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PRIVATE   
CAR POLICY  
DOCUMENT

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# Private Car Policy Document

This is your Private Car Policy Document. Please read it carefully together with your current Statement of Fact, Schedule, the Certificate of Motor Insurance and Important Information. These documents form the basis of your contract with us. All documents are available in Your Portal at <https://www.insurethebox.com/customer-portal>

## Welcome to insurethebox

Thank **you** for choosing insurethebox, the black box insurance specialists.

This is **your** Private Car Policy Document and forms part of **your policy** along with:

- **your Statement of Fact;**
- **your Schedule** (including any **endorsements** on it);
- **your Certificate of Motor Insurance;** and
- **our** Important Information document.

**You** must read all of these documents. If **you** need to make a claim, or contact **us** to tell **us** about any changes, then **you** will need to refer to these documents.

**IMPORTANT: Please contact us on 0333 103 0000 if any information on these documents is incorrect.**

**You** must also tell **us** as soon as practicably possible if any of this information is incorrect or incomplete, or if there are any changes to this information before or during any **period of policy cover**.

If **you** do not inform **us** about any inaccuracy or change, it may affect any claim **you** make or could result in **your** insurance being invalid. It is an offence under the **Road Traffic Acts** to make a false statement or to misrepresent or withhold information for the purposes of obtaining a **Certificate of Motor Insurance**.

**We** wish to protect the environment, and therefore **we** will communicate everything in an electronic format unless **you** have specifically requested otherwise. Where electronic communication is selected then all **our** correspondence with **you** will be by electronic means, including **your** future renewal invitations. If **you** have requested paper communications, then **we** will issue all **your** policy documentation (including **your Certificate of Motor Insurance, Statement of Fact, Policy Schedule, Insurance Product Information Document, Private Car Policy Document and Renewal Invitation**) to **you** in this format. **You** can change **your** communications preference in Your Portal at any time. **You** can also ask **us** to send **you** any specific documents **you** need in the post rather than opting in for paper communications. **We** may still email or SMS **you** on other matters related to **your policy, your** driving performance and general driver safety issues so it is important that **we** have **your** correct email address.

## Contract of insurance

**Your policy** forms a contract of insurance between **you** and **us**. Except as otherwise provided for by law or expressly stated in this **policy**, no other third party shall have any rights under this **policy** or the right to enforce any part of it. In return for **you** paying or agreeing to pay the **premium** required, **we** have agreed to insure **you** subject to the terms, conditions, exclusions and **endorsements** contained in **your policy** and noted on **your Schedule** against such liability, loss or damage occurring within the **territorial limits** during the **period of policy cover**. English law will apply to this contract unless **you** and **us** have otherwise agreed in writing. This contract is written in English and any associated communications will be in English.

## About us

insurethebox is a trading name of Aioi Nissay Dowa Insurance UK Limited, who is registered in England and Wales number 11105895 at 52-56 Leadenhall Street, London EC3A 2BJ. Underwritten by Aioi Nissay Dowa Insurance UK Ltd which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register number 816870.

## Insurance Fraud Bureau Cheat line

To protect **our** policyholders, we are members of the Insurance Fraud Bureau (IFB). If **you** suspect insurance fraud is being committed, **you** can report this on their confidential cheat line on 0800 422 0421.

## What products do we offer?

**We** underwrite the private car insurance **policy**. For **our** optional extras (which run alongside **our** car insurance policy):

- Enhanced Courtesy Car Cover is provided by Aioi Nissay Dowa Insurance UK Limited, and administered by ARAG Plc.
- Legal Expenses Cover is provided by Aioi Nissay Dowa Insurance UK Limited and administered by ARAG Plc.
- Road Rescue is provided by Collinson Insurance Services Limited, and underwritten by Astrenska Insurance Limited.

Full details about each of the companies above are contained within the respective Policy Documents.

## Definitions

Wherever the following words and phrases appear in **your policy** they will have the meaning given below unless stated otherwise.

<b>Accessories</b>	The parts of <b>your car</b> which are not directly related to how it works as a vehicle. These include: <ul style="list-style-type: none"><li>• in-car entertainment, such as radios whilst fitted to <b>your car</b>.</li><li>• <b>electric vehicle</b> charging cables and adapters (provided by the manufacturer of <b>your car</b>) when attached to or carried in <b>your car</b>, and</li><li>• an <b>electric vehicle</b> wall box or charging post for use with <b>your car</b>, installed at <b>your</b> permanent residence.</li></ul>
<b>Black box</b>	A telematics device fitted to <b>your car</b> which provides data to <b>us</b> based on the use of <b>your car</b> .
<b>Bonus Miles</b>	<b>Bonus Miles</b> are additional <b>miles</b> awarded by insurethebox to encourage and reward safe <b>driving</b> . Details of how <b>you</b> could earn up to 100 <b>Bonus Miles</b> each month can be found in <b>Your Portal</b> at <a href="http://www.insurethebox.com/customer-portal/">www.insurethebox.com/customer-portal/</a>
<b>Certificate of Motor Insurance</b>	A document which evidences that <b>you</b> have the insurance required by law, showing who can drive <b>your car</b> and for what purposes it can be used.
<b>Driving</b>	<b>Driving</b> a motor vehicle and/or being in charge of a motor vehicle for the purpose of <b>driving</b> it.
<b>Electric Vehicle</b>	A car, including a plug-in hybrid vehicle, that uses one or more electric motors for propulsion and is powered by a self-contained battery which requires charging from an external power source
<b>Endorsement</b>	A clause which changes the terms of <b>your policy</b> . Any <b>endorsements</b> are shown in <b>your Schedule</b> .
<b>Excess(es)</b>	The amount <b>you</b> will have to pay towards any claim. <b>Your Schedule</b> shows the amount of <b>excess</b> applicable for each driver and any other <b>excesses</b> due. <b>You</b> are responsible for the <b>excess</b> even if the incident is not <b>your</b> fault.
<b>Insurer(s)</b>	All sections of this <b>policy</b> unless otherwise stated: Aioi Nissay Dowa Insurance UK Limited which is authorised by the Financial Conduct Authority, and authorised and regulated by the Prudential Regulation Authority, Financial Services Register number 816870. Aioi Nissay Dowa Insurance UK Limited is registered in England and Wales (Company Number: 11105895), registered office: 52-56 Leadenhall Street, London EC3A 2BJ.
<b>Main driver</b>	The person who drives <b>your car</b> most of the time, whether for social purposes or for travel to and from a place of business, duty or study.
<b>Market value</b>	The cost of replacement with one of the same make, model and specification, taking into account the age, mileage and condition where applicable.
<b>Miles</b>	The distance travelled by <b>your car</b> and recorded by the <b>black box</b> fitted to <b>your car</b> , which can be viewed in <b>Your Portal</b> at <a href="http://www.insurethebox.com/customer-portal/">www.insurethebox.com/customer-portal/</a>
<b>Period of Policy Cover</b>	The length of time covered by this <b>policy</b> , as shown in the <b>Schedule</b> , and any further period the cover is renewed for.
<b>Policyholder</b>	The individual whose name is shown on the <b>Schedule</b> and the <b>Certificate of Motor Insurance</b> .
<b>Policy</b>	<b>Your Statement of Fact</b> , this document, <b>your Schedule</b> , <b>your Certificate of Motor Insurance</b> and <b>our</b> Important Information document.
<b>Policy Miles</b>	<b>Policy Miles</b> are the number of <b>miles</b> upon which <b>your</b> annual <b>premium</b> is based, as shown on <b>your Schedule</b> .
<b>Premium</b>	The amount of money that <b>you</b> pay for <b>your policy</b> , as shown on <b>your Schedule</b> (Note: This does not include any charges levied by <b>us</b> in <b>our</b> Important Information document).

<b>Road Traffic Acts</b>	Any Acts, laws or regulations, which govern the <b>driving</b> or use of any motor vehicle in Great Britain, Northern Ireland, the Isle of Man and the Channel Islands.
<b>Schedule</b>	The latest document which confirms the: <ul style="list-style-type: none"> <li>• <b>period of policy cover</b></li> <li>• name of the <b>policyholder</b>, and</li> <li>• <b>sections</b> of this <b>policy</b> which apply.</li> </ul>
<b>Statement of Fact</b>	The latest document which confirms all the details supplied by <b>you</b> or someone on <b>your</b> behalf.
<b>Territorial Limits</b>	<b>Your policy</b> applies in Great Britain and Northern Ireland. This includes while <b>your car</b> is being transported between them.
<b>Terrorism</b>	<b>Terrorism</b> means any act or acts including but not limited to: <ul style="list-style-type: none"> <li>• the use or threat of force and/or violence and/or</li> <li>• harm or damage to life or to property (or the threat of such harm or damage) including but not limited to harm or damage by nuclear, chemical, biological and / or radiological means,</li> </ul> when any such act is committed by any person(s) or group(s) of people in whole or in part for political, religious, ideological or similar purposes, or is claimed to be committed in whole or in part for such purposes.
<b>Top Up Miles</b>	<b>Top Up Miles</b> are additional <b>miles you</b> can buy if <b>you</b> need to drive further than <b>your Policy Miles</b> .
<b>We, Our, Us</b>	Aioi Nissay Dowa Insurance UK Limited as <b>insurer</b> and administrator.
<b>You, Your</b>	The person named as the <b>policyholder</b> in the <b>Schedule</b> and <b>Certificate of Motor Insurance</b> .
<b>Your car</b>	Any car described in the <b>Schedule</b> (including <b>accessories</b> ) and for which <b>we</b> have issued a <b>Certificate of Motor Insurance</b> .  In Section 3 of <b>your policy</b> it also includes a trailer, caravan or broken-down motor vehicle while attached to <b>your car</b> for towing.  Any motor car which is loaned or hired to <b>you</b> under the insurethebox Approved Repairer Scheme.

## Important terms of your policy

When **you** buy **your** insurance from **us**, **we** issue **you** with a **Certificate of Motor Insurance** and provide cover to **you** subject to the terms of **your policy** for the **period of policy cover**.

**Your** cover is connected to the **miles you** drive. **You** pay for a set number of **Policy Miles** which are measured by a **black box** fitted to **your car**.

If **you** use up all **your Policy Miles** before the end of the **period of policy cover**, **you** can buy more **miles**, known as **Top Up Miles**. **You** can buy **Top Up Miles** in bundles of 250, 500, 1,000 or 2,000 **miles** at any time during the term of **your policy**. **Top Up Miles** will be charged at **your** cost per mile rate.

**You** can also increase **your miles** by earning **Bonus Miles**, which are awarded for safe **driving**. The **black box** will record the following information about **your driving** and the location of **your car**, including but not limited to:

- the time of day **you** drive
- the speed **you** drive at on different sorts of roads
- the location of **your car** both when it is moving and when it is stationary
- how smoothly **you** drive
- if **you** take breaks on long journeys
- **your** motorway mileage
- **your** total mileage.

Periodically **we** will review **your Bonus Miles** score and contact **you** to discuss **your** results and offer advice on how a poor score can be improved.

If **your car** is being used by any driver and is covered by any other insurance policy then any **miles** driven in **your car** will still be deducted from **your** overall **miles** and any **driving** data collected will be used to assess **your driving** behaviour and determine how safely **your car** has been driven, for example, by calculating **your Bonus Miles** and identifying any breach of the Excessive Speed condition. **You** must ensure that any driver **driving your car** is made aware that the **driving** data will be used in line with **our** Privacy Policy and will be available to view on **Your** Portal and may affect **your policy** in the future.

**Important:** Refer to the Privacy Policy which will explain how **we** use **your** information, what **we** collect, why **we** collect it and who **we** share it with.

If **you** have not used all **your miles** when **your policy** is due to be renewed, then any unused **Top Up** and **Bonus Miles** will be credited to **your** overall **miles** for the next **period of policy cover**. Any of the original **Policy Miles** that are unused will not be credited to the next **period of policy cover**, and there is no financial exchange for any unused **miles**.

When **you** renew **your policy**, **you** will receive a new allocation of **Policy Miles**. Any **Top Up** and **Bonus Miles** that have been rolled over into the next **period of policy cover** will be used first before the new **Policy Miles**. If **you** exceed **your Policy Miles** at any time and do not purchase **Top Up Miles** or receive **Bonus Miles** **your policy** will be cancelled.

Please note that although **you** can start earning **Bonus Miles** immediately **you** will not be able to see them on **Your** Portal until a month and seven days after **your policy** has started.

Only the **policyholder** and any people listed under Section 5 of **your** current **Certificate of Motor Insurance** may drive **your car**.

This **policy** does not provide cover for **you** or any people listed under Section 5 of **your** current **Certificate of Motor Insurance** to drive other vehicles.

## Changes to your insurance

**You** must tell **us** as soon as practicably possible about any changes to the information that **you** have provided which is detailed in **your Statement of Fact**, **Schedule** and **Certificate of Motor Insurance**.

The following are some examples of the changes (this is not an exhaustive list) **you** must tell **us** about:



- a change of **your car** (including additional cars) or a change of its registration mark
- all changes **you** or anyone else make to **your car** if these mean the vehicle is different from the manufacturer's standard specification (whether the changes are mechanical or cosmetic)
- a change of address
- a change of garaging arrangements
- a change of job, including any part-time work by **you** or other drivers, or a change in the type of business or having no work
- a change in the use of **your car**
- a change to the **main driver of your car**
- a change in the **driving** licence conditions of any driver on the **policy**
- details of any driver **you** have not told **us** about before, or who is excluded by the **Certificate of Motor Insurance**, but who **you** now want to drive
- details of any motoring convictions, disqualifications or fixed penalty motoring offences or of any pending prosecutions for any motoring offences of any person allowed to drive
- details of any accident or loss (whether or not **you** make a claim) involving **your car**, or that occurs while **you** are **driving** another of **your** own or anyone else's cars
- details if **you**, or any other person allowed to drive **your car**, suffers from a condition notifiable to the DVLA and **you** have not told the DVLA about it, or any condition for which the DVLA have restricted the **driving** licence. If **you** are in any doubt whether the condition is notifiable **you** should ask the DVLA.

If **you** don't tell **us** about any changes, **we** may not be able to cover **you** if **you** need to make a claim, and in certain circumstances **your policy** could be cancelled by **us**.

**We** may apply a fee for certain changes to **your policy**, in addition to any **premium** charged by **us**. Please refer to **our** Important Information document for the level of any charge.

**We** may refuse to continue cover if **you** change **your car** more than three times during the **Period of Policy Cover** and if **we** do continue cover **you** may be asked to provide evidence that **you** are the owner and registered keeper of **your car**.

Need to make a change to **your policy**?

Call: 0333 103 0000

For joint protection and for training purposes telephone calls may be recorded and/or monitored.

## Black box installation

When **you** take out **your policy**, **we** will contact **you** to arrange for a **black box** to be fitted to **your car**. Provided **your policy** is not cancelled there is no additional cost to **you** for:

- the **black box**
- fitting the **black box**
- retrieving data from the **black box**.

**Our** aim is for the **black box** to be fitted within 14 days of **you** arranging a **policy** with **us**, or changing **your car**. The **black box** can be fitted at **your** home or place of work, providing it is safe to fit it at the proposed place. **We** reserve the right to choose an alternative site near **your** home or place of work if necessary. **We** will agree a mutually convenient time for the fitting.

The black box will at all times belong to the telematics provider approved by **us**.

**We** reserve the right to cancel **your policy**, providing **we** follow the procedure defined in Section 13.6 if **you** do not co-operate in having the **black box** fitted to **your car** within 14 days of **you** arranging **your** cover with **us**, or changing **your car**.

In the event of the **black box** developing a fault, **we** will notify **you** and arrange with **you** a mutually convenient time for a replacement **black box** to be fitted. **You** must give **us** access to **your car** within 7 days of being notified of the fault or, where there are exceptional circumstances that prevent **you** from doing so, within a reasonable time.

If **we** ask, **you** must also allow **us**, or **our** approved supplier to retrieve the **black box** from **your car** in the event that **your policy** is cancelled or **you** do not renew **your policy**.

It is **your** responsibility to ensure that **you** have the agreement of any co-owner, hire purchase company, or other person that has a legal interest in **your car**, to having a **black box** fitted in **your car** before the **black box** is installed. The installation will not affect any car warranty.

## Excessive Speed

Each month **we** publish a summary of **your driving** performance on **Your Portal**. If **you** persistently receive a RED score for speeding during the **period of policy cover** and **we** have given **you** due warning, **we** reserve the right to cancel **your policy**, providing **we** follow the procedure defined in Section 13.6

If **you** or any driver exceeds the speed limit by travelling at:

- a) 60mph or more in a 30mph or lower speed limit; or
- b) 70mph or more in a 40mph speed limit; or
- c) 80mph or more in a 50mph speed limit; or
- d) 90mph or more in a 60mph speed limit; or
- e) 100mph or more in a 70mph speed limit

**we** reserve the right to cancel **your policy**, providing **we** follow the procedure defined in Section 13.6.

## Automatic renewal

If **you** have opted for automatic renewal, **we** will renew **your policy** using the payment details **you** have previously given, provided **your** card/instalment details allow this. If **you** have set up an instalment plan, any automatic renewal will be onto this instalment plan instead of charging **your** card.

**We** will only automatically renew **your** policy after issuing **you** with a renewal notice approximately 21 days before the end of **your** policy. If **you** do not want **us** to automatically renew **your** cover, or **you** would like to opt in to automatic renewal, **you** must contact **us** more than 3 days before **your** renewal date and advise **us** accordingly. If **you** are not the card or account holder **you** must ensure that the card/account holder has agreed to make the renewal payment and **you** must tell them of any changes to the amount. **Your** renewal payment will be taken from **your** account 3 days before the renewal date. Please check **your** renewal notice for further details when it is available to **you**.

If **you** cancel **your** automatic renewal, **you** will need to contact **us** before **your policy** expires if **you** want to insure with **us** for another year. **You** can change **your** automatic renewal preference anytime during the policy year by changing this in **Your Portal**, or by contacting **our** team on **0333 103 0000** or on Live Chat.

## Accident Alert

An additional benefit of the **black box** is that if **you** are involved in an accident, an alert message may be sent to **us** by the **black box** and, provided **your car** isn't moving, **we** will try to contact **you** by telephone. **We** will aim to take the actions necessary to get **you** on **your way** or, if it is not safe to drive **your car**, **we** will arrange for **your car** to be taken for repair. If **we** cannot contact **you**, **we** will attempt to make contact using the alternative number supplied by **you**. Please ensure that the telephone numbers **you** provide are current and valid. If **you** need to make a claim please call **us** on **0333 103 0030**.

It is important that **you** do not assume that **we** will contact **you**, or any emergency services, after an incident has occurred. While **we** will endeavour to make contact with **you**, and, if **we** think it necessary, the emergency services, **you** should take all appropriate steps to protect **your** safety and report any incident to the appropriate emergency services.

It is also important not to assume that **we** are aware of any incident. **You** must still contact **us** to report any circumstances that could lead to a claim being made on **your policy** (please see Section 13.3 for more details).

## How to contact us

To top up **your miles**, please go to [www.insurethebox.com/customer-portal/](http://www.insurethebox.com/customer-portal/) and log into **Your Portal**. If **you** need to contact **us** please use one of the following numbers.

To make a change to <b>your policy</b> or to top up <b>your miles</b>	0333 103 0000
To report a motor accident or theft, or to make a claim	0333 103 0030
To make a windscreen claim	0330 022 9449

## Section 1 Accidental damage

### What is covered

If **your car** is damaged or suffers loss by accident, **we** will at **our** choice either:

- pay the cost of repairs to **your car**, if **your car** is economically repairable less any required **excess**, or
- make a cash payment of the **market value** of **your car** at the time of the damage or loss less any required **excess** if it is not economical to repair **your car**.

**We** will pay for the loss of or damage to the **electric vehicle** battery of **your car** as a result of a power surge whilst charging, irrespective of any loss or damage to **your car** itself.

## Section 2 Fire and theft

### What is covered

If **your car** suffers loss or damage by fire, lightning, explosion, theft or attempted theft, **we** will choose to either:

- pay the cost of repairs to **your car**, if **your car** is economically repairable less any required **excess**, or
- make a cash payment of the **market value** of **your car** at the time of the damage or loss less any required **excess** if:
  - it is not economical to repair **your car**, or
  - if **your car** is stolen but not recovered.

## What is not covered under Sections 1 and 2

- wear and tear, **your car** losing value after or because of repairs, or for any repairs which improve **your car** beyond its condition before the loss or damage happened
- loss or theft of any **car** keys or lock transmitters, and the resultant cost of replacing any alarms or security devices including the ignition and/or car locks following that loss
- mechanical, electrical, electronic or computer failures, breakdowns or breakages including as a result of the fuel tank not being correctly filled
- damage to **your** tyres caused by braking, punctures, cuts or bursts
- more than the manufacturer's latest list price of any part or accessory as at the date of repair
- loss or damage to **your car** caused directly by pressure waves from aircraft and other aerial devices travelling at sonic or supersonic speeds
- loss of use of **your car** or any other indirect loss
- loss of or damage to **your car** by theft or attempted theft if **your car** has been left unlocked and unattended, or the keys have been left in or on **your car** or with a window or the roof open
- loss of or damage to **your car** caused by or resulting from deception, fraud or trickery, including when **you** are offering **your car** for sale
- loss of or damage to **your car** where **your car** is driven or used without **your** permission by a member of **your** family or household or someone in a close personal relationship with **you** or a member of **your** household unless **you** report the person to the police for taking **your car** without **your** consent and no subsequent statement is made indicating that such a person did in fact have **your** permission
- loss or damage to **your car** as a result of a deliberate act caused by **you** or any driver covered to drive **your car** including, but not limited to racing formally or informally against another motorist
- loss or damage to **your car**, or any expenses incurred due to any government, public or local authority legally removing, keeping or destroying **your car**.
- loss or damage to **your car** as a result of driving whilst not in full control of **your** vehicle including, but not limited to driving whilst using a mobile phone.
- loss of or damage to an **electric vehicle** charging wall box or charging post:
  - unless the installation was completed by an OZEV (Office for Zero Emission Vehicles) approved installer (details are available at [www.gov.uk/](http://www.gov.uk/)), or
  - as a result of modification unless approved and completed by an OZEV approved installer, or
  - if any other insurance is in place elsewhere.
- loss of or damage to the **electric vehicle** battery of **your car** caused by or consisting of:
  - its own faulty or defective design, materials or construction, or
  - through operational error or omission on **your** part during the charging of **your car**, or
  - gradual deterioration.

## How we will deal with your claim – Sections 1 and 2

### Payment of premium

If **you** make a claim and **you** have not paid all **your premium**, any unpaid **premium** may be deducted from any claim settlement made to **you**.

### Repairs

If **your car** has suffered loss or damage, or been stolen, **we** will at **our** choice either:

- pay the cost of repairs to **your car**, if **your car** is economically repairable less any required **excess**, or
- make a cash payment of the **market value** of **your car** at the time of the damage or loss less any required **excess** if it is not economical to repair **your car** or if **your car** is stolen but not recovered.

Any repairs to **your car** undertaken by one of **our** approved UK repairers are subject to the following guarantees:

- the bodywork, paintwork and labour will be guaranteed for 4 years, and;
- the replacement parts used will be covered for the duration of the manufacturer's guarantee.

These guarantees will remain in place for as long as **your car** remains owned by **you**.

**We** may decide to repair **your car** with parts which have not been made by **your car's** manufacturer but which are of a similar standard, including recycled parts.

If **you** make a claim for loss or damage to **your car**, **we** will only pay the cost of replacing parts needed for **your car** to meet the manufacturer's standard specification (including extras fitted by the manufacturer) unless any non-standard parts have been agreed by **us**.

If any lost or damaged parts are no longer available, **we** will only pay the cost shown in the manufacturer's latest price guide, together with fitting costs.

Repairs may be undertaken by a repairer of **your** choice, but this may lead to a delay in arranging the repair of **your car** and **we** will not be able to provide **you** with a temporary replacement car or guarantee the repairs. If **you** choose to do this, please contact **us** first so that **we** can agree costs.

The most **we** will pay will be the **market value** of **your car** at the time of the loss or damage, less any **excess**.

**Your excess** will be waived if the loss or damage is another party's fault, and it is more likely than not that **we** will recover any amount **we** pay for **your** claim, in full, from the other party.

If **you** cannot drive **your car** as a result of damage covered under this **policy**, **we** will pay the costs of:

- protecting **your car** and removing it to **our** nearest approved repairers; and
- delivering **your car** back to **your** address in the British Isles after the repairs have been completed.

If **your car** belongs to someone else, or is the subject of a hire purchase or leasing agreement (including where any **electric vehicle** battery of **your** car is hired or leased), any payments may be made to the legal owner. **Our** liability under this **policy** will then be complete.

### Recovery of your car following an accident

If **your car** is not safe to drive after an accident and **we** have not already made contact with **you**, please telephone **us** on **0333 103 0030** and **we** will arrange for someone to assist **you**. If **your car** cannot be made roadworthy within a reasonable time, **we** will arrange to take it to **our** approved repairer at no cost to **you**. After doing so, **we** will help **you** and **your** passengers to complete **your** journey and will pay all reasonable expenses up to a maximum of £50. **We** will require documented receipts in order to support **your** claim.

**We** can arrange to take **your car** to a repairer of **your** choice at **your** expense, but this may lead to a delay in arranging the repair of **your car** and **we** will not be able to provide **you** with a temporary replacement car or guarantee the repairs.

**Our** employees and contractors will use all reasonable care and skill when providing the accident recovery service. However, they can refuse to provide services (or cancel them) if, in their reasonable opinion, **your** demands are excessive, unreasonable or impractical.

## Uninsured Driver Benefit

If **you** make a claim for an accident that is not **your** fault and the driver of the car that hits **your car** is not insured, **you** will not lose **your** No Claim Discount or have to pay any **excess**.

**We** will need:

- the car registration number and the make and model of the car; and
- the driver's details, if possible.

It also helps **us** to confirm who is at fault if **you** can get the names and addresses of any independent witnesses, if available.

When **you** claim, **you** may have to pay **your excess**. Also, if when **your** renewal is due, investigations are still ongoing, **you** may lose **your** No Claim Discount temporarily. However, once **we** confirm that the accident was the fault of the uninsured driver, **we** will repay **your excess**, restore **your** No Claim Discount and refund any extra premium **you** have paid.

## Vandalism Promise

If **you** make a claim for damage to **your car** that is a result of vandalism, which is damage caused by a malicious and deliberate act but not caused by another vehicle, **you** will not lose **your** No Claim Discount.

**You** must:

- Pay the Accidental Damage **excess** applicable
- Report the incident to the police and provide **us** with the crime reference number

Once we receive **your** claim, **you** may lose **your** No Claim Discount, until **we** are supplied with a relevant crime reference number.

## New car replacement

If, within one year of registration as new in **your** name, **your car** is:

- damaged such that repairs will cost more than 60% of the manufacturer's list price including extras fitted by the manufacturer plus taxes when the damage happened, or
- stolen and not recovered

and such loss or damage is covered under this **policy** and **we** have the agreement of any co-owner, hire purchase company, or other person that has legal interest in **your car** then **we** will pay for **your car** to be replaced with a new car of the same make, model and specification if one is available in the United Kingdom. The damaged car will then become **our** property.

If a suitable replacement car is not available, the claim will be settled by one of the other options referred to in the 'How **we** will deal with **your** claim' section of this document.

## In-car entertainment, phone and satellite navigation equipment

**We** will pay for loss or damage to in-car entertainment, phone and satellite navigation equipment:

- up to the **market value** of the equipment if it is permanently fitted to **your car** and part of the manufacturer's standard specification, and
- up to £250 for any other equipment.

## Child car seats

If **you** have a child car seat (or seats) in **your car** and **your car** is involved in an accident that results in impact damage to it, **we** will pay to replace each child car seat with a new one of the same quality up to a maximum value of £300 per accident.

## Excesses that apply

If **your** Schedule shows that **you** have to pay an **excess** or **excesses**, **you** must pay the first part of any claim up to the total amount of all the **excesses** that apply.

## Temporary replacement car

If the loss or damage to **your car** is covered by this **policy**, and **you** use the approved UK repairer of **our** choice, **you** will receive a temporary replacement car while repairs to **your car** are being carried out, provided that one is available.

Temporary replacement cars are usually small cars with a manual gearbox (typically a one litre hatchback or similar). A temporary replacement car is not intended to be an exact replacement for **your car**.

All temporary replacement cars will have comprehensive cover under **your** existing **policy**, including any **policy excesses**, for the period of the loan, regardless of what level of cover **you** have for **your car**. (Please note that a temporary replacement car cannot be provided until **your** claim has been accepted and cover has been confirmed).

The **miles you** drive in the temporary replacement car will not be debited from **your** overall **miles**.

While **you** have the temporary replacement car **you** will be liable for any fines for any parking or **driving** offences, congestion, tolls or road pricing charges and any additional costs for non-payment of these charges. **You** will need to produce an appropriate credit or debit card to the approved repairer to cover these costs.

**You** must return the temporary replacement car when the approved UK repairer or **we** ask **you** to do so for any valid reason or if this **policy** expires and **you** do not renew it.

Unless **you** have purchased the additional optional cover, as shown on **your Schedule**, please note temporary replacement cars are only available when **your car** is being repaired by one of **our** approved UK repairers. Temporary replacement cars are not available if **your car** has been stolen and has not been recovered, or is not repairable. Temporary replacement cars are not available outside of the United Kingdom.

## Section 3 Liability to other people

### What is covered

**We** will pay all sums for which **you** are legally responsible:

- following the death of, or bodily injury to, other people and
- up to £20,000,000 (in total) for damage to their property

as a result of any accident

- involving **your car** or a car provided to **you** under the insurethebox approved repairer scheme, or
- arising out of the connection of **your car** to a domestic mains power supply, or a rapid charging unit for the purposes of charging **your car**. Only whilst it is connected by means of the charging cable and adapter provided by the manufacturer of **your car**, or the standard heavy-duty cable.

The limit of £20,000,000 comprises:

- up to £15,000,000 for damage to property belonging to other people; and
- up to £5,000,000 for legal costs relating to dealing with a claim in relation to property belonging to other people.

If **you** wish to arrange for **your** own representation then **you** must obtain **our** prior written consent. Without this, these costs may not be covered by **your policy**.

### Other people

**Your policy** also covers:

- any person **driving** or using **your car** with **your** permission, as long as this is allowed by **your Certificate of Motor Insurance**
- any passenger travelling in or getting into or out of **your car**
- the employer or business partner of any person who is **driving** or using **your car** for their business, as long as this is allowed by **your Certificate of Motor Insurance**, and
- the legal representative of any person who has died who would have been entitled to protection under this section.



## What is not covered

- death or bodily injury to any employee arising out of, or in the course of, their employment even if the death or injury is caused by anyone insured by this **policy**. However, **we** will provide, where required to do so by legislation, the minimum cover to comply with such legislation
- any amount where the legal responsibility is covered by any other insurance
- loss of, or damage to, any property which belongs to, or is in the care of, any person who is claiming under this section
- any amount for legal responsibility, loss or damage when **your car** is being used in the operational boundaries of any airport, aerodrome or airfield, foreign military base, embassy or consulate except when **we** have to meet the requirements of the **Road Traffic Acts**
- any amount for legal responsibility, loss or damage when **your car** is being repaired whilst not on a road or other public place
- loss of, or damage to, any property as a result of racing formally or informally against another motorist, or a deliberate act caused by **you** or any driver covered to drive **your car**.
- loss or damage to **your car** as a result of driving whilst not in full control of **your car** including, but not limited to driving whilst using a mobile phone.

## Legal costs

**We** will pay the legal costs if **we** appoint a solicitor to represent **you** at a:

- coroner's inquest
- fatal accident enquiry
- magistrates court (including a court of similar jurisdiction in any country within the **territorial limits**).

And also for defence of any legal proceedings relating to the following circumstances where the incident is covered by this **policy**:

- charges of manslaughter
- causing death by dangerous or reckless **driving**.

**We** will also pay:

- any other costs and expenses by **our** appointed solicitor and their appointed agents; and
- charges set out in the **Road Traffic Acts**.

If **you** wish to arrange for **your** own representation at any of the above then **you** must obtain **our** prior written consent. Without this, these costs may not be covered by **your policy**.

## Emergency treatment charges

If **you** are involved in an accident and receive treatment from the emergency services then **we** will pay for any cost of that treatment stipulated in the **Road Traffic Acts**. If this is the only payment made under **your policy**, it will not affect **your** No Claim Discount entitlement.

## Section 4 Use by the motor trade, hotels and car parks

**We** will give **you** the cover under Section 1, Accidental Damage, and Section 2, Fire and Theft, but will not apply any **driving** and use restrictions or any **excess** while **your car** is in the custody and control of:

- a member of the motor trade for service, repair or MOT testing, or
- a hotel, restaurant, car park or similar commercial organisation for parking purposes.

Under these circumstances, any **miles** driven in **your car** will be deducted from **your** overall **miles** and any **driving** data collected will be used to assess **your driving** behaviour and determine how safely **your car** has been driven, for example, by calculating **your Bonus Miles** and identifying any breach of the Excessive Speed condition. **You** must ensure that any driver **driving** under this section is made aware that the **driving** data will be used in line with **our** Privacy Policy and will be available to view on **Your** Portal. It may also affect **your policy** in the future.

## Section 5 Glass in windscreens or windows

(or for any scratching of the bodywork as a result of broken glass from your car)

### What is covered

**You** must notify **us** on **0330 022 9449** before any work is carried out under this section.

If **you** use **our** approved glass repairer and **your** claim is for loss of, or damage to, the glass in **your car's** windscreen or windows, **we** will pay the cost of repairing or replacing it. **We** will also pay for:

- any repair to the bodywork of **your car** that has been damaged by broken glass from **your car**.
- the recalibration of any Advanced Driver Assistance Systems equipment relating to the repair or replacement of the windscreen.

**We** will not pay more than the **market value** of **your car** at the time of the loss (less any excess that may apply).

**We** may decide to repair **your car** with parts which have not been made by **your car's** manufacturer but which are of a similar standard.

If **you** make a claim under this section, **your** No Claim Discount will not be affected.

### What is not covered

- replacement - **you** will have to pay the glass replacement **excess** shown in **your Schedule**
- repair - if the glass is repaired rather than replaced then **you** will have to pay the glass repair **excess** shown in **your Schedule**
- if **you** choose not to use **our** approved glass repairer the most **we** will pay under this section will be £200 for replacement or £50 for repair less any **excess** which applies
- loss of use of **your car**
- more than the manufacturer's latest list price of any part or accessory as at the date of repair
- the costs of importing parts or **accessories** or storage costs caused by delays where parts or **accessories** are not available from current stock in the United Kingdom
- damage to **your car** as a result of a deliberate act caused by **you** or any driver covered to drive **your car**
- repair or replacement of broken or damaged sunroofs, fixed or moveable glass roof panels and associated mechanisms
- repair or replacement of any glass that is part of a removable or folding convertible roof
- repair or replacement of any windscreens or windows not made of glass.

## Section 6 Using your car abroad

### European Union/ EEA compulsory insurance

**Your** policy provides the minimum compulsory insurance in the countries listed below. Please note that this minimum compulsory insurance does not provide the same level of cover as **your policy**.

Andorra, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, The Channel Islands and The Isle of Man.

If **you** wish to drive abroad, **you** must ensure that **you** have any documentation required to evidence insurance. If **you** travel to any of the countries listed above, **you** may need a Green Card in addition to **your Certificate of Motor Insurance** to evidence **you** hold the minimum compulsory insurance.

### Extended European cover

In addition, the full benefits of this **policy** apply in the countries in the list above, including when **your car** is being transported, provided that **your car** is:

- registered with the DVLA and normally kept in England, Scotland or Wales

- not kept abroad for more than 90 days consecutively.

Please note temporary replacement cars are not available abroad and repairs undertaken abroad are not guaranteed as they are not carried out by **our** approved network of repairers.

As part of a valid claim under Section 1 or Section 2 of this **policy** we will pay the costs of recovering **your car** if it is not driveable, and of returning **your car** back to the UK, if required.

If **your car** suffers loss or damage in any foreign country that **we have** agreed to provide cover for, **you** may be charged customs duty. This customs duty will be refunded if a valid loss or damage claim is made by **you**.

## Using your car in any other countries

If **you** want to use **your car** in countries not included in the list above then **you** must obtain separate cover before **you** enter that country as cover under this **policy** will not apply.

## Section 7 Personal accident benefits

### What is covered

If **you**, **your** husband, wife, common law partner or civil partner are accidentally injured in any car, or getting into or out of any car, and if within 90 days, independently of any other cause, the injury results in:

- death
- permanent loss of any limb above the wrist or ankle or
- the complete and irrecoverable loss of sight in one or both eyes

We will pay up to £7,500 to the injured person or their legal representative.

### What is not covered

- more than £7,500 per person during any one **period of policy cover**
- if **you** or **your** husband, wife, common law partner or civil partner has more than one **policy** with **us**, it will only pay the benefit under one **policy**
- injury or death to any person not wearing a seat belt when they must do so by law
- injury or death resulting from a deliberate act, suicide or attempted suicide
- where the driver of **your car** has been **driving** illegally due to reckless or dangerous **driving**; or exceeding the legal limit of alcohol or under the influence of drugs whether prescribed or otherwise at the time of the accident.

## Section 8 Medical expenses

### What is covered

We will pay up to £200 for each person for any medical expenses resulting from an accident while travelling in **your car**.

**Your excess** will not apply to this section.

### What is not covered

- if **you** or **your** husband, wife, common law partner or civil partner has more than one **policy** with **us**, it will only pay the benefit under one **policy**
- where the driver of **your car** has been **driving** illegally due to reckless or dangerous **driving**; or exceeding the legal limit of alcohol or under the influence of drugs whether prescribed or otherwise at the time of the accident.

## Section 9 Personal belongings

### What is covered

We will pay up to £250 for personal belongings in **your car** if lost or damaged due to accident, fire, theft or attempted theft. We may require proof of purchase or evidence of ownership to support **your** claim.

**Your excess** will not apply to this section.

### What is not covered

- theft, or attempted theft, of personal belongings if **your car** has been left unlocked and unattended, or the keys have been left in or on **your car** or with a window or roof open
- the theft of personal belongings unless kept out of sight in the locked boot or glove compartment of **your car** or unless the theft occurs whilst **you** are in the car
- money, stamps, tickets, documents, vouchers or securities
- goods, tools, samples or equipment carried in connection with any trade or business
- property covered under any other insurance.

## Section 10 Misfueling Cover

### What is covered

We will pay up to £250 to clean the fuel system and other associated parts of **your car** or to repair any loss or damage caused if **you** fill **your car** with an inappropriate grade or type of fuel purchased from a licensed fuel supplier provided that any loss or damage has not been caused over a period of time.

If **you** put the wrong fuel in **your car** please call 0333 103 0030 immediately – do not attempt to drive **your car** as **you** could cause more serious damage.

**Your excess** will not apply to this section.

## Section 11 No Claim Discount

If **you** have made no claims in the **period of policy cover**, **you** will be eligible for a No Claim Discount, or for an increase in **your** No Claim Discount, when **you** renew **your** policy.

The level of **your** No Claim Discount is based upon the number of consecutive years that **you** have had cover and the number of claims that have been made during that time.

If **you** make one or more claims during the **period of policy cover**, at **your** next renewal **your** No Claim Discount will be reduced to the number of years specified in the following scale:

Number of years No Claim Discount held at your purchase / renewal date	No Claim Discount at next renewal date <u>without</u> NCD Protection			No Claim Discount at next renewal date <u>with</u> NCD Protection		
	1 claim in next 12 months	2 claims in next 12 months	3 claims in next 12 months	1 claim in next 12 months	2 claims in next 12 months	3 claims in next 12 months

**For all New Business customers, and for Renewing customers who have had no claims within the past four periods of continuous policy cover with us**

1 year NCD held	Nil years	Nil years	Nil years	Unaffected	Unaffected	Nil years
2 years NCD held	1 year	Nil years	Nil years	Unaffected	Unaffected	Nil years
3 years NCD held	2 years	1 year	Nil years	Unaffected	Unaffected	Nil years
4 years NCD held	3 years	2 years	Nil years	Unaffected	Unaffected	Nil years
5 years NCD held	4 years	3 years	Nil years	Unaffected	Unaffected	Nil years
6 years + NCD held	4 years	4 years	Nil years	Unaffected	Unaffected	Nil years

**For all Renewing customers who have had a claim within the past four periods of continuous policy cover with us**

1 year NCD held	Nil years	Nil years	Nil years	Unaffected	Nil years	Nil years
2 years NCD held	1 year	Nil years	Nil years	Unaffected	1 year	Nil years
3 years NCD held	2 years	1 year	Nil years	Unaffected	2 years	Nil years
4 years NCD held	3 years	2 years	Nil years	Unaffected	3 years	Nil years
5 years NCD held	4 years	3 years	Nil years	Unaffected	4 years	Nil years
6 years + NCD held	4 years	4 years	Nil years	Unaffected	4 years	Nil years

Note:

- Customers are ineligible for No Claim Discount protection if they have had two or more fault claims within the past four years.

The following claims will not reduce **your** No Claim Discount:

- any payment for emergency treatment charges under Section 3 (Liability to other people)
- any payment made under Section 5 (Glass in windscreens or windows)
- any claims where **you** are not at fault, provided **we** have recovered **our** outlay in full
- any claims where **you** are not at fault, and the driver of that car was uninsured.
- any claims made under 'Your insurethebox Key Protect policy'

**You** cannot transfer **your** No Claim Discount to anyone else. If **you** insure more than one car through **us**, the No Claim Discount is earned separately for each car.

The application of **your** No Claim Discount may not necessarily result in a decrease in **your** premium.

## Section 12 Helplines

The Counselling and Legal and Tax Advice Helplines are provided by ARAG plc.

### Counselling Helpline

#### What is covered

**You** and **your** family members can call ARAG's confidential counselling helpline for help and advice 24/7. ARAG's qualified counsellors are available to provide telephone support on any matter that is causing **you** or those close to **you** upset or anxiety – from personal problems to bereavement. Calls to the counselling helpline are not recorded.

To receive counselling over the telephone please call 0344 571 7964.

#### What is not covered

- The cost of face to face counselling sessions

### Legal and Tax Advice Helpline

#### What is covered

If **you** have a personal legal or tax problem **you** can obtain confidential legal and tax advice over the telephone. The legal advice helpline is open 24/7 and tax advice is available between 9am and 5pm on weekdays (except bank holidays). The advice covers personal legal matters within EU law or UK tax law and **you** can use this service as often as **you** like subject to fair and reasonable use. **Your** query will be dealt with by a qualified specialist experienced in handling legal and tax related matters.

**You** can get advice by telephoning 0344 571 7977.

#### What is not covered

- **We** cannot enter into correspondence with **you**.
- Tax advice is limited to technical matters. **We** cannot provide advice about financial planning, goods or services.

## Section 13 General conditions

These **policy** conditions apply to all sections of the **policy**.

### 13.1 Complying with the terms of this policy

**We** will only provide cover under this **policy** if:

- **you**, or any other person claiming under this **policy**, have met all the terms and conditions that apply, and
- the information **you** gave to **us** when applying for, or renewing, this **policy**, when making any changes to this **policy**, or in the course of making a claim, is complete and correct as far as **you** know or could be expected to know.

**You** must:

- have asked all the other drivers covered by this **policy** any relevant questions to get the information about them requested by **us**
- tell **us** as soon as practicably possible about any changes to the information that **you** have provided which is detailed in **your Statement of Fact, Schedule and Certificate of Motor Insurance**. If **you** do not inform **us** about a change it may affect any claim **you** make or could result in **your** insurance being invalid.

If **you** sell **your car**, **you** should notify the new owner that a **black box** has been installed.

### 13.2 Care of your car

**You** or any person in charge of **your car** must take reasonable precautions to:

- maintain **your car** in an efficient and roadworthy condition, and
- protect **your car** from damage or loss.

Reasonable precautions includes ensuring the recalibration of any Advanced Driver Assistance Systems equipment fitted to **your car** is completed as soon as possible after the repair or replacement of the windscreen of **your car**.

**You** must also ensure that any **electric vehicle** charging wall box or charging post is installed by an OZEV approved installer and subject to maintenance in accordance with manufacturers and installers instructions and guidance.

**You** must have a valid:

- Department of Transport Test Certificate (MOT) for **your car** if one is needed by law, and
- car tax unless **your car** has been declared off the road in accordance with the statutory notice (SORN).

If the condition of **your car** causes or contributes to an incident, and there has been a failure to maintain **your car** in an efficient and roadworthy condition, then:

- **we** have the right to immediately cancel **your policy** and to claim any amounts owed by **you** under the terms of **your policy**, and
- there will be no cover provided under this policy and instead, **our** liability will be restricted to meeting **our** obligations as required by the **Road Traffic Act(s)** or any other Countries Compulsory Insurance Law or Regulations. In those circumstances, **we** reserve the right to recover from **you** or the driver, all sums paid (including all legal costs), whether in settlement or under a Judgment, of any claim arising from the accident. **We** also reserve the right to withhold any claim settlement during the police investigation and/or criminal proceedings

**You** must give **us** reasonable access to examine **your car** and its documents in relation to any matter relevant to this insurance.

### 13.3 Accident and claims procedure

**You**, or any person **driving** or using **your car** with **your** permission, as long as this is allowed by **your Certificate of Motor Insurance**, or any passengers travelling in or getting in or out of **your car**, claiming under this **policy** must:

- give **us** full details of any incident that may give rise to a claim under **your policy** (for example, accident or theft) as soon as possible, and at least within 24 hours of discovery of the incident occurring
- inform the police as soon as possible, and at least within 24 hours of discovery of the incident, if **your car** or its contents are stolen, and provide **us** with any crime reference number
- send to **us** as soon as practicably possible all communications from other people involved in the incident. **You** must not reply to any such communication
- as soon as practicably possible tell **us** of and send to **us** any notice of intended prosecution, inquest, fatal inquiry or any writ, summons or process without reply to any other party
- provide all relevant information and help in relation to the claim, and
- tell **us** as soon as practicably possible the address of where **your car** has been recovered to or **you** may be liable for any storage charges that occur.

**You** must not assume that **we** are aware of any incident that has occurred, or that **we** will contact **you**, the police or other emergency services. **You** must take the above action to notify **us** of any incident that might give rise to a claim under this **policy**.

**You** must not, without **our** consent:

- negotiate or admit responsibility, or
- make any offer, promise or payment.

**We** will be entitled to:

- have total control to conduct, defend and settle any claim, and
- take proceedings in **your** name, or in the name of any other person claiming under this **policy**, at **our** own expense, and for **our** own benefit to recover any payment **we** have made.

### 13.4 Other Private Car insurances

If any loss, damage or liability covered by this **policy** is also covered by any other insurance, **we** will only pay its share. This condition does not apply to Section 7 – Personal accident benefits.

## 13.5 Compulsory insurance laws

If under the law of any country **we** must make a payment which would not have been made but for these legal obligations, **you** must repay that amount to **us**.

## 13.6 Cancellation

**We** can cancel **your policy**:

- from the start date if **you** do not pay **your premium**.
- by writing to **you** at **your** last known address 7 days in advance of the cancellation date if there are serious grounds to do so such as:
  - failure to provide requested documents (proof of **your** No Claim Discount etc.)
  - failure to co-operate with **us**, where required to do so within the terms of this **policy** (for example not having a **black box** installed within 14 days)
  - exceeding **Policy Miles** without top up
  - where **you** have changed **your car** more than three times during the **Period of Policy Cover** and **we** have refused to continue cover
  - breach of obligations placed upon **you** in the Excessive Speed condition
  - where **your car** is being driven or used other than in accordance with **your Certificate of Motor Insurance**
  - following a fraud or deliberate or reckless misrepresentation or if **you** have withheld information
  - where **you** have not taken all reasonable care to provide correct or complete information in response to the questions **we** ask
  - following the removal of, or tampering with, the **black box**, or
  - use of threatening or abusive behaviour or language, or intimidation or bullying of **our** staff and/or suppliers

The **policy** will end when the 7 days' notice period expires. If **you** have not made a claim, or no claim has been made against **you**, **you** will be entitled to receive a refund of **premium**, including any **premium** paid for **Top Up Miles**, less:

- a charge on a proportionate basis for the **period of policy cover** that **you** have already received, or the **miles you** have used, whichever amount is higher; and
- **our** administration fee which is charged at cancellation as shown in **our** Important Information document.

If **you** have made a claim or one has been made against **you** during the current **period of policy cover**, **you** must pay the full annual **premium** and **you** will not be entitled to any refund.

- if **you** use more than **your** initial **Policy Miles**, plus any **Top Up Miles** and **Bonus Miles** during the **period of policy cover** and do not buy further **Top Up Miles**, by writing to **you** at **your** last known address 7 days in advance of the cancellation date. The **policy** will end when the 7 days' notice expires (unless **you** have bought **Top Up Miles** during that notice period). **You** will not be entitled to a refund of the **premium** paid in this event
- after a claim where **we** have decided to make a cash payment for up to the **market value** of **your car** at the time of the damage rather than repair or replace **your car**. **You** will not be entitled to a refund of the **premium** paid in the event. If **you** have not paid all **your premium**, **your** full annual **premium** remains payable unless this has already been deducted from **your** claim settlement.

**You** can cancel **your policy**:

- at any time. Cancellation can take effect immediately or from a later date, although it cannot be backdated to an earlier date.

If **you** cancel (including in the 14 day cooling off period) and **you** have not made a claim, or no claim has been made against **you**, **you** will be entitled to receive a refund of **premium**, including any **premium** paid for **Top Up Miles**, less:

- a charge on a proportionate basis for the **period of policy cover** that **you** have already received, or the **miles you** have used, whichever amount is higher; and
- **our** administration fee which is charged at cancellation as shown in **our** Important Information document.

Cancellation of the car insurance policy will result in automatic cancellation of all optional policy extras.



If **you** have made a claim or one has been made against **you** during the current **period of policy cover**, **you** must pay the full annual **premium** and **you** will not be entitled to any refund. If the amount **you** owe upon cancellation exceeds the amount of any refund calculated on cancellation, **we** will be entitled to charge **you** for that amount.

If the **premium** received by the date of cancellation does not cover the charges described above, **we** reserve the right to recover any outstanding amount owed to **us** using the debit or credit card details used to pay for the **policy**. Where **we** are unable to recover all money owed to **us**, **we** reserve the right to use third party debt collection agencies to progress the recovery, including any administration charges **we** incur from this process.

In the event of cancellation the **black box** will remain in **your car** but it is permanently disabled by **us** remotely. If **you** wish **you** may request for it to be removed.

### 13.7 Premium payment by instalments and your credit agreement

If **you** choose to pay **your premium** by monthly instalments via Direct Debit, or a similar arrangement under a credit agreement, **you** must pay any deposit **we** ask **you** to pay and make sure **your** instalment payments are kept up to date. The Direct Debit facility and the credit agreement are provided by **our** third party finance provider, Premium Credit Limited. They will send **you** a welcome pack detailing their full terms and conditions and begin collecting **your** instalments. A credit agreement will be included for **you** to sign and return.

- if **you** do not pay **your** deposit **we** will cancel this **policy** from the start date
- if **you** pay **your** deposit but **we** receive notification from Premium Credit Limited that **you** have not made an instalment payment on or before the date it was due, and arrangements are not made to pay the outstanding **premium** within 14 days of the original due date, **we** will cancel **your policy** by writing to **you** at **your** last known address 7 days in advance of the cancellation date. The **policy** will end when the 7 days' notice runs out. Upon cancellation **we** will charge **you** as follows:
  - a) If **you** have not made a claim or no claim has been made against **you** during the period up to the effective date of cancellation of this **policy**:
    - a charge on a proportionate basis for the **period of policy cover** that **you** have already received, or the **miles you** have used, whichever amount is higher; and
    - **our** administration fee which is charged at cancellation as shown in **our** Important Information document.
  - b) If **you** have made a claim, or one has been made against **you**, during the period up to the effective date of cancellation of this **policy** then the full amount of **premium** may become due and payable and all unpaid **premium** may be deducted from the claims settlement otherwise payable to **you**, and **we** will seek to recover any outstanding **premium** directly from **you**.

If the amount **you** owe upon cancellation of the **policy** exceeds the amount of any refund calculated on cancellation, **we** will be entitled to charge **you** for that amount.

**You** agree that **we** will pay to Premium Credit Limited any return of **premium** that **we** would otherwise have to return to **you** under this **policy** (after all deductions which **we** are entitled to make under this **policy**) if Premium Credit Limited notify **us** in writing that **you** are in default under the credit agreement or that the credit agreement has been cancelled. If **we** make any payment to Premium Credit Limited under this clause:

- it will only be for an amount necessary to clear or reduce the amount of monies that **you** owe under **your** consumer credit agreement with Premium Credit Limited in respect of the **premium** payable under this **policy**
- **we** will no longer have to return to **you** any portion of the **premium** that **we** have paid to Premium Credit Limited under this clause
- nothing in this clause confers any rights on Premium Credit Limited under this **policy**.

If **you** choose to cancel **your** credit agreement:

- **you** may cancel the credit agreement within 14 days of Premium Credit Limited receiving the signed credit agreement back. If **you** would like to cancel the credit agreement, please write to Premium Credit Limited at the address shown on **your** documents
- cancelling **your** Direct Debit or credit agreement does not mean that **you** have cancelled **your policy**
- if **you** cancel the credit agreement but **you** choose to continue cover under **your policy**, **you** will need to pay the full **premium** to **us**; otherwise **we** will cancel **your policy** in accordance with the cancellation terms of this **policy**

under Section 13.6

- if **you** cancel **your** credit agreement and **you** also wish to cancel **your policy**, **you** must notify **us** and comply with the cancellation terms of Section 13.6 under the heading “**You can cancel your policy**”.

### 13.8 Documents and information you may need to send us

If **we** request them, **you** must send **us** any documents or provide **us** with information **we** may reasonably require to help **us** validate **you** or any person named on **your Certificate of Motor Insurance** and/or the details of **your car**.

Examples of documents or information **we** may require include driving licences, vehicle registration document, proof of MOT, proof of No Claim Discount or proof of address.

## Section 14 General exceptions

### 14.1 Change of car – notification and acceptance

**We** will not make a claim payment unless:

- **you** have given **us** details of **your** new car, and
- **we** have issued a new **Certificate of Motor Insurance**.

### 14.2 Driving and use

**We** will not make a claim payment, and **we** are entitled to cancel **your policy** without returning **premium** if any vehicle **your Schedule** allows **you** to drive was being:

- driven or used other than in accordance with **your Certificate of Motor Insurance**
- driven by any person not described on **your Certificate of Motor Insurance** as a person who is entitled to drive
- driven by any person who is disqualified from **driving** or does not have a **driving** licence which is valid in the territory where the claim occurred
- driven by any person who is breaking the conditions of their **driving** licence.

**We** will not make a claim payment where **your car** is used whilst being rented out or hired either informally or formally via a peer to peer hiring scheme such as Getaround or Easy CarClub (including when the hirer is using or in possession of **your car**).

**Your policy** includes cover for the use of **your car** for voluntary purposes where any money received does not produce a profit.

### 14.3 Contractual liability

**We** will not make a payment for any liability resulting solely from a contract or agreement **you** have with another party unless **we** would have been otherwise responsible.

### 14.4 Radioactivity

**We** will not pay for direct or indirect loss, damage or liability caused by, contributed to, or arising from:

- ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel
- the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or any component of this type of assembly.

### 14.5 War, terrorism, riot, civil unrest

**We** will not make a payment in the event of:

- war, civil war, rebellion or revolution except when **we** have to meet the requirements of the **Road Traffic Acts**, or
- **terrorism** and/or any action taken in controlling, preventing, suppressing or in any other way relating to **terrorism** except when **we** have to meet the requirements of the **Road Traffic Acts**
- riot or civil unrest that happens outside England, Scotland or Wales.

## 14.6 Misrepresentation and non-disclosure

If **you** have made a false statement, misrepresentation or have withheld information when providing the information which is detailed in **your Statement of Fact, Schedule or Certificate of Motor Insurance**, **we** may not make a payment in respect of a claim and **your policy** may be cancelled with no return of **premium**.

## 14.7 The black box

In the event that **you**, or any named driver on the **Certificate of Motor Insurance**, or anyone with **your** knowledge, remove, attempt to remove, damage or otherwise tamper with the **black box**, then:

- **we** have the right to immediately cancel **your policy** and to claim any amounts owed by **you** under the terms of **your policy**, and
- there will be no cover provided under this **policy** and instead, **our** liability will be restricted to meeting **our** obligations as required by the **Road Traffic Act(s)** or any other Countries Compulsory Insurance Law or Regulations. In those circumstances, **we** reserve the right to recover from **you** or the driver, all sums paid (including all legal costs), whether in settlement or under a Judgment, of any claim arising from the accident. **We** also reserve the right to withhold any claim settlement during the police investigation and/or criminal proceedings, and
- all other policies **you** have entered into through **us**, to which **you** are connected, may be cancelled.

## 14.8 Fraud

If **you**, or anyone acting for **you**:

- Knowingly provide information to **us** that is not true
- Mislead **us** in any way, including about who is the main user of **your car**, in order to get insurance from **us**, obtain more favourable terms or reduce **your** premium
- Make a claim under the **Policy** knowing it to be false or fraudulently exaggerated in any respect
- Submit a document in support of a **Policy** or claim knowing the document to be forged or false in any respect
- Make a claim for any loss or damage caused by **your** willful act or with **your** knowledge then:
  - there will be no cover provided under this policy and instead, **our** liability will be restricted to meeting **our** obligations as required by the **Road Traffic Act(s)** or any other Countries Compulsory Insurance Law or Regulations. In those circumstances, **we** reserve the right to recover from **you** or the driver, all sums paid (including all legal costs), whether in settlement or under a Judgment, of any claim arising from the accident. **We** also reserve the right to withhold any claim settlement during the police investigation and/or criminal proceedings, and
  - **we** have the right to immediately cancel **your policy** and to claim any amounts owed by **you** under the terms of **your policy**, and
  - all other policies **you** have entered into through **us**, to which **you** are connected, may be cancelled, and
  - **we** will share this information with other insurers, law enforcement and fraud prevention agencies for the purposes of preventing and/or prosecuting fraud and money laundering.

## 14.9 Public authorities

**We** do not cover any loss or damage caused, or any expenses incurred due to any government, public or local authority legally removing, keeping or destroying **your car**.

## 14.10 Car sharing

Accepting payments from passengers as part of a car sharing arrangement will not affect **your** cover if:

- the passengers are being given a lift for social, commuting or similar purposes
- **your car** is not built or adapted to carry more than eight passengers
- this is not part of a business of carrying passengers, and
- money received does not produce a profit.

### 14.11 Matters out of our control

The **black box** requires technology for the collection and transmission of data which may be adversely impacted by events beyond **our** control. **We** will not cover any loss or damage caused by, or related to, any error or fault in the collection and transmission of data resulting from matters which are beyond **our** control, such as power failures, or natural events that cause an interruption in transmission.

### 14.12 Drink or drugs exclusion

If a claim occurs whilst **you**, or any person named on **your Certificate of Motor Insurance**, is:

- **driving** over the legal limit for alcohol;
- **driving** under the influence of drugs whether prescribed or otherwise; or
- **driving** and subsequently failing to provide a sample of breath, blood or urine when required to do so, without lawful reason;

then there will be no cover provided under this **policy** and instead, **our** liability will be restricted to meeting **our** obligations as required by the **Road Traffic Act(s)** or any other Countries Compulsory Insurance Law or Regulations. In those circumstances, **we** reserve the right to recover from **you** or the driver, all sums paid (including all legal costs), whether in settlement or under a Judgment, of any claim arising from the accident. **We** also reserve the right to withhold any claim settlement during the police investigation and/or criminal proceedings.

### 14.13 Unlawful use exclusion

If a claim occurs whilst **you**, or any person named on **your Certificate of Motor Insurance**, is using **your car** for any criminal purposes (including avoiding lawful apprehension), or deliberately using **your car**:

- to cause damage to other vehicles or property; and/or
- to cause injury to any person and/or to put any person(s) in fear of injury;

then there will be no cover provided under this **policy** and instead, **our** liability will be restricted to meeting **our** obligations as required by the **Road Traffic Act(s)** or any other Countries Compulsory Insurance Law or Regulations. In those circumstances, **we** reserve the right to recover from **you** or the driver, all sums paid (including all legal costs), whether in settlement or under a Judgment, of any claim arising from the accident. **We** also reserve the right to withhold any claim settlement during the police investigation and/or criminal proceedings.

## Notifying claims and our claims service

This applies to all claims under this Private Car **Policy** Document:

- **you** must call **us** as soon as possible after the incident leading to the claim occurs, and no later than 24 hours after discovery of the incident occurring
- give **us** as much information about the incident as **you** can. **We** will explain what this **policy** covers and if **you** have to pay any **excess**
- wherever possible, speak to **us** before **you** make any arrangements for replacement or repair
- do as much as **you** can to reduce or minimise the loss or damage (provided it is safe to do so).

If **you** need to make a new claim **our** team offers help and advice 24 hours a day, 365 days a year and is available on **0333 103 0030**.

Once **you** have contacted **our** claims team, **we** will, wherever possible, take care of all the necessary arrangements e.g. to repair the damage to **your car**, and, provided the incident is covered, settle the bill (apart from the **excess**) directly with the supplier.

If **your car** has been stolen:

- please tell the police if **your car** is stolen and obtain from them a crime reference number
- please call **us** on **0333 103 0030** as soon as possible, or at least within 24 hours of discovering the theft, so **we** can monitor the location of **your car** and liaise with the police.

If **you** wish to make a claim for repairs or replacement to glass in windscreens or windows please call **us** on **0330 022 9449** before any work is carried out.

Occasionally **we** might not be able to confirm immediately that the incident is covered under **your policy**. In this event **we** will still help **you** in organising the repairs, but **you** will be responsible for any charges which are not covered under this **policy**.

## If we do not provide the expected service

**We** aim to provide a high level of service and **we** want **you** to tell **us** when **we** don't. **We** take all complaints **we** receive seriously and aim to resolve them promptly; **we** welcome **your** feedback. **We** will record and analyse **your** comments to make sure **we** continue to improve the service **we** offer.

If **you** need to make a complaint about **your policy** please contact **us** using the following details:

Address: Complaints Officer, insurethebox, PO Box 1308, Newcastle upon Tyne, NE12 2BF

Email: [complaints.service@insurethebox.com](mailto:complaints.service@insurethebox.com)

Telephone: 0333 103 0000

Please quote the **policy** number shown on **your Schedule** and explain the nature of **your** complaint. **We** will then write to **you** with **our** final decision.

If **you** are not satisfied with the final decision regarding **your** complaint or **you** have not received the final decision within eight weeks, **you** can contact the Financial Ombudsman Service at:

Address: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Telephone: 0800 023 4567 or 0300 123 9123

**You** must approach the Financial Ombudsman Service within 6 months of either **our** summary resolution or final response letter to **your** complaint. Please note that if **you** do not refer **your** complaint within the 6 months, the Financial Ombudsman Service will not have **our** 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.

Whilst **we** are bound by the decision of the Financial Ombudsman Service, **you** are not. Following the complaints procedure does not affect **your** right to seek and take legal action.

## Financial Services Compensation Scheme

Each **insurer** is covered by the Financial Services Compensation Scheme (FSCS). If **we** cannot meet **our** liabilities **you** may be entitled to compensation under the scheme. Further information is available at: [www.fscs.org.uk](http://www.fscs.org.uk)

## Your insurethebox Key Protect policy

### INTRODUCTION

In return for the payment of **your** premium of **your** motor insurance policy, **we** will provide insurance for **your insured key(s)** during the **period of insurance** as stated in the schedule of insurance, subject to the terms, conditions and limitations shown below or as amended in writing by **us** and during the **period of insurance**. This insurance runs along with the motor insurance policy and if that insurance policy is cancelled or not renewed, all cover under this insurance will end.

### IMPORTANT INFORMATION

Please read this policy carefully so that **you** understand the cover **we** are giving **you**. **You** must follow the terms and conditions set out in this policy wording. It's important that **you** keep this policy wording in a safe place in case **you** need to look at it later.

This cover meets the demands and needs of those who wish to insure against the costs of locksmith charges, new locks, replacement keys, onward transport costs, vehicle hire or accommodation costs in the event their **insured keys** are lost, stolen or accidentally damaged.

### INSURER

This insurance is underwritten by Collinson Insurance. Collinson Insurance (a trading name of Astrenska Insurance Limited) is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority in the United Kingdom, under Firm Reference Number 202846. Registered in England number 01708613.

### CLAIMS HANDLER

All claims under this policy are processed by Davies Managed Systems, Registered Company Number 3452116. Registered in England and Wales. A member of the Davies Group Ltd, Registered Company Number 06479822. Registered Address Suite 2/2, Second Floor, London Underwriting Centre, 3 Minster Court, Mincing Lane, London, EC3R 7DD.

### REGISTRATIONS – FURTHER DETAILS

Details of the registrations for the **insurer** and the Claims Handler can be found on the Financial Services Register by visiting the Financial Conduct Authority website [www.fca.org.uk](http://www.fca.org.uk) or by contacting the Financial Conduct Authority on 0800 111 6768 or the Prudential Regulation Authority on 020 7601 4878.

### COMMENCEMENT AND DURATION OF KEY PROTECT COVER

- Key Protect cover commences from the start date of the motor insurance policy **you** arranged it with.
- **Your** Key Protect cover then runs alongside **your** motor insurance policy.
- For renewals, cover starts on the renewal date.

## DEFINITIONS

The following words or expressions will carry the same meaning throughout this Key Protect policy and will appear with a capital letter and in bold text:

<b>Cover Limit</b>	The most <b>we</b> will pay in each <b>period of insurance</b> , up to a maximum of £1,500.
<b>Emergency</b>	A dependent of <b>yours</b> is left alone and unsupervised, or there is a serious or immediate danger to <b>you, your motor vehicle, home or your</b> belongings.
<b>Home</b>	Any <b>property</b> that <b>you</b> live that an <b>insured key</b> unlocks.
<b>Immediate Family</b>	<b>Your</b> mother, father, son, daughter, spouse, or domestic partner who lives with <b>you</b> at <b>your home</b> .
<b>Insured Event</b>	The loss, breakage, damage or theft of any <b>insured key</b> , or any <b>insured key</b> locked inside <b>your home or motor vehicle</b> during the <b>period of insurance</b> .
<b>Insured Key</b>	Any keys used by <b>you</b> such as <b>your</b> house keys and/or vehicle keys.
<b>Motor Vehicle</b>	The motorised vehicle which is owned by <b>you</b> or which <b>you</b> are authorised to drive.
<b>Period of Insurance</b>	The period stated on <b>your</b> policy schedule that this policy is in force for.
<b>Property</b>	Any <b>property</b> or item including towed or static trailers that <b>your insured key</b> unlocks.
<b>Territorial Limits</b>	United Kingdom, Channel Islands and Isle of Man
<b>Waiting Period</b>	48 hours starting when the loss of the <b>insured key</b> is first reported to <b>us</b> .
<b>We, Us, Our, Insurer</b>	Collinson Insurance.
<b>You, Your</b>	The person(s) whose name appears on the policy schedule and has been accepted for insurance.

## WHAT IS COVERED

If an **insured key** is lost, accidentally damaged or stolen, **we** will pay up to the sum insured shown in the below tables.

What is covered	We will not pay
<p><b>1. Locksmith charges:</b> We will pay for locksmith charges if <b>your insured keys</b> are lost, stolen, damaged, or locked in <b>your motor vehicle, home or property</b> and <b>you</b> have no access to <b>your motor vehicle, home or property</b>.</p>	<ul style="list-style-type: none"> <li>• More than £50 in respect of any <b>insured key</b> broken inside a lock at <b>your home or property</b> or the ignition of <b>your motor vehicle</b></li> <li>• Any charges or costs where Davies Group Limited arranges for the attendance of a locksmith or other tradesman, agent or representative at a particular location <b>you</b> are not there.</li> <li>• Any charges where <b>you</b> have access to duplicate keys, unless <b>you</b> are in an <b>emergency</b> situation.</li> </ul>
<p><b>2. New Locks (including reprogramming of immobilisers, infrared handsets and alarms which are attached to the insured key(s) at the time of the insured event but are not integral to an insured key):</b> We will pay for new locks if there is a security risk to <b>your motor vehicle/home/property</b> due to the loss/theft of <b>your insured key</b>.</p>	<ul style="list-style-type: none"> <li>• Replacement locks of a higher standard or specification than those needing to be replaced.</li> <li>• For locks which are damaged before the accidental loss, theft, or accidental damage of <b>insured keys</b></li> </ul>
<p><b>3. Replacement Keys:</b> We will pay for replacement keys (including any immobiliser, infra-red handset and/or alarm which is integral to any <b>insured key</b>) if <b>your insured keys</b> are stolen, deemed permanently lost, or broken.</p>	<ul style="list-style-type: none"> <li>• More than 2 keys per lock per claim.</li> <li>• For replacement keys of a higher standard or specification than those needing to be replaced.</li> </ul>
<p><b>4. Onward Transport Costs:</b> We will pay up to £75 per day, for up to three days, for onward transportation if <b>you</b> have no access to <b>your motor vehicle</b> while away from <b>your home</b> due to lost, stolen or broken <b>insured keys</b></p>	<ul style="list-style-type: none"> <li>• More than £75 per day.</li> <li>• Onward transport costs for more than three days</li> <li>• Onward transport costs if <b>you</b> claim under section 5. Vehicle Hire</li> </ul>
<p><b>5. Vehicle Hire:</b> We will pay up to £40 per day, for up to three days, if <b>you</b> are unable to use <b>your motor vehicle</b> due to the loss or theft of <b>your insured keys</b>.</p>	<ul style="list-style-type: none"> <li>• More than £40 per day.</li> <li>• Vehicle charges for more than three days.</li> <li>• Vehicle Hire if <b>you</b> claim under Section 4. Onward Transport Costs</li> </ul>
<p><b>6. Accommodation Costs:</b> We will pay Hotel or Accommodation Costs if <b>you</b> have no access to <b>your home</b> up to a maximum of £120 per <b>insured event</b>.</p>	<ul style="list-style-type: none"> <li>• More than £120 per <b>insured event</b>.</li> </ul>
<p><b>7. £20 reward:</b> We will pay a £20 reward to the finder of <b>your lost insured keys</b>.</p>	



## EXCLUSIONS AND LIMITATIONS WHICH APPLY TO YOUR KEY PROTECT POLICY

We shall not pay for:

1. Any amount which is over the **cover limit** in any one **period of insurance**.
2. Sums claimed where **you** can't produce receipts or invoices for payments **you** are claiming for.
3. **Insured keys** lost or broken by, or stolen from, someone other than **you** or a member of **your immediate family**.
4. Any costs other than the replacement of insured keys where **you** have access to duplicate keys unless in the event of an **emergency**.
5. Any **insured event** not reported to Davies Group Limited within 30 days of discovering it.
6. Any claim for theft or loss where the incident has not been reported to the police within 48 hours of discovery and an incident report number obtained.
7. Loss or destruction of, or damage to, 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**.
8. Loss or damage caused by radiation, radioactive contamination or the hazardous properties of any explosive, corrosive, invasive or toxic substance or material.
9. Loss or damage caused by war, invasion, foreign enemy hostilities (whether war is declared or not), civil war, terrorism, rebellion, revolution, military force or coup, or the actions of any lawful government or public or local authority.
10. Any loss of earnings or profits suffered by **you** as a result of the accidental loss, theft, or accidental damage to an **insured key**.
11. Claims arising from any deliberate or criminal act or omission by **you**.
12. Claims arising as a result of failure by **you** to take steps to safeguard an **insured key**.
13. Any loss of market value to **your motor vehicle, home or property** as a result of loss or theft of the **insured key(s)**.
14. Any part of any claim, other than the £20 reward payable to the finder of **your insured keys**, if during the waiting period **your insured keys** are found, unless **you** are in an **emergency** situation.
15. **We** shall not provide cover or be liable to pay any claim or other sums, including return premiums, where this would expose **us** to any sanction, prohibition or restriction under United Nations resolutions, asset freezing or trade or economic sanctions, laws or regulations of the European Union, United Kingdom, and/or all other jurisdictions where **we** transact business.

## CANCELLATION

If **you** cancel **your** motor insurance policy before the expiry date as shown on **your** policy schedule, this Key Protect cover will automatically be cancelled. As this Key Protect cover is included as standard with **your** motor insurance policy and **you** have not paid any additional premium for this cover, no refund will be applicable.

## HOW TO MAKE A CLAIM

**Your** claim will be handled on the **insurer's** behalf by Davies Group Limited.

To make a claim, go to <https://Keyclaims.davies-group.com>. It's the fastest and easiest way to submit **your** claim. If **you** don't have internet access, call **us** at 0344 856 2270 to inform **us** about **your** claim.

## SUPPORTING DOCUMENTS

When **you** make a claim in respect of other keys (such as **home or property**), **we** may, at **our** discretion, ask for supporting documents, such as, but not limited to evidence of address.

## THEFT

**We** will not deal with theft claims if **you** haven't reported it to the Police and/or don't have a crime reference number.

## MAXIMUM NUMBER OF CLAIMS

**You** can make as many claims as **you** need to within the **period of insurance**. The most **we** will pay in each **period of insurance** will not exceed the **cover limit**.

Please note that there is no excess fee to pay for any claim made under this policy.

**We** cannot guarantee to replace **your** keys on the same day that **you** report the claim as keys may need to be ordered and may not be carried by locksmiths or dealers as standard.

If **you** lose **your insured key** or it is stolen and **you** feel there is a security risk, **you** should replace **your** locks as soon as reasonably possible. However, **you** will need to pay all costs.

If within 48 hours **your insured key** is not found and no duplicate exists, **we** will reimburse the costs subject to policy terms and conditions.

If a duplicate key exists, **we** will only reimburse **you** for the cost of the replacement key, unless **you** are in an **emergency** situation. In which case **we** will reimburse **you** for the costs incurred subject to the terms and conditions of this policy.

If **your insured key** is found within the **waiting period** of 48 hours, **we** will not pay any of **your** costs but will pay a £20 reward to the finder of **your insured keys**.

## HOW TO COMPLAIN

**We** always strive to provide excellent service. However, if **you** have a complaint, please follow these steps.

If **your** complaint is about the sale of **your** policy, please contact insurethebox. Please refer to 'if **we** do not provide the expected service' for contact information.

If **your** complaint is about a claim **you** made, contact Davies Group.

Email: [keyclaims@davies-group.com](mailto:keyclaims@davies-group.com)

Telephone: 0344 856 2270

Address: Davies Group, PO Box 1291, Preston, PR2 0QJ

**We** will respond to **your** complaint within four weeks of receiving it. **Our** response will be **our** final decision based on the information provided. If there's a delay in **our** investigations, **we'll** explain the reason and give **you** an estimated timeframe for reaching a decision.

If, for any reason, **you're** still dissatisfied or haven't received a final answer within eight weeks, **you** have the right to escalate **your** complaint to an independent authority called the Financial Ombudsman Service (FOS). **You** can contact them using the details below:

Address: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Telephone: 0800 023 4567 (free for people calling from a landline) or 0300 123 9123

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Following this complaints procedure does not stop **you** from taking legal action.

## HOW WE USE YOUR INFORMATION

As a data controller, **we** collect and process information about **you** so that **we** can provide **you** with the products and services **you** have requested. **We** also receive personal information from **your** agent on a regular basis while **your** policy is still live. This will include **your** name, address, risk details and other information which is necessary for **us** to:

- Meet **our** contractual obligations to **you**.
- Issue **you** this insurance policy.
- Deal with any claims or requests for assistance that **you** may have.
- Service **your** policy (including claims and policy administration, payments, and other transactions).
- Detect, investigate, and prevent activities which may be illegal or could result in **your** policy being cancelled or treated as if it never existed.
- Protect **our** legitimate interests.

In order to administer **your** policy and deal with any claims, **your** information may be shared with trusted third parties. This will include members of The Collinson Group, third party administrators, contractors, investigators, crime prevention organisations and claims management organisations where they provide administration and management support on **our** behalf. Some of these companies are based outside of the European Union where different data privacy laws apply. Wherever possible, **we** will have strict contractual terms in place to make sure that **your** information remains safe and secure.

**We** will not share **your** information with anyone else unless **you** agree to this, or **we** are required to do this by **our** regulators (e.g., the Financial Conduct Authority) or other authorities.

The personal information **we** have collected from **you** will be shared with fraud prevention agencies and databases who will use it to prevent fraud and money-laundering and to verify **your** identity. If fraud is detected, **you** could be refused certain services, finance, or employment. Further details of how **your** information will be used by **us** and these fraud prevention agencies and databases, and **your** data protection rights, can be found by visiting <https://cifas.org.uk/fpn> and <https://insurancefraudbureau.org/privacy-policy>.

### **Processing your data**

**Your** data will generally be processed on the basis that it is:

- Necessary for the performance of the contract that **you** have with **us**.
- Is in the public or **your** vital interest; or
- For **our** legitimate business interests.

If **we** are not able to rely on the above, **we** will ask for **your** consent to process **your** data.

### **How we store and protect your information**

All personal information collected by **us** is stored on secure servers which are either in the United Kingdom or European Union. **We** will need to keep and process **your** personal information during the **period of insurance** and after this time so that **we** can meet **our** regulatory obligations or to deal with any reasonable requests from **our** regulators and other authorities.

**We** also have security measures in place in **our** offices to protect the information that **you** have given **us**.

### **How you can access your information and correct anything which is wrong**

**You** have the right to request a copy of the information that **we** hold about **you**. If **you** would like a copy of some or all of **your** personal information, please contact **us** by email or letter as shown below:

**Email Address:** [data.protection@collinsongroup.com](mailto:data.protection@collinsongroup.com)

**Postal Address:** 3 More London Riverside, London, SE1 2AQ

This will normally be provided free of charge, but in some circumstances, **we** may either make a reasonable charge for this service or refuse to give **you** this information if **your** request is clearly unjustified or excessive.

**We** want to make sure that **your** personal information is accurate and up to date. **You** may ask **us** to correct or remove information **you** think is inaccurate.

If **you** wish to make a complaint about the use of **your** personal information, please contact **our** Complaints manager using the details above. **You** can also complain directly to the Information Commissioner's Office (ICO). Further information can be found at <https://ico.org.uk/>.











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# WE'RE HERE TO HELP

## **VISIT OUR HELPCENTRE**

[www.insurethebox.com/help](http://www.insurethebox.com/help)

## **CUSTOMER SERVICES**

0333 103 0000

## **DISCUSS AN EXISTING CLAIM**

0333 103 0030

## **MAKE A NEW CLAIM**

24 hours a day, every day

0333 103 0030

## **NEED TO REPORT AN ACCIDENT OR MAKE A CLAIM?**

If you need to make a claim just follow these simple steps:

1. Call us as soon after the incident as possible.
2. Give us as much information about the incident as you can, including contact details for anyone involved.
3. Wherever possible, speak to us before you make any arrangements for replacement or repair.