

Commercial Vehicle Plus Insurance 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 details of the cover, terms and conditions, claims process and the circumstances when claims will not be met can be found in the Policy Wording.

This policy provides annual cover for your Commercial Vehicle and includes Courtesy Car and Motor Legal Protection.

The Certificate of Motor Insurance issued to you will show the use specifically agreed for your vehicle.

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

In the event of a claim, we will value your vehicle according to the glass's guide mid-book value, making adjustments according to the use, condition and mileage.

What are the significant features and benefits?			
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 £20,000,000)	✓	✓	✓
Damage to your vehicle:			
1) Accidental damage, vandalism and malicious damage	✓	x	x
2) Fire, lightning, self-ignition and explosion	✓	✓	x
3) Theft or attempted theft or taking the vehicle away without permission	✓	✓	x
Windscreen repair/replacement	✓ refer to the policy schedule for limits	✓ refer to the policy schedule for limits	x
Foreign use	✓ refer to the foreign use section of your policy	✓ refer to the foreign use section of your policy	✓ refer to the foreign use section of your policy
Courtesy Car cover	✓	✓	✓
Motor Legal Protection	✓	✓	✓

What am I NOT covered for in my policy?

This is a policy summary only and does not contain the full terms and conditions of the contract. Full terms and conditions, including a comprehensive list of exclusions, can be found in the Policy Wording.

Your policy does not cover any liability, loss or damage for:

- Your vehicle being 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,
- Your vehicle being 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,
- 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,
- Wear and tear, mechanical or electrical breakdown and failures or breakages,
- Damages to your tyres, unless caused by an accident, fire or malicious damage,
- 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 Policy 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.

How do I cancel my policy?

You may cancel your annual policy at any time by contacting us or your agent, and, subject to any incident being reported to us which may give rise to a claim on this policy, we will issue a full pro rata refund. Subject to no claims being accepted, a pro rata refund will be issued.

All refunds will be issued directly to your agent.

How do I make a claim?

It is a condition of your policy that after any incident which may give rise to a claim on your policy, full details of the incident are reported **within 24 hours** to Haven Claims by calling them on 0345 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 a late reporting excess will be applicable.

Haven Claims is a claims handling company engaged by us to manage repairs to vehicles insured by us. We will share your personal information with Haven Claims in so far as necessary for them to help you and us resolve your claim. Haven Claims is a trading name of Prospect Legal.

If you are covered for windscreen/glass claims the coverage will be shown on your Policy Schedule, subject to an excess for a replacement. Should you wish to make a claim please call 0345 092 0703. At your request, we can sub-contract the repair work that we are to carry out to a repairer of your choice, however a limit to the value of the repair work that we will carry out will be applicable, as stated in the Schedule.

If Your windscreen is chipped and can be repaired rather than replaced an Excess will not be applicable.

How do I make a complaint?

Haven Insurance aims to provide a high level of customer service and to settle 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 No.1, Grand Ocean Plaza, Ocean Village, 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 Exchange Tower, 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.

Important information about Haven Insurance Company Limited:

Haven Insurance Company Limited ('Haven Insurance') registered in Gibraltar under company number 85914, registered office at No.1, Grand Ocean Plaza, Ocean Village, Gibraltar. Haven Insurance is authorised and regulated by the Financial Services Commission and Financial Conduct Authority by means of cross border services.

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.

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.