and Keys	<b>I</b>
No claims discount protection <i>Only included if shown on your policy Statement of Fact</i>	<b>K</b>

The rest of this section of your policy booklet explains in detail what you are and are not covered for by your car insurance policy. Please take the time to read this section carefully.

# SECTION A – DAMAGE TO YOUR CAR

## What is insured

### Damage

Damage to the car caused by accidental or malicious damage, or vandalism.

### Audio, navigation and entertainment equipment

The cost of replacing or repairing the car's audio, navigation and entertainment equipment up to the following amounts:

- Unlimited for equipment **fitted as original equipment** by the manufacturer.
- £300 for any other equipment provided this equipment is **permanently fitted** to the car.

### Accidental misfuelling

If you accidentally put the wrong type or grade of fuel into the car's fuel tank, we will provide cover for:

- Any damage to the car's engine if it is proven that the damage is a direct result of the accidental misfuelling.
- The cost to drain the fuel tank and flush the car's fuel system.

### Please note

Your insurer will not pay for the cost of any fuel that is drained from the tank or replacement fuel to refill it.

### If the car is not roadworthy after an accident

If the car is not roadworthy after an accident, which has been reported and your insurer has accepted the claim (not including glass), they can arrange to get you and your passengers home or to your planned UK destination. Alternatively, they will reimburse you for transport costs incurred to get you and your passengers home or to your planned UK destination,

up to £150 for each person (up to a limit of £400). If you cannot complete your journey, they will pay for overnight accommodation up to £50 for each person (up to £250 in total).

### Child car seat

If your insurer is paying for loss of or damage to the car and you have a child car seat fitted to the car, they will also cover the cost of replacing the child car seat with a new one of the same or similar model and standard.

### Free courtesy car

To keep you on the road, your insurer will provide a small courtesy car, free of charge while the car is being repaired by one of their approved repairers.

**This only applies if your own car has not been declared a total loss and the incident takes place in the United Kingdom, the Isle of Man or the Channel Islands.**

### Whilst your car is being repaired

Once your insurer has decided that your car can be economically repaired by one of their approved repairers, what happens next depends on whether your car can still be driven and if it is still roadworthy:

- If your car is still roadworthy and can be legally driven, the courtesy car will be delivered when your car is collected for repairs.
- If your car can't be driven, your insurer will provide the courtesy car on the next working day and you will have use of this car for as long as the repairs take.

More information on how your claim will be settled can be found on pages 7-9.

## What is not insured

- Any loss or damage that is a result of intentionally using the wrong type or grade of fuel for the car.
- The excesses shown in the policy Statement of Fact.
- An additional excess based on the age and the experience of the person driving or in charge of the car at the time of the accident:

### Age/experience additional excess

- Under age **21 £350**.
- Ages **21-24 £250**.
- Ages **25 and over**, but has not held a full driving licence issued within the United Kingdom, Isle of Man and the Channel Islands or the European Union for at least a year **£250**.



#### Please note

You must pay these policy excesses for every incident that you claim for under this section.

- Provision of a courtesy car if your own is declared a total loss.
- Loss of use of the car.
- Wear and tear.
- Mechanical, electrical, electronic and computer failures or breakdowns or breakages.
- Damage to your tyres caused by braking, punctures, cuts or bursts.
- 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 United Kingdom, Isle of Man and the Channel Islands.
- Any amount over the cost shown in the manufacturer's latest price guide, plus fitting costs in line with those charged by your insurer's approved repairer network, for any lost or damaged parts or accessories, if these parts or accessories are not available.
- The car losing value after (or because of) repairs.
- The car being confiscated or destroyed, by or under order of, any government or public or local authority.

### Loss of, or damage to:

- The car caused by malicious damage or vandalism when no one is in it, unless all its windows, doors, roof openings, hood and boot are closed and locked and all keys or devices needed to lock the car are with you or the person authorised to use the car.
- The car caused by fire or by theft.



#### Please note

Whilst loss or damage caused by fire and theft is not covered in this particular section of your policy, it is included in Section C (Fire and Theft) and details of the cover can be found on page 15.

- The car caused by a member of your immediate family, or a person living in your home or known to you taking the car without permission unless you report the person to the Police for taking the car without your permission and assist the Police in prosecution. This includes your partner, your boyfriend or girlfriend, your children (including step and foster children) and domestic staff in your employment or anyone who normally lives with you.
- 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.
- Any audio, navigation and entertainment equipment unless this equipment is permanently fitted to the car.
- Any radar detection equipment.
- Telephone or other communication equipment.

# SECTION B – DAMAGED WINDSCREEN AND WINDOW GLASS

## What is insured

### Costs

- The cost of repairing or replacing the windscreen, windows or sunroof glass in the car damaged during the period of insurance.
- The cost of any repair to the bodywork that has been damaged by broken glass from the windscreen, windows or sunroof.

### Using approved glass companies

- If you phone the windscreen claim number shown on page 10 of this policy booklet and use your insurer's approved glass company, cover is unlimited.
- If you choose not to use an approved company, the most your insurer will pay under this section is £100 (after taking off any excess).



### **Please note**

There is no courtesy car provided under this section. A claim under this section only will not affect your no claims discount.

## What is not insured

- The first £60 of any claim, if the glass is replaced rather than repaired.
- The first £15 of any claim, if the glass is repaired by a repairer not approved by your insurer.
- Repair or replacement of any windscreen, window or sunroof, if it is not made of glass.
- 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 United Kingdom, the Isle of Man or the Channel Islands.
- Any amount over the cost shown in the manufacturer's latest guide price, plus fitting costs in line with those charged by your insurer's approved repairer network, for any lost or damaged parts or accessories, if these parts or accessories are not available.
- Mechanical, electrical, electronic or computer failures or breakdowns, or breakages to sunroof and hood mechanisms.
- Loss of use of the car.



## SECTION C – FIRE & THEFT

### What is insured

#### Fire, theft and attempted theft

Loss of (or damage to) the car caused by fire, theft or attempted theft.

#### Audio, navigation and entertainment equipment

The cost of replacing or repairing the car's audio, navigation and entertainment equipment up to the following amounts:

Amounts
<b>Unlimited</b> If the equipment is <b>fitted as original equipment</b> by the manufacturer and if <b>permanently fitted</b> to the car.
<b>£300</b> For any other equipment if <b>permanently fitted</b> to the car.

See pages 7-9 for details of how claims are settled.

#### Child car seat

If your insurer is paying for loss of or damage to the car and you have a child car seat fitted to the car, they will also cover the cost of replacing the child car seat with a new one of the same or similar model and standard.

#### Free courtesy car

To keep you on the road your insurer will provide a small courtesy car, free of charge while the car is being repaired by one of their approved repairers. **They will only do this if your own car has not been declared a total loss and the fire or theft incident takes place in the United Kingdom, the Isle of Man or the Channel Islands.**

### Whilst your car is being repaired

Once your insurer has decided that your car can be economically repaired by one of their approved repairers, what happens next depends on whether your car can still be driven and if it is still roadworthy:

- If your car is still roadworthy and can be legally driven, the courtesy car will be delivered when your car is collected for repairs.
- If your car can't be driven, your insurer will provide the courtesy car on the next working day and you will have use of this car for as long as the repairs take.

With your agreement, the repairer may provide an alternative solution if this suits your needs better.

More information on how your claim will be settled can be found on pages 7-9.

### What is not insured

- The policy excess, which is shown on your policy Statement of Fact.
- Loss of (or damage to) the car:
  - When no one is in it, unless all its windows, doors, roof openings, hood and boot are closed and locked and all keys or devices needed to lock the car are with you or the person authorised to use the car.
  - Caused by a member of your immediate family, or a person living in your home or known to you taking the car without permission unless you report the person to the Police for taking the car without your permission and assist the Police in prosecution. This includes your partner, your boyfriend or girlfriend, your children (including step and

foster children) and domestic staff in your employment or anyone who normally lives with you.

- 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):
  - Any audio, navigation and entertainment equipment, unless this equipment is permanently fitted to the car.
  - Telephone or other communication equipment.
  - Any radar detection equipment.
- 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 United Kingdom, Isle of Man and the Channel Islands.
- Any amount over the cost shown in the manufacturer's latest guide price, plus fitting costs in line with those charged by your insurer's approved repairer network, for any lost or damaged parts or accessories, if these parts or accessories are not available.
- The car losing value after (or because of) repairs.
- The car being confiscated or destroyed, by or under order of, any government or public or local authority.

- Loss from taking the car and returning it to its legal owner.

**For example:** if you buy a car and subsequently find that it is stolen and it has to be returned to its original owner, you are not covered for any financial loss you incur.

- Loss of use of the car.

## SECTION D – PERSONAL ACCIDENT

### What is insured

#### Who is covered?

- You in **the car (or any other car that you do not own)**.
- Your partner in **the car (or any other car that you do not own)**.
- Any other passenger in **the car insured on your policy only**, as long as there is a passenger seat for that person.

#### Under what circumstances?

If any of the people outlined above are accidentally killed or injured while:

- getting into or out of; or
- travelling in;

your car or any other car that you do not own (except for other passengers, who are covered only in the car insured on your policy), your insurer will pay the following for:

<b>Death</b>	<b>£5,000</b>
Total and permanent loss of sight in both eyes	£5,000
Total and permanent loss (at or above the wrist or ankle) of both hands or both feet, or one hand together with one foot	£5,000
Total and permanent loss (at or above the wrist or ankle) of one hand or one foot, together with the total and permanent loss of sight in one eye	£5,000
Total and permanent loss (at or above the wrist or ankle) of one hand or one foot	£3,000
Total and permanent loss of sight in one eye	£3,000

These amounts will only be paid if:

- The cause of the death or loss is an accident involving a car.
- The death or loss happens within three months of the accident.
- The accident occurred within the geographical limits.

### What is not insured

- More than £10,000 for any one accident.
- More than £5,000 to any one person for any one accident.
- If any person insured under this section is covered by your insurer for the same incident under another policy, the insurer will only pay for each insured person under one policy.
- Death or injury caused by suicide or attempted suicide.
- Death of or injury to any person not wearing a seat belt when they have to by law.
- Death of or injury 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.
- No cover is provided under this section if the policy is held in the name of a business.

## SECTION E – MEDICAL EXPENSES

### What is insured

If you or anyone in the car is injured in an accident involving the car, your insurer will pay up to £300 in medical expenses for each injured person.

### What is not insured

- No cover is provided under this section if the policy is held in the name of a business.

## SECTION F – PERSONAL BELONGINGS

### What is insured

Personal belongings in the car that are lost or damaged following an accident, fire or theft involving the car.

You are covered for the cost of the item, less an amount for wear and tear and loss of value.

- Loss or damage when no one is in the car, unless all its windows, doors, roof openings, hood and boot are closed and locked and all keys or devices needed to lock the car are with you or the person authorised to use the car.
- Loss of (or damage to) any radar detection equipment.

### What is not insured

- More than £300 per 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).

## SECTION G – LIABILITIES TO THIRD PARTIES

If you cause damage to someone or something with your car, then you may have incurred a legal liability to someone else and they may have a right to make a claim for compensation against you.

**For example:** someone is injured in an accident that you have caused.

### What is insured

Your policy provides cover for legal liability for the death of or injury to any person and damage to property caused directly or indirectly by:

#### You and your actions

- You using the car.
- 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.
- You using a car not belonging to you and not hired to you under a hire-purchase agreement or leased to you under a leasing agreement, as long as all of the following apply:
  - Your current Certificate of Motor Insurance allows you to do so.
  - You have the owner's permission to do so.
  - You still have your car and it has not been damaged beyond economical repair, nor been stolen and not recovered.
  - The car you are using is registered in the Geographical Limits defined in this policy and is being used within this area.

- You are not insured under any other insurance to drive the car.
- There is a current and valid policy of insurance held for the car in accordance with the Road Traffic Acts.

#### Other people and their actions:

- Anyone 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 policy exception or condition.
- Any person using (but not driving) the car with your permission for social, domestic and pleasure purposes.
- Any passenger in, getting into or getting out of the car.
- Anyone using the car with your permission 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.

#### Where agreed your insurer will also pay:

- Solicitors' fees for representation at any coroner's inquest, fatal accident inquiry or magistrates court (including a court of equal status in Scotland, Northern Ireland, the Isle of Man or the Channel Islands).
- Legal costs for defending a charge of manslaughter or causing death by dangerous or careless driving caused by an accident covered under this policy.

- 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.
- Any other costs and expenses for which your insurer has given their written permission.
- Charges set out in the Road Traffic Acts.

If anyone who is insured by this section dies while they are involved in legal action, your insurer will give the same cover as they had to their legal personal representatives.

### **What is not insured**

- Any amount your insurer has not agreed to in writing.
- 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.
- Loss of (or damage to):
  - Property owned by (or in the care of) the person who is claiming cover under this section.
  - A vehicle, trailer, trailer caravan or broken-down vehicle covered by this policy.
- Any claim for pollution or contamination unless it is caused by a sudden, identifiable event that was unintended and unexpected and happened at one specific time and place.
- Any amount over £1 million for one pollution or contamination event.
- Any amount over £20 million (excluding 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.
- 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.

Regardless of all of the exclusions under this section, your insurer will provide the minimum cover needed under compulsory motor insurance legislation.

# SECTION H – USING YOUR CAR ABROAD

## What is insured

- You will be covered for your legal liability to others while you (or any driver covered by this policy) are using the car:
  - Within the European Union.
  - In any other country which has agreed to follow Article 8 of the EC Directive 2009/103/EC relating to Civil Liabilities arising from the use of motor vehicles.



### **Please note**

You do currently need an International Motor Insurance Card (Green Card) for visits to these countries.

- Your insurer will also provide fully comprehensive cover for up to 90 days in any period of insurance while you (or any driver covered by this policy) are using the car within the countries mentioned above.
- Your insurer may agree to extend the cover for more than 90 days as long as all of the following apply:
  - The car is taxed and registered in the United Kingdom or the Isle of Man.
  - Your main, permanent home is in the United Kingdom or Isle of Man.
  - Your visit abroad is only temporary.
  - You tell us before you leave.
  - You pay any extra premium we ask for.
- Your insurer will also pay customs duty if your car is damaged and they decide not to return it after a valid claim on the policy.

## What is not insured

- If your Certificate of Motor Insurance allows you to drive any other vehicle, that cover does not apply outside of the Geographical limits.

## SECTION I – REPLACEMENT LOCKS AND KEYS

### What is insured

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

- All entry locks that can be opened by the missing item.
- The keys, lock transmitter, entry card and central locking system.
- The ignition and steering lock.

Your insurer will also pay the cost of protecting the car, transporting it to the nearest repairers when necessary and delivering it after repair to your address, using the most practical and cost effective methods.



### Please note

Your no claims discount will not be affected by a claim made under this section of the policy.

### What is not insured

- The first £100 of any claim.
- Any claim where the keys, lock transmitter or entry card are either:
  - a) left in or on the car at the time of the loss or;
  - b) taken without your permission by a member of your immediate family, or a person living in your home.

## SECTION J – YOUR NO CLAIMS DISCOUNT

The table below shows what will happen to your no claim discount if you make a claim, including the difference protecting your no claim discount (NCD) makes. See Section K for further details about no claims discount protection.

NCD Years at the start of current period of insurance	NCD at next renewal <u>without</u> NCD protection (number of claims in current year)				NCD at next renewal <u>with</u> NCD protection (number of claims in last three years prior to renewal)			
	0 Claims	1 Claim	2 Claims	3 Claims	0 Claims	1 Claim	2 Claims	3 Claims
0	1	0	0	0	-	-	-	-
1	2	0	0	0	-	-	-	-
2	3	0	0	0	-	-	-	-
3	4	1	0	0	4	-	-	-
4	5	2	0	0	5	4	4	2
5	6	3	1	0	6	5	5	3
6	7	3	1	0	7	6	6	3
7	8	3	1	0	8	7	7	3
8	9	3	1	0	9	8	8	3
9+	9	3	1	0	9	9	9	3



## SECTION J – YOUR NO CLAIMS DISCOUNT (CONT.)

- As long as a claim has not been made during the period of insurance immediately before your renewal, a discount will be included in your renewal premium.
- If a claim is made during the period of your insurance, at your next renewal the discount will be reduced or removed in line with your insurer's current scale (see table opposite) and you may also have to pay a higher excess and/or higher premium on your policy.
- Your no claims discount will not be affected if the only claims made are for a broken windscreen or window glass (including sunroofs) or for replacement locks or keys.

### Important – About your no claims discount

You must provide us with written confirmation of your entitlement to the number of years discount you disclosed within 14 days of purchase. If we do not hear from you or receive your proof we will send notification that we will cancel your policy and you will be charged an administration fee. Please refer to your

Terms of Business agreement for details of fees and charges that apply.

If you make a claim following an accident with an uninsured driver, you will have your excess reimbursed and your no claims discount reinstated, provided that:

- Your insurer can establish that the accident is not your fault and the driver of the other vehicle is not insured.
- You give your insurer the other vehicle's make, model and valid registration number.
- If possible you should also supply the name and address of the person driving the other vehicle.

It will help your insurer to confirm who is at fault if you can supply the name and addresses of any independent witnesses, if available.

When you claim you may have to pay your excess and may also temporarily lose your no claims discount. If subsequently your insurer is satisfied that the accident was not your fault, they will repay your excess and we will reinstate your no claims discount and refund any premium which may be due to you.

## SECTION K – NO CLAIMS DISCOUNT PROTECTION

- ! **Please note** – You will only have no claims discount protection on your policy if it is shown on your policy Statement of Fact.
- You will not lose any of your no claims discount as long as:
  - No more than two claims are made in the three-year period immediately before your renewal.
  - You have paid any additional premium requested to protect your no claims discount.

- After a second claim is made in any three-year period.
  - Your no claims discount will no longer be protected and any further claims will result in the loss of (or reduction to) your no claims discount.
- You may also have to pay a higher premium and/or policy excess if any claims are made.
- Your no claims discount will not be affected if the only claims made are for a broken windscreen, window or sunroof glass or for replacement locks or keys.

# IMPORTANT INFORMATION

## Your car insurance policy

This contract of insurance (policy) is between you, us and your insurer. No one else has any rights under this policy or has the right to enforce any part of it under the Contracts (Rights of Third Parties) Act 1999.

Under the terms of this insurance policy, your insurer will provide cover against accidental injury, loss or damage that happens during the period of insurance and within the United Kingdom, the Channel Islands or the Isle of Man, in return for you paying or agreeing to pay the premium.

**This insurance policy is based on information you gave us when applying for this insurance via a price comparison site, on our website or during a telephone conversation (and which is summarised in your Statement of Fact) and any other information you provided.**

It is an offence under the Road Traffic Act to make a false statement or withhold any requested information for the purposes of obtaining a Certificate of Motor Insurance.

Important notice – you are required by the Consumer Insurance (Disclosure and Representations) Act 2012 to take care to supply accurate and complete answers to all the questions asked on a price comparison site, on our website or asked during a telephone conversation (or those declared on the Statement of Fact) and to make sure that all information supplied is true. Failure to supply accurate and complete information may mean that your policy is invalid and that it will not operate in the event of a claim.

**Please check all your documents carefully to make sure that they give you the cover you want.**

## Details of the insurers underwriting your policy

### Car Insurance

Ageas Insurance Limited,  
Ageas House,  
Hampshire Corporate Park,  
Templars Way,  
Eastleigh,  
Hampshire  
SO53 3YA.

Registered number: 354568. Financial Services Register reference number: 202039.

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# WORDS WITH SPECIAL MEANINGS

Throughout this car insurance policy, certain words and phrases have special meanings and these are explained below. Please note: The words used for optional sections of cover (starting on page 39) have their own special meanings.

## **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.
- What the car can be used for.

If your Certificate of Motor Insurance allows your car to be driven by any driver, your Statement of Fact will show any restrictions that apply.

## **Excess**

The part of a claim you must pay. Sometimes more than one policy excess can apply. If this is the case, you will need to pay all of these.

## **Geographical limits**

United Kingdom (England, Wales, Scotland, Northern Ireland), the Channel Islands and the Isle of Man (and, if you are a permanent resident of Northern Ireland, the Republic of Ireland) 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 or 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 the insurance policy applies for. This is shown in the Statement of Fact.

## **Statement of Fact**

The latest Statement of Fact issued to you. This forms part of the insurance policy. 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. This also shows the information that you provided, including information given on your behalf and verbal information you gave prior to commencement of the policy.

## **Terrorism**

Terrorism as defined in the Terrorism Act 2006 or any subsequent amendments or any act deemed by the Government or a UK Court of Law to be an act of terrorism.

## **The car**

The motor vehicle shown as insured on your Statement of Fact and for which you have been issued a Certificate of Motor Insurance. The car's registration number will be shown on your latest Certificate of Motor Insurance. This also includes accessories and spare parts when they are with the car or locked in your own garage and, if your car is electric, this also includes your charging cables and the charger installed at your home.

## **We, us, our**

Ageas, a trading name of Ageas Retail Limited.

## **You, your**

The person or company shown under "About you" on the Statement of Fact.

# CAR INSURANCE CONDITIONS

## Your insurer

Ageas Insurance Limited.

## Claims

You should report any claim to your insurer as soon as possible. Contact details for your insurer can be found at the front of this policy booklet. You must send your insurer any letter, claim, writ or summons as soon as you receive it. You must also let them 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. Unless you have your insurer's written permission, you (or any other person who claims under this policy), must not:

- Negotiate on any claim made against you.
- Admit fault.
- Make any payment, offer or promise of payment.

In dealing with any claim under the terms of this policy, your insurer may:

- Carry out the defence or settlement of any claim and choose the solicitor who will act for you in any legal action.
- Take any legal action in your name, or the name of any other person covered by this policy.

Anyone who makes a claim under this policy must give your insurer any reasonable information they ask for.

## Right of recovery

If the law of any country says your insurer must make a payment that they would not otherwise have paid, you must repay this amount to your insurer.

## Other insurance

If any incident that leads to a valid claim is covered under any other insurance policy, your insurer will only pay their share of the claim.

## Reasonable precautions

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 the car has all its windows, doors, roof openings, hood and boot closed and locked, and all keys or devices needed to lock the car are with you or the person authorised to use the car when no one is in it.

The car must be kept in good working order. Your insurer may examine the car at any time.

## Keeping to the terms of the policy

Your insurer will only pay claims if:

- Any person claiming cover has met with all the terms of the policy, as far as they apply.
- The declaration and information given on a price comparison site, on our website or during a telephone conversation (or shown in the Statement of Fact), is complete and correct as far as you know.

## Protection against Fraud and Misrepresentation

Fraud and misrepresentation have an impact on us, your insurer and our customers, so we and your insurer take certain measures to prevent them.

## Fraud

A person is committing fraud if they or anyone acting on their behalf knowingly:

- Make a fraudulent or false claim in full or in part:
  - by providing false information in order to influence your insurer to accept a claim;
  - by exaggerating the amount of the claim; or
  - by supplying false or invalid documents in support of a claim.

## Misrepresentation

We and your insurer would class a deliberate or reckless misrepresentation as a person or anyone acting on their behalf knowingly, or without care:

- providing answers to questions which are dishonest, inaccurate or misleadingly incomplete, or
- misleading us or your insurer in any way for the purpose of obtaining insurance, or more favourable insurance terms, or a reduced premium.

## How we and your insurer deal with fraud and misrepresentation to protect us, your insurer and our customers

If we or your insurer find that a deliberate or reckless misrepresentation has been committed we and your insurer will have the right to:

- Void your policy without refund (treat it as if it never existed) and refuse to pay any claim.
- Cancel all policies which you have with us and apply the relevant fee for each.

If we or your insurer find that any form of claims fraud has been committed we and your insurer will have the right to:

- Refuse to pay the whole of a claim if any part is in any way fraudulent, false or exaggerated.
- Recover any costs incurred including investigation and legal costs.
- Inform the police, which could result in prosecution.
- Inform other organisations as well as anti-fraud databases.

## Changes you must tell us about

You must tell us about any of the changes listed on page 4 straight away. Failure to tell us or your insurer about these changes or any changes to the information detailed on your Statement of Fact or Certificate of Motor Insurance, could result in your policy being voided (as if the policy never existed) and your insurer may not pay your claim. Any changes made to your policy may result in a change to your premium and/or excess and there may be an administration charge. You can make changes to your policy online 24/7 at [my.ageas.co.uk](https://my.ageas.co.uk) free of any administration charge.

## How your policy can be cancelled

### How you can cancel your policy

You can cancel your policy at any time. Simply log into your online account at [my.ageas.co.uk](https://my.ageas.co.uk) and select the option to cancel.

Alternatively you can call on 0345 650 0345 or write to us:

ageas  
First Floor  
Everdene House  
Deansleigh Road  
Bournemouth BH7 7DU

**[help@ageas.co.uk](mailto:help@ageas.co.uk)**

If you cancel your policy you will choose whether this takes effect immediately or from a later date, but you cannot backdate the cancellation to an earlier date.

You will also be charged a fee when your policy is cancelled. For full details of all charges please refer to your Terms of Business Agreement.

How much money you get back or have to pay when you cancel your policy will depend on the reason for cancellation, how you pay for your policy, how long you've had it for and whether or not you've made a claim or may need to make a claim.

### **Cancelling within the first 14 days**

If you cancel your policy within 14 days of the purchase date or the date at which you receive your documents (if this is later) then:

- If your policy has not started we'll refund your full premium, plus Insurance Premium Tax (IPT) where applicable, minus the relevant administration fee for cancellation.
- If your policy has started, as long as you've not made a claim and nothing has happened which could lead to a claim, we'll refund you for the time left on the policy (plus IPT where applicable). We'll do this by working out the cost of your insurance per day, and then refund you for the days that you haven't yet used, minus the relevant administration fee for cancellation.
- If you've made a claim or something has happened which could lead to a claim, no refund will be paid. If you pay for your insurance on a monthly basis, we'll also ask you to pay the remainder of the year's premiums.

### **Cancelling after the first 14 days**

After the initial 14 days, as long as you've not made a claim and nothing has happened which could lead to a claim, we'll refund you for the time left on the policy (plus IPT where applicable). We'll

do this by working out the cost of your insurance per day, and then refund you for the days that you haven't yet used, minus the relevant fee.

If you've had a claim during the cover period, or something has happened which might lead you to make a claim, then you won't receive any refund. If you pay for your insurance on a monthly basis, we'll also ask you to pay the remainder of the year's premiums.

It's important to be aware that your policy won't be cancelled if you simply stop your direct debit.

### **Our right to cancel or void your policy**

We and your insurer have the right to cancel this policy at any time by giving you 7 days' notice in writing. We'll tell you the reason why. Reasons why we may decide to cancel your policy include, but won't be limited to:

- We're unable to take a payment from your nominated account due to insufficient funds or a Direct Debit instruction being cancelled.
- You made a mistake when providing us with the information shown on your Statement of Fact or this information has changed and we are no longer willing to cover you or you are refusing to pay the correct premium.
- You won't give us information that we ask for.
- You or someone representing you is abusive to our staff or anyone acting on our behalf.

If we cancel your policy, we will use the same method to calculate any refund and deduct the same fees as if you cancelled the policy yourself, however, there are some exceptions.

If you have withheld or given us wrong information because you didn't take

care when communicating with us, we can decide to void your policy instead of cancelling it. Wherever we use the term void, we mean we'll treat your policy as though it had never existed. In these circumstances you would receive a full refund but we wouldn't have to pay any existing claims.

If we discover that you deliberately withheld or gave wrong information, or acted recklessly when communicating with us, we will void your policy and you would not receive a refund. We would also refuse to pay any claims and make you repay any money we have paid out for previous claims.

We also reserve the right not to invite you to renew your policy and/or to cancel any other policies you have with us and apply the relevant fee to each.

If we cancel or void your policy because of fraud

it's really important that you're honest with us at all times. If we find that you or anyone acting on your behalf has committed fraud, your policy will be immediately cancelled or we will declare it void from the start.

If we cancel or void your policy because of fraud, you will not receive a refund and we will refuse to pay any fraudulent claims. Similarly, we will make you repay any money we've paid out for any claims since the date the fraud first occurred, even if they were not fraudulent.

To be clear, when we make you repay any money paid out for claims, we mean all claim payments including any investigation fees or legal costs.

Please be aware that all references to 'us', 'we' and 'our' in the following section (Your information and what we do with it) only, refer to both Ageas and your insurer Ageas Insurance Limited.

## YOUR INFORMATION AND WHAT WE DO WITH IT – PUTTING YOUR MIND AT REST

You trust us to look after your personal information when you buy our products and we know we have a responsibility to protect this information. The details provided here are a summary of how we collect, use, share, transfer and store your information.

For full details of our Privacy Policy, please go to [ageas.co.uk/privacy-policy](https://ageas.co.uk/privacy-policy) or contact our Data Protection Officer at: Ageas, Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh, Hampshire, SO53 3YA or by emailing [thedpo@ageas.co.uk](mailto:thedpo@ageas.co.uk).

### Collecting your information

We collect a variety of information about you, such as:

- Your name, address, contact details and date of birth.
- Information about what and/or who you want to insure, such as vehicle details, named drivers, travel details and companions.
- Your claims and credit history.
- Any criminal offences.
- Financial details, such as bank account and card details.
- Information about your use of our website such as your IP address which is a unique number identifying your computer.
- Special categories of personal information (previously known as 'sensitive personal information'), such

as details regarding your health. This information is necessary for us to be able to provide you with a quotation and/or policy.

We also use a number of different sources to collect this information from, including:

- You or someone connected with you, as well as publically available sources of information like social media and networking.
- Third parties' databases that have been made available to the insurance industry, as well as where you have given your permission to share information with third parties like us.
- Price comparison websites, where they have sent your personal information to us to see whether we are able to provide you with a quotation.

### Using your information

We use your personal information and/or special categories of personal information to not only provide you with our products and services, but to better understand and predict your needs and preferences, so that we can continue to improve our products and services to give you insurance that is right for you. These uses include:

- Providing you with services relating to an insurance quotation or policy, for example:
  - Assessing your insurance application and arranging your insurance policy including checking



databases showing no claims discount entitlement and driving licence records.

- Managing your insurance policy including claims handling and issuing policy documentation to you.

Our assessment of your insurance application may involve an automated decision to determine whether we are able to provide you with a quotation and/or the price. If you object to this being done, then we will not be able to provide you with insurance.

- Where we believe we have a justifiable reason to do so, such as:
  - Keeping information about your current and past policies.
  - Preventing and detecting fraud, financial crime and money laundering.
  - Carrying out processes such as statistical, trend and market research in relation to our products and/or services, as well as analysis and modelling which may include computerised processes that profile you.
  - Providing sales information to third parties (for example price comparison websites) so that we fulfil our legal obligations to them.
  - Recording and monitoring calls for training purposes.
  - Contacting you if you fail to complete an online quotation to see if we can offer you any help with this.
- Please note that if you have given us information about someone connected to you, you would have confirmed that you have their permission to do so.

## How we contact you about our products and services

We may contact you via post, email, SMS, telephone and/or digital methods like social media and online advertising, unless you have said you do not want us to, in order to let you know about our products and/or services which may relate to your general insurance needs. To assist us with this, we may also use and/or share your information with carefully selected third party databases which, when combined with the information you have given us, helps us to know what products and/or services may be of interest to you. Where products or services are not similar or where we have not contacted you for some time since you last obtained a quotation, product or service from us, then we will ask your permission to contact you about these.

We may also use our carefully selected business partners to supply our promotional offers to you and manage those offers on our behalf.

Should you no longer want us to contact you about our other products and services, just let us know by either:

- writing to our Data Protection Officer at the address on the previous page or,
- calling us – 0345 165 0570.

## Use of your personal information when using our websites and email communications

When you visit one of our websites we may collect information which includes your email and/or IP address. We may also use cookies and/or pixel tags on some pages of our website. Useful information about cookies, including how to remove them, can be found on our website.

## Sharing your information

We share your information with a number of different organisations such as:

- Other companies or brands within the Ageas group.
- Other insurers, business partners, agents or carefully selected third parties who either provide a service to us or on our behalf or where we provide services in partnership with them.
- Organisations that have a specific role laid out in law such as statutory bodies, regulatory authorities and other authorised bodies or where we have a duty to or are permitted to disclose your personal information to them by law.
- Fraud prevention and credit reference agencies.
- Third parties we use to recover money you may owe us or to whom we may sell your debt.
- Other companies when we are trialling their products and services which we consider may improve our services to you or our business processes.

Unless required to by law, we would never share your personal data without the appropriate and necessary care and safeguards being in place.

## Keeping your information

We will keep your information only for as long as is reasonably necessary to provide our products and services to you and to fulfil our legal, regulatory, tax and accounting obligations. We also keep your information for several years after the expiry of your policy in order to respond to any queries or concerns that may be raised at a later date with respect to the policy or handling of a claim. Please see our full Privacy Policy on our website for more details.

## Use and storage of your information overseas

Your information may be transferred to, stored and processed outside of the United Kingdom (UK). We or our service providers may use cloud based computer systems (i.e. network of remote servers hosted on the internet which process and store your information) to which foreign law enforcement agencies may have the power to access. However, we will not transfer your information outside the UK unless it is to a country which is considered to have sound data protection laws or we have taken all reasonable steps to ensure the firm has suitable standards in place to protect your information.

## Dealing with others acting on your behalf

We will deal with individuals you nominate, including third parties we reasonably believe to be acting on your behalf providing they are able to answer our security questions. For your protection though, we will need to speak to you, your legal representative, someone that you have specifically given us permission to speak to or a power of attorney should you want to change your contact address or policy coverage or cancel your policy.

## Your rights

You have a number of rights in relation to the information we hold about you, including:

- Asking for access to and a copy of your personal information.
- Asking us to correct, delete or restrict the use of your personal information.
- Asking us to move, copy or transfer your personal information to a third party (known as 'data portability').

- Objecting to the use of your personal information or to an automated decision including profiling.
- Withdrawing any previously provided permission for us to use your personal information.
- Complaining to the Information Commissioner's Office at any time if you object to the way we use your personal information.

Please note that there are times when we will not be able to delete your personal information, such as where we have to fulfil our legal and regulatory obligations or where there is a minimum statutory period of time for which we have to keep your information. If this is the case, then we will let you know our reasons.

### **Law applicable to the contract**

This contract is subject to the law of England and subject to the non-exclusive jurisdiction of the courts of England unless we agree otherwise.

### **Language**

The contractual terms and conditions and other information relating to this contract will be in the English language.

# POLICY EXCLUSIONS

Your car insurance policy does not cover you for the following and claims will not be paid in these circumstances. However, your insurer will provide the minimum cover needed under compulsory motor insurance legislation.

- 1 Your insurer will not pay any claims arising directly or indirectly from the following:
  - 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.
  - The car being driven, with your permission, by anyone who you know does not hold a driving licence or is disqualified from driving. However your insurer will still give cover if the person used to hold a licence and is allowed to hold one by law.
  - The car being driven by someone who does not meet all the conditions of their driving licence. An example of this would be a provisional licence holder driving without appropriate supervision as required by law.
  - 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. An example of this would be using a car for business purposes when you have not insured it for this purpose.
  - The car being used for hiring, competitions, rallies or trials or racing formally or informally against another motorist.

- The car being used on a motor racing track, de-restricted toll road, airfield, at an offroad event or at The Nurburgring.
- The car being used for criminal purposes or deliberately used to threaten to cause harm, loss or damage. An example of this would be 'road rage'.
- The car being driven by someone named in the Certificate of Motor Insurance if the driver is convicted of driving whilst under the influence of alcohol or drugs. Where we are required to make payments in these circumstances, we can recover these from you.

- 2 If you receive any payment for giving people lifts in the car, the policy is not valid if:

- the car is made or altered to carry more than eight people including the driver; or
- you are carrying the passengers as part of a business of carrying passengers; or
- you are making a profit from the payments you receive.

- 3 Claims arising directly or indirectly from any of the following:

- Ionising radiation or radioactive contamination from any nuclear fuel or any nuclear waste arising from burning nuclear fuel.
- The radioactive, poisonous, explosive or other dangerous properties of any explosive nuclear equipment or part of that equipment.

- Pressure waves caused by aircraft (and other flying objects) travelling at any speed.
- War, invasion, act of foreign enemy, hostilities (whether war is declared or not), civil war, rebellion, insurrection or military or usurped power.
- Acts of terrorism.

- 4** 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 (liabilities to third parties) of this policy.

**!** **Please note** Riots or civil disturbances in Northern Ireland are excluded.

- 5** Any liability you accept under an agreement or contract, unless you would have been legally liable anyway.

**Please try to avoid admitting fault at the scene of an accident – just exchange your insurance details with anyone else involved.**

- 6** Any decision or action of a court which is not within the geographical limits of this policy (i.e. the United Kingdom, Channel Islands or Isle of Man) unless the proceedings are brought, or a judgement is given, in a foreign court because the car was used in that country and your insurer had agreed to cover it there.

- 7** Claims arising directly or indirectly from any 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 vehicular access.

**!** **Please note** You will be covered at airports in areas where the general public are allowed, such as airport car parks and pick-up and drop-off areas.

# HOW TO MAKE A COMPLAINT

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We and your insurer strive to provide the highest standard of service to you at all times. However, things can go wrong occasionally and when this happens, we and your insurer are committed to sorting this out quickly.

## If your complaint concerns the service at Ageas

If you wish to make a complaint about the service we have provided (including information or documentation issued to you), you should contact us as follows:

-  Customer Relations Manager  
Ageas  
First Floor  
Everdene House  
Deansleigh Road  
Bournemouth  
BH7 7DU
-  By phone: 0345 165 0570 (8.30am - 6pm Monday to Friday and 8.30am - 4pm Saturday)
-  [customerrelations@ageas.co.uk](mailto:customerrelations@ageas.co.uk)

## If your complaint concerns the service provided by your insurer or claims handler

When you make a complaint about the service provided by your insurer (including complaints about the service or the amount offered in settlement of a claim), you should contact them as follows:

Ageas Insurance Limited - You can call your claims handler (your handler's name and phone number will be located on any letters which they have sent to you) or contact them as follows:

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

Alternatively, you can email your insurer via the website [www.ageas.co.uk](http://www.ageas.co.uk) including your policy number and claim number (if appropriate).

We/your Insurer will try to resolve your complaint by the end of the third working day and will send you a summary resolution letter. If unable to do this, we/your insurer will write to you within five working days to update you on the progress of your complaint and let you know who is dealing with the matter. Within eight weeks of receiving your complaint, you will receive a final response or, if this is not possible, a reason for the delay plus an indication of when a final response will be provided.

You have the right to ask the Financial Ombudsman Service to review your complaint, free of charge, if for any reason you are still dissatisfied with either the summary resolution or final response letter, or if we/your insurer have not issued a final response within eight weeks from you first raising the complaint. However, you must do so within six months of the date of the summary resolution or final response letter.

You can contact the Financial Ombudsman Service as follows:

-  Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR
-  0800 023 4567 or 0300 123 9123
-  [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)
-  [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Please note that if you do not refer your complaint within the six months, the Ombudsman will not have our/your insurer's permission to consider your complaint and therefore will only be able to do so in very limited circumstances. For example, if it believes that the delay was as a result of exceptional circumstances.

Following the above complaints procedure does not affect your right to take legal proceedings.

## **Financial Services Compensation Scheme (FSCS)**

Ageas and your insurer are covered by the independent Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme in the unlikely event we or your insurer cannot meet our obligations to you. This depends on the type of insurance and circumstances of the claim. Further information about the compensation scheme arrangements is available from the FSCS (**[www.fscs.org.uk](http://www.fscs.org.uk)**) or by writing to the FSCS at 10th Floor, Beaufort House, 15 St Botolph Street, London, EC3A 7QU.





# OPTIONAL COVER

**Your Statement of Fact will show if you have selected any of the optional cover detailed in this section.**

# IMPORTANT CONTACT INFORMATION

**For Legal Expenses claims ONLY**

**0345 234 2237**

**For Replacement Vehicle claims ONLY**

**0345 125 2450**

**This Optional Cover section will tell you all you need to know about the following Ageas Car Insurance Optional Cover policies:**

- Legal Expenses cover
- Replacement Vehicle cover

It also explains clearly and simply how to make a claim, should you ever need to. It's worth taking the time to read it, so you know exactly what you are covered for. Then put it somewhere safe, along with your Car Insurance policy documents, so you will know where it is should you need it. If there is anything you do not understand, please call us on **0345 165 0570** and we will be happy to help.

**How to use this Optional Cover section of your policy**

**Part A** of this section contains general information relating to all Ageas Car Insurance Optional Cover policies (such as how to cancel or make a complaint).

**Part B** includes the specific terms and conditions relating to each individual Optional Cover policy.

**You should read Part B alongside the general information contained in Part A**, for full details on what you are and are not covered for and also your rights and obligations under these policies.

The Contents page overleaf will enable you to find information in this section that is relevant to you.



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# PART A - GENERAL INFORMATION RELATING TO ALL OPTIONAL COVER POLICIES

## Words with Special Meanings

Throughout Part A certain words have the same meaning wherever they appear and they are explained below:

- **Claims Handler** - For Legal Expenses Insurance, this is RAC Motoring Services. For Replacement Vehicle this is Ageas Retail Limited.
- **We, Us, Our** - Ageas, a trading name of Ageas Retail Limited.
- **You, Your** – The person(s) named on the certificate of insurance as the insured and any other people covered by Your Optional Cover policies, as determined by each individual policy wording.
- **Your Insurer** – For Legal Expenses Insurance, this is RAC Insurance Limited, with the policy managed and provided by RAC Motoring Services (Claims Handler). For Replacement Vehicle this is Ageas Insurance Limited.

## How to make a complaint

### If your complaint concerns the service provided by Ageas.

If you are unhappy with the service that we have provided (including information or documentation issued to you), you should contact us as follows:



Customer Relations Manager  
Ageas  
First Floor  
Everdene House  
Deansleigh Road  
Bournemouth  
BH7 7DU



0345 165 0570



customerrelations@ageas.co.uk

### If your complaint concerns the service provided by your insurer or claims handler

When you make a complaint about the service provided by your insurer or claims handler you should contact them as follows.

## Legal Expenses

If your complaint concerns your Legal Expenses cover, please contact RAC Motoring Services as follows:



Legal Customer Care,  
RAC Motoring Services  
Great Park Road  
Bradley Stoke  
Bristol  
BS32 4QN



0330 159 0610



legalcustomercare@rac.co.uk

## Replacement Vehicle

If your complaint concerns your Replacement Vehicle claim, please contact your insurer as follows;



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



0345 125 2450



arlcomplaints@ageas.co.uk

Please include the following information in all emails – your name, policy number, claim number, date of insured incident, vehicle registration number.

We/your insurer/claims handler will try to resolve your complaint by the end of the third working day and will send you a summary resolution letter. If unable to do this, we/your insurer/the claims handler will write to you within five working days to update you on the progress of your complaint and let you know who is dealing with the matter. Within eight weeks of receiving your complaint, you will receive a final response or, if this is not possible, a reason for the delay plus an indication of when a final response will be provided.

You have the right to ask the Financial Ombudsman Service to review your complaint, free of charge, if for any reason you are still dissatisfied with either the summary resolution or final response letter, or if we/your insurer/the claims handler have not issued a final response within eight weeks from you first raising the complaint. However, you must do so within six months of the date of the

summary resolution or final response letter.

You can contact the Financial Ombudsman Service as follows:



Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR



0800 023 4567 or 0300 123 9123



complaint.info@financial-ombudsman.org.uk



www.financial-ombudsman.org.uk

Please note that if you do not refer your complaint within the six months, the Ombudsman will not have permission from us/your insurer/the claims handler to consider your complaint and therefore will only be able to do so in very limited circumstances. For example, if it believes that the delay was as a result of exceptional circumstances.

Following the above complaints procedure does not affect your right to take legal proceedings.

## Financial Services Compensation Scheme

We/your insurer/the claims handler are covered by the independent Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme in the unlikely event we/your insurer/the claims handler cannot meet our/their obligations to you. This depends on the type of insurance and circumstances of the claim. Further information is available from the Financial Services Compensation Scheme. Their telephone number is 0800 678 1100 or 020 77414100. Alternatively more information can be found at **www.fscs.org.uk**.

## How to cancel your optional cover policy

Cancellation can take effect immediately or from a later date, however it cannot be backdated to any earlier date.

Cancelling any direct debit instruction does not mean you have cancelled the policy.

### Within 14 days of buying the policy

- You have 14 days from either the purchase date of the policy or the date you receive the policy documents, whichever is later, to telephone or write to us at the address shown below if you want to cancel your policy.



Ageas  
First Floor  
Everdene House  
Deansleigh Road  
Bournemouth  
BH7 7DU



0345 165 0570

- If the cover has not yet started, we will refund any premium already paid.
- If the cover has started, as long as you have not made a claim, and neither you nor anyone who may be entitled to cover under this policy is aware of any circumstances having occurred which might give rise to a claim, we will refund any premium already paid. If any claim has been made, you must pay the full annual premium.

### After the 14 day period

- You may cancel your policy any time after the 14 days by telephoning or writing to us at the details shown above.
- If the cover has not yet started, we will refund any premium already paid.
- If the cover has started, no refund of premium will be given.

### Our right to cancel your policy

We and your insurer have the right to cancel this policy at any time by giving you 7 days' notice in writing. We'll tell you the reason why. Reasons why we may decide to cancel your policy include, but won't be limited to:

- We or your insurer suspect fraud on this or another insurance policy. For more about how we deal with fraud and the consequences of it, please refer to the section titled "Fraud, Misrepresentation or Mis-description" shown overleaf.
- There's been a misrepresentation which means your insurer no longer wishes to insure you.
- We're unable to take a payment from your account.
- You, or someone representing you, is abusive to our staff or anyone acting on our behalf.
- You won't give us information that we ask for.

No refund of premium will be made in these circumstances.

Your optional cover runs concurrently with your Ageas car insurance policy. If your car insurance policy is cancelled for any reason, any optional cover will also be cancelled.

We reserve the right not to invite you to renew your policy.



## Fraud, Misrepresentation or Mis-description

Your insurer will not pay any claim if it is in any respect dishonest or fraudulent.

### A person is committing fraud if they knowingly:

- Provide answers to questions which are dishonest, inaccurate or misleadingly incomplete.
- Mislead in any way for the purpose of obtaining insurance, or more favourable insurance terms, or a reduced premium or to influence them to accept a claim.
- Make a fraudulent or false claim in full or in part by providing false information in order to influence them to accept a claim;
  - by exaggerating the amount of the claim; or
  - by supplying false or invalid documents in support of a claim.

### If we/your insurer find that fraud has been committed we/your insurer 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 cost incurred including investigation and legal costs.
- Recover the cost of any previously paid claims.
- Inform the police, which could result in prosecution.
- Inform other organisations as well as anti-fraud databases.

## Privacy Notice

Please refer to page 30 for further details on how your data will be collected, used, shared and stored.

## Insurance Premium Tax

Insurance Premium Tax, also known as IPT, is an indirect tax levied by the government on all insurance premiums, and is included in the premium you pay.

## Authorisation

**Legal Expenses** is provided by RAC Motoring Services and underwritten by RAC Insurance Limited. The Legal Expenses Insurance policy is underwritten by RAC Insurance Ltd (202737). Registered in England, United Kingdom; Registered Offices: RAC House, Brockhurst Crescent, Walsall WS5 4AW. RAC Motoring Services is authorised and regulated by the Financial Conduct Authority. RAC Insurance Ltd is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

**Replacement Vehicle cover** is underwritten by Ageas Insurance Limited, Ageas House, Templars Way, Eastleigh, Hampshire, SO53 3YA. Registered in England and Wales No 354568. Ageas Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register reference number 202039.

## **Governing Law and Language**

These optional cover policies will be governed by English law, and you/we/your insurer agree to submit to the non-exclusive jurisdiction of the courts of England and Wales.

The language for contractual terms and communication will be English.

# LEGAL EXPENSES COVER

**Your Statement of Fact will show if you have selected any of the optional cover detailed in this section.**

## PART B – LEGAL EXPENSES (OPTIONAL)

Please note: This optional cover only applies if shown on your Statement of Fact.

### Your Demands and Needs

This policy meets the demands and needs of Ageas Car Insurance customers who want legal cover to help resolve any disputes and recover losses following a non-fault motor accident.

This insurance covers legal costs and expenses as detailed under the separate sections of cover, up to the limit of indemnity which is £100,000.

### Who provides your Legal Expenses Cover

This insurance policy is managed and provided by RAC Motoring Services and is underwritten by RAC Insurance Ltd (202737). Registered in England, United Kingdom; Registered Offices: RAC House, Brockhurst Crescent, Walsall WS5 4AW. RAC Motoring Services is authorised and regulated by the Financial Conduct Authority. RAC Insurance Ltd is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

### Definitions applicable to your Legal Expenses policy only

**Throughout this section, your legal expenses policy has certain words & phrases, which have special meanings and these are explained below:**

**Europe** – The European Union.

**Insured incident** – means an incident which we accept as falling within the

terms of this Motor Legal Expenses Insurance policy and which, in our reasonable opinion, is the first incident that could lead to a claim being made. For example, a road traffic collision or incident that leads to a motoring prosecution.

**Legal costs** – The reasonable, proportionate and properly incurred fees, expenses, costs and disbursements incurred by you and agreed by us in pursuing or defending a claim;

and/or

The reasonable costs of a third party for which you are ordered to pay by the court or are agreed by us and which are incurred in connection with legal proceedings.

**Legal proceedings** – The pursuit or defence of civil legal cases for damages and/or injunctions or specific performance, or the defence of a motoring prosecution within a court of criminal jurisdiction within the territorial limits.

**Legal Representative** – means us or the solicitors or other qualified experts appointed by us to act for you provided that they agree:

- To try to recover all legal costs from the other party.
- Not to submit any claim for legal costs until the end of the case; and
- To keep us informed, in writing, of the progress of legal proceedings.

**Want to add Legal Expenses cover to your policy?**



**0345 165 0570**

8.30am – 6pm Monday to Friday and 8.30am – 4pm Saturday

**Limit of indemnity** – The maximum amount payable per claim under the policy which is £100,000.

**Policy** – This Motor Legal Expenses Insurance policy that is subject to the terms and conditions in this booklet, along with your statement of fact.

**Policy period** – The length of time this policy is in force. This policy will run concurrently with your car insurance policy for a maximum of 12 months. If you arranged this policy after the start date of your car insurance policy, cover will be provided from the date you bought it and will end on expiry of your car insurance policy.

**Proportionate** – The value of the claim must be greater than the costs of pursuing the claim.

**Reasonable prospects of success** – A 51% or greater chance that you will recover your losses or damages in pursuit of a claim (including enforcing a judgment), make a successful defence of a claim or obtain any other legal remedy that we have agreed to.

**Road traffic collision** – a collision involving your vehicle, for which you were not at fault and another party was at fault.

**Standard terms of appointment** – The terms and conditions which we will require the legal representative to accept in order for us to cover your legal costs. This contract sets out the amounts we will pay the legal representative under your policy and their responsibilities to report to us at various stages of the claim. A copy of these terms can be requested by contacting us.

**Statement of Fact** – The document outlining your level of cover.

### **Territorial limits**

- Uninsured loss recovery and personal injury: The UK and Europe;
- For all other sections: The UK.

**UK** – England, Scotland, Wales, Northern Ireland, and for the purpose of this policy includes Channel Islands and the Isle of Man.

**Uninsured losses** – Your losses directly arising out of a road traffic collision that are not covered by insurance.

**Vehicle** – The UK registered vehicle(s) that appears on your statement of fact and includes attached trailers.

**We/us/our** – RAC Insurance Limited and any person employed or engaged to provide certain services on its behalf or on behalf of the RAC Group.

**You/your** – The person(s) named as the policyholder on the statement of fact, and for the purposes of making a claim, includes any person authorised by the policyholder to drive or to be a passenger in the vehicle.

**Need to make a claim on your Legal Expenses policy?**



**0345 234 2237**

Lines are open 24 hours a day, 365 days a year

## How to make a claim on your Legal Expenses policy

Call 0345 234 2237 to discuss your Legal Expenses claim with us.

It is important that you let us know as soon as possible if you think you may need to claim. If you do not, this may prejudice your claim and may mean we are unable to cover you.

We will provide you with cover for your legal costs associated with pursuing or defending a claim that falls within the policy terms, up to limit of indemnity provided that:

- The insured incident occurs within the policy period;
- The insured incident occurs within the territorial limits and;
- Your claim has reasonable prospects of success.

Any claim you make must have reasonable prospects of success and be proportionate to pursue. The legal representative will assess this and will continually review the prospects of success of your case during the life of your claim.

In some cases, you may need to provide expert evidence to support your claim at your own expense to enable the assessment to be completed. We do not cover any legal fees, costs or expenses that you have incurred before we have accepted your claim.

In the event of a dispute about whether your case has reasonable prospects of success or is proportionate to pursue, you will be asked to provide a legal opinion at your own expense confirming that your claim does have reasonable prospects of success and/or whether your claim is proportionate. If we are unable to reach agreement, then we will arrange to get a final opinion from an independent barrister.

We will choose the legal representative, however if it becomes necessary to issue legal proceedings then you are entitled to choose your own solicitor at this point. Your solicitor would need to agree to our Standard Terms of Appointment.

Please read your full Motor Legal Expenses policy terms for full details.

## What is covered by your Legal Expenses policy

### Personal Injury

#### What is insured:

- Legal costs to pursue legal proceedings if you or your passengers are involved in a road traffic collision, and have suffered injury or death due to the negligence of a third party. You must call our helpline on 0345 234 2237 as we will not be able to cover any costs that have not been agreed in advance.

If the legal proceedings are going to be decided by a court in England or Wales and the damages you are claiming are above the small claims track limit of the county court, the legal representative must enter into a Conditional Fee Agreement which waives their own fees if you fail to recover the damages that you are claiming in the legal proceedings.

#### What is not insured:

- A personal injury claim for stress, psychological or emotional injury unless you have also suffered a physical injury.
- The defence of any claim or legal proceedings made or brought against you.

## Uninsured Loss Recovery

### What is insured;

Legal costs to pursue legal proceedings if you or your passengers are involved in a road traffic collision, and you have uninsured losses, for example your motor insurance excess or other out of pocket expenses (excluding personal injury, refer to the 'Personal Injury' section), that you need to recover. You must call our helpline on 0345 234 2237 as we will not be able to cover any costs that have not been agreed in advance.

### What is not insured;

The defence of any claim or legal proceedings made or brought against you.

## Motor Prosecution Defence

### What is insured;

- Legal costs to defend legal proceedings if you have received a summons, citation or requisition for prosecution to attend a court for an alleged motoring offence involving your vehicle. Your claim must have reasonable prospects of success of either;
  - Successfully defending the allegation; or
  - If you plead guilty to the offence, reducing the impact of the penalty, where it would otherwise result in you being disqualified or suspended from driving.

### What is not insured;

- We cannot provide help if your summons relates to violence, alcohol or drugs related offences or if you had no valid licence or no licence at all;
- Claims relating to parking offences where penalty points are not applicable to the offence.

- We will not pay fines, costs or other penalties a court of criminal jurisdiction orders you to pay.

## Motor Contract Disputes

### What is insured;

Legal costs to pursue legal proceedings regarding a contract for the sale, purchase, servicing, repair, testing, hire or hire purchase of your vehicle in the event you wish to claim compensation for a breach of that agreement.

## Vehicle Cloning

### What is insured;

Legal costs to defend legal proceedings arising from the unauthorised use of the vehicle's identity.

### What is not insured;

- Claims where the vehicle's identity has been copied by someone you live with;
- Claims where the identity theft has not been reported to the police and a crime reference number obtained;
- Claims where you have not taken reasonable steps to prevent instances of vehicle cloning.

## Motor Insurance Database Disputes

### What is insured;

Legal costs to defend your legal rights in a dispute with the police, local authority or government agency, following your vehicle being seized due to incorrect information being stored on the Motor Insurance Database which is a result of your insurance company failing to update the Motor Insurers' Bureau.

### What is not insured;

Claims caused by you failing to provide or update your insurer with accurate information, for example incorrectly providing the vehicle's registration number.

## Telephone Legal Helpline

### What is covered

We will provide a telephone legal helpline service, open 24 hours a day, 365 days a year. Just call us on 0345 234 2237. We will give you initial advice on any private motoring matter within the UK. Where possible, we will tell you what your legal rights are, which options are available to you and how best to implement them. We will let you know if you need a lawyer.

### What is not covered

- Advice where, in our reasonable opinion, we have already given you the options available,
- Advice relating to commercial matters, immigration or judicial review

### General Conditions

The following conditions apply to all sections of this policy. If you do not comply we can refuse cover and/ or cancel your policy.

- You must request services directly from us, as we will only provide cover if we make arrangements to help you;
- If you do not accept an offer which the legal representative considers reasonable, we may refuse to pay any further legal costs;
- We will not cover any legal costs:
  - that have not been agreed by us or were incurred prior to us accepting the claim in writing;
  - for claims arising from:
    - a faults in your vehicle or faulty, incomplete or incorrect service, maintenance or repair of your vehicle; or
    - b a road traffic collision occurring during a race, rally or competition;

- We will not cover any claim for legal costs:
  - when in control of the vehicle, you were not in possession of both a valid driving licence and certificate of insurance;
  - where the vehicle was not in a roadworthy condition or did not have a valid MOT Certificate where applicable; or
  - arising from the theft or attempted theft of the vehicle.
- We will not cover legal costs that you have incurred in relation to any services supplied to you.
- We may withdraw cover if at any point your claim has less than a 51% chance of succeeding;
- You must always keep any losses you incur to a minimum. Ensure you take steps to prevent any loss in the first place and don't do anything that could unnecessarily increase your losses or prejudice your claim. If you do not, we may not cover you and it may affect your ability to claim. Please speak to us if in doubt;
- You must notify us of all offers to settle your claim. We may withdraw cover if we have not provided written authorisation to accept or reject an offer to settle your claim;
- If you do not accept an offer to settle your claim which the legal representative considers reasonable, we may refuse to pay any further legal costs;
- We will need to be able to speak directly to any legal representative appointed, or agreed by us, even if this is one you have chosen;



- Whilst we must appoint the legal representative, you may choose your own if it becomes necessary to start court proceedings, or if there is a conflict of interest. If you wish to do this, please tell us their name and address so we can consider your request. Your suggested legal representative must agree to our standard terms of appointment. A copy of which is available upon request. You will be responsible for any legal costs which are in excess of the hourly rate that we would normally pay to our preferred legal representative. This amount is currently £120 per hour. This amount may vary from time to time;
- If for any reason we cannot agree to your suggested legal representative, we will ask the Law Society of England and Wales (or similar body) to name one;
- If you have a dispute with us or complaint about the service provided by us or a legal representative we appoint, please let us know using our complaints procedure. Please note however, this policy will not cover any advice or your legal costs in connection with this or any claim against us or your motor insurer;
- We may decide not to issue legal proceedings, but instead pay you directly for your claim, for example, where the legal costs of your claim are greater than the value of your claim;
- If you have legal expenses cover with a provider other than RAC Insurance Ltd or if you are a member of a trade union and the cover or membership benefits provide cover for your claim, we will not provide cover;
- During extreme weather, riots, war, civil unrest, industrial disputes, our services can be interrupted. We will resume our service to you as soon as we can in these circumstances.

## Misuse of your policy

You must not:

- Behave inappropriately towards us, including acting in a threatening or abusive manner, whether verbally or physically;
- Persuade or attempt to persuade us into a dishonest or illegal act;
- Omit to tell us important facts about a claim in order to obtain a service;
- Provide false information in order to obtain a service;
- Knowingly allow someone that is not covered by your policy to try and obtain a service under it;
- If these conditions are not complied with, we may:
  - Restrict the cover available to you at the next renewal;
  - Refuse to provide any services to you under this policy with immediate effect;

We may also take any of the additional steps as set out above if any claim is found to be fraudulent in any way, and the policy will be cancelled with effect from the date of the fraudulent act, and the fraudulent claim forfeited. We will not refund any premium. We will notify you in writing if we decide to take any of the above steps.



# REPLACEMENT VEHICLE COVER

**Your Statement of Fact will show if you have selected any of the optional cover detailed in this section.**

# REPLACEMENT VEHICLE (OPTIONAL)

Please note: This optional cover only applies if shown on your Statement of Fact.

## Your Demands and Needs

This policy meets the demands and needs of Ageas Car Insurance customers who want to have access to a temporary replacement car in the event that their vehicle is a total loss (a write off) or is stolen or immobilised due to a 'fault' road traffic accident, fire or theft. This policy will cover you for the replacement vehicle hire charges which are not recoverable from any third party.

## Who provides your Replacement Vehicle cover

This insurance is underwritten by Ageas Insurance Limited, Ageas House, Templars Way, Eastleigh, Hampshire, SO53 3YA. Registered in England and Wales No 354568. Ageas Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register no 202039.

The claims handling for this Replacement Vehicle policy is provided by Ageas Retail Limited. Ageas Retail Limited is authorised and regulated by the FCA. Authorisation number 312468.

You may check all the above details on the Financial Conduct Authority's Register by visiting this website: <https://register.fca.org.uk>

## Definitions

Throughout this section, your Replacement Vehicle policy has certain

words which have special meanings which are shown below.

**Act of nature** – A naturally occurring environmental event that includes but is not limited to storm, flood, earthquake or landslide.

**Claims handler** – Ageas Retail Limited.

**Geographical limits** – England, Scotland, Wales, Northern Ireland, the Isle of Man, the Channel Islands and while the insured vehicle is being transported between any of these countries.

**Hire company** – The vehicle hire company which we have appointed to provide you with a replacement hire vehicle.

**Insured incident** – A fault road traffic accident, theft, attempted theft, fire, vandalism, act of nature or an act of malicious damage within the geographical limits that renders the insured vehicle a total loss (a write off) or immobilised (as determined or accepted by the Insurer or by a garage who is a member of the Vehicle Builders & Repairers Association (VBRA) or Motor Vehicle Repairers Association (MVRA) or another similar recognised body).

**Insured person** – You and up to two named persons with full driving licences held for more than 12 months, and who are authorised under your motor insurance policy to drive the insured vehicle (as shown on the certificate of motor insurance issued by your motor insurer) as at the date of the insured incident.

**Want to add Replacement Vehicle cover to your policy?**



**0345 165 0570**

8.30am - 6pm Monday to Friday and 8.30am - 4pm Sat.

**Insured vehicle** – The vehicle specified in the motor insurance policy issued by your motor insurer, for which you hold a current certificate of motor insurance at the time of the insured incident.

**Motor insurance policy** – The motor insurance policy which you have taken out through your motor insurer, which covers your insured vehicle.

**Period of insurance** – This Replacement Vehicle policy will run concurrently with your motor insurance policy for a maximum of 12 months. If the policy was arranged after the start date of your motor insurance policy, cover will be provided from the date you bought it and will end on the expiry date of your motor insurance policy.

**Replacement vehicle** – A replacement vehicle which is provided to you on a temporary basis in the event of an insured incident. The actual make and model of the replacement vehicle will be decided by the hire company. The replacement vehicle will, where possible, be of a similar size to the insured vehicle. If you are under 25 years of age, there may be limitations on the vehicle we can provide you with.

**Replacement Vehicle policy** – This Replacement Vehicle policy which is a separate and stand-alone insurance contract to your motor insurance policy.

**Statement of Fact** – The latest Statement of Fact issued to you, it details the period of insurance and confirms the optional cover you have selected.

**Third party** – The other person(s) responsible for the insured incident, excluding any insured person.

**We/us/our** – Ageas Insurance Limited, who underwrite this policy.

**You, your** – The policyholder as named on the Statement of Fact, plus up to two named drivers, all of whom have held a full licence for 12 months or more.

**Your Motor Insurer** – Ageas Insurance Limited, Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh, Hampshire, SO53 3YA, registered in England and Wales No 354568.

## How to make a claim on your Replacement Vehicle policy

If you need to make a claim for a replacement vehicle due to an insured incident, please call the claims line on 0345 125 2450. Claims lines are open 8am -9pm Monday to Friday, 9am -5pm Saturday.

### Important:

You must notify the claims handler of the insured incident and make your claim within 14 days of the insured incident taking place, and in any case within 5 days of the insured vehicle being determined by your motor insurer to be a total loss (write-off) or immobilised.

You will need to provide as much information as possible, including:

- 1 Your name, address and policy number;
- 2 The circumstances, date, time and location of the insured incident which resulted in your claim for a replacement vehicle; and
- 3 Confirmation that you have made a valid claim with your motor insurer for the insured incident.

**Need to make a claim on your Replacement Vehicle policy?**



**0345 125 2450**

Mon – Fri 08:00 – 21:00 Sat 09:00-17:00

If you are claiming due to theft or attempted theft, you must first report the incident to the police or local authorities, and obtain a crime reference number or other reference or documentation. You will need to provide the claims handler with this in addition to the above.

The claims handler will then follow this process:

- Agents will validate your policy details and check you are claiming for a valid insured incident;
- Subject to availability and once your claim has been accepted, the claims handler will aim to provide you with a replacement vehicle within 1 working day.
- You will be required to present the following to the hire company:
  - The driving licence(s) for yourself and any other insured drivers you wish to drive the replacement vehicle; and
  - A valid credit or debit card, which must be in your name, for the hire company to release the vehicle for your use. You may be charged a fee of £1, which will be refunded when you return the hire vehicle as long as you have met all the conditions of this policy. Please note it may take up to 2 working weeks for the money to be returned to your account.

If you are unable to provide the documents our agents requested or the above to the hire company, the claims handler and/or the hire company will not be able to provide you with a replacement vehicle, and your claim will not be covered under this policy.

The replacement vehicle will be provided with fuel and it is your responsibility to replenish the tank to the same level as you received it, ready for the hire company to collect (from any UK registered address). Any excess fuel cannot be refunded. You

will be responsible for any additional, necessary costs that are incurred in delivering or collecting the replacement vehicle (e.g. tolls, water crossings) and any expenses you incur while using the hire vehicle, including any road traffic or parking fines you may incur while driving the replacement vehicle.

In the unlikely event the hire company are unable to provide you with a replacement vehicle, a one off payment of up to £340 will be made. This will be calculated on the hire equivalent of a similar size to the insured vehicle. Alternatively if you would prefer to cash settle your claim rather than use the replacement vehicle that the hire company can provide, the claims handler will pay you a one off payment of £150.

### **What is covered by your Replacement Vehicle policy**

This insurance cover provides you with a replacement vehicle, within the geographical limits for up to 14 continuous days, to help keep you on the road following an insured incident. If the insured vehicle is stolen but later recovered in a driveable condition, before the 14-day replacement vehicle hire period expires, the replacement vehicle hire period will terminate on the day on which your insured vehicle is recovered and available to you again.

**Important:** There is a limit of two (2) claims within the period of insurance.

Only one replacement vehicle will be provided per insured incident. The claims handler will arrange for delivery of the vehicle, or collection if you prefer, and you will be responsible for arranging the return of the vehicle.

The replacement vehicle will come with a collision damage waiver included in the hire company's agreement and will not cover the first amount of any claim ('the excess') for damage caused to the hire vehicle. You will be responsible for paying

the excess amount of any claim. The level of excess will vary according to your age and driving history and will be notified to you by the hire company at the time you get the hire vehicle.

## **What is not covered by your Replacement Vehicle policy**

**1** Any claim for a replacement vehicle where your motor insurer has not agreed to pay your claim for loss or damage to your insured vehicle under the terms of your motor insurance policy following an insured incident which gives rise to a claim under this replacement vehicle policy.

**2** Any claim where the insured vehicle was being used for hire or reward, racing, competitions, rallies or trials or being driven under the influence of alcohol or drugs (other than if prescribed by a registered medical practitioner), or by someone without a valid driving licence for the insured vehicle, or by someone who was not insured to drive it, or being driven illegally at the time of the insured incident.

**3** Any claim where the insured vehicle has been stolen, vandalised or theft was attempted, which you have not reported to the police.

**4** Any sea transit charges for the delivery and collection of the replacement vehicle during the hire period.

**5** No replacement vehicle will be provided to any insured person who has held a licence for less than 12 months.

**6** All fees, fines, fares and fuel relating to the replacement vehicle during the hire period, including any charges imposed by the hire company for your failure to return it at the agreed time/place.

**7** Any further hire charges due after:

- the first 14 days of hire; or

- the date on which the insured vehicle is repaired or replaced under the terms of your motor insurance policy; or
- the date on which your stolen insured vehicle was recovered in a driveable condition; or
- the seventh day since receiving the first settlement from your motor vehicle insurer

whichever happens first.

**8** Any insurance excess payable to the hire company in the event of a claim arising out of an accident involving the replacement vehicle.

**9** Any claim which you report to the claims handler more than 14 days after the insured incident, or more than 5 days after the insured vehicle has been determined by your motor insurer to be a total loss (a write off) or immobilised.

**10** Any claim:

- a** where the insured incident was due to a deliberate or criminal act of an insured person;
- b** which is fraudulent, false or exaggerated; or
- c** which is genuine, but which an insured person has used fraudulent means or false statements to make.

In these circumstances the insured person will be held responsible for any costs paid or due to the hire company.

**11** Any insured incident taking place outside the period of insurance.

**12** Any claim for a replacement vehicle which is covered under any other policy, or any claim that would have been covered by another policy, if this Replacement Vehicle policy did not exist.

- 13** Any claim for a replacement vehicle where it is possible to recover the amount paid to you under your motor insurance policy for the loss or damage to your insured vehicle and the cost of a replacement car from a third party.
- 14** Any further claims over the limit of 2 (two) claims in the period of insurance.
- 15** Providing a replacement car of the same make and/or model as your insured vehicle.
- 16** Reimbursement or benefit of any kind for claims arising as a consequence of war, invasion, act of foreign enemies, terrorism, hostilities (whether war is declared or not), civil war, rebellion, revolution, insurrection, coup, riot or civil disturbance, ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from combustion of nuclear fuel, the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or its nuclear component.
- 17** Reimbursement or benefit of any kind if doing so would expose us to any sanction, prohibition or restriction under United Nations resolutions, or the trade or economic laws, sanctions or regulations of the European Union, United Kingdom or United States of America.



## Notes

## Notes





You can receive this policy booklet in other formats.

Just call us or go online to speak to a member of our team.

ageas is a trading name of Ageas Retail Limited (Company Reg. No. 1324965) and Ageas Insurance Limited (Company Reg. No. 354568). Registered in England and Wales. Registered office: Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh, Hampshire, SO53 3YA. ageas car, home and van insurance are arranged and administered by Ageas Retail Limited and underwritten by Ageas Insurance Limited, who also provide the claims service. Insurance provided by Ageas Retail Limited is not available in the Channel Islands. Ageas Retail Limited is authorised and regulated by the Financial Conduct Authority, Financial Services Register reference number: 312468. Ageas Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, Financial Services Register reference number: 202039.