

Key Protection Insurance

Insurance Product Information Document

Company: Strategic Insurance Services Limited

Product: CoverMyKeys

Strategic Insurance Services Limited (firm ref: 307133) are authorised and regulated by the Financial Conduct Authority. Registered in England at 1a Lloyd's Avenue, London, EC3N 3AA

This document does not contain the full terms and conditions of the cover which can be found in the policy wording and schedule. It is important that you read all these documents carefully.

What is this type of insurance?

This is a key protection policy which provides you with insurance cover up to the maximum cover limit (detailed in your Policy Schedule) in the event that any of your keys are lost, stolen, broken in a lock or locked inside your home, vehicle or property.



What is insured?

- ✓ Cover for lost and stolen keys, keys broken in a lock, replacement locks and locksmith charges up to the annual cover limit
- ✓ Locksmith charges if you are unable to access your home, vehicle or property.
- ✓ New locks if there is a security risk. Or if an insured key is lost by you and no duplicate exists, but only if no duplicate key can be sourced by an approved locksmith.
- ✓ Replacement keys (including the reprogramming of infra-red handsets, immobilisers and alarms necessary as a result of the replacement of an insured key). Up to 3 replacement keys per lock per insured event.
- ✓ Vehicle hire charges for up to 3 days if you are unable to access your vehicle.
- ✓ Onward transport costs for getting you to your original destination or your home if you are unable to access your vehicle and you are away from your home.
- ✓ Overnight accommodation costs for 1 night if you are unable to access your home.



What is not insured?

- ✗ Any amount exceeding the cover limit in total within the same period of insurance.
- ✗ More than two insured events in a period of insurance.
- ✗ Sums claimed exceeding the maximum amounts.
- ✗ Any claim made within the first 7 days of inception of the policy.
- ✗ Any claim made where costs have been incurred by you prior to the insured event being reported to Valeos.
- ✗ Sums claimed for more than 3 replacement keys per lock.
- ✗ Vehicle hire charges where a hire vehicle exceeds 1600cc.
- ✗ Wear and tear or general maintenance of, or damage to locks and keys
- ✗ Claims arising from any deliberate or criminal act or omission by you.
- ✗ Loss or theft of an insured key which occurs outside the period of insurance
- ✗ Replacement locks or keys of a higher standard or specification
- ✗ Any associated costs where duplicate keys are available



Are there any restrictions on cover?

- ! Any insured event must be reported to Valeos within 30 days
- ! You will be liable for charges or costs incurred where Valeos arrange for the attendance of a locksmith or other tradesmen, agent or representative at a particular location and you fail to attend
- ! You must submit valid receipts or invoices to valeos within 120 days of an insured event for sums claimed
- ! You will not be paid more than £100 in respect of any insured key broken in a lock or locked inside your home, vehicle or property, £40 per day for your vehicle hire, £100 for onward transport costs and £100 for overnight accommodation.
- ! Keys must have been lost by or stolen from the policyholder, or a member of the policyholders immediate family permanently living at the same address
- ! Cover is subject to the terms, conditions and claims procedure contained in the policy booklet and schedule
- ! The policyholder must report a claim to Valeos before any costs are incurred
- ! A crime reference number must be provided where keys have been stolen



Where am I covered?



The United Kingdom and the European Union.



What are my obligations?

- To make a claim please call 01423 532 787 and quote the policy number found on your policy schedule. You must notify Valeos as soon as reasonably possible and within 30 days of any insured event which may give rise to a claim .You are responsible for any costs of supplying all the relevant information or documents required in preparing any claim under this policy. When you make a claim evidence of occupancy of your home or ownership of your vehicle or property to which the insured keys relate may be required.
- Cover commences 7 days after the inception date of your policy. This means you cannot claim for an occurrence before day 8 of the policy in your first year of cover. The 8 day exclusion period does not apply in future years if you have renewed the cover.
- If an insured key has been stolen it must be reported to the police immediately and a crime reference number obtained.



When and how do I pay?

You must pay for this insurance when you take it out for the first time and at each renewal of your policy. You can either pay annually by debit/credit card or by monthly direct debit.

You will not be covered if you have not paid the premium due.



When does my cover start and end?

The standard duration of the contract is normally 12 months from the date on which the cover starts. Any variations to this duration will be detailed in your policy schedule.



How do I cancel the contract?

We hope that you are happy with the cover that this policy provides. You have the right to cancel the policy at any time. If this policy is cancelled within 14 days of receiving the policy documentation then we will return the premium paid in full (providing that no claims have been made on the policy). This is called the “cooling off” period. If you cancel at any other time, you will not be entitled to any refund of premium.