

Key Protect Insurance



Insurance Product Information Document

Company: Supercover Insurance, a trading name of Insurance Factory Limited

Product: Key Protect Insurance

Insurance Factory Limited is registered in England and Wales, registration no. 02982445. Registered office: 45 Westerham Road, Bessels Green, Sevenoaks, Kent TN13 2QB. Authorised and regulated by the Financial Conduct Authority (No. 306164).

This document provides a summary of the key information relating to Key Protect and should be read in conjunction with your Policy Wording and Policy Schedule to ensure you understand the full terms and conditions that apply.

What is this type of insurance?

This policy covers you if, during the period of insurance, an insured key is accidentally lost, stolen or accidentally damaged. We will pay up to £1500 for locksmith charges, new locks, replacement keys, onward transport costs (up to £75 per day for up to three days), vehicle hire costs (up to £40 per day for up to three days) and accommodation costs of up to £120 if you have no access to your home.



What is insured?

- ✓ Locksmith charges if your insured keys are lost, stolen, damaged or locked in your home, motor cycle or motor vehicle.
- ✓ New locks if there is a security risk to your motor cycle, motor vehicle or home due to the loss or theft of your insured key.
- ✓ Replacement keys if your insured keys are stolen, deemed permanently lost, or broken.
- ✓ Onward transport costs up to £75 per day if you have no access to your motor cycle or motor vehicle while away from your home due to lost, stolen or broken keys.
- ✓ Vehicle hire costs up to £40 per day for up to three days if you are unable to use your motor cycle or motor vehicle while away from your home due to lost, stolen or broken keys.
- ✓ Accommodation costs up to £120 if you have no access to your home.
- ✓ We will pay a £20 reward to the finder of your lost insured keys.



What is not insured?

- ✗ Any sum claimed where it is not possible to produce receipts or invoices for payments made by you.
- ✗ Insured keys lost or broken by, or stolen from, someone other than you or a member of your immediate family.
- ✗ Any costs other than the replacement of insured keys where you have access to duplicate keys unless in the event of an emergency.
- ✗ Any property other than an insured key and its associated lock or ignition system, and any immobiliser, infrared handset and/or alarm attached to the insured key.
- ✗ Any loss of market value to your motor cycle or motor vehicle
- ✗ Locks that are damaged prior to the accidental loss, theft or accidental damage of insured keys.
- ✗ More than 2 keys per lock per claim.
- ✗ Any part of any claim, if during the waiting period of 48 hours your insured keys are found, unless you are in an emergency situation.
- ✗ Claims arising from any deliberate or criminal act by the insured, or arising from failure to take steps to safeguard an insured key.



Are there any restrictions on cover?

- ! The maximum payable in any one period of insurance is £1500
- ! Loss or theft claims must be reported to the police within 48 hours of discovery and an incident report number obtained
- ! Claims must be reported to the claims administrator within 30 days
- ! No claim will be paid for:
 - Events occurring within 48 hours from the start date
 - Sums where it is not possible to produce receipts or invoices for payments made.



Where am I covered?

- ✓ You are covered within the United Kingdom, Channel Islands and Isle of Man.



What are my obligations?

- Premiums must be paid on time
- You are required by the provisions of the Consumer Insurance (Disclosure and Representations) Act to take care to supply accurate and complete answers to all the questions in the declaration and to make sure that all information supplied is true and correct. You must tell us of any changes to the answers you have given as soon as possible. Failure to advise us of a change to your answers may mean that your policy is invalid and that it does not operate in the event of a claim.



When and how do I pay?

You are charged a separate premium for this cover and it will be paid by the same method at the same time as you pay for your Private Car Insurance Policy.



When does the cover start and end?

Cover commences 48 hours after the date on which your motor or home insurance policy is effective, or 48 hours after you arranged your Key Protect policy, whichever is later. For renewals of existing policies, cover commences on the date that your renewed policy becomes effective. Cover ends on the date your motor or home insurance policy ends.



How do I cancel the contract?

If you decide that for any reason this policy does not meet your insurance needs, please contact the administrator. You can cancel this Policy in full within 14 days of the inception date and receive a full refund of premium unless you have made a claim. If you cancel this Policy after 14 days of the inception date, you will receive a refund of any premium paid for the remaining insured period, unless you have made a claim. You can cancel this policy at any time by contacting the administrator on 0333 103 0000, using Live Chat or by emailing us at service@insurethebox.com.