

## Private Car Protect Motor 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.

The policy provides annual cover for you and any named driver specified on the policy schedule to drive your private car.

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

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

In the event of a claim, we will value your car 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
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
2) Fire, lightning, self-ignition and explosion	✓	✓
3) Theft or attempted theft or taking the vehicle away without permission	✓	✓
Windscreen repair/replacement	✓ refer to the policy schedule for limits	✓ refer to the policy schedule for limits
Foreign use	✓ You are required to contact us before using your Car abroad refer to the foreign use section of your policy	✓ You are required to contact us before using your Car abroad refer to the foreign use section of your policy
Courtesy Car cover	✓	✓
Motor Legal Protection	✓	✓
Driving other vehicles	x unless specified on the Certificate of Insurance	x unless specified on the Certificate of Insurance

### Policy terms and conditions:

#### Telematics Device

It is a condition of this policy that You have the Telematics Tracking Device installed in Your Vehicle and that it remains in use at all times. The policy will be cancelled if the Telematics Tracking Device is not installed within 10 days of the commencement date of your insurance policy.

#### Premium adjustments and safer driving

If an extreme driving event is observed You may be charged an additional fee as referred to in the Schedule, and We reserve the right to cancel your policy. Please note that cancellation of your policy due to extreme driving may lead to other providers refusing your application for motor insurance.

#### Restricted mileage

This policy has mileage restrictions applied, which were agreed with You prior to the purchase of the policy. Should You exceed this restriction We reserve the right to cancel the policy or charge an additional fee.

## Using your Car abroad

You are required to contact Us before using Your vehicle abroad, in order for Us to ensure that the Telematics Tracking Device is programmed accordingly.

## Changing your vehicle

Your policy will be cancelled if You change Your Car more than twice (2 times) throughout the duration of the policy year/term. A charge will apply for the first and second change of vehicle, as specified in the Schedule. The policy will be cancelled if the Telematics Tracking Device is not installed within 10 days of commencement date of cover for the new vehicle.

### 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 car 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 car driven by anyone (including you) who to your knowledge does not have a valid licence issued by the DVLA to drive your vehicle or has never held a licence or is disqualified from driving.
- Loss or damage to your 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 are responsible for 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.

### What data is captured by the Telematics Tracking Device?

The Telematics Tracking Device installed in Your Car records speed, acceleration, braking, cornering and mileage at time of usage. We also collect data relating to the type of roads You use and Your Car's GPS location. The GPS signal may help the Police to recover Your Car if it is stolen. This information will be used to build up a profile of how, where and when Your Vehicle is driven.

If the Telematics Tracking Device is suspected by Us to be defective, we will contact You and make all reasonable endeavours to repair or (at Our option) replace the Telematics Tracking Device free of charge. If You suspect the Telematics Tracking Device to be defective for any reason You must notify Us as soon as possible to enable an investigation and, if necessary, a repair or (upon Our confirmation) replacement of the Telematics Tracking Device in Your Vehicle.

### How do I cancel my policy?

You have the right to cancel your insurance policy within the 14 day 'cooling off' period by contacting us or your agent. Should you exercise this right, you are entitled to a pro rata refund based on the time you were on cover, unless an incident has been reported to us which may give rise to a claim on this policy. Should you cancel your policy before cover has commenced, a full refund will be issued.

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 refund less a proportionate deduction for the period you have been on cover.

If you cancel your insurance policy, you should not attempt to remove the telematics tracking device from the vehicle. You will be contacted to arrange de-installation of the telematics tracking device. Alternatively, the device can simply be deactivated. Please see your policy wording for full details

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. 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 in writing at No.1 Grand Ocean Plaza, Ocean Village, Gibraltar or by email at [complaints@haven.gi](mailto: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.

If You have any enquiry or complaint relating to the installation of the Telematics Device, a faulty Telematics Tracking Device, or the repairs to a Telematics Tracking Device, please contact Us using the details provided in the 'Complaints' section. This section provides further details on the timescales involved if You make a complaint.

### Important information about Haven Insurance Company Limited:

Haven Insurance Company Limited ('Haven Insurance') is 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](http://www.fscs.org.uk).