

MOTOR TRADE ROAD RISKS ONLY POLICY KEY FACTS

Please note that this is a policy summary only and does not contain the full terms and conditions of the contract. Full terms and conditions can be found in the Policy Wording.

WHO IS THE INSURER?

Haven Insurance Company Limited ('Haven Insurance') registered in Gibraltar under company number 85914, registered office at Level 3, Ocean Village Business Centre, 23 Ocean Village Promenade, Gibraltar. Haven Insurance is authorised and regulated by the Financial Services Commission and Financial Conduct Authority by means of cross border services.

WHAT IS THIS POLICY FOR?

This policy provides Motor Trade Road Risks Only cover. It indemnifies the policyholder and any named driver against legal liabilities arising from the use of any motor vehicle on a public road in connection with the Motor Trade business provided the policyholder observes the terms and conditions of the Contract of Insurance.

The Certificate of Motor Insurance and Policy Schedule issued to you will show the use specifically agreed for your policy.

The cover offered is comprehensive, third party fire & theft and third party only, as stated in your Policy Schedule.

Full details of the cover, the conditions that apply, the claims process and the circumstances when claims will not be met are contained in the Policy Wording.

WHAT ARE THE SIGNIFICANT FEATURES AND BENEFITS?

Standard Cover	Comprehensive	Third Party Fire & Theft	Third Party Only
Legal liability for death or injury to other people, including passengers	✓	✓	✓
Legal liability for damage to other people's property (up to £2,000,000)	✓	✓	✓
Own vehicles	✓	✓	✓
Customer vehicles	✓	✓	✓
Vandalism and malicious damage	✓	✗	✗
Vehicles at the trade premises	Optional	Optional	Optional

WHAT IS DEFINED AS A TRADE PREMISES?

This is any property that you occupy **including your home address** that is used for the purpose of the motor trade business. If you require cover for vehicles at your trade premises an additional endorsement will be required on your policy and you may have to pay an additional premium.

Important: If you trade from home and do not have the relevant endorsement on your policy we will not pay for any loss or damage to any vehicle kept at that address.

WHAT AM I NOT COVERED FOR IN MY POLICY?

Your policy does not cover any liability, loss or damage while any vehicle covered by this insurance is being:

- 1 Driven by any other person other than as described under the effective Certificate of Motor Insurance or used for a purpose not permitted by the Certificate,
- 2 Driven by anyone (including you) who to your knowledge does not have a licence issued by the DVLA to drive your vehicle or has never held a licence or is disqualified from driving,
- 3 Loss or damage to you vehicle arising from theft whilst the ignition keys of your vehicle have been left in or on your vehicle or where the car has not been properly locked/secured,
- 4 Wear and tear, mechanical or electrical breakdown and failures or breakages,
- 5 Damages to your tyres, unless caused by an accident, fire claims or malicious damage,
- 6 Loss or damage to your vehicle by someone who obtained it by fraud or deception.

Please note you must pay an amount called the policy 'excess' towards any claim you make. If the excess is shown against a named driver in the Schedule this will be the total excess that applies to each and every incident of loss or damage while the vehicle is being driven by or in possession of that person. Please refer to your policy for full details.

UPDATING THE MOTOR INSURERS DATABASE (MID):

It is a condition of the policy that you notify Haven Insurance of all permanently owned vehicles and vehicles for sale **within 24 hours of purchase**. If a vehicle is sold it must be removed from the MID **within 24 hours of sale**. All customer owned vehicles need to be notified to Haven Insurance once they have been in your possession for longer than **14 days**.

Haven Insurance will not be liable for any loss, damage or theft to any vehicle which has not been notified to us. Failure to comply with these regulations may result in the cancellation of your policy,

possible prosecution by the appropriate body which may include a fine up to £5,000 and your details held on the MID as a defaulter.

HOW DO I CANCEL MY POLICY?

You may cancel your annual policy at any time by returning your Certificate of Motor Insurance to your agent and we will calculate the refund which you are entitled to with the scale below subject to no claim having occurred in the current period of insurance.

Please note that no return of premium will be allowed until the Certificate of Motor Insurance is returned or a missing certificate declaration is signed and returned to us.

FOR 12 MONTH POLICIES ONLY

Length of time you had the insurance (not exceeding)	1mth	2mth	3mth	4mth	5mth	6mth	7mth	8mth	8mth+
Percentage of premium refunded	75%	65%	50%	40%	30%	25%	15%	10%	Nil

HOW DO I MAKE A CLAIM?

It is a condition of your policy that after any loss, damage or accident full details of the incident are reported **within 24 hours** to our claims team by calling 0845 0920700. Once a claim has been reported by telephone further correspondence can be sent to Haven Claims, Suite 2a Second Floor, 160 London Road, Sevenoaks, Kent, TN13 1BT. It is a condition of your policy that any increased costs resulting from your delay in reporting any incident to us will be your responsibility. If you fail to report a claim within 24 hours you will be charged a late reporting excess.

If you are covered for windscreen/glass claims (including chip repairs) and repair/replacement is not provided by our repairer but by an alternative company then Haven will only pay £50 towards the claim.

HOW DO I MAKE A COMPLAINT?

Haven Insurance aims to provide a high level of customer service and to pay claims fairly and promptly. If you have an enquiry or complaint regarding this insurance, you should first contact your agent who administers the insurance on your behalf.

If you remain dissatisfied, you should contact Haven Insurance Company Limited in writing at Level 3, Ocean Village Business Centre, 23 Ocean Village Promenade, Gibraltar or by email at complaints@haven.gi. Please quote the policy or claim number in all correspondence.

In the unlikely event that the matter is still not resolved to your satisfaction, the complaint can be referred to the Financial Ombudsman Services ('FOS') at South Quay Plaza, 183 Marsh Wall, Docklands, London E14 9SR or on phone number 0800 0234567. Please note that you have 6 months from the date of our final response in which to refer the matter to the FOS. Referral to the FOS does not affect your right to take legal action against us.

WOULD I RECEIVE COMPENSATION IF HAVEN INSURANCE COMPANY LIMITED WERE UNABLE TO MEET ITS LIABILITIES?

We are covered by the Financial Services Compensation Scheme ('the Scheme'). You may be entitled to compensation from the Scheme if we cannot meet our obligations. Further information about the Scheme and the compensation arrangements can be obtained by contacting the Scheme in writing at 7th Floor, Lloyds Chambers, Portsoken Street, London, E1 8BN, or by phone on 0207 741 4100 or on their website at www.fscs.org.uk.

OTHER IMPORTANT INFORMATION ABOUT HAVEN INSURANCE COMPANY LIMITED:

Haven Insurance Company Limited is licensed and regulated by the Commission of Insurance under the Insurance Companies Act 1987 of Gibraltar and is a member of the UK's Financial Services Compensation Scheme. Haven Insurance is also a member of the Motor Insurers Bureau and Association of British Insurers.

For further information on Haven Insurance please call 0845 0920704 or email info@haven.gi.