

COMMERCIAL VEHICLE INSURANCE POLICY



WELCOME

Thank you for choosing to insure your vehicle with Mulsanne Insurance. We want to give you every reason to feel satisfied with your motor policy and we aim to provide the best cover and claims service for all of our policyholders.

This policy, together with your schedule, certificate of motor insurance and the proposal form or statement of fact, form the contract between you and us. It is important that you take time to read and understand them and ensure that you have the cover you need.

This policy gives useful advice on how to make a claim and what you can do if you are unhappy with our service.

INSURER INFORMATION

The benefits of this policy are underwritten by Mulsanne Insurance Company Limited.

Mulsanne Insurance Company Limited is a private company limited by shares incorporated in Gibraltar and registered with the Registrar of Companies under company number 101673 with its registered office at PO Box 1338, First Floor, Grand Ocean Plaza, Ocean Village, Gibraltar and licensed by the Gibraltar Financial Services Commission to carry on insurance business under the Financial Services (Insurance Companies) Act 1987.



P Cole
For Mulsanne Insurance
Company Limited

The following companies act as administrators on behalf of Mulsanne Insurance Company Limited:

Complete Cover Group Limited. Registered in England and Wales: Company No: 03578103.
Registered Address: Elmbrook House, 18-19 Station Road, Sunbury-On-Thames, Surrey, TW16 6SU. Authorised and regulated by the Financial Conduct Authority under register number: 309611.

Hyperperformance Limited. Registered in England and Wales: Company No: 03758951. Registered Address: Elmbrook House, 18-19 Station Road, Sunbury-On-Thames, Surrey, TW16 6SU. Authorised and regulated by the Financial Conduct Authority under register number: 307711.

YOUR COMMERCIAL VEHICLE MOTOR POLICY

This **policy** is a legally binding contract between **you** and **us**.

The contract is based upon the information that **you** gave **us** in the proposal form or statement of fact and the declaration **you** have made. If any of the information contained therein is incorrect **you** must advise **us** or **your insurance intermediary** immediately.

Under the terms of the Consumer Insurance (Disclosure and Representations) Act 2012, it is **your** responsibility to take reasonable care to provide **us** with complete and accurate information when **you** take out **your policy**, throughout the life of **your policy** and when **you** renew **your policy**. It is essential that **you** tell **us** straight away about changes which may influence **our** acceptance or assessment of the risk. Failure to notify **us** could mean that the **policy** may not operate fully and could result in part or all of a claim being refused. Such changes could include the following:

- accidents (whether your fault or not) or thefts (of or from a vehicle) whether covered by this **policy** or not involving **you** or anybody else covered by this **policy**
- **you** or anybody else covered by this policy being convicted of a motoring or a non-motoring offence or being charged with or being notified of an intention to prosecute
- a change to **your** address or where **your vehicle** is usually kept overnight
- the discovery of a medical condition for which **you** or anybody else covered by this **policy** is required to notify DVLA
- a change to the make & model of **your vehicle** or what **your vehicle** is used for
- a change to **your** occupation (full or part time) or anybody else covered by this **policy**
- a change to who will drive **your vehicle**

This is not an exhaustive list so if **you** are in any doubt about whether or not facts may need to be considered **you** should disclose them.

We have agreed to insure **you** under the terms, conditions and exceptions of this **policy** or any **endorsement** which may show on **your schedule**, and **you** must have paid or agreed to pay the premium for this contract to be valid.

Please read this document, **certificate of motor insurance** and **schedule** together, to ensure they give **you** the cover **you** want.

HOW TO CLAIM

If **your** vehicle is involved in an accident or **you** need to make a claim under this policy, please contact **us** immediately using our Claims Helpline.

NEW CLAIMS HELPLINE 0344 573 1229

In order to ensure **we** deal with **your** claim efficiently, **you** will need to provide us with as much information as possible:

- **your** policy number – this is shown on **your certificate of motor insurance**;
- date, time, location and circumstances of the incident;
- details of any other people involved in the incident – where possible obtain name and contact details of all those concerned;
- names and contact details of any witnesses to the incident;
- details of any injuries to any person involved in the incident.

If **your** vehicle has been stolen, before calling **us** **you** should:

- report the theft to **your** nearest Police station;
- obtain a crime reference number from the Police.

WINDSCREEN CLAIMS ONLY FREEPHONE 0800 032 3522

If **your** policy allows and **your** windscreen needs to be replaced or repaired, please contact **our** windscreen helpline on **0800 032 3522**. **You** will have to pay the **excess** shown within this Policy – this amount is **your** responsibility.

Windscreen cover only applies if **you** have Comprehensive cover. Refer to **your** Policy Schedule

Existing Claims – 01273 741991

If you have an existing claim, please contact our Claims Department on **01273 741991**.

COMPLAINTS PROCEDURE

Mulsanne Insurance Company Limited aims to provide a standard of service that will leave no cause for complaint.

However if **you** are dissatisfied with the service we have provided please write to the Operations Manager, c/o Complete Cover Group Limited, 159a High Street, Hampton Hill, Middlesex, TW12 1NL, quoting your policy number or claim number and give us full details of your complaint.

Alternatively **you** may e-mail your complaint to info@mulsanneinsurance.com or contact the office on 0344 573 1241.

We will endeavour to investigate your complaint fully and resolve immediately. If we cannot resolve your complaint by the next working day we will acknowledge your complaint within five working days of receipt, and do our best to resolve the problem within eight weeks by sending **you** a final response.

Should **you** remain dissatisfied having received your final response, **you** may be able to take your complaint to the Financial Ombudsman Service (FOS). Their address is The Financial Ombudsman Service, Exchange Tower, London, E14 9SR. You may also find their details at www.financial-ombudsman.org.uk

Should **you** feel the need to complain about the arrangement of your policy please contact your insurance agent in the first instance.

IMPORTANT INFORMATION

Motor Insurance Database – Continuous Insurance Enforcement (CIE)

Information relating to **your** policy will be added to the Motor Insurance Database ("MID") managed by the Motor Insurance Bureau ("MIB"). MID and the data stored on it may be used by certain statutory and/or authorised bodies including the Police, the DVLA, the DVLANI, the Insurance Fraud Bureau and other bodies permitted by law for purposes not limited to but including:

- I. Electronic Licensing
- II. Continuous Insurance Enforcement
- III. Law enforcement (prevention, detection, apprehension and or prosecution of offenders)
- IV. The provision of government services and or other services aimed at reducing the level and incidence of uninsured driving.

If **you** are involved in a road traffic accident (either in the UK, EEA or certain other territories), insurers and or the MIB may search the MID to obtain relevant information.

Persons (including his or her appointed representatives) pursuing a claim in respect of a road traffic accident (including citizens of other countries) may also obtain information which is held on the MID.

It is vital that the MID holds **your** correct registration number. If it is incorrectly shown on MID **you** are at risk of having **your vehicle** seized by the Police. **You** can check that **your** correct registration number details are shown on the MID at www.askmid.com

Using your Information / Privacy Notice

As you have taken out this Motor Insurance Policy with Mulsanne Insurance Company Limited, you have supplied us with information about you, and this notice confirms how we and any company in our group will use and share your information.

Your information includes personal details that you have supplied on your proposal form, statement of fact, electronically via email, claim form or on the phone. This information also contains details of anyone else included on your policy, and if you have given us details about anyone else you need to tell them about this notice.

Your information may be used in a number of ways to process your application, administer your motor policy or any subsequent claim that you may make. We may share your information with fraud prevention agencies and to a register of claims shared with other insurers to prevent fraudulent claims. We will not disclose information outside the company except to prevent fraud.

You may request details of the information we hold about you at any time.

IMPORTANT INFORMATION - Continued

Financial Services Compensation Scheme (FSCS)

Mulsanne Insurance Company Limited is covered by the Financial Services Compensation Scheme (FSCS). **You** may be entitled to compensation from the scheme if **we** are unable to meet **our** obligations. Further information about compensation scheme arrangements is available from the FSCS at www.fscs.org.uk.

Fraudulent claims are a serious problem for insurers and any costs arising from such activity are inevitably passed on to honest policyholders. In order to protect your interests and the interests of the vast majority of **our** policyholders, we fully investigate all claims, and where fraud is detected we report to the authorities under the Proceeds of Crime Act (POCA)

Sharing Information

Insurers pass on information to The Claims and Underwriting Exchange Register, run by the Insurance Database Services Ltd (IDS Ltd), and the Motor Insurance Anti-Fraud and Theft Register, run by the Association of British Insurers (ABI).

The aim is to help **us** check information provided and also to prevent fraudulent claims. When **we** deal with **your** request for insurance or manage any claim that may arise, **we** may search the register(s).

When **you** tell **us** about an incident which may or may not give rise to a claim, **we** will pass information relating to it to the register(s). **You** can ask for more information about this. **You** should show this notice to anyone who has an interest in the vehicles insured under the policy.

If false or inaccurate information is provided and fraud is suspected, details will be passed to fraud prevention agencies. **You** may also report information in respect of bogus/fraudulent claims to the Cheatline on 0800 422 0421. The Cheatline is manned 24 hours a day. Alternatively, fraud can be reported online to the Insurance Fraud Bureau (IFB) at www.insurancefraudbureau.org. All information is reported anonymously and will be treated in the strictest of confidence. The Cheatline is manned by experienced fraud investigators who may share the information with other interested parties such as the insurer concerned (if known). Savings obtained from information provided to the Cheatline will help reduce insurance premiums. More information can be provided if requested.

DEFINITIONS

Definitions of words and phrases used in this document and are shown in bold throughout the policy.

Accessories	Parts or products specifically designed to be fitted to your vehicle , including the manufacturer's standard tool kit and the motor vehicle's safety equipment.
Certificate of Motor Insurance	Documentary evidence that you have taken out the insurance that you must have by law. It describes your vehicle , who can drive it and the purpose that it can be used for.
Endorsement	A change to the terms of your policy, and shown on your schedule .
Excess	The amount you will have to pay towards any claim and shown on your schedule or policy section.
Fire	Fire , lightning, explosion or self-ignition.
Insurance Intermediary	The Insurance Broker, Agent or Intermediary who acting on your behalf has placed this insurance with us .
Policy	The document consisting of your Proposal Form or Statement of Fact, our motor insurance policy, your certificate of motor insurance, schedule, and any endorsements .
Your Vehicle	The motor vehicle(s) including spare parts and accessories for which we have issued a certificate of motor insurance .
Market Value	The cost of replacing your vehicle with one of similar type, age, and/or condition at the time of the loss as assessed by us. We use guides (such as Glasses Guide) which refer to vehicle values, engineers and any other relevant sources to assess the market value

DEFINITIONS - Continued

Period of Insurance	The period of time covered by this insurance as shown in the schedule and/or certificate of motor insurance , and for which we have accepted your premium.
Personal Belongings	Property which is worn or used in everyday life and which belongs to you and is in your vehicle.
Road Traffic Act(s)/Law(s)	The laws which include details of the minimum motor insurance cover needed in the United Kingdom .
Schedule	The document that identifies the policyholder, and sets out details of the cover your policy supplies.
Territorial Limits	Countries within the United Kingdom (UK) , and the European Union (EU), Andorra, Iceland, Norway and Switzerland.
Theft	Any theft or attempted theft which has been reported to the Police.
United Kingdom / UK	England, Scotland, Wales, Northern Ireland, the Isle of Man, and the Channel Islands (including transit by sea, air, rail or within and between these places).
We/Us/Our	Mulsanne Insurance Company Limited
You/Your	The person or company named in the schedule and certificate of motor insurance as the Insured or Policyholder

GUIDE TO POLICY COVER

You should refer to **your schedule** to establish the cover which applies to **your** insurance. The following then confirms the sections of this document that apply:

Comprehensive cover	All Sections apply
Third Party Fire and Theft cover	Sections 1, 2, 5 and 6 apply
Third Party Only cover	Sections 1 and 6 apply

SECTION 1 - THIRD PARTY ONLY COVER

What is covered

We will cover **you** for **your** legal responsibility if there is an accident which involves **your vehicle** and **you**:

- kill or injure someone; or
- damage their property or their vehicle;

This cover also applies to any accident caused by a trailer, caravan or vehicle **you** are towing.

Other people using your vehicle

We will also provide the same cover for:

- anyone allowed by the **certificate of motor insurance** to drive **your vehicle**, as long as they have **your** permission;
- anyone using (but not driving) **your vehicle** with **your** permission for social, domestic and pleasure purposes;
- anyone who is in or getting into or out of **your vehicle**;
- **your** employer or business partner if the **certificate of motor insurance** allows business use. Does not apply if the motor vehicle is owned, leased or hired to the employer or business partner.
- the legal personal representative of anyone covered under this section if that person dies. If any person covered by this insurance should die, **we** will deal with any claim made against their estate provided that the claim is covered by this insurance.

Emergency Medical Treatment

We will pay for emergency medical treatment that is required under the **Road Traffic Act** following an accident involving any motor vehicle covered by this insurance. If this is the only payment made, **your** No Claims Bonus will not be affected.

SECTION 1 – THIRD PARTY ONLY COVER - Continued

Legal Representation costs

Subject to agreement by **us** in writing **we** will pay for:

- Solicitors costs to represent any person covered by this insurance at a Coroner's inquest or fatal accident inquiry or court of summary jurisdiction;
- Reasonable costs to defend any person covered by this insurance against a charge of manslaughter or causing death by reckless or dangerous driving;
- Any other costs incurred with any accident which may involve legal liability under this insurance.

Unless otherwise agreed by us in writing, **we** will NOT pay:

- the costs if covered by another insurance policy;
- for proceedings where the driver was under the influence of drink or drugs at the time of the accident.

NOT COVERED BY SECTION 1

- any claim for death or injury to anyone while they are working with or for the driver of the vehicle, except as set out in **road traffic law**, or where in the course of their employment cover is provided by their employers liability insurance;
- death or bodily injury to the driver or the person in charge of the **motor vehicle** if the death or bodily injury occurred as a result of that person having driven the **motor vehicle**.
- damage to property or injury to animals owned by or held in trust, custody or control of **you** or any other person covered by this insurance.
- loss or damage by pollution or contamination however caused except as required by the **road traffic acts**.
- any amount exceeding £2,000,000 for any one claim or series of claims arising out of one cause in respect of damage, loss or use or other indirect loss in respect of property;
- Loss of or damage to any motor vehicle **you** drive, or any trailer or vehicle **you** tow.
- the loading or unloading of the insured motor vehicle when involving the use of any hoist, crane, lift or similar appliance;
- any claim for any damage to any road structure or structure caused by vibration or weight of **your vehicle** or its load;

SECTION 2 – FIRE AND THEFT

What is Covered:

If **your vehicle** is lost or damaged as a result of:

- **Fire**;
- **Theft** or attempted **theft**

we will either pay (subject to the deduction of any **excess**):

- for the repair of the damage;
- the current **market value** of **your vehicle** (the motor vehicle will then belong to **us**);
- the cash value of any lost or stolen part;
- no more than the last list price of parts no longer available as new.

The payment will be made to:

- **you**; or
- the legal owner of the vehicle if owned by someone else or is subject to a hire purchase agreement, unless the owner specifically agrees otherwise.

The same cover also applies to **your vehicle's accessories**, if kept with, on or in **your vehicle**.

Replacement Locks

If the keys or any device used to secure, gain access to, or enable **your vehicle** to be driven, are stolen, **we** will pay up to £200 (after the deduction of any excess) towards the cost of replacing door and boot locks, ignition and steering locks, the lock transmitter and central locking interface.

This is provided it can be established that the location of where the motor **vehicle** is kept overnight is known to any persons who may have the keys or device used to secure, gain access to, or enable **your** vehicle to be driven.

Parts

We or the repairer may use parts which have not been supplied by the manufacturer.

NOT COVERED BY SECTION 2

For exclusions please refer to **NOT COVERED BY SECTION 2 (Fire and Theft)** and **SECTION 3 (Accidental Damage)** and **GENERAL EXCLUSIONS**.

SECTION 3 – ACCIDENTAL DAMAGE (Comprehensive cover only)

What is Covered:

If **your vehicle** is damaged, **we** will either pay (subject to the deduction of any **excess**):

- for the repair of the damage;
- the current **market value** of **your vehicle** (the damaged vehicle will then belong to **us**);
- the cash value of any lost or stolen part;
- no more than the last list price of parts no longer available as new.

In addition, **we** will pay the reasonable cost of:

- protecting **your vehicle** if it becomes unusable due to accidental damage;
- returning **your vehicle** to **your** home address in the **United Kingdom** after repair. This is subject to **our** written consent.

The payment will be made to:

- **you**; or
- the legal owner of the motor vehicle if owned by someone else or is subject to a hire purchase agreement, unless the owner specifically agrees otherwise.

Parts

We or the repairer may use parts which have not been supplied by the manufacturer.

NOT COVERED BY SECTION 3

For exclusions refer to **NOT COVERED BY SECTION 2 (Fire and Theft)** and **SECTION 3 (Accidental Damage)** and **GENERAL EXCLUSIONS**.

NOT COVERED BY Section 2 (Fire and Theft) & Section 3 (Accidental Damage)

We will not pay:

- (i) more than the **market value** at the time of accident or loss if **your vehicle** or **accessories** or spare parts are damaged beyond economical repair.
- (ii) more than the last list price of parts no longer available.
- (iii) for loss or damage caused by **theft** while nobody is in the motor vehicle, unless all the doors, windows and other openings are closed or locked, and the motor vehicle's keys and any door or ignition unlocking devices are removed and the vehicles electronic or mechanical devices are set.
- (iv) for loss of or damage to **your vehicle**, if at the time of the incident, it was being driven by or used by anyone not named on **your certificate of motor insurance** (this exclusion does not apply if the person driving is reported to the police for taking **your vehicle** without **your** permission).
- (v) Any loss or damage up to the amount which appears on **your schedule** as an **excess**.
- (vi) No Payment will be made for
 - Loss of or damage to **your vehicle** if **you** or anyone named on the **certificate of motor insurance** was driving under the influence of drink or drugs or is convicted of an offence involving drink or drugs as a result of the incident;
 - Loss of or damage to the contents of the insured motor vehicle, including but not limited to, **personal belongings**, telephones, television equipment, two way radio transmitters or receivers or money, or goods, tools or samples carried in connection with any trade or business;
 - Loss of or damage to **your vehicle** through deception, fraud or repossession, or due to any government, public or local authority legally taking, keeping or destroying **your vehicle**;
 - Loss of or damage to **your vehicle** caused by an inappropriate type of fuel being used;
 - Loss of or damage to any trailer, caravan or vehicle, or their contents, whilst being towed by **your vehicle**;
 - Depreciation, wear and tear, or loss of value due to repair;
 - Mechanical, electrical, electronic or computer faults, failures, breakdowns, breakages or malfunctions;

NOT COVERED BY Section 2 (Fire and Theft) & Section 3 (Accidental Damage) - Continued

- (vi) No Payment will be made for
 - Damage to tyres caused by braking, punctures, cuts or bursts;
 - Loss of use, earnings or any other indirect loss.

SECTION 4 – WINDSCREEN COVER

We will pay up to £200 for the replacement or repair of **your vehicle's** windscreen or other windows in **your vehicle** if broken or damaged. This also includes any scratching to **your vehicle's** bodywork if solely caused by the incident, and if the work is carried with the authority of the Windscreen Helpline.

An **excess** will apply:

- If **your** windscreen is replaced then a £75 **excess** is required.
- If **your** windscreen is repaired then a £10 **excess** is required.
- If the work is not carried with the authority of the Windscreen Helpline then **we** will not pay any more than £75, after deduction of the excess.

Payments under this section will not affect **your** No Claims Bonus, and the maximum number of claims will not exceed two per policy period.

NOT COVERED BY SECTION 4

Damage to plastic windows of a convertible roof, sun roofs or roof panels, and lights or reflectors whether glass or plastic.

SECTION 5 – AUDIO and/or COMMUNICATIONS EQUIPMENT

Your permanently fitted audio, satellite navigation and/or communications equipment is insured against loss or damage up to the limits specified (after deduction of the policy **excess**):

Comprehensive cover

- £200

Third Party Fire and Theft cover

- £200

NOT COVERED BY SECTION 5

We will not pay for loss of or damage to removable audio, electrical, satellite navigation or communications equipment.

SECTION 6 – FOREIGN USE

Compulsory Insurance

This policy provides the minimum cover required by law to use **your vehicle** in:

- Any country which is a member of the European Union (EU);
- Any country which the Commissioner of the European Community approves as meeting the requirements of Article 7(2) of the European Community Directive on Insurance of Civil Liberties arising from the use of motor vehicles (number 72/166/CEE). (If the level of cover granted under EU Directives is less than provided by the **United Kingdom** law the higher level will apply).

Travel within Territorial Limits

Subject to **our** approval and payment of an additional premium **we** may cover **you** for the cover detailed within **your schedule** to travel to countries within the **territorial limits** outside of the **United Kingdom**. This cover must be agreed at least seven working days prior to **your** travel and will be restricted to social, domestic and pleasure use only.

Where **we** have not given **our** approval and **you** have not paid the required additional premium this insurance will only cover the minimum compulsory insurance arrangements required to enable **you** to use **your vehicle** within the **territorial limits** outside of the **United Kingdom**.

We will also pay for:

- Customs duty which **you** may have to pay after temporarily importing **your vehicle** into any of the countries for which cover is provided;

And/Or

- The reasonable cost of delivering **your vehicle** to **your** home address in the **United Kingdom** following repairs required due to accident or loss.

Travel outside of the Territorial Limits

Subject to **our** approval and the payment of a required additional premium **we** may cover **you** for the cover detailed in **your schedule** to travel to countries not within the defined **Territorial Limits**. A Green Card or Travel document will be issued and this will be evidence of the cover. This cover must be agreed at least seven working days prior to the start date of **your** travel.

We will also pay for:

- Customs duty which **you** may have to pay after temporarily importing **your vehicle** into any of the countries for which cover is provided;

And/Or

- The reasonable cost of delivering **your vehicle** to **your** home address in the **United Kingdom** following repairs required due to accident or loss.

SECTION 6 – FOREIGN USE - Continued

Spanish Bail Bond

If **you** and/or the driver of **your vehicle** is detained or the insured vehicle is impounded by the Spanish Authorities following an accident, **we** will provide a guarantee or deposit not exceeding £1,000 to secure the release of **you**, the driver, or the motor vehicle.

If the guarantee or deposit is used to secure the release of **you**, the driver or the motor vehicle, **you** will have to repay the amount to **us** on demand.

The following statement acts as a Bail Bond for presentation to the Spanish Authorities in the event of an accident.

We authorize the MIB of Madrid to act on behalf of **our** Insured to obtain the release of the vehicle and/or the Insured and/or person authorised to drive the vehicle from official detention following an accident. To this effect the MIB of Madrid is hereby authorised to make guarantees or deposits up to £1,000.

La Oficina de Aseguradores de Automóviles de Madrid queda autorizada a actuar en nombre de nuestro asegurado para obtener la liberación del vehículo y/o de la persona autorizada para conducir el mismo, detenido oficialmente como consecuencia de un accidente. A tal efecto la Oficina de Aseguradores de Automóviles de Madrid quede autorizada por el presente para depositar avales o depósitos hasta £1,000 (mil libras esterlinas).

NOTE: An international Motor Insurance Card (Green Card) is not necessary under European law, within the Territorial Limits shown, but is still available on request.

REFER TO SECTION ENTITLED 'DRIVING ABROAD' FOR MORE INFORMATION.

GENERAL CONDITIONS

1. General. The cover provided by this insurance only applies if the information provided on the statement of fact, statement of insurance and/or proposal form and declaration is correct and complete to the best of **your** knowledge and belief. The premium charged is based on the information **you** gave **us** when **your** cover started and when renewed.

2. If you have a claim.

(a) You must report any incident to **us** immediately.

(b) You must send any communication about a claim (including a writ or summons) immediately to **us** unanswered and also advise if **you** know of any future prosecution, coroner's inquest or fatal accident enquiry involving any person covered by this insurance.

(c) Any **theft** must be reported to the Police.

(d) You must not admit liability for or negotiate to settle any claim without **our** written permission. **We** may take over, defend or settle the claim, or take up any claim in **your** name for **our** own benefit. **You** must give us all the information and help **we** need.

(e) We shall have full discretion in the conduct of any proceedings or the settlement of any claim.

(f) Where required, **we** may request the return of the **certificate of motor insurance**, or any other supporting documentation.

(g) Should **we** deal with a claim involving the actual or constructive total loss of the insured motor vehicle then any outstanding instalments may be deducted from the agreed settlement value.

3. Fraud. If any claim is in any way fraudulent or if **you** or anyone acting on **your** behalf has used any fraudulent means, including inflating or exaggerating the claim, or submitting forged or falsified documents, or if **you** have not given complete or accurate information, then no payment will be made and all cover under this policy will end.

4. Your vehicle. **You** must take all reasonable steps to protect **your vehicle** and its contents from loss or damage, and the vehicle must be maintained, and kept in an efficient and a roadworthy condition. **We** must be allowed to examine **your vehicle** if **we** deem this necessary.

5. Settling Disagreements. If **we** have agreed to pay a claim and **you** disagree over the amount to be paid or any other dispute regarding this insurance, the matter will be referred to an arbitrator who **we** have both agreed to. **You** cannot take legal action until the arbitrator has made a decision.

GENERAL CONDITIONS - Continued

6. Cancellation

a) Within 14 days (Cooling off Period): **You** have 14 days to decide whether to proceed with the purchase of this insurance contract, from the later of the day that you took out the insurance contract or the day **you** receive the full terms of the insurance contract. If the policy is cancelled within this 14 day period **we** will charge a proportionate premium for the period **we** have been insuring **you** plus a £20 administration charge. **Your insurance intermediary** may also charge administration fees sufficient to cover their costs.

You may notify **us** or **your** intermediary, via email, of **your** intention to cancel the **policy**, acknowledging that the **certificate of motor insurance** has ceased to have effect from the appropriate time and date. This is subject to no claims being reported.

b) After 14 days: **You** can cancel this insurance at any time by writing to **us** or **your insurance intermediary**. **You** may also notify **us** or **your** intermediary, via email, of **your** intention to cancel the **policy**, acknowledging that the **certificate of motor insurance** has ceased to have effect from the appropriate time and date. Subject to no claims having been made (or likely to be made) in the current **period of insurance**, **we** will charge a premium in accordance with **our** cancellation scale shown below plus a £20 administration charge. **Your insurance intermediary** may also charge a fee sufficient to cover their costs. The cancellation will take effect from the date requested and the MID updated.

Period of Cover	Up to 14 days	14 Days to 1 month	Up to 2 months	Up to 3 months	Up to 4 months	Up to 5 months	Up to 6 months	Up to 7 months	Up to 8 months	Over 8 months
Percentage of Refund	Pro-Rata	80%	70%	60%	50%	40%	30%	20%	10%	nil

c) Our cancellation rights: **We** or **your insurance intermediary** may cancel this insurance by giving **you** 7 days' notice in writing to **your** last known address (and in the case of Northern Ireland to the Department of the Environment, Northern Ireland). Subject to no claims having been made (or likely to be made), **we** will refund a proportionate part of the premium.

d) Premium defaults: If you pay **your** premium by instalments and there is a default in payments, **we** or **your insurance adviser** may cancel this insurance by sending **you** 7 days notice of cancellation in writing as detailed within (6c) above. No refund of premium will be allowed for the unexpired portion of the insurance.

GENERAL CONDITIONS - Continued

7. Administration Charge. A fee of £20 is charged for any detail change. **Your insurance intermediary** may also charge an administration fee.

8. Payments made outside policy terms. If the law of any country in which this policy covers **you** makes **us** obliged to settle or pay a claim which **we** would not normally have paid, **we** are entitled to ask **you** to repay **us**.

9. Changes to your policy cover or details. **You** must advise **us** (or **your insurance intermediary** if applicable) immediately if any of **your** details change, including but not limited to: change of motor vehicle, address, use, drivers, annual mileage, occupations; vehicle modifications; medical conditions; motoring offences or fixed penalties; non-motoring offences. When a change is advised to **us**, **we** review **your** cover therefore **your** premium may be altered. Also, depending on the change, **you** are not insured until a covernote or revised **certificate of motor insurance** has been issued.

10. Choice of Law. This **policy** is governed by the law which applies in the part of the **United Kingdom** in which **you** live, unless otherwise agreed by **you** and **us** in writing before this **policy** starts.

GENERAL EXCLUSIONS

The General Exclusions apply to the whole of this insurance policy, and apply in addition to “What is not covered” within each policy section. **Your insurance does NOT cover the following:**

- 1. Use of Your Vehicle** Any accident, injury, loss, damage or liability arising while any motor vehicle covered by this insurance is:
- being used for a purpose for which the motor vehicle is not insured, used for purposes not mentioned or excluded on the **certificate of motor insurance**;
 - being driven by or in the charge of any person who is not noted on the **certificate of motor insurance** as a person entitled to drive or is excluded by endorsement. The exclusion does not apply if **your vehicle** is in the custody or control of a member of the motor trade for maintenance or repair;
 - a motor vehicle being driven by or in the charge of any person (including **you**) who **you** know is a provisional licence holder and who is not accompanied by a person aged 21 or over and has held a full **UK** or EU driving licence for at least 3 years;
 - being driven outside of the limitations of the drivers licence, or driven by someone who does not have a valid driving licence or is breaking the conditions of their licence;
 - being driven by any person (including **you**) who **you** know is disqualified from driving or has never held a licence to drive the motor vehicle, or is prevented from having a licence (unless they do not need a licence as required by law);
 - being driven in an unsafe, un-roadworthy or damaged condition or where the motor vehicle does not have a valid Department of Transport test certificate (MOT) if one is required by law;
 - being driven with a load or number of passengers which is unsafe;
 - being used for any purpose in connection with the Motor Trade;
 - being used for hire and reward purposes;
 - being driven whilst declared SORN (Statutory Off Road Notification).

2. Airside Exclusion. We will not cover any accident, injury, loss, damage or liability arising while **your vehicle** is being used in or on that part of any airport, aerodrome, airfield or military base which is used for the take off and landing of aircraft, including the movement of aircraft on the ground and aircraft parking aprons, the associated service roads, refuelling areas and ground equipment parking areas. **We** will not pay for any claim concerning an aircraft within the boundary of the airport or airfield.

GENERAL EXCLUSIONS - Continued

3. Imported Vehicles Any motor vehicle which was manufactured outside of the **United Kingdom** and imported other than through the manufacturers normal import arrangements, unless otherwise agreed.

4. Other Insurance. Any loss, damage or liability that is also covered by any other insurance policy.

5. Travel outside the Territorial Limits. Any loss, damage or liability that occurs outside the **Territorial Limits** unless **you** have paid an additional premium to extend **your** cover under Section 6.

6. Competition and performance driving. Any accident, injury, loss, damage or liability arising while **your vehicle** is being used for racing, rallying, speed testing, competitions, speed trials, or when driven on a motor sport circuit, race track or de-restricted toll road (including Nürburgring).

7. Confiscation of your vehicle. Any loss or damage resulting from empowerment or confiscation of **your vehicle** by Customs and Excise, Police or any other Government authority. Also, **we** will not cover securing the release of a motor vehicle, other than **your vehicle**, which has been seized by, or on behalf of any government or public authority.

8. War and hostilities. Any result of war, invasion, act of foreign enemy, act of terrorism, hostilities (whether war is declared or not), civil war, revolution, insurrection, rebellion, coup, military or usurped power or destruction of or damage to property by order of any government or public authority except so far as is necessary to meet the minimum required by law.

9. Earthquake, Radioactivity, Pressure waves, Dangerous Goods or Riot.

Direct or indirect loss, damage to liability caused by or arising from:

- earthquake;
- ionising radiation or contamination from any radioactive nuclear fuel or from any nuclear waste from burning nuclear fuel;
- the radioactive, toxic, explosive or other dangerous property of any nuclear assembly or nuclear part of that assembly;
- pressure waves caused by aircraft and other flying objects.
- carrying any dangerous substances or goods for which **you** need a police licence (except where **we** need to provide cover to meet the minimum insurance required by the relevant law), unless otherwise agreed.
- riot or civil commotion occurring in Northern Ireland or outside of the **United Kingdom** (except where **we** need to provide cover to meet the minimum insurance required by the relevant law).

GENERAL EXCLUSIONS - Continued

10. Racing and deliberate Acts This **Policy** does not provide cover for any loss, damage, death or injury arising whilst **your vehicle** is being used in any rallies or as a result of racing formally or informally against another motorist; nor does it provide cover for any loss damage, death or injury intentionally caused by you or any driver insured to drive **your vehicle** and/or resulting from participation in any criminal act or offence.

11. Contracts. **We** will not cover any claim as a result of an agreement or contract unless **we** would have been responsible anyway.

12. People involved in this contract. This contract is between **you** and **us**. Nobody else has any rights they can enforce under this contract except those rights they have under road traffic law. The Contracts (Rights of Third Parties) Act 1999 does not allow any additional rights under this policy in favour of any third party.

13. Proceedings outside the United Kingdom. Any proceeding brought against **you** or judgement passed in any court outside the **United Kingdom** unless the proceedings or judgement arises out of **your motor vehicle** being used in a foreign country for which **we** have agreed to extend this insurance cover.

DRIVING ABROAD

All insurance documentation should be taken with **you**, including **your certificate of motor insurance**, **your schedule**, and **your** motor insurance policy.

The statement is repeated below in the following languages: French, German, Italian and Spanish.

The certificate of motor insurance, and motor insurance policy to which it relates applies in respect of incident occurring in member countries of the European Union. Cover also applies in other countries which have satisfied the requirements of the Commission of European Union as follows: Andorra, Croatia, Iceland, Norway and Switzerland.
The certificate of motor insurance and the motor insurance policy to which it relates applies to any trailer whilst being towed by the motor vehicle shown on the certificate of motor insurance.

Le Certificat et la police d'assurance qui s'y rattache s'appliquent au regard d'incidents ayant lieu dans les pays membres Union Européenne. La couverture s'acquiert également dans d'autres pays qui ont rempli les conditions de la Commission de la Union Européenne, c'est-à-dire: Andorre, Croatie, la Islande, la Norvège, et la Suisse.
Les Certificat et la police d'assurance qui s'y rattache s'appliquent à toute remorque étant tractée par le véhicule dont il est fait mention dans le Certificat.

Das Zertifikat und die diesbezügliche Versicherungspolice gewähren Versicherungsschutz für Versicherungsfälle in den Mitgliedsländern der EG. Der Geltungsbereich erstreckt sich ferner auf solche anderen Länder, die Erfordernisse der EG-Kommission erfüllt haben, nämlich: Andorra, Kroatien, Norwegen, und die Schweiz.
Das Zertifikat und die diesbezüglich Versicherungspolice gewähren Deckung Für Anhänger des auf dem Zertifikat angegebenen Fahrzeugs.

Il certificate e la polizza di assicurazione a cui fa riferimento si applicano per gli incidenti che occorrono nei paesi della Unione Europea. L'assicurazione si applica anche per gli altri paesi che hanno soddisfatto le esigenze delle Commissione della Unione Europea, cioè: L'Andorra, Croazia, Islanda, Norvegia, e Svizzera.
Il certificate e el polizza di assicurazione a cui si riferisce, si applicano a qualsiasi rimorchio che venga trainato dal veicolo indicato sul certificate.

El Certificado y la Póliza de Seguro correspondiente, cubren los accidentes que ocurran en cualquiera de los países miembros de la Unión Europea. Asimismo cubren los accidentes que ocurran en los siguientes países que reúnen las condiciones exigidas por la Comisión de la Unión Europea: Andorra, Croacia, Islandia, Noruega, y Suiza.
El Certificado y la Póliza de seguro correspondiente cubren a cualquier remolque mientras vaya arrastrado en el Certificado.



Doc Ref: MULS CVPOL 01082017