

GAP Insurance

Insurance Product Information Document

Company: Car2Cover.co.uk

Product: Vehicle Replacement GAP Insurance

Click2protect UK Limited is authorised and regulated by the Financial Conduct Authority. Registration Number 670499

This document provides a summary of the key information relating to this insurance policy. Complete pre-contractual and contractual information on the product is provided in the full policy documentation.

What is this type of Insurance?

If you suffer a vehicle write off, this insurance will pay the difference between the motor insurers payout and the cost of a replacement vehicle matching the original vehicle make, model, specification, age and mileage at the time of purchasing the vehicle, or a superseding model in the event this is no longer available. If you have finance secured upon the vehicle and the amount outstanding is higher than the price you paid for your vehicle, the shortfall is paid to the finance company. If the outstanding finance is less than the vehicle purchase price, the surplus is paid to you.



What is insured?

- ✓ The difference between your motor insurers payout and the cost of a replacement vehicle matching the original vehicle make, model, specification, age and mileage at the time of purchasing the vehicle, or a superseding model in the event this is no longer available, or the difference between your motor insurers payout and the outstanding finance (if any) whichever is the higher,
- ✓ Vehicles written off due to theft, accident, fire or an event that rendered your vehicle beyond economical repair
- ✓ Up to £250 of your motor insurers excess deduction if applied,
- ✓ All factory fitted options,
- ✓ All dealer supplied extras including non transferable warranty, paint and upholstery treatment, insurance premiums and road fund licence,
- ✓ All named drivers on your motor insurance policy,



What is not insured?

- ✗ Any policy excess over £250.00
- ✗ Claims where you have not received a claims settlement as a result of a successful total loss claim, from your motor insurer
- ✗ Claims which arise from theft, where your vehicle was left unattended and unsecured
- ✗ Any consequential loss
- ✗ In respect of any total loss by an accident when the driver of the vehicle is intoxicated by alcohol or under the influence of drugs not prescribed by a registered medical practitioner or drugs prescribed by a registered medical practitioner where a warning against driving has been given;



Are there any restrictions on cover?

- ! If your motor insurance is third party fire and theft, you can only make a claim on this policy for total loss where your vehicle has been stolen,
 - ! Cover is only available to the V5 registered keeper or the person or business named on the vehicle finance agreement and who is also a named driver on the motor insurance policy,
 - ! Vehicles must not be over 10 years of age or over 100,000 miles at the commencement of this policy,
 - ! Your vehicle must have been built for the UK market and be listed in Glasses Guide,
 - ! Your vehicle must not have a purchase price in excess of £125,000.00,
 - ! Vehicles modified from manufacturers specification are not covered unless approved by your motor insurer,
- The VAT element of any claim will not be paid if it has been recovered as any part of a VAT return by you or your business,



Where am I covered?

- ✓ England, Wales, Northern Ireland, Scotland, Isle of Man and the Channel Islands. Cover also applies to member countries of the European Union and any other country for which an International Motor Insurance Certificate is effective on Your Vehicle at the Point of Total Loss up to 120 days in any one trip.



What are my obligations?

You must take all precautions to safeguard the Vehicle against loss or damage. Where the Vehicle is left unattended, all security devices or immobilisers must be activated, doors locked, windows closed and all keys removed from the Vehicle.



When and how do I pay?

The company from whom you have purchased this insurance will advise you the methods by which you can pay your premium.



When does the cover start and end?

Your cover will start and end on the dates stated in your policy documents.



How do I cancel the contract?

If You decide that, for any reason, this policy does not meet Your insurance needs then please return it to Click2Protect UK Limited within 30 days from the day of purchase or the day on which You receive Your policy documentation, whichever is the later. On the condition that no claims have been made or are pending, We will then refund Your premium in full.

If You wish to cancel Your Policy after 30 days, You will be entitled to a pro-rata return of premium less a £20 cancellation fee.

Where you purchase a new replacement GAP policy from Click2Protect UK Limited, You will receive a pro-rata credit of the premium paid for each complete unexpired months cover, calculated at the date the cancellation request is received by Click2Protect UK Limited. The cancellation fee will not apply when the pro rata credit is applied to a new policy.

Important Information

COMPLAINTS

It is the intention to give you the best possible service but if you do have any questions or concerns about this insurance or the handling of a claim you should follow the complaints procedure below:

Complaints regarding the **SALE OF THE POLICY**

In the first instance, please contact The Managing Director

Click2Protect UK Limited, 3rd and 4th Floors, Gainsborough House, Sheering Lower Road, Sawbridgeworth, Hertfordshire, CM21 9RG.

Tel: 01438 870615

Complaints regarding **CLAIMS**

MB&G Insurance Services Limited, Cobalt Business Exchange, Cobalt Park Way, Newcastle Upon Tyne, NE28 9NZ

Tel: 0191 258 8151

UNRESOLVED COMPLAINTS

If they are unable to resolve your complaint before the end of the third working day they will pass it to:

Customer Relations Department

UK General Insurance Limited, Cast House, Old Mill Business Park, Gibraltar Island Road, Leeds LS10 1RJ

Tel: 0345 218 2685

Email: customerrelations@ukgeneral.co.uk

On all correspondence please tell us you are insured by Car2Cover.co.uk and provide the reference number shown in the policy wording along with the unique policy number from your policy schedule. This will help us to validate your policy details and deal with your query as quickly as possible.

If it is not possible to reach an agreement, you have the right to make an appeal to the Financial Ombudsman Service. This also applies if you are insured in a business capacity and have an annual turnover of up to €2million and fewer than ten employees. You may contact the Financial Ombudsman Service at:

The Financial Ombudsman Service

Exchange Tower, London E14 9SR

Tel: 0800 023 4 567 or 0300 123 9 123

Email: complaint.info@financial-ombudsman.org.uk

The above complaints procedure is in addition to your statutory rights as a consumer.

What happens if we can't meet our liabilities?

Great Lakes Insurance SE is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme, if it cannot meet its obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim with no upper limit. You can get more information about compensation scheme arrangements from the FSCS or visit www.fscs.org.uk.