

A close-up photograph of a highly reflective chrome motorcycle fender. The surface is polished and shows clear reflections of the surrounding environment, including other parts of the motorcycle and a building. A small, distinct red scratch is visible on the left side of the fender. The background is slightly blurred, showing more of the motorcycle's structure.

Your Signature Motor Policy booklet

CHUBB®

Masterpiece® Signature

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Thank you for choosing Masterpiece® Signature

Since 1882 Chubb has been renowned in America for exceptional insurance cover and service.

We have grown into a world-leading specialist insurer of fine homes and cars, as well as privately owned art, antiques and jewellery. Masterpiece was launched in the UK in 1996.

Our trademark three step approach is designed to eliminate the pitfalls of standard insurance. Each step helps to build to the certainty of superb cover and service:

- First, we agree the value of your car upfront each year, so that you know the exact sum we will pay if it is a total loss
- Then, we offer a remarkable combination of cover and service
- Finally, we aim to pay claims fast. Our claims team is available round-the-clock to provide fast, fair and fuss-free support

Our Home insurance shares a similar three step approach, with an expert home appraisal, worldwide all risks property cover with few restrictive conditions and the legendary Chubb claim service.

Please do read this policy, and I hope you'll appreciate the scope of our cover and why we say we create certainty.

We are always endeavouring to improve. So, Should you find any aspect of our service less than satisfactory, do not hesitate to contact me personally.



Annmarie M. Camp

Executive Vice President, Head of Personal Risk Services Europe

How to make a claim

To make a claim, in the first instance please contact **Your** broker or call **Our** telephone number listed below. **Our** telephone services are manned 24hours a day, 7 days a week and will (if shown in **Your Policy**);

- recover **Your Vehicle** to either an approved repairer or a repairer of **Your** choice following a covered accident;
- arrange for a courtesy car for **Your** use, following a covered accident, fire or theft;
- inspect and approve repairs on **Our** behalf;
- clean **Your Vehicle** following the completion of the repairs;
- return **Your Vehicle** to **You**; and
- collect the courtesy car from **You**
- arrange roadside assistance if **You** breakdown in Europe/**Territorial limits**
- assist with legal fees after a covered loss

Calling from inside the UK: 0800 018 0678

Calling from outside the UK: +44 20 7031 3905

Select option 2 and then;

- Option 1 - Emergency breakdown assistance
- Option 2 - Windscreen
- Option 3 - Legal Expenses
- Option 4 - Damage to your vehicle

You can also email motor-newclaims@chubb.com for any physical loss to **Your Vehicle**

Frequently asked questions

Do I need additional security fitted to my car?

Your Policy Schedule, under Contract Modifications, will confirm if your vehicle requires a security tracking device and/or an immobiliser. If this is a requirement you must ensure the correct tracker and/or immobiliser is fitted and you **MUST** have an active subscription at the time of the loss. Failure to comply with this requirement could result in your claim not being paid. Please contact your broker for more information.

Chubb often require Thatcham approved devices - for more details on the Thatcham categories please refer to <https://www.thatcham.org/what-we-do/security-certification/>

What is a valid driving licence?

For a driving licence to be valid it must be in date and any conditions complied with. A driving licence not issued in the country of use will have certain limits. Please refer to <https://www.gov.uk/driving-nongb-licence> for more details on what limits apply to your licence.

Are my electric car's charging cables covered?

Charging cables and your home charger are considered an accessory to your car which means they are covered for accidental damage, fire and theft. You are also covered for any accidents involving your charging cables when they are attached to your car, for example, someone tripping over your cable, as long as you've taken reasonable steps to prevent such an accident.

Is my electric car battery covered?

Damage to your car's battery is covered should it be damaged as a result of an insured incident. Cover applies whether your battery is owned or leased.

What if there is a prolonged power cut at my house and my car has low charge?

If following a covered loss caused by storm or flood your House is without power, and you are unable to charge your electric car, for a period in excess of 24 hours, We will reimburse you for the reasonable cost you incurred, up to £1,000, to purchase a generator system.

If my electric car runs out of charge am I covered if I break down?

Yes, the breakdown cover includes lack of fuel and flat battery which immobilises the **Covered Vehicle** or makes it unsafe to drive.

Travelling abroad - what do I need?

When travelling abroad, within the **Territorial Limits**, You must take **Your** Certificate of Insurance and we recommend you take **Your Policy Schedule** and **this Policy Booklet**.

How long can I drive in another country?

We do not limit the numbers of days in any **Policy Period** You can use **Your Vehicle** within the **Territorial Limits** however you must ensure you comply with the local territories rules in relation to vehicle registration. https://europa.eu/youreurope/citizens/vehicles/registration/registration-abroad/index_en.htm

Contract Modification(s)

Contract Modifications change the content or meaning of certain parts of the **Policy** booklet. Please check **Your Policy Schedule** carefully to see if any Contract Modifications apply. If they do, please ensure **You** understand what they mean. **You** should contact **Your** insurance broker if **You** need clarification on what the Contract Modification means.

What does it mean when text or a page is highlighted in grey?

Within this **Policy** booklet there are sections of text and pages that are highlighted in grey. Please carefully read these as they explain important restrictions or exclusions to **Your** cover. If **You** do not understand any of them, please contact **Your** insurance broker.

How will my claim be paid?

Our preferred method of payment is via electronic fund transfer. This means **Your** claim payment will be sent directly from **Our** bank account to **Your** bank account. When discussing **Your** claim with **Your** broker or **Us**, please provide **Your** bank name, bank account number and sort code details for payment.

If you have a Direct Debit or Credit Card Payment query

If **You** wish to pay **Your** premium directly to Chubb European Group SE using either the direct debit facility, or credit or debit card payment facility, please contact **Us** on:

T 0800 111 511

Please also use the above telephone number for any existing direct payment queries.

What if I want to cancel my policy?

Please contact **Your** insurance broker who will make the arrangements for **You**. Full details of **Your** cancellation rights are contained on page 43 of **Your Policy** booklet.

What if I want to make a complaint?

Please refer to page 55 for details on complaints or contact your broker.

What if I want to make changes to my policy?

Please contact **Your** insurance broker who will make the arrangements for **You**.

How do I renew my policy?

Your Policy will not automatically renew, so please ensure that **You** confirm **Your** decision whether or not to renew, to **Your** insurance broker.

If you do not inform **Your** insurance broker to renew **Your Policy**, **Your Policy** will end on the date shown in **Your** current **Policy Schedule**.

How your policy works

We agree to provide the insurance described in this **Policy** in return for **Your** premium and compliance with all the **Policy** conditions.

This Masterpiece Motor **Policy** consists of the following:

1. This Masterpiece Motor **Policy** booklet you are reading;
2. Your most recent **Policy Schedule**;
3. Certificate of Insurance;
4. any **Amendment to Cover Notices**; and
5. any **Endorsements**.

Together they form the contract between **You** and **Us**. They explain in detail the covers as well as any conditions **You** must comply with. Please take the time to read and understand the documentation. If there is anything that needs clarifying, please contact **Your** Insurance Broker in the first instance.

Your Policy booklet details all the covers available when **You** purchase a personal insurance **Policy** from **Us**. **You** may not have all the covers available; **Your Policy Schedule** and Certificate of Insurance will show **You** which covers **We** are providing and the sums insured where appropriate. If **You** are interested in increasing or adding elements of cover under this **Policy** please contact **Your** Insurance Broker to discuss **Your** requirements.

At renewal of **Your Policy**, **You** will be provided with an updated **Policy Schedule** and Certificate of Insurance. If there have been any changes to the cover provided under **Your Policy**, **You** will receive either an **Amendment to Cover Notice** or a complete new **Policy** booklet.

Your Policy will not automatically renew and so **You** will need to confirm to **Your** broker or Chubb before the renewal date, if **You** wish to renew.

You are advised to keep **Your Policy Schedule**, **Policy** booklet, Certificate of Insurance, **Amendment to Cover Notices** and **Endorsements** in a safe place.

Thank you for choosing Chubb to provide Your motor insurance

Policy conditions - Important things you need to tell us about and be aware of

This part of **Your Policy** details the terms and conditions which form part of **Your Policy**. Failure to comply with the **Policy** Conditions may invalidate **Your** claim.

These conditions apply to **Your Policy** in general and to each cover in it.

Change of risk

Whenever during the **Policy Period** any of the following events occur, **You** must notify **Us** immediately thereafter:

- Any change of **Vehicle(s)** and/or registration number(s)
- Any change of use to any **Vehicle** listed on **Your** Schedule (e.g. if used for business, or any new drivers)
- Any change in the estimated annual mileage **You** expect to drive in any one **Policy Period**
- Any change in the **Vehicle**, increasing the **Vehicle** performance, speed or brake horse power
- Any change in the security or parking arrangements for **Your** vehicle(s)
- Any significant change to **You** or **Your Family Members'** occupations or professions
- If **You** or a **Family Member** have been convicted of and/or charged with any offence, (other than motoring convictions and/or spent convictions)
- Any motoring convictions or pending prosecutions of **You**, any named or regular drivers or **Covered Persons**
- Any change of address relating to the location at which any **Vehicle** listed on **Your** Schedule is kept
- Any incidents which may result in a claim under this policy which we are not yet aware of

Where one (or more) of the above events occur(s), **We** will have the right to amend the terms of **Your Policy** and charge an additional premium, or cancel **Your Policy** in accordance with **Our** cancellation rights set out at page 17 of this **Policy** booklet. If **You** are unsure about whether **You** need to tell **Us** something, please speak to **Your** broker, or tell **Us**.

Misrepresentation

You, each **Family Member**, each **Covered Person** and anyone acting on **Your**, any **Family Member's** or any **Covered Person's** behalf have a responsibility to take reasonable care not to make a misrepresentation to **Us** when applying for this **Policy** or when it is varied. For example, **You** and they must take reasonable care not to provide information which is false or inaccurate and not to withhold any information. It is important that all information provided over the telephone, in the application and in all other documents is full and accurate.

If **You**, a **Family Member** or any **Covered Person**, or anyone acting on **Your**, a **Family Member's** or a **Covered Person's** behalf:

- provide **Us** with information which **You** or they know is, or do not care whether or not it is, false or misleading; and
- know that the matter to which that information relates is, or do not care whether or not it is, relevant to **Us**, when applying for this **Policy** or when it is varied, then **We** can treat this **Policy** as if it never existed and, we can decline all claims and **We** need not return any premium paid by **You**

If **You**, a **Family Member** or any **Covered Person**, or anyone acting on **Your**, a **Family Member's** or a **Covered Person's** behalf provides **Us** with false or misleading information which **We** rely upon in entering into this **Policy** and setting its terms and premium or when varying this **Policy**, **We** may:

- treat this **Policy** as if it had never existed and refuse to pay all claims and return the premium paid. **We** will only do this if **We** provided **You** with insurance cover which we would not otherwise have offered;
- amend the terms of **Your Policy**. **We** may apply these amended terms as if they were already in place if a claim has been adversely impacted by **Your**, a **Family Member's** or a **Covered Person's**, or anyone acting on **Your** or their behalf's, carelessness;
- reduce the amount **We** pay on a claim to the proportion that the premium **You** have paid bears to the premium **We** would have charged **You** had **We** received full and accurate information;
- cancel **Your Policy** in accordance with **Our** cancellation rights set out at page 43 of this **Policy** booklet

Fraudulent claims

If **You**, a **Family Member** or any **Covered Person**, or anyone acting on **Your**, a **Family Member's** or a **Covered Person's** behalf:

- knowingly makes a dishonest, fraudulent or exaggerated claim under **Your Policy**;
- knowingly makes a false statement in support of a claim;
- knowingly provides a false or forged document in support of a claim; and/or
- makes a claim for any loss or damage caused by **Your** or their wilful act or caused with **Your** agreement, knowledge or collusion, then we may give you notice that **Your Policy** will be treated as terminated from the date of any such act, **We** will not pay any fraudulent claims,

We will be entitled to recover from **You** the amount of any fraudulent claim already paid under **Your Policy**, legal action may be taken against **You** and **We** may inform the police and any other law enforcement agencies about the claim

Transfer of rights

If **We** make a payment under this **Policy**, **We** will assume any recovery rights **You**, a **Family Member** or a **Covered Person** has in connection with that loss, to the extent **We** have paid for the loss.

All of **Your** rights of recovery will become **Our** rights to the extent of any payment **We** make under this **Policy**. **You**, a **Family Member** or a **Covered Person** must do everything necessary to secure such rights, do nothing after a loss to prejudice such rights and give **Us** all the information and assistance necessary for **Us** to achieve a settlement.

Payments made outside of the terms of the policy

If, under the law of any country, **We** must make a payment that is not covered by **Your** Chubb Masterpiece Signature motor policy; **We** have the right to recover this payment from **You** or the person who is liable.

Application of cover

Cover applies separately to **You**, a **Family Member** or any **Covered Person**. However, this provision does not increase the amount of cover for any one **Occurrence**.

Duplicate cover

If a loss is covered under more than one part of this **Policy**, **We** will pay **You** under the part giving **You** the most cover but not under more than one part. In no event will **We** make duplicate payments.

Other insurance

When other motor insurance applies to a covered loss under this **Policy**, **Our** cover will apply as excess to any other available insurance.

Assignment

You cannot transfer **Your** interest in this **Policy** to anyone else without **Our** written agreement.

Policy changes

This **Policy** can be changed only by a written amendment issued by **Us**.

Loss payee

If a Third Party is named in this **Policy** as a “loss payee”, any loss payable will be paid to the loss payee and **You**, as interests appear. If more than one loss payee is named, the order of payment will be the same as the order of the loss payees as shown in **Your Policy Schedule** under Additional Interests. **We** cover the interests of the loss payee, unless the loss results from fraudulent acts or omissions on **Your** part.

If **We** deny **Your** claim, that denial will not apply to a valid claim of the loss payee, provided that the loss payee:

- notifies **Us** of any change in ownership or substantial change in risk of which the loss payee is aware;
- pays any premium due under this **Policy** on demand if **You** have neglected to pay the premium; and
- submits a signed, sworn statement of loss within 60 days after receiving notice from **Us** of **Your** failure to do so

All **Policy** conditions apply to the loss payee. If the **Policy** is cancelled or not renewed by **Us**, the loss payee will be notified at least 10 days before the date cancellation or non-renewal takes effect.

If **We** pay the loss payee for any loss and deny payment to **You**, then:

- **We** will be subrogated to all rights of the loss payee granted under the loan on the property; or
- at our option, **We** may pay to the loss payee the whole principal on the loan plus any accrued interest. In this event, **We** will receive a full assignment and transfer from the loss payee and all securities held as collateral to the debt

Subrogation will not impair the right of the loss payee to recover the full amount of the loss payee's claim.

Care of Your Vehicle

You must take all reasonable precautions to keep **Your Vehicle** or **Covered Vehicle** in an efficient and roadworthy condition and protect it from loss or damage.

Insurable interest

We will not pay for any loss or damage to any **Vehicle** or **Covered Vehicle**, property or possessions in which **You**, a **Covered Person** or a **Family Member** does not have an insurable interest at the time of the loss. Meaning they do not suffer any financial or other loss as a result of the loss or damage to the **Vehicle**, **Covered Vehicle**, property or possessions.

If more than one person has an insurable interest in any **Vehicle** or **Covered Vehicle**, covered property or possessions, **We** will not pay for an amount greater than the insurable interest attributable to **You**, a **Covered Person** or a **Family Member**, up to the amount of cover that applies.

Vehicle access

You must grant **Us** free access at all reasonable times to examine **Your Vehicle**.

Abandoning property or possessions

You, a **Covered Person** or a **Family Member** cannot abandon any property or possessions to **Us** without **Our** prior agreement, or to a third party unless **We** agree.

Protect property

You or a **Family Member** must take reasonable steps to protect **Your Vehicle** or **Covered Vehicle** from further damage and make any emergency repairs that are necessary to protect **Your Vehicle** or **Covered Vehicle**. **You**, a **Covered Person** or a **Family Member** must also keep an accurate record of expenses incurred. **We** may not pay for any non-emergency repairs unless prior authorisation has been obtained from **Us**.

Carrier and bailees

We will not make any payments under this **Policy** to the benefit of any carrier or other persons holding bailee of damaged property or possessions on **Your** behalf.

Legal action against Us

If **You** have a loss under Third Party Liability Cover, **You** agree not to bring any action against **Us** until the obligation has been determined by final judgement or a written agreement by **Us**.

Examination under oath

We have the right to examine under oath, as often as **We** may reasonably require, **You**, any **Family Members** and any **Covered Persons**. **We** may also ask **You**, a **Family Member** or a **Covered Person** to give **Us** a signed description of the circumstances surrounding a loss and **Your** or their interest in it, and to produce all records and documents **We** request and permit **Us** to make copies.

Cancellation following non-payment of premium

If **Your Policy** premium is not paid when due, then your **Policy** will be considered void and of no effect and **We** will not pay any claims.

If **Your Policy** premium is paid by instalments and an instalment remains unpaid after 14 days, **We** may cancel **Your Policy** from the date the last instalment was due and **We** will not pay any claim made during the period when the premium was unpaid.

If the initial instalment premium has not been paid, **Your Policy** will be considered void and of no effect and **We** will not pay any claim under **Your Policy**.

Your cancellation within the cooling off period

To cancel **You** should initially contact **Your** insurance broker, or **You** can contact **Us** directly. **You** have a statutory right to cancel **Your Policy** for any reason within 14 days of receipt of **Your Policy** documentation, or 14 days from the effective date of the **Policy**, whichever is the later. Upon cancellation **We** will refund any premium to **You**, provided no claims have been made. **We** will not repay any premium if a claim / loss has been paid or is outstanding.

Your cancellation outside of the cooling off period

To cancel **You** should initially contact **Your** insurance broker, or **You** can contact **Us** directly. **You** can cancel **Your Policy** at any time and if **You** cancel outside the cooling off period, **You** are entitled to a pro rata refund of premium. Upon cancellation **We** will refund any premium to **You**, on a pro-rata basis provided no claims have been made. **We** will not repay any premium if a claim / loss has been paid or is outstanding.

Our cancellation

We may cancel **Your Policy** by giving **You** 14 days' notice written notice of such cancellation, by recorded delivery at **Your** last known address where **We** have grounds for doing so. Grounds for cancellation are:

- **Where You**/the policyholder did not take reasonable care to ensure the information provided on which the insurance was based was correct
- Deliberate, reckless or careless misrepresentation of information provided
- Failure to provide information or documentation **We** require and ask for to underwrite the **Policy**
- If **We** are ordered to or instructed to cancel this **Policy** by a regulator, court, or other law enforcement agency
- If **You** or a **Family Member** is subject to any sanction, prohibition or restriction implemented pursuant to resolutions of the United Nations or the trade and economic sanctions, laws or regulations of the European Union, United Kingdom, Ireland or United States of America
- Failure to pay premiums when due
- Attempted or actual fraud

If **We** cancel this policy **We** will refund any premium on a pro-rata basis, except where attempted, or actual fraud has taken place. **We** will not refund any premium if a claim/ loss has occurred or is outstanding, nor if **We** are prevented from doing so due to any sanction, prohibition or restriction implemented pursuant to resolutions of the United Nations or the trade and economic sanctions, laws or regulations of the European Union, United Kingdom, Ireland or United States of America.

If a **Policy** is cancelled due to attempted or actual fraud, then **We** may recover from **You** any sums paid by us to **You** in respect of any claims. In addition **We** may by notice to **You**, treat this **Policy** as having been terminated with effect from the time of the fraudulent act.

Return premiums and additional premiums

If **You** make any amendments to **Your Policy** and the resulting prorata additional or return premium is less than £40 (excluding tax) **We** will not apply this amount and the return or additional premium due shall be nil.

Refund

In the event of cancellation by **You** or by **Us**, **We** will refund premium based on the effective date of cancellation or as soon as possible afterwards. Any return premium will be calculated on a pro-rata basis and will depend upon any claims made by **You**. However, **We** will not refund any premium in the event **We** have paid a claim, if a claim is outstanding or if attempted or actual fraud has taken place, or if **We** are prevented from doing so due to any sanction, prohibition or restriction implemented pursuant to resolutions of the United Nations or the trade and economic sanctions, laws or regulations of the European Union, United Kingdom, Ireland or United States of America

Appeals

If **You**, a **Family Member** or a **Covered Person** or any other insurer, does not appeal a judgement for covered **Damages**, **We** may choose to do so. **We** will then bear all expenses, taxable costs, and interest arising out of the appeal. However, the sum insured of cover for **Damages** will not be increased.

Choice of Law

You and **We** are free to choose the law applicable to this **Policy**. **We** propose to apply the laws of England and Wales unless, at the effective date of the **Policy**, the **Policy** covers Vehicles registered in The British overseas territory of Gibraltar or the Crown dependencies of Jersey, Guernsey or the Isle of Man, in which case the law of Gibraltar or the respective Crown dependency will apply to those. By taking out this **Policy** **You** have agreed to this.

Duties after a loss

In case of a loss which this **Policy** may cover, **You**, a **Covered Person** or a **Family Member** must perform the following duties for cover to apply:

Notification

You, a **Covered Person** or a **Family Member** must notify **Us** or **Your** broker of the loss or damage as soon as possible.

In case of theft or accidental loss **You**, a **Covered Person** or a **Family Member** must also notify the Police or other similar competent authority as soon as possible. Every communication relating to a claim must be sent to **Us** without delay. **You** must also tell **Us** if **You** know of any impending prosecution, Coroner's Inquest or Fatal Accident Inquiry involving anyone where cover is provided by this **Policy**. No negotiation, admission or refusal of any claim must be entered into without **Our** consent.

Co-operation

You, the **Family Member** or the **Covered Person** must co-operate with **Us** fully in any legal defence. This may include any association by **Us** with **You** or the **Covered Person** in defence of a claim reasonably likely to involve **Us**.

Proof of loss

You or a **Family Member** must submit to **Us**, within 60 days after **We** request, a signed, sworn or affirmed Proof of loss which documents, to the best of **Your** or their knowledge and belief:

- the time, cause and full circumstances of loss;
- interest of the insured and all others in the **Vehicle**, property or possessions involved and all liens on security interests in the **Vehicle**, property or possessions;
- other insurance which may cover the loss;
- changes in title or occupancy of the property or possessions during the term of the **Policy**;
- specifications and repair or replacement estimates for any damaged **Vehicle**, property or possessions

Failure to provide proof of loss within 60 days may reduce any claim settlement or result in any loss not being covered under **Your Policy**.

Policy exclusions - What is not covered under this Policy

This part of *Your Policy* details exclusions which apply to each and every part of this *Policy*.

Intentional acts

We do not cover any loss, *Damages*, *Bodily Injury* or *Property Damage* arising out of an act intended by *You*, a *Family Member*, a *Covered Person* or by a person directed by *You*, a *Family Member* or a *Covered Person* to cause physical damage to the *Vehicle* or *Covered Vehicle*, *Bodily Injury* or *Property Damage*, even if the injury or damage is of a different degree or type than actually intended or expected. An intentional act is one whose consequences could have been foreseen by a reasonable person.

Non-Permissive Use

We do not cover any person who uses a *Vehicle* or *Covered Vehicle* without permission from *You* or a *Family Member*.

Employer's Liability

We do not cover liability for the death or injury of any employee arising out of or in the course of his/her employment by anyone in respect of whom cover is provided under *Your Policy*, if that liability is provided under an employer's liability insurance issued to comply with employer's liability legislation.

Loss of value

We do not cover any loss of value of the *Vehicle* or *Covered Vehicle* unless as a result of a diminution in value.

Vehicles used for a fee

We do not cover any loss or *Damages* arising out of the ownership or operation of a *Vehicle* or *Covered Vehicle* while it is being used to carry people or property for a fee. Nor do *We* cover *Your Vehicle(s)* shown on *Your Policy Schedule* for self drive hire. This exclusion does not apply to a sharing agreement.

Non-insured Motorcycles

We do not cover any person for loss or *Damages* arising out of the ownership, maintenance or use of any *Vehicle* with less than four wheels. This exclusion does not apply to motorcycles shown on *Your Policy Schedule* and for which a valid Certificate of Insurance or cover note has been issued.

Competitive Racing/Track Use or Organised events.

We do not cover any loss or *Damages* to a *Vehicle* or *Covered Vehicle*, nor do *We* cover any person for *Damages* arising out of the participation in, or instruction, practice or preparation for competitive racing, rallies, trials, pace-making or speed testing in any prearranged or organised racing or speed contest, or organised event (including but not limited to the Gumball rally, Cannonball run or Supercar run) or any on track use including disused Airfields or

Derestricted toll roads. Derestricted toll roads are roads the public can pay to have access to and where speed restrictions are temporarily or permanently suspended (including but not limited to the Nurburgring).

Vehicle-Related Jobs

We do not cover any person while employed or otherwise engaged in the business of selling, repairing, servicing, storing, parking, testing or delivering vehicles. This exclusion does not apply to the ownership, maintenance or use of any *Vehicle* or *Covered Vehicle* shown in *Your Policy Schedule* and for which a valid Certificate of Insurance or cover note has been issued.

Confiscation

We do not cover any loss or *Damages* caused by the confiscation, destruction, or seizure of property by any government or public authority.

Sanctions

No cover is provided and *We* shall not be liable to make any payment or provide any benefit under this *Policy* to the extent that this is prohibited, or would expose *Us* or *Our* parent company to any sanction, prohibition or restriction, under any trade or economic sanctions (including without limitation those imposed by the European Union, United Kingdom or United States of America).

Acts of War

We do not cover any *Damages* caused directly or indirectly by war, invasion, act of a foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, warlike acts by military forces or personnel, the destruction or seizure of property for a military purpose, or the consequences of any of these actions.

Nuclear or Radiation Hazard

We do not cover any *Damages* caused directly or indirectly by nuclear reaction, radiation, or radioactive contamination, regardless of how it was caused, but *We* do insure ensuing covered loss due to fire resulting from a nuclear hazard unless another exclusion applies.

Sonic bangs

We do not cover any *Damages* caused by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds.

Vehicles Airside

We do not cover any loss or *Damages* whilst a *Vehicle* or *Covered Vehicle* is on any part of an aerodrome, airport, airfield or military base provided for:

- the take off or landing of aircraft and for the movement or storage of aircraft on the surface;
- aircraft parking aprons including the associated service roads, refuelling areas and ground equipment parking areas

Policy definitions - what words mean

Policy Definitions

In this **Policy**, words have their plain English meaning. Throughout the **Policy**, defined terms will be capitalised, in italics and bold.

Amendment to Cover Notice means the most recent document of this name issued by **Us** to **You**.

Bodily Injury means physical bodily harm, including sickness or disease that results from it, and required care, loss of service and resulting death.

Business means any full or part-time employment, trade, occupation, profession, or a farm operation which includes the raising or care of animals.

Contents means unspecified personal property owned by **You** or a **Family Member**, or for which **You** or a **Family Member** are legally responsible.

Covered Person means any permitted user legally entitled to drive in accordance with the Certificate of Insurance.

Covered Vehicle means:

- Any **Vehicle** described in **Your Policy Schedule** which bears the registration mark of that **Vehicle** and belongs to **You** or a **Family Member** or is under a hire purchase agreement or is leased to **You**;
- Any private **Vehicle**, including a courtesy car, which does not belong to **You** when used by a **Covered Person** named on the Certificate of Insurance with the owner's permission, but does not include other vehicles that are available for the regular use of **You** or a **Family Member**;
- Any trailer or caravan **You** own whilst attached to a **Covered Vehicle**

Damages means the sum that is paid or is payable to satisfy a claim settled by **Us** or resolved by judicial procedure or by a compromise **We** agree to in writing.

Deductible means that amount **We** will subtract from any covered loss **We** pay.

Endorsement means a written modification to this **Policy** issued by **Us** to **You**.

Family Member means any member of **Your** household living with **You**, and people who normally live with **You** but are temporarily living elsewhere.

Incapacitated means an inability to function as normal for a period exceeding 30 days as diagnosed by a **Physician** or authorised mental health professional.

Intoxication means having a blood alcohol level exceeding the prescribed limit as decreed by the Road Traffic Act or local jurisdiction, or under the influence of any illegal substance.

Market Value means the cost to replace a **Vehicle** with one of the same make, model, specification, mileage, age and condition immediately prior to the covered loss.

Medical Expenses means reasonable charges for first aid, medical, funeral, surgical, x-ray, dental, ambulance, hospital, rehabilitation, professional nursing services, and prosthetic devices.

Occurrence means any loss or accident to which this insurance applies which first occurs within the **Policy Period**. Continuous or repeated exposure to substantially the same general conditions, unless excluded, is considered to be one **Occurrence**.

Physician means a person who is licensed as a medical doctor or a doctor of osteopathy under the laws of the jurisdiction in which treatment is given to a patient and who is qualified to provide such medical treatment. A **Physician** does not include **You** or a **Family Member**.

Policy means **Your** entire Chubb Signature Motor **Policy booklet**, including the **Policy Schedule**, the Certificate of Insurance, **Amendment to Cover Notice** and **Endorsements**.

Policy Period means the effective dates of this **Policy** are shown in the **Policy Schedule**. The effective date begins at 00:01 or the time shown on the Certificate of Insurance and ends at 00.01 standard time at the mailing address shown.

Policy Schedule means the most recent **Policy Schedule We** issued to **You**.

Property Damage means physical injury to or destruction of tangible property, including the loss of its use.

Territorial Limits means the European Union, the United Kingdom, the Channel Islands, the Isle of Man, Andorra, Gibraltar, Iceland, Liechtenstein, Monaco, Norway, San Marino and Switzerland or in transit by rail, sea, land (not under the vehicle's own power) or air to or from any countries listed in the **Territorial Limits**. For details of which countries are included in the European Union please refer to <https://www.gov.uk/eu-eea>

Vehicle means:

- any **Vehicle** described in **Your Policy Schedule** which bears the registration mark of that **Vehicle** and which belongs to **You** or a **Family Member** or is under a hire purchase agreement or is leased to **You** or a **Family Member**;
- any private **Vehicle**, including a courtesy car, which does not belong to **You** or a **Covered Person** named on the Certificate of Insurance when, used by a **Covered Person** named on the Certificate of Insurance and with the owner's permission, but does not include other vehicles kept at the location shown in **Your Policy Schedule** or available for the regular use of a named driver or a **Family Member**

We, Our and **Us** means Chubb European Group SE or any other member insurer of the Chubb Group with Chubb Limited as its ultimate holding company.

You and **Your** means the person named in the **Policy Schedule** and a spouse or partner who permanently resides with that person, or the Legal Entity named on the **Policy Schedule**.

Vehicle Physical Damage Cover – What your Vehicle is insured for

Vehicle Physical Damage Cover only applies if shown in **Your Policy Schedule**.

What is included?

Cover for all risks of physical loss to **Your Vehicle** anywhere within the **Territorial Limits** unless an exclusion applies. Exclusions can be found on pages TBC in this **Policy** booklet. Please also check if **Your Policy Schedule** contains Contract Modifications, as they can also be exclusions.

Details of Your Cover

Vehicle Value

The value of **Your Vehicle(s)** is shown in **Your Policy Schedule**. You agree that **We** may change the value when the **Policy** is renewed to reflect current costs and values.

The Masterpiece policy provides Agreed Value unless **Market Value** is stated on **Your Policy Schedule**.

Market Value means, in the event of a total loss, we will pay the cost of replacing the Vehicle shown in Your Policy Schedule with a Vehicle of the same make, model, specification, mileage and age, and in the same condition as Your Vehicle immediately prior to the covered loss.

Agreed Value means the value for **Your Vehicle** shown in **Your Policy Schedule** and this is the amount **We** will pay for a total loss.

What if the Agreed value is not adequate?

We provide an extended replacement cost If your vehicle is less than 15 years old and the value is less than £750,000.

Extended replacement cost means **We** will pay the cost of replacing the **Vehicle** shown in **Your Policy Schedule** with a **Vehicle** of the same make, model, specification, mileage and age, and in the same condition as **Your Vehicle** immediately prior to the covered loss, up to an additional 50% of the value shown in **Your Policy Schedule** for **Your Vehicle** which is the subject of the claim.

Partial loss

If the **Vehicle** is partially damaged, **We** will pay the amount required to repair or replace, whichever is less, the damaged part(s) as new.

We will replace the damaged part(s) with the original manufacturer's part(s) subject to availability.

If **We** cannot replace matching wheels or matching upholstery following a covered loss of **Your Vehicle** shown in **Your Policy Schedule** because they are obsolete, **We** will pay up to £10,000 for the cost to replace all of **Your Vehicle's** wheels (except tyres) or upholstery. **You** must agree to surrender the undamaged wheels or upholstery to **Us**.

You are free to use **Your** own preferred repairer. However, **We** have access to a panel of expert repairers who provide a fast and efficient repair service.

No repairs can commence without **Our** prior approval.

What if the cost of repairs exceed my Vehicle value?

If it is safe to do so **We** provide extended reinstatement value for vehicles more than 15 years old.

Extended reinstatement value means that if the cost of reinstating **Your Vehicle**, which is subject to the claim, exceeds the value shown in **Your Policy Schedule** **We** will pay an additional amount of up to 25% of the value for **Your Vehicle** or an additional maximum of £100,000 whichever is the lesser amount, if required to reinstate **Your Vehicle** to the same condition immediately prior to the covered loss. In this event **Our** payments will be made only upon presentation of reinstatement invoices agreed by **Us** for **Your Vehicle**. In no event will **We** provide any cash payments.

If a stolen Vehicle is recovered, **We** may return it to **You** at the address shown on **Your Policy Schedule**. If **We** return a stolen Vehicle, **We** will pay for any covered damage resulting from the theft.

Diminution in Value for Vehicles more than 15 years old.

Diminution means the reduction in value of **Your Vehicle** following the repair of a covered partial loss.

This cover is subject to the **Vehicle** having professional valuation or a purchase receipt within the 36 months prior to the covered loss of or damage to **Your Vehicle**.

If the value of **Your Vehicle** after being repaired following a covered partial loss is less than it was before the covered partial loss, **We** will pay for diminution in value. The maximum amount **We** will pay is up to 20% of the Agreed Value for that **Vehicle**, or the cost of the repair following the covered partial loss, or £500,000, whichever is less.

Total loss

If the **Vehicle** is stolen or totally destroyed, **We** will pay the value shown in **Your Policy Schedule**. However, **We** will reduce our payment by any amount paid for a previous loss to that **Vehicle** if the damage was not repaired.

A **Vehicle** is considered stolen when the entire **Vehicle** is stolen and not recovered within 30 days.

A **Vehicle** is considered totally destroyed when the salvage value plus the repair cost (labour and parts of like kind and quality without deduction for depreciation necessary to repair the **Vehicle**) is equal to or greater than the amount of cover of the **Vehicle**. The salvage value will be determined by **Us** and in accordance with the ABI Code of Practice for the Disposal of Motor **Vehicle** Salvage. For more information on ABI code of practice see - <https://www.abi.org.uk/globalassets/files/publications/public/motor/2019/code-of-practice-for-the-disposal-of-motor-vehicle-salvagenov2019.pdf>

When **We** pay for a total loss, the salvage becomes **Our** property.

When **We** pay for a total loss, **We** will deduct from the amount payable to **You** any amount required to be paid to discharge any outstanding finance agreement associated with the **Vehicle**.

Extra Cover – Other types of risk that you are insured for

Unless otherwise stated there is no **Excess** for the covers listed under Additional Benefits.

Driving other Vehicles

We provide cover for you and any named driver on your Certificate of Insurance to use any private **Vehicle**, including a courtesy car, which does not belong to **You** or named driver when used with the owner's permission. This does not include other vehicles kept at the location shown in **Your Policy Schedule** or available for the regular use of a named driver or a **Family Member**.

Event cancellation

We will pay You up to a total of £5,000 per Policy Period for irrecoverable Costs and Expenses You have incurred or are directly responsible for if You are unable to attend an Organised Event as a direct result of a covered loss to a Vehicle listed in Your Policy Schedule that You had planned to exhibit or display at an Organised Event.

Costs and Expenses means charges and fees paid to exhibit or display a Vehicle listed in Your Policy Schedule at an Organised Event.

Organised Event means an event where cars are displayed, exhibited or available for purchase, that is not organised by **You**, a **Family Member** or a **Covered Person**.

Document Protection Cover and Diminution in Value

We will pay the lesser of up to 5% of the **Vehicle** value or £50,000 for a reduction in the Agreed Value of the Vehicle following a covered loss of or damage to Motor Vehicle Documents.

This cover is subject to the **Vehicle** having a professional valuation or a purchase receipt within the 36 months prior to the covered loss of or damage to Motor Vehicle Documents.

We will also pay up to £5,000 for the costs to replace or repair Motor Vehicle Documents lost or damaged in a covered loss.

Motor **Vehicle** documents includes Ministry of Transport test certificate(s), registered keeper log book(s), vehicle maintenance and service history, paper tax discs, certificate of authenticity, photographs, bills of sale, or owner manuals.

Personal Data

In the event of a covered loss, **We** will cover the cost of services required to clear any personal data from **Your Vehicle**. This includes GPS, mobile contacts, text messages, garage and gate opening capabilities and any other similar data stored in the vehicle.

Personal data means any information that relates to an identified or identifiable individual.

Emergency power cover

If following a storm or flood **Your** House is without power, and You are unable to charge your electric **vehicle**, for a period in excess of 24 hours, **We** will contribute up to £1,000, to purchase a Generator system.

Generator system means a generator that can supply backup electricity to maintain essential services for **Your** House or Other permanent structures when there is a loss of electrical power.

Permanent sound and visual equipment

In the event of a covered loss, **We** cover sound reproducing, receiving, and transmitting equipment that is permanently installed or is removable from a housing unit permanently installed in a **Vehicle**.

This includes radios, tape players, citizen band radios, compact disc players, DVD or video players, permanently installed car telephones, scanning monitors, televisions, vehicle global positioning systems and any other similar equipment, including their accessories and antennas. This equipment must be:

- designed to be solely operated by use of the power from the electrical system of the **Vehicle**; and
- in or on the **Vehicle** at the time of the loss

These payments do not increase the amount of cover for **Your Vehicle**.

Courtesy Car and Loss of use expenses

If **Your Vehicle** cannot be used because of a covered loss, **We** will provide **You** with a courtesy car for the period of time that **Your Vehicle** is being repaired or until the theft claim is settled.

If the courtesy car provided by the repairer is not satisfactory to **You**, **We** will provide **You** with a hire car which is comparable to the **Vehicle** which is the subject of the claim. **We** will fund the cost of such a **Vehicle** for the period that **Your Vehicle** is being repaired or until the theft claim is settled, up to a maximum of £6,000.

If **You** choose not to accept a hire car from **Us** and **Your Excess** is £1,000 or less, no **Excess** will apply to **Your** covered loss.

We also provide the following reasonable additional expenses **You** incur because of the covered loss:

- emergency transportation expenses up to a maximum of £250;
- meals, lodging and telephone expenses if You are more than 50 miles from Your nearest residence up to a maximum of £500

Chauffeur Expenses

If **Your Chauffeur** suffers an injury resulting from an **Occurrence** covered by this **Policy** and is unable to drive, as certified by a medical practitioner, we will pay for a replacement **Chauffeur** until your **Chauffeur** is fit to drive.

We will pay up to £2,500 in respect of each and every Occurrence.

Chauffeur means a person paid by **You** to drive a **Vehicle**.

Trailer cover

We will pay up to £5,000 for Your trailers and luggage carriers if they are lost or damaged.

But We do not provide this cover if the claim is a covered loss under another part of Your Policy and/ or any other Chubb Policy. This cover does not apply to caravans.

Vehicle accessories and spare parts

We will pay up to £10,000 for Your Vehicle's accessories and spare parts which are not fitted to Your Vehicle and kept at Your residence shown in Your Policy Schedule.

Glass cover

We provide window and sunroof glass replacement in the event of a covered loss to a **Vehicle**. An **Excess** of £100 applies to this cover. If the window and/ or sunroof is repaired, there is no **Excess**.

Lock replacement

If the key(s) to **Your Vehicle**, ignition, alarm, immobiliser, steering lock or garage door opener is lost or stolen, **We** will pay the cost of replacing the locks.

Personal effects

We will pay up to £2,500 for **Contents** in or on **Your Vehicle** if they are lost or damaged due to an accident, fire, theft or attempted theft.

But **We** do not provide this cover if the claim is a covered loss under another part of **Your Policy** and/or any other Chubb **Policy**.

Vehicle tax disc cover

We will pay for any unexpired part of **Your Vehicle's** tax disc that **You** are unable to recover from the Driver and **Vehicle** Licensing Agency (DVLA) as a direct result of **Your Vehicle** being declared a total loss following a covered loss. There is no **Deductible** for this cover.

Child seat cover

In the event of an accident, or damage by fire or theft to **Your Vehicle**, **We** will pay the cost to replace any child car seats in **Your Vehicle** even if the child car seats appear undamaged.

Spain - bail bond

In the event of an accident in Spain which may be the subject of a claim under this **Policy** and **You**, or any person driving with **Your** permission are detained, or the **Covered Vehicle** is impounded by the authorities and a guarantee or monetary deposit is required for their release, **We** will provide the guarantee or deposit.

Travelling abroad

Your Certificate of Insurance should provide sufficient evidence that the laws of the compulsory insurance of motor vehicles within the **Territorial Limits** are complied with, however, there is no cover provided in those countries outside the **Territorial Limits**.

Territorial Limits means the European Union, the United Kingdom, the Channel Islands, the Isle of Man, Andorra, Gibraltar, Iceland, Liechtenstein, Monaco, Norway, San Marino and Switzerland or in transit by rail, sea, land (not under the vehicle's own power) or air to or from any countries listed in the **Territorial Limits**. Details of which countries are included in European Union please refer to <https://www.gov.uk/eu-eea>

Car jacking and Road rage cover

We will pay for Car jacking and road rage expenses **You**, a **Family Member** or **Your** chauffeur incur solely and directly as a result of a Car jacking and road rage **Occurrence**. Car jacking and road rage expenses incurred by **Your** chauffeur are covered only if a Car jacking and road rage **Occurrence** occurs whilst **Your** chauffeur is driving **You** or a **Family Member**.

Car jacking and Road rage Occurrence means:

- the unlawful forced removal or detention of **You**, a **Family Member** or **Your** chauffeur operating or occupying **Your Vehicle** during the theft or attempted theft of **Your Vehicle**; or
- physical bodily harm against **You**, a **Family Member** or **Your** chauffeur by a violent person arising from the use of **Your Vehicle** by **You**, a **Family Member** or **Your** chauffeur

Car jacking and Road rage expenses means the reasonable costs for:

up to a maximum of £15,000 per **Policy Period** for all Car jacking and road rage expenses.

We do not provide this cover if the claim is a covered loss under another Chubb Policy.

Newly Owned Vehicle(s)

We cover **Your** Newly Owned **Vehicle(s)**, when not being driven, for up to 10% of the total value of the **Vehicles** on **Your Policy Schedule**, up to a maximum of £1,000,000, whichever is less. While the Newly Owned **Vehicle(s)** are not at **Your** residence or being moved **We** do not cover any loss or damage caused by theft or attempted theft unless there are visible signs of force or violence being used. **You** must request cover for the Newly Owned **Vehicle(s)** within 14 days after **You** own them and pay **Us** the additional premium from the date owned. **We** reserve the right not to insure the newly-acquired **Vehicle(s)** after the 14th day.

This cover does not provide **Vehicle** Third Party Liability Cover nor does it provide **Vehicle** Physical Damage Cover while **Your** Newly Owned **Vehicle(s)** is being driven. Regardless of the number of policies providing **You** with Newly Owned **Vehicle(s)** coverage, payment will not be made under more than one **Policy**.

Lease or Finance gap cover

If **Your Covered Vehicle** shown in **Your Policy Schedule** is stolen or totally destroyed by a covered loss, **We** will pay any unpaid amount due on the lease or finance of this **Covered Vehicle** in excess of its agreed value.

Please note **We** do not cover any unpaid amounts due to:

- overdue lease or finance payments at the time of the loss;
- financial penalties imposed under a lease or finance company for wear and tear or high mileage;
- costs for extended warranties, Credit Life Insurance, Health, Accident or Disability insurance purchased with the lease or finance; or carry over balances from previous loans or leases or finance

Pet injury coverage

If one or more of **Your** domestic pets or horses are injured or dies as a result of a covered loss to **Your Vehicle** or trailer, **We** will pay for the necessary, reasonable expenses **You** incur to treat, euthanize, cremate, bury, and replace these pets, up to £2,500 for any one **Occurrence** regardless of the number of pets involved in the **Occurrence**. There is no **Deductible** for this coverage.

Student's course and residential fees

We will pay for any unrecoverable course fees, examination fees and/or residential fees for any **Family Member** which **You** have already paid or are legally liable to pay for tuition, examinations and/or rent for term time accommodation following enforced cancellation or early withdrawal of the **Family Member** from their course as a result of their death or becoming **Incapacitated** due to a covered loss. **We** will also pay for additional costs incurred if the **Family Member** has to undergo a further year of study if they were prevented from taking their examinations as a result of them becoming **Incapacitated** due to an insurable loss. The maximum amount payable under this Cover is £10,000. Please note **We** do not provide this cover if the claim is a covered loss under any other Chubb **Policy**.

Reward

We will pay up to a maximum of £10,000 to any person or organisation for information leading to the arrest and conviction of any person(s) who committed an illegal act which resulted in a covered loss.

The following are not eligible to receive this reward payment: **You**, a **Family Member**, or the Police.

Personal registration plate - Optional Cover

If **Your Policy Schedule** shows coverage for a personal registration plate **We** will cover the following:

If the **Vehicle** is stolen and not recovered, **We** will pay the sum insured shown in **Your Policy Schedule** for the loss of use of the personal registration plate.

When **We** pay for this loss, the personal registration plate and its use becomes **Our** property.

You may re-purchase the personal registration plate from **Us** when the Driver and **Vehicle** Licensing Agency (DVLA) re-issue the plate for no more than the settlement amount.

Exclusions - What is not covered

In addition to the **Policy** Exclusions, the following Exclusions apply to this cover part of **Your Policy**. The words caused by mean any loss or damage that is contributed to, made worse by, or in any way results from that peril.

Excess

An Excess shown in Your Policy Schedule applies to each and every covered loss unless stated otherwise. If a covered loss involves a Vehicle not shown in Your Policy Schedule, the highest Excess shown in Your Policy Schedule will apply to the loss.

If a covered loss involves more than one Excess the highest Excess will apply. For example, if a claim involves more than one Vehicle shown on Your Policy Schedule the highest Excess would apply.

Your Excess will not apply if Your Vehicle is:

- a total loss;
- in a covered loss caused by an uninsured third party;
- in the care of a garage or similar motor trade organisation for servicing, restoration or repair.

Computer error

We do not cover any loss or damage caused by an error in **Your Vehicles** computer programming or instructions to the computer.

Gradual or Sudden Loss

We do not cover any loss or damage caused by rust, wear and tear, freezing, mechanical or electrical breakdown, or road damage to tyres, unless the loss or damage resulted from the theft of the **Vehicle**.

Portable Sound Equipment

We do not cover any loss or damage to sound reproduction, receiving or transmitting equipment unless it is permanently installed or removable from a housing unit permanently installed in the **Vehicle**. This includes radios, tape players, citizen band radios, compact disc players, scanning monitors, televisions, vehicle global positioning systems and any other similar equipment designed for sound reproduction, receiving, or transmitting, including their accessories and antennas.

False report

We do not cover loss arising from a false report of a Car jacking and road rage **Occurrence** by **You**, a **Family Member**, **Your** chauffeur or any person acting on behalf of **You**, a **Family Member** or **Your** chauffeur whether acting alone or in collusion with others.

Persons known

Under Car jacking and road rage cover, **We** do not cover any loss by a person known to **You**, a **Family Member** or **Your** chauffeur.

Rest and recuperation expenses

Under Car jacking and road rage cover, **We** do not cover any rest or recuperation expenses when prescribed by a **Physician**, Psychologist or other authorised mental health professional who is related to **You**, a **Family Member** or **Your** chauffeur.

Vehicle Third Party Liability Cover - Damage to others

Vehicle Third Party Liability Cover only applies to **Your Policy** if shown in **Your Policy Schedule**.

Details of Your Cover

The sum insured for **Vehicle** Third Party Liability for **Property Damage** is shown in **Your Policy Schedule**. There is an unlimited sum insured for **Vehicle** Third Party Liability for **Bodily Injury**, unless stated otherwise. **We** will pay for **Damages** subject to the applicable sum insured, from any one **Occurrence**, regardless of how many claims, **Vehicles**, or people are involved in the **Occurrence**.

Damages and Defence Cover

We cover **Damages** a **Covered Person** is legally obligated to pay for **Bodily Injury**, or **Property Damage** up to the amount shown in **Your Policy Schedule** for any one **Occurrence**, arising from the ownership, maintenance, or use of a **Covered Vehicle** which takes place anytime during the **Policy Period** within the **Territorial Limits** and are caused by an **Occurrence** unless stated otherwise or an exclusion applies.

We will defend a **Covered Person** against any legal action seeking **Damages** for **Bodily Injury** or **Property Damage**. **We** will provide this defence at **Our** own expense, with counsel of **Our** choice, even if the legal action is groundless, false or fraudulent. **We** may investigate, negotiate, and settle any such claim or suit at **Our** discretion.

As part of **Our** investigation, defence negotiation, or settlement **We** will pay:

- all expenses incurred by **Us**;
- all costs taxed against a **Covered Person**;
- we will pay any interest incurred for delay between judgment and our settlement interest accruing after a judgement is entered in a suit **We** defend on only that part of the judgement **We** are responsible for paying. **We** will not pay interest accruing after **We** have paid the judgement;
- all earnings lost by each **Covered Person** at our request, up to £250 a day, to a total of £10,000;
- other reasonable expenses incurred by a **Covered Person** at our request; and
- the cost of all bail bonds required of a **Covered Person** because of a covered loss

In jurisdictions where **We** may be prevented by local law from carrying out this cover, **We** will pay only those defence expenses that **We** agree in writing to pay and that are incurred by expenses that **We** agree in writing to pay and that are incurred by **You**.

Covers

These covers are included in **Your Vehicle** Third Party Liability Cover and are in addition to **Damages** and Defence Cover unless stated otherwise in **Your Policy** or an exclusion applies.

Emergency treatment

We will reimburse any **Covered Person** using any **Vehicle** which is shown in **Your Policy Schedule** for payment made under the Road traffic Act for Emergency treatment.

Medical Expenses

We will pay the necessary **Medical Expenses**, up to a total of £500 for each **Covered Person**, for **Medical Expenses** incurred or medically ascertained within three years of an accident. But the expenses must be for **Bodily Injury** to:

- any **Covered Person** while occupying a **Covered Vehicle**, or any other **Vehicle** operated lawfully by **You** or a **Family Member**;
- **You** or a **Family Member** while occupying or struck by a motor vehicle or trailer

However, **We** do not cover any person for **Medical Expenses** for **Bodily Injury** sustained while occupying any **Vehicle** having less than four wheels.

Rental vehicle cover

We cover, as a **Covered Vehicle**, any motor **Vehicle You** or a **Family Member**, over the age Cover of 21, rent for up to 90 days anywhere in the **Territorial Limits** when used with the owner's permission. We cover **Damages** a **Covered Person** is legally obligated to pay to the rental company for **Bodily Injury** or **Property Damage** arising from the maintenance or use of the rented motor vehicle which takes place anytime during the **Policy Period** and are caused by an **Occurrence** unless stated otherwise or an exclusion applies.

Property Damage

We cover **Property Damage** arising out of the use by a **Covered Person** of a **Covered Vehicle** not owned by **You** or a **Family Member**.

Temporary vehicle substitute

If any **Vehicle** which is shown in **Your Policy Schedule** is out of normal use because of its breakdown, repair, vehicle servicing, loss or destruction, **We** cover any **Vehicle You** do not own while being used as a temporary substitute for that **Vehicle**, up to the **Market Value** of that substitute **Vehicle**. **We** do not cover temporary substitute vehicles being used for any purpose other than replacing that **Vehicle** shown in **Your Policy Schedule** whilst it is out of normal use.

Travelling abroad

Your Certificate of Insurance should provide sufficient evidence that the laws of the compulsory insurance of motor vehicles within the **Territorial Limits** are complied with, however, there is no cover provided in those countries outside the **Territorial Limits**.

Spain - bail bond

In the event of an accident in Spain which may be the subject of a claim under this **Policy** and **You**, or any person driving with **Your** permission are detained, or the **Covered Vehicle** is impounded by the authorities and a guarantee or monetary deposit is required for their release, **We** will provide the guarantee or deposit.

Personal accident cover

We will pay **You** or a **Family Member**, or in the event of death the estate, £30,000 (or less for a minor if limited by law) for **Bodily Injury** to a **Covered Person** caused whilst travelling in or getting into or out of any private **Vehicle** provided that the injury is the sole cause of:

- death;
- total loss of limb;
- irrecoverable loss of all sight in one or both eyes or permanent total disablement. **We** must be notified as soon as possible from the date of the **Occurrence**

We do not cover any loss under Personal accident cover caused directly or indirectly while the **Covered Person** driving the **Covered Vehicle** is in a state of insanity or **Intoxication**. **Intoxication** means having a blood alcohol level exceeding the prescribed limit as decreed by the road traffic Act or local jurisdiction, or under the influence of any illegal substance.

If **You** or a **Family Member** hold any other personal accident cover under a Chubb **Policy**, then payment will only be made under one insurance **Policy**. However, payment will be made under the policy which gives **You** the greatest benefit.

Exclusions - What is not covered

In addition to the *Policy* Exclusions, the following Exclusions apply to this cover part of *Your Policy*. The words caused by mean any loss or damage that is contributed to, made worse by, or in any way results from that peril.

Owned Property

We do not cover any person for *Damages* to property owned or being transported by that person.

Other Property

We do not cover any person for *Damages* to property rented to, used by, or in the care of that person. This exclusion does not apply to a residence or private garage; or to private vehicles, vans, or trailers not owned by, furnished to, or available for the regular use of *You* or a *Family Member*.

Terrorism

Notwithstanding any provision to the contrary within *Your Policy* or any endorsement thereto *We* do not cover any loss or *Damages*, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any act of terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss. Except in so far as is necessary to comply with the Road Traffic Act.

For the purpose of this exclusion an act of terrorism means an act, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons whether acting alone or on behalf of or in connection with an organisation(s) or government(s), committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public, or any section of the public in fear.

We also exclude loss, *Damages*, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, suppressing or in any way relating to any act of terrorism. In the event that any portion of this exclusion is found to be invalid or unenforceable the remainder shall remain in full force and effect.

Personal Accident and Medical expenses cover

What is included?

Cover for injury and treatment needed following an accident unless an exclusion applies. Exclusions can be found on pages TBC in this **Policy** booklet. Please also check if **Your Policy Schedule** contains Contract Modifications, as they can also be exclusions.

The following covers are included in **Your Vehicle** Third Party Liability Cover an exclusion applies.

Personal accident cover

We will pay **You** or a **Family Member**, or in the event of death the estate, £30,000 (or less for a minor if limited by law) for **Bodily Injury** to a **Covered Person** caused whilst travelling in or getting into or out of any private **Vehicle** provided that the injury is the sole cause of:

- death;
- total loss of limb;
- irrecoverable loss of all sight in one or both eyes or permanent total disablement. **We** must be notified as soon as possible from the date of the **Occurrence**.

We do not cover any loss under Personal accident cover caused directly or indirectly while the **Covered Person** driving the **Covered Vehicle** is in a state of **Intoxication**. **Intoxication** means having a blood alcohol level exceeding the prescribed limit as decreed by the road traffic Act or local jurisdiction, or under the influence of any illegal substance.

If **You** or a **Family Member** hold any other personal accident cover under a Chubb **Policy**, then payment will only be made under one insurance **Policy**. However, payment will be made under the policy which gives **You** the greatest benefit.

Emergency treatment

We will reimburse any **Covered Person** using any **Vehicle** which is shown in **Your Policy Schedule** for payment made under the Road Traffic Act for Emergency treatment.

<https://www.legislation.gov.uk/ukpga/1988/52/section/158>

Medical Expenses

We will pay the necessary **Medical Expenses**, up to a total of £500 for each **Covered Person**, for **Medical Expenses** incurred or medically ascertained within three years of an accident. But the expenses must be for **Bodily Injury** to:

- any **Covered Person** while occupying a **Covered Vehicle**, or any other **Vehicle** operated lawfully by **You** or a **Family Member**;
- **You** or a **Family Member** while occupying or struck by a motor vehicle or trailer

However, **We** do not cover any person for **Medical Expenses** for **Bodily Injury** sustained while occupying any **Vehicle** having less than four wheels.

The following covers are included in **Your Vehicle** Physical Damage Cover and are in addition to the sum insured for **Your Vehicle** unless stated otherwise in **Your Policy** or an exclusion applies. The **Excess** apply to Covers unless stated otherwise. If **Vehicle** Physical Damage Cover applies to any **Vehicle** named in **Your Policy Schedule**, the same **Excess** also applies to the Covers unless stated otherwise.

Disability cover

If **You** or a **Family Member** are permanently disabled as a direct result of a covered loss to **Your Vehicle**, at **Your** option **We** will either:

- pay up to £10,000 for essential alterations to **Your Vehicle**; or
- contribute up to £10,000 towards **Your** purchase of a **Vehicle** adapted for **You** or a **Family Member's** disability. **Your** or a **Family Member's** permanent disability must be confirmed in writing to **Us** by a **Physician**. Regardless of the number of **Vehicles**, **We** will not pay more than £10,000 in total for Disability cover. **We** do not provide this cover if **You** were in a state of **Intoxication** at the time of the covered loss.

Injury cover

If **You** are injured and unable to drive as a direct result of a covered loss to **Your Vehicle** **We** will pay up to £3,000 for essential replacement transportation expenses **You** incur. **We** will pay these expenses for up to 1 year from the date of **Occurrence** or until **You** are able to drive, whichever shall first occur. If **Your Policy** is cancelled our payments will cease the date **Your Policy** is cancelled. **Your** injury and inability to drive must be confirmed in writing to **Us** by a **Physician** each 90 day consecutive period from the date of **Occurrence**. **We** do not provide this cover if **You** were in a state of **Intoxication** at the time of the covered loss.

Psychiatric cover

If **You** are injured and suffer psychological problems as a direct result of a covered loss to cover **Your Vehicle**, **We** will pay up to £5,000 for psychiatric services as prescribed by a **Physician**, Psychologist or other authorised mental health professional when incurred within 1 year of the date of **Occurrence**. If **Your Policy** is cancelled our payments will cease the date **Your Policy** is cancelled. **We** do not provide this cover if **You** were in a state of **Intoxication** at the time of the covered loss.

ARAG European Motor Assistance Cover

European Motor Assistance Cover only applies to **Your Policy** if shown in **Your Policy Schedule**. This cover part is administered by legal expenses and assistance service experts ARAG plc and is underwritten by HDI Global Specialty SE. HDI Global Specialty SE is solely liable to **You** for this European Motor Assistance Cover and has no liability to **You** for any other part of this **Policy**.

Rescue services are provided by Call Assist Limited, specialists in providing vehicle breakdown assistance throughout the UK and Europe.

ARAG plc is registered in England number 02585818. registered address:
9 Whiteladies Road, Clifton, Bristol BS8 1NN.

ARAG is authorised and regulated by the Financial Conduct Authority firm registration number 452369.

ARAG plc is authorised to administer this insurance on behalf of the insurer HDI Global Specialty SE. Registered address: Roderbruchstraße 26, 30655 Hannover, Germany.

HDI Global Specialty SE is authorised and regulated by the Bundesanstalt für Finanzdienstleistungsaufsicht (BaFin). Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request. (FRN: 659331).

FCA registration can be checked by visiting the FCA website at www.fca.org.uk/register or by contacting the FCA on 0800 111 6768 (freephone) 0300 500 8082 (from UK) or +44 207 066 1000 (from abroad).

Call Assist Limited is registered in England and Wales, number 3668383 and their registered office is at Axis Court, North Station Road, Colchester, Essex, CO1 1UX.

This part of **Your Policy** provides motor Breakdown and accident assistance within the **Territorial Limits** unless stated otherwise in **Your Policy** or an exclusion applies.

Definitions

The following words used in this cover part have the meaning defined here.

Breakdown means:

- an electrical or mechanical failure, lack of fuel, flat battery or puncture or
- damage caused by a collision or act of vandalism

which immobilises the **Covered Vehicle** or makes it unsafe to drive.

Call Assist means Call Assist Limited, the service provider under this cover part.

Covered Person means any permitted user legally entitled to drive in accordance with the Certificate of Insurance.

Covered Vehicle means **Covered Vehicles** including an attached caravan/trailer which is fitted with a standard towing hitch and does not exceed 7 metres (23 feet) in length.

Insurer means HDI Global Specialty SE (commercial register number: HRB 211924), (FRN: 659331).

Recovery Operator means the independent technician Call Assist appoints to attend the Breakdown.

Suitable Garage means a qualified mechanic or garage which is suitable for the type of repair required and who can confirm in writing the remedial work undertaken.

Services provided

If a **Covered Vehicle** suffers a Breakdown within the **Territorial Limits** and during the **Policy Period**, Call Assist will rescue the **Covered Person** as described in this cover part. The Insurer will pay costs incurred.

UK cover

Roadside assistance, home start and recovery

Call Assist will send help to the scene of the Breakdown (including at **Your Home**) and the Insurer will cover the cost of call-out fees and mileage charges needed to make a repair at the roadside or recover the **Covered Vehicle**.

If, in the opinion of Call Assist's recovery operator, it is not possible to repair the **Covered Vehicle** at the roadside within one hour:

- a) Call Assist will arrange for the **Covered Vehicle, Covered Person** and up to 7 passengers to be recovered to the nearest Suitable Garage able to undertake the repair, or
- b) if the above is not possible at the time or the repair cannot be made within the same working day Call Assist will arrange for the **Covered Vehicle, Covered Person** and up to 7 passengers to be transported to **Your Home** or if the **Covered Person** would prefer and it is closer, the **Covered Person's** original destination within the United Kingdom.

The Insurer will pay the reasonable cost of assistance provided that the recovery is made at the same time as the initial call-out otherwise the **Covered Person** will have to pay for subsequent call-out charges.

If the **Covered Vehicle** requires recovery, the **Covered Person** must immediately inform Call Assist of the address the **Covered Person** would like the **Covered Vehicle** taken to. Once the **Covered Vehicle** has been delivered to that address, the **Covered Vehicle** will be left at the **Covered Person's** own risk.

Alternative travel

If the **Covered Vehicle** cannot be repaired locally on the same day or within a period agreed between the **Covered Person** and Call Assist and is at least 20 miles away from **Your** Home or if the **Covered Vehicle** is stolen; to allow the **Covered Person** to complete the **Covered Person's** original journey, the Insurer will pay:

- a) up to £250 towards the cost of alternative transport or
- b) for the use of a hire vehicle up to 1600cc

whilst the **Covered Vehicle** remains unroadworthy. The Insurer will pay up to £150 towards the costs of alternative transport for one person to return and collect the repaired **Covered Vehicle**.

Emergency overnight accommodation

Where alternative travel (described above) would have been available to the **Covered Person**, but it is more practical or cost effective to provide emergency accommodation for a single night, the Insurer will pay up to £150 for a lone traveller or £75 per person towards the cost of overnight accommodation including breakfast for the **Covered Person** and up to 7 passengers whilst the **Covered Vehicle** is being repaired. The Insurer will not pay more than £500 for each claim under Emergency overnight accommodation.

Conditions of service for covers Alternative travel and Emergency overnight accommodation above

The **Covered Vehicle** must be repaired at the nearest Suitable Garage to the Breakdown location.

Where available these services will be offered on a pay/claim basis, which means that the **Covered Person** must pay initially and the Insurer will reimburse the **Covered Person** when we are in receipt of a valid invoice/receipt. Before arranging these services, authorisation must be obtained from Call Assist.

Misfuelling

If the **Covered Vehicle's** fuel tank is filled with the incorrect type of fuel, it may be necessary to carry out a drain and flush of the **Covered Vehicle's** fuel tank at the roadside if possible or at a Suitable Garage where this is not possible.

Occasionally misfuelling a **Covered Vehicle** can cause extensive damage which a fuel drain and flush will not rectify. If the **Covered Person** prefers for the fuel drain and flush to be carried out by the **Covered Person's** preferred repairer, Call Assist will arrange for the **Covered Vehicle**, the **Covered Person** and up to 7 passengers to be recovered to a repairer of the **Covered Person's** choice within 10 miles of the Breakdown. The **Covered Person** must pay initially and the Insurer will reimburse the **Covered Person** when we are in receipt of a valid invoice/receipt. The most the Insurer will pay more is the cost of 10 litres of correct fuel and no than £250 in total for each claim under Misfuelling.

Message service

At the **Covered Person's** request Call Assist can pass on two messages to the **Covered Person's** home address or place of work to let others know of the Breakdown.

Home assist

Your Covered Vehicle will be covered at **Your Home** or within a one mile radius of **Your Home**. If **Your Covered Vehicle** cannot be repaired at **Your Home**, Call Assist will arrange for the **Covered Person** and **Your Covered Vehicle** to be recovered to the nearest Suitable Garage. The recovery must take place at the same time as the initial call-out.

Keys

If the **Covered Person** locks their **Covered Vehicle** keys within the **Covered Vehicle** and are unable to obtain a spare set on the same day, the Insurer will pay the call-out fee for a recovery operator who will attempt to retrieve the key where this is possible.

If Call Assist is unable to retrieve **Your** key it is often possible to provide a replacement key at the scene. The **Covered Person** will have to pay for the replacement key.

If it is not possible to retrieve a locked-in key or if the **Covered Person** has lost or broken their key and are unable to obtain a replacement key at the scene; if the **Covered Person** is away from home the Insurer will pay the mileage charges to a place where **Your Covered Vehicle** can be stored securely, or **Your Home** if it is nearer.

European cover

Roadside assistance

Call Assist will send help to the scene of the **Covered Vehicle** Breakdown within the **Territorial Limits** (other than the United Kingdom) and the Insurer will cover the cost of call-out fees and mileage charges needed to make a repair at the roadside if this is possible within 60 minutes. Due to differing national standards and infrastructures abroad, assistance may take longer to arrive.

Recovery

If, in the opinion of Call Assist, they are unable to repair the **Covered Vehicle** within 60 minutes at the roadside we will arrange and pay for the **Covered Vehicle**, the **Covered Person** and up to 7 passengers to be recovered to the nearest Suitable Garage able to undertake the repair.

Shipping of spare parts

Where it is efficient and cost-effective to do so, the Insurer will pay up to £150 towards the cost of shipping of spare parts to the Suitable Garage. The **Covered Person** will be responsible for the cost of the spare parts and we will only organise shipping once the **Covered Person** has confirmed the spare parts have been paid for.

Alternative travel abroad

If **Your Covered Vehicle** cannot be repaired locally on the same day or within a period agreed between the **Covered Person** and our operator or if the **Covered Vehicle** is stolen, the Insurer will pay:

- a) up to £500 towards the cost of alternative transport or
- b) for the use of a hire vehicle up to 1,600cc

whilst the **Covered Vehicle** remains unroadworthy. The Insurer will pay up to £200 towards of alternative transport for two people to return and collect the repaired **Covered Vehicle**.

Emergency overnight accommodation abroad

Where alternative travel (described above) would have been available to the **Covered Person**, but it is more practical or cost effective to provide emergency accommodation for a single night, the Insurer will pay up to £150 for a lone traveller or £75 per person towards the cost of overnight accommodation including breakfast for the **Covered Person** and up to 7 passengers whilst the **Covered Vehicle** is being repaired. The Insurer will not pay more than £1,000 for each claim under Emergency overnight accommodation under this section.

Repatriation service

If the **Covered Vehicle** cannot be repaired within 48 hours of the original Breakdown or by the **Covered Person's** intended return, whichever is due to occur later, we will arrange and pay for the **Covered Vehicle**, the **Covered Person** and up to 7 passengers to be transported either to **Your** Home, or if the **Covered Person** would prefer and it is closer, the **Covered Person's** original destination within the **Territorial Limits**.

We will need to know details of the **Covered Person's** itinerary and if requested proof of both the **Covered Person's** outbound and inbound travel dates must be provided to validate the **Covered Person's** claim.

Conditions of service for covers Shipping of spare parts and Alternative travel abroad above

The **Covered Vehicle** must be repaired at the nearest Suitable Garage to the Breakdown location.

Where available these services will be offered on a pay/claim basis, which means that the **Covered Person** must pay initially and the Insurer will reimburse the **Covered Person** when we are in receipt of a valid invoice/receipt. Before arranging these services, authorisation must be obtained from Call Assist.

At all times please ensure the **Covered Person** carries their driving licence and V5C registration document (logbook) with them during their journey. Due to local regulations and customs, the **Covered Person** may be required to provide copies of their driving licence or V5C registration document. The **Covered Person** will be held liable for any costs incurred if copies of their driving licence or V5C registration document are not immediately available.

Conditions

Responsibilities of the Covered Person

The **Covered Person** must remain with or nearby the **Covered Vehicle** until help arrives.

If the **Covered Vehicle** cannot be repaired at the roadside, the **Covered Person** must accept the assistance being provided:

- If the **Covered Vehicle** is recovered to a Suitable Garage, and it can be repaired the **Covered Person** must have adequate funds to pay for the repair including replacement parts immediately,
- where a repair is not possible the same working day and it becomes necessary to make alternative transport arrangements the **Covered Person** must have adequate funds to pay for alternative transport or overnight accommodation costs immediately

If the **Covered Person** does not have funds available, any further assistance will be denied.

Repairs undertaken at the Recovery Operator's premises are provided under a separate contract, which is between the **Covered Person** and the Recovery Operator.

If the **Covered Vehicle** is beyond economical repair we have the right to offer the **market value** of the **Covered Vehicle** to the **Covered Person** and pay for alternative transport home or if the **Covered Person** would prefer and it is closer to the **Covered Person's** intended destination.

Call Assist reserves the right to recover the immobilised **Covered Vehicle** in accordance with and subject to any legislation, which affects drivers' working hours.

Our rights

If the **Covered Person** cancels a call out and a Recovery Operator has already been dispatched, **You** will lose a call out from **Your Policy**.

If a **Covered Person** uses the service and the claim and/or fault is subsequently found not to be covered by this **Policy**, the Insurer reserves the right to reclaim any costs that have been incurred from **You**.

The transportation of pets and livestock (including dogs) will be at the discretion of the Recovery Operator.

Exclusions

In addition to the **Policy** Exclusions, the following exclusions apply to this cover part of **Your Policy**. The cost of

- any parts, components or materials used to repair the **Covered Vehicle**
- labour other than labour at the scene of the Breakdown or a claim for Misfuelling
- additional charges incurred as a result of any aftermarket modification to the **Covered Vehicle**
- vehicle storage, expenses or charges of any other company (including police recovery) not authorised by Call Assist, or where a **Covered Person** arranges for recovery or repairs by other means
- fuel, oil or insurance for a hire vehicle

Service if **You** already owe Call Assist money.

Failure by the **Covered Person** to comply with requests of Call Assist or their Recovery Operators concerning the assistance being provided.

Subsequent call outs for any symptoms related to a claim which has been made within the last 28 days, unless the **Covered Vehicle** has been fully repaired at a Suitable Garage, declared fit to drive by Call Assist's recovery operator or is in transit to a pre-booked appointment at a Suitable Garage.

Breakdown caused by failure to maintain the **Covered Vehicle** in a roadworthy condition including maintenance or proper levels of oil and water.

More than six call outs in the same **Policy Period**.

Specialist equipment, additional manpower and/or recovery vehicles or a recovery further than 10 miles from the scene of the Breakdown; if the **Covered Vehicle** is immobilised due to snow, mud, sand, water, ice, or a flood.

The **Covered Vehicle** being used for rallies, racing, rental, hire, public hire, private hire, courier services or any contest or practice for any of these activities.

The cost of recovery from a European motorway exceeding £150.

For European cover only, any trip which was planned to or subsequently finishes outside the **Policy Period**.

Costs incurred in addition to a standard call-out where service cannot be undertaken at the roadside because the **Covered Vehicle** is not carrying a serviceable spare wheel, an aerosol repair kit, appropriate jack, or the locking mechanisms for the wheels are not immediately available to remove the wheels.

Assistance following any intentional or wilful damage caused by the **Covered Person** to the **Covered Vehicle**.

Claims caused by overloading of the **Covered Vehicle** or carrying more passengers than it is designed to carry.

Damage to the **Covered Vehicle** or its **Contents** whilst being recovered, stored or repaired and any liability arising from any act performed in the execution of the assistance services provided.

Assistance where the ***Covered Vehicle*** is

- not secure or has faults with electric windows, sun roofs or locks, unless the fault occurs during the course of a journey and safety is compromised,
- is deemed to be illegal, not displaying a current tax disc, without a valid mot certificate, uninsured, or dangerous to transport.

A request for assistance following any intentional or wilful damage caused by a ***Covered Person*** to the ***Covered Vehicle***.

Repatriation back to the UK within 48 hours of a Breakdown occurring outside of the UK, Isle of Man and Channel Islands regardless of ferry or tunnel bookings for the homebound journey or pre arranged appointments the ***Covered Person*** or their passengers have in the UK.

Repatriation back to the UK if the ***Covered Vehicle*** can be repaired but the ***Covered Person*** does not have adequate funds for the repair.

Lawshield Motor Legal Expenses Cover

Motor Legal Expenses Cover only applies to **Your Policy** if shown in **Your Policy Schedule**.

This insurance is arranged by Lawshield UK Limited whose registered office is at Lawshield House, 850 Ibis Court, Warrington, Cheshire, WA1 1RL and underwritten by 2. ALLIANZ INSURANCE plc (trading as Allianz Legal Protection) whose registered office is at 57 Ladymead, Guildford, Surrey GU1 1DB (“Allianz” or “ALP”).

Lawshield UK Limited is authorised and regulated by the Financial Conduct Authority. Firm Reference No. 306793.

ALLIANZ INSURANCE plc (trading as ALLIANZ LEGAL PROTECTION) is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm Reference No. 121849. ALLIANZ INSURANCE plc (trading as ALLIANZ LEGAL PROTECTION) is registered in England and Wales under number 00084638

This part of **Your Policy** provides insurance in respect of Legal Costs and Expenses for a **Covered Person** in respect of an Insured Incident occurring anywhere within the **Territorial Limits**, unless stated otherwise in **Your Policy** or an exclusion applies.

Unless some other law is agreed in writing, this cover part of **Your Policy** is governed by English law. If there is a dispute, it will only be dealt with in the courts of England or of the country within the United Kingdom in which the **Covered Person's** main residence is situated.

In return for the payment of **Your** premium the Insurer will provide the insurance cover detailed in this cover part of **Your Policy**, subject to the terms, conditions, and limitations shown below or as amended in writing by the Insurer and during the **Policy Period**.

How We Will Pay Your Claim

Amount of Cover

The maximum amount Insurers will pay in respect of all claims arising from all Insured Incidents connected in time or by cause is £100,000. This includes Legal Costs and Expenses of both the **Covered Person** and any opponents where the **Covered Person** is liable to pay them.

Motor Legal Expenses Cover with Lawshield has been arranged by **Us** for **Your** convenience. **You** are responsible for the payment of any fees or costs resulting from the use of these services not covered by this part of **Your Policy**.

What is covered

The Insurer will cover the Legal Costs and Expenses for legal proceedings started on behalf of the **Covered Person** during the **Policy Period** in connection with pursuing civil claims arising from an Insured Incident relating to the use of the **Covered Vehicle** which results directly in the death of or personal injury to the **Covered Person** and/or any other uninsured losses incurred by the **Covered Person**.

If the **Covered Person** is not awarded any costs or compensation the Insurer will pay all Legal Costs and Expenses up to the limit under this cover part of the **Policy**. If the **Covered Person** is awarded costs, the **Covered Person** must use these to repay the amount the Insurer has paid out on the **Covered Person's** behalf in connection with the proceedings but if the Legal Costs and Expenses are greater than the amount the **Covered Person** is awarded for those costs and expenses, the Insurer will pay the extra amount (up to the limit under this cover part of the **Policy**).

Definitions

The following words used in this cover part have the meaning defined here and are in addition to the main **Policy** definitions. Throughout this cover part of the **Policy**, the additional defined terms will be capitalised when used.

Claims Adjuster means any claims negotiator, adjuster or other appropriately qualified person, firm or company appointed by Lawshield to act for the **Covered Person**.

Insured Incident means a non-fault road traffic accident with an identifiable third party (excluding claims for theft or fire) occurring during the **Policy Period** which takes place within the **Territorial Limits** and which causes:

- loss or damage to the **Covered Vehicle** including any attached trailer;
- loss or damage to any personal property owned by the **Covered Person** whilst such property is in/on or attached to the **Covered Vehicle**;
- death of or injury to a **Covered Person** whilst in or getting into or out of the **Covered Vehicle**
- any other uninsured losses

Insurers means Allianz Insurance PLC (Trading as Allianz Legal Protection).

Lawshield means Lawshield UK Ltd, Lawshield House, 850 Ibis Court, Lakeside Drive, Centre Park, Warrington, Cheshire, WA1 1RL. Lawshield UK Ltd service this cover part on behalf of the Insurers.

Legal costs and expenses means

- a) Fees, costs and disbursements reasonably incurred by Lawshield, any Claims Adjuster, Solicitor, or other appropriately qualified person appointed to act for the **Covered Person** with Lawshield's consent.
- b) The costs of any civil proceedings incurred by an opponent awarded against the **Covered Person** by order of a court or which Lawshield have agreed to pay.

Where Solicitors costs are payable by Lawshield, these will be chargeable on the Standard Basis as defined by the Civil Procedure Rules, or in accordance with the Fixed Recoverable Costs scheme if appropriate and would be limited to £125.00 including VAT per hour Solicitors time, and £12.50 including VAT for each letter sent out.

Explanatory note: The Fixed Recoverable Costs scheme applies to road traffic accidents which are settled by negotiation before court proceedings are issued for claims up to the value of £25,000. The rules set out how legal fees are calculated for these cases.

Prospects of Success means reasonable prospects are considered to be a 51% or better chance of success.

Solicitor means the Solicitor, firm of Solicitors or other appropriately qualified person, firm or company appointed to act for the **Covered Person**.

Standard Basis the assessment of costs which are proportionate to **Covered Person's** claim.

Exclusions

In addition to the **Policy** Exclusions, the following Exclusions apply to this cover part of **Your Policy**. The Insurer shall not be liable for:

- Legal Costs and Expenses incurred prior to Lawshield's written acceptance of a claim or which Lawshield have not agreed in advance;
- claims where there are no Prospects of Success. Lawshield will continue to assess whether Prospects of Success exist throughout the claim and if at any time Lawshield consider the **Covered Person's** claim no longer has Prospects of Success and/or an alternative course of action is appropriate and/or under the terms and conditions of the policy the claim is not admissible, then Lawshield will inform the **Covered Person** in writing of that decision and the reason behind it. Having informed the **Covered Person** of this, and subject to the policy conditions, Lawshield may withdraw further cover for Legal Costs and Expenses.
- claims where Lawshield consider that a reasonable estimate of the Legal Costs and Expenses is greater than the amount in dispute other than in relation to uninsured loss recovery claims.
- claims arising from any deliberate or criminal act or omission by the **Covered Person**;
- claims relating to motor prosecution defence;
- Legal costs and expenses, fines or other penalties which the **Covered Person** is ordered to pay by a Court of Criminal Justice;
- incidents involving a **Covered Vehicle** which at the time of the Insured Incident, does not have a valid test certificate where appropriate or is not in a road-worthy condition or where the **Covered Person** was not in possession of a valid driving licence;
- motor vehicles used by or on behalf of the **Covered Person** for racing, rallies, competitions or trials of any kind;
- claims arising from the **Covered Vehicle** not being used in accordance with the terms and conditions of **Your Policy**
- claims arising from driving under the influence of alcohol or drugs;
- Legal Costs and Expenses if Lawshield are not told about the claim within 180 days of the event which caused it;
- claims arising from an Insured Incident that occurs outside the **Territorial Limits** except enforcement of a judgement obtained from a court within the **Territorial Limits** with Lawshield's prior approval against a defendant who resides outside the jurisdiction of the court making the order;
- Legal Costs and Expenses which are covered under a more specific insurance or if a claim has been refused by another insurance company

The Insurer will not pay any compensation for being off work, or travelling expenses incurred by the **Covered Person**. The Insurer will not pay any Legal Costs and Expenses incurred by the **Covered Person** if they withdraw from legal proceedings without prior agreement. The Insurer will not pay any Legal Costs and Expenses where fixed recoverable costs have already been recovered by the Solicitor.

The Insurer shall not be liable for any claim directly or indirectly caused by, or contributed to, or arising from:

War

- Any direct or indirect consequence of war, civil war, invasion, acts of foreign enemies (whether war be declared or not), rebellion, revolution, insurrection, military or usurped power, or confiscation, nationalisation, requisition, destruction of or damage to property by or under the order of any government, local or public authority.

Terrorism

- Any direct or indirect consequence of terrorism as defined by the Terrorism Act 2000 and any amending or substituting legislation.

Radiation

- Any direct or indirect consequence of:
- Irradiation, or contamination by nuclear material; or
- The radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter; or
- Any device or weapon which employs atomic or nuclear fission or fusion or other comparable reaction or radioactive force or matter.

Electronic Data

- Any consequence, howsoever caused, including but not limited to Computer Virus, of Electronic Data being lost, destroyed, distorted, altered, or otherwise corrupted.
- For the purposes of this section of cover, Electronic Data shall mean facts, concepts and information stored to form useable data for communications, interpretations, or processing by electronic or electromechanical data processing or other electronically controlled hardware, software and other coded instructions for the processing and manipulation of data, or the direction and manipulation of such hardware.
- For the purposes of this section of cover, Computer Virus shall mean a set of corrupting, harmful, or otherwise unauthorised instructions or code, whether these have been introduced maliciously or otherwise, and multiply themselves through a computer system or network of whatsoever nature.

Sanctions

The Insurer will not provide cover, pay any claim or provide any benefit if doing so would expose the Insurer to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.

Fraud

You and the **Covered Person** must not act in a fraudulent way. If **You** or the **Covered Person** or anyone acting for **You**:

- makes a statement to the Insurer, Lawshield or anyone acting on their behalf, knowing the statement to be false;
- sends the Insurer, Lawshield or anyone acting on their behalf a document, knowing the document to be forged or false;
- makes a claim under this cover part of the **Policy**, knowing the claim to be false or fraudulent in any way;
- makes a claim for any loss or damage **You** or the **Covered Person** caused deliberately or with **Your** knowledge; or
- If **You** or the **Covered Person's** claim is in any way dishonest or exaggerated,

the Insurer will not pay any benefit under this section of cover or return any premium to **You** and the Insurer may cancel this section of cover immediately and backdate the cancellation to the date of the fraudulent claim. The Insurer may also take legal action against **You** or the **Covered Person** and inform the appropriate authorities.

Conditions

In addition to the **Policy** Conditions, the following Conditions apply to this cover part of **Your Policy**.

Responsibilities of the Covered Person

- Compliance by the **Covered Person** with the terms and conditions of this cover part is a condition precedent to cover.
- Valid coverage under this **Policy** for the **Covered Person** and **Covered Vehicle** must exist at the time of the Insured Incident in order for coverage under this cover part to apply and the premium for this cover part must have been paid in full.
- The **Covered Person** must tell Lawshield in writing as soon as possible when a claim or possible claim happens.
- The **Covered Person** must give Lawshield any information and evidence that Lawshield need (the **Covered Person** will have to pay any costs involved in this). The **Covered Person** must not do anything to affect their case.
- The **Covered Person** must tell Lawshield about any other legal expense insurance they have which may cover the same loss
- The **Covered Person** must co-operate fully with Lawshield, the Claims Adjuster or the Solicitor.

Choice of Solicitor

- Before legal proceedings are issued Lawshield will appoint a Solicitor from their panel to act on behalf of the **Covered Person** to prosecute, defend or settle any claim Lawshield accept under the terms of this cover part of the **Policy**.
- If legal proceedings need to be issued, the **Covered Person** does not have to accept the Solicitor Lawshield have chosen. The **Covered Person** must notify Lawshield in writing of the full name and address of a Solicitor who they want to act for them.
- In choosing their Solicitor, the **Covered Person** must try and keep the cost of any legal proceedings as low as possible.

- If the **Covered Person** cannot agree a suitable solicitor with Lawshield, the **Covered Person** can refer their choice of Solicitor to arbitration in line with the conditions of this cover part of the **Policy**. If there is a dispute about the choice of Solicitor, Lawshield will appoint a Solicitor to act on behalf of the **Covered Person** to protect their interests whilst arbitration takes place.
- If the Insurer is insuring two or more people for one claim, the **Covered Person** may choose Solicitors. The **Covered Person** must send the Solicitors name and address to Lawshield before Lawshield agree to pay any Legal Costs and Expenses.
- Before Lawshield accept the **Covered Person's** choice of a Solicitor, or if the **Covered Person** fails to choose a Solicitor, Lawshield will be entitled to instruct a Solicitor on their behalf.

Representation

- Lawshield shall have the right through Claims Adjusters or Solicitors to take over and carry out in the name of the **Covered Person**, the defence or handling of the claim and Lawshield will have complete control over how legal proceedings are carried out.
- Legal Costs and Expenses payable are to be in no way affected by any agreement, undertaking or promise made or given by the **Covered Person** to the Solicitor, witness expert or any Claims Adjuster.
- Lawshield shall have direct access to the Solicitor at all times and the **Covered Person** must keep Lawshield fully informed of all material developments during their claim. If Lawshield ask the **Covered Person** must instruct the Solicitor to produce to Lawshield any documents, information or advice in their possession and the **Covered Person** must give the Solicitor any other instructions relating to the conduct of their claim as Lawshield may require.
- Lawshield's written consent must be obtained prior to:
 - i. The instruction of Counsel to appear before a Court (or tribunal) before which a Solicitor has a right of audience;
 - ii. The instruction of King's Counsel;
 - iii. The incurring of unusual experts fees or unusual disbursements;
 - iv. The making of an Appeal
- If for any reason the Solicitor refuses to continue to act for the **Covered Person** or if the **Covered Person** withdraws their claim from the Solicitor, the Insurer will not pay any further Legal Costs and Expenses unless Lawshield agree to the appointment of an alternative Solicitor in accordance with the terms and conditions of this cover part of the **Policy**. The Insurer will not pay any additional Legal Costs and Expenses arising solely as a result of the appointment of a new Solicitor.
- If the **Covered Person** unreasonably withdraws from a claim without the prior agreement of Lawshield, then the Legal Costs and Expenses will become the responsibility of the **Covered Person** and the Insurer will be entitled to be reimbursed by the **Covered Person** for any costs paid or incurred during the course of the claim. This includes any Legal Costs and Expenses that Lawshield consider the **Covered Person** is obliged to pay solely because the **Covered Person** withdrew from the claim.
- The Insurer does not cover Legal Costs and Expenses for an Appeal unless Lawshield are notified in writing by the **Covered Person** no later than six working days before the time for making an Appeal expires and Lawshield consider that there are Prospects of Success of such an Appeal succeeding.

Part 36 Offers

- The **Covered Person** or the Solicitor must inform Lawshield immediately in writing of any Part 36 offer under the Civil Procedure Rules made with a view to settling the claim. No agreement is to be made to settle the claim on the basis of both sides paying their own costs without Lawshield's prior approval.

- If the **Covered Person** or the Solicitor fail to tell Lawshield of any Part 36 offer, then the **Covered Person** will be responsible to the Insurer for an amount equal to the detriment the Insurer has suffered as a result of the **Covered Persons** failure to comply with this obligation, and Lawshield may deduct this amount from any payment made under this cover part of the **Policy**.
- If the **Covered Person** does not accept a Part 36 offer and the **Covered Person** does not subsequently achieve a higher award of compensation then the Insurer will not pay any further Legal Costs and Expenses or opponent's costs unless Lawshield were notified of the Part 36 offer and agreed to continue the proceedings.
- Lawshield will not unreasonably withhold agreement to continue proceedings however Lawshield will have the right to ask the **Covered Person** to instruct the Solicitor to obtain counsel's opinion on the merits of the claim, defence, any Part 36 offer made by an opponent or proposed by the **Covered Person**, or whether there are grounds for continuing the proceedings before Lawshield agree to continue with the **Covered Person's** claim.

Costs and Recovery

- At Lawshield's request, the **Covered Person** must instruct the Solicitor to have the Legal Costs and Expenses taxed, assessed or audited by the relevant authority.
- The **Covered Person** must take all reasonable steps to recover Legal Costs and Expenses payable under this part of the **Policy** from their opponent and pay any recovered Legal Costs and Expenses to the Insurer.
- Lawshield can take proceedings in the name of the **Covered Person** (at the Insurers expense and for the Insurers benefit) to recover from anyone else, any payment the Insurer has made under this cover part of the **Policy**.

Arbitration

- If there is a dispute between the **Covered Person** and Lawshield over the presentation, acceptance, rejection, control or discontinuance of any claims or representation at proceedings then at the written request of the **Covered Person** the dispute will be referred to an arbitrator, who shall be a solicitor or Counsel that the **Covered Person** and Lawshield agree on. If there is no agreement on the choice of arbitrator one will be appointed by the President of the relevant Law Society of England or Wales or the President of the Law Society of Scotland, as appropriate. Both parties shall present such information relevant to their dispute as required by the arbitrator whose decision will be final and binding. All costs of resolving the dispute shall be met in full by the party against whom the decision is made, or as decided by the arbitrator.
- If there is a disagreement over the amount the Insurer owes the **Covered Person**, Lawshield will pass the matter to an arbitrator who both the **Covered Person** and Lawshield agree to. When this happens, the arbitrator must make a decision before the **Covered Person** can start proceedings against the Insurer.

Contribution

When any other motor legal expenses insurance applies to an Insured Incident, this cover part shall apply as excess to any such other available motor legal expenses insurance.

Financial Services Compensation Scheme (FSCS)

Allianz Group UK is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme, if they cannot meet their 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. You may also contact the FSCS on their Freephone number: 0800 678 1100 or 020 7741 4100 or you can write to: Financial Services Compensation Scheme, P O Box 300, Mitcheldean, GL17 1DY.

Lawshield UK Limited PRIVACY NOTICE

This is a short privacy notice for Lawshield UK Ltd. We understand that your privacy is extremely important to us. As a result we have put in place many measures to ensure that any personal data we obtain from you is processed and maintained in accordance of the General Data Protection Regulation 2016 (GDPR). This statement provides you with details of the type of information we may hold about you, how we obtain and use the information and how we protect your privacy. This notice may be updated from time to time, please refer to our website for the most current version.

Our data controller registration number issued by the Information Commissioner's Officer is Z5685935.

This privacy notice is relevant to anyone who uses our services, including policyholders, prospective policyholders, and any other individuals insured under a policy. We refer to these individuals as "you/your" in this notice.

We are dedicated to being transparent about what we do with the information that we collect about you. We process your personal data in accordance with the relevant data protection legislation.

Why do we process your data?

The provision of your personal data is necessary for us to administer your insurance policy and meet our contractual requirements under the policy. You do not have to provide us with your personal data, but we may not be able to proceed appropriately or handle any claims if you decide not to do so.

What information do we collect about you?

Where you have purchased an insurance policy through one of our agents, you will be aware of the information that you gave to them when taking out the insurance. The agent will pass your information to us so that we can administer your insurance policy.

We have a legitimate interest to collect this data as we are required to use this information as part of your insurance quotation or insurance policy with us. We may also process the data where it is necessary for a legal obligation, or as part of the establishment or defence of a legal claim.

This notice explains the most important aspects of how we use your data. Lawshield UK Ltd full privacy notice can be found by visiting our website www.lawshield.co.uk or request a copy by emailing us at dataprotection@lawshield.co.uk

Alternatively, you can write to us at:

Compliance Department
Lawshield UK Limited, 1210 Centre Park Square
Lakeside Drive, Centre Park, Warrington, WA1 1RU

Allianz UK Group Privacy Notice Summary

Please find below a summary of our Privacy Notice. The full notice can be found on the Allianz UK website: allianz.co.uk/privacy-notice.html.

If you would like a printed copy of our Privacy Notice, please contact the Data Rights team using the details below.

Allianz Insurance plc is the data controller of any personal information given to us about you or other people named on the policy, quote or claim. It is your responsibility to let any named person know about who we are and how this information will be processed.

Allianz Insurance plc, Allianz Engineering Inspection Services Limited, Petplan Ltd and VetEnvoy are companies within the Allianz Holdings.

Anyone whose personal information we hold has the right to object to us using it.

They can do this at any time by telling us and we will consider the request and either stop using their personal information or explain why we are not able to.

If you wish to exercise any of your data protection rights you can do so by contacting our Data Rights team:

Telephone: 0208 231 3992
Email: datarights@allianz.co.uk
Address: Allianz Insurance Plc, Allianz, 57 Ladymead, Guildford, Surrey, GU1 1DB

Any queries about how we use personal information should be addressed to our Data Protection Officer:

Telephone: 0330 102 1837
Email: dataprotectionofficer@allianz.co.uk
Address: Data Protection Officer, Allianz, 57 Ladymead, Guildford, Surrey, GU1 1DB

Your Personal Data

Chubb Data Protection Notice

Chubb uses personal information which **You** supply to **Us** or to **Your** Insurance broker in order to write and administer this **Policy**, including any claims arising from it.

This information will include basic contact details such as **Your** name, address, and policy number, but may also include more detailed information about **You** (for example, **Your** age, health, details of assets, claims history) where this is relevant to the risk We are insuring or to a claim You are reporting.

We are part of a global group, and **Your** personal information may be shared with our group companies in other countries as required to provide **Your Policy** or to store **Your** information. **We** also use a number of service providers, including a credit reference agency, who will also have access to **Your** personal information subject to our instructions and control. The agency records Our enquiries but **Your** credit rating is not affected.

You have a number of rights in relation to **Your** personal information, including rights of access and, in certain circumstances, erasure.

This section represents a condensed explanation of how we use **Your** personal information. For more information, **We** strongly recommend **You** read **Our** user-friendly Master Privacy, available here: <https://www2.chubb.com/uk-en/footer/privacy-policy.aspx>. **You** can ask us for a paper copy of the Privacy **Policy** at any time, by contacting us at dataprotectionoffice.europe@chubb.com

Data Protection privacy statement (ARAG Motor European Assistance cover only)

This is a summary of how we, on behalf of the Insurer, collect, use, share and store personal information. To view our full privacy statement, please see our website www.arag.co.uk

The Insurer's full privacy notice may be found at the following link: <https://www.hdi-specialty.com/int/en/legals/privacy>

Collecting personal information ARAG may be required to collect certain personal or sensitive information which may include name, address, date of birth and if appropriate medical information. ARAG will hold and process this information in accordance with all relevant data protection regulations and legislation. Should ARAG ask for personal or sensitive information, ARAG undertake that it should only be used in accordance with their privacy statement. ARAG may also collect information for other parties such as suppliers ARAG appoint to process the handling of a claim.

Using personal or sensitive information The reason ARAG collect personal or sensitive information is to fulfill their contractual and regulatory obligations in providing this insurance product, for example to process premium or handle a claim. To fulfill these obligations, ARAG may need to share personal or sensitive information with other organisations. ARAG will not disclose personal or sensitive information for any purpose other than the purpose for which it was collected. Please refer to ARAG's full privacy statement for full details.

Keeping personal information ARAG shall not keep personal information for any longer than necessary.

Your rights Any person insured by this policy has a number of rights in relation to how ARAG hold personal data including; the right to a copy of the personal data ARAG hold; the right to object to the use of personal data or the withdrawal of previously given consent; the right to have personal data deleted. For a full list of privacy rights and when ARAG will not be able to delete personal data please refer to ARAG's full privacy statement for any purpose other than the purpose for which it was collected. Please refer to ARAG's full privacy statement for full details.

Lawshield UK Limited PRIVACY NOTICE

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Our data controller registration number issued by the Information Commissioner's Officer is Z5685935.

This privacy notice is relevant to anyone who uses our services, including policyholders, prospective policyholders, and any other individuals insured under a policy. We refer to these individuals as "you/your" in this notice.

We are dedicated to being transparent about what we do with the information that we collect about you. We process your personal data in accordance with the relevant data protection legislation.

Why do we process your data?

The provision of your personal data is necessary for us to administer your insurance policy and meet our contractual requirements under the policy. You do not have to provide us with your personal data, but we may not be able to proceed appropriately or handle any claims if you decide not to do so.

What information do we collect about you?

Where you have purchased an insurance policy through one of our agents, you will be aware of the information that you gave to them when taking out the insurance. The agent will pass your information to us so that we can administer your insurance policy.

We have a legitimate interest to collect this data as we are required to use this information as part of your insurance quotation or insurance policy with us. We may also process the data where it is necessary for a legal obligation, or as part of the establishment or defence of a legal claim.

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Allianz Insurance plc is the data controller of any personal information given to us about you or other people named on the policy, quote or claim. It is your responsibility to let any named person know about who we are and how this information will be processed.

Allianz Insurance plc, Allianz Engineering Inspection Services Limited, Petplan Ltd and VetEnvoy are companies within the Allianz Holdings.

Anyone whose personal information we hold has the right to object to us using it.

They can do this at any time by telling us and we will consider the request and either stop using their personal information or explain why we are not able to.

If you wish to exercise any of your data protection rights you can do so by contacting our Data Rights team:

Telephone: 0208 231 3992 Email: datarights@allianz.co.uk Address: Allianz Insurance Plc, Allianz, 57 Ladymead, Guildford, Surrey, GU1 1DB

Any queries about how we use personal information should be addressed to our Data Protection Officer:

Telephone: 0330 102 1837 Email: dataprotectionofficer@allianz.co.uk Address: Data Protection Officer, Allianz, 57 Ladymead, Guildford, Surrey, GU1 1DB

How to make a Complaint

Making a Vehicle Physical Damage Cover or Vehicle Third Party Liability Cover Complaint

We aim to provide customers with the highest possible level of service at all times. If **You** are unhappy with the service provided for any reason or have cause for complaint, please, in the first instance, contact the person who arranged the **Policy** for **You** or contact Us at:

Chubb Private Clients Manager, Chubb European Group SE, The Chubb Building, 100 Leadenhall Street, London, EC3A 3BP, UK T 020 7956 5000

If **You** remain dissatisfied, **You** can ask the Financial Ombudsman Service to review **Your** case. **You** can contact the Financial Ombudsman Service at:
Financial Ombudsman Service, Exchange Tower, London, E14 9SR T 0800 023 4567

complaint.info@financial-ombudsman.org.uk
www.financial-ombudsman.org.uk

Financial Services Compensation Scheme

Chubb subscribes to the Financial Services Compensation Scheme. This provides compensation in case any of its members, in specified circumstances, are unable to meet any valid claims under their policies. Further information can be obtained from Chubb at the address above, or from the Financial Services Compensation Scheme at the following address: Financial Services Compensation Scheme, PO Box 300, Mitcheldean, GL17 1DY.

Making a European Motor Assistance Cover Complaint

To make a complaint about European Motor Assistance Cover please call ARAG on 0800 018 0678.

Please send **Your** European Motor Assistance Cover complaint to: ARAG Legal Services, 9 Whiteladies Road, Clifton, Bristol BS8 1NN.

If **You** remain dissatisfied, **You** can ask the Financial Ombudsman Service to review **Your** case.

You can contact the Financial ombudsman Service at: Financial Ombudsman Service, Exchange Tower, London, E14 9SR T 0800 023 4567
complaint.info@financial-ombudsman.org.uk

Making a Motor Legal Expenses Cover Complaint

It is our 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 or a claim please contact:

The Managing Director, Lawshield UK Ltd, 1210 Centre Park Square, Lakeside Drive, Centre Park, Warrington, WA1 1RU. Tel: 0800 731 3942.

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 less than £6.5 million (or its equivalent in any other currency) and which either:

- a) employs fewer than 50 persons, or
- b) has a balance sheet total of less than £5 million (or its equivalent in any other currency).

You may contact the Financial Ombudsman Service at:

The Financial Ombudsman Service, Exchange Tower, London, E14 9SR.

Tel: 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. For further information about **Your** statutory rights contact **Your** local authority Trading Standards Service or Citizens Advice www.citizensadvice.org.uk .

Registered office

Chubb European Group SE,
La Tour Carpe Diem, 31 Place des Corolles, Esplanade Nord, 92400 Courbevoie, France

T +44 (0)20 7956 5000.

Chubb European Group SE (CEG) is a Societas Europaea, a public company registered in accordance with the corporate law of the European Union. Members' liability is limited. CEG is headquartered in France and governed by the provisions of the French insurance code. Risks falling within the European Economic Area are underwritten by CEG, which is authorised and regulated by the French Prudential Supervision and Resolution Authority (4 Place de Budapest, CS 92459, 75436 Paris Cedex 09, France). Registered company number: 450 327 374 RCS Nanterre. Registered office: La Tour Carpe Diem, 31 Place des Corolles, Esplanade Nord, 92400 Courbevoie, France. Fully paid share capital of €896,176,662.

CEG's UK branch is registered in England & Wales. UK Establishment address: 100 Leadenhall Street, London EC3A 3BP. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request. Details about our authorisation can be found on the Financial Conduct Authority website (FS Register number 820988).

Important Additional Information details you should read and understand

Registered office

Chubb European Group SE,
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T +44 (0)20 7956 5000.

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Financial Services Compensation Scheme

Chubb subscribes to the Financial Services Compensation Scheme. This provides compensation in case any of its members, in specified circumstances, are unable to meet any valid claims under their policies. Further information can be obtained from Chubb at the address above, or from the Financial Services Compensation Scheme at the following address: Financial Services Compensation Scheme, PO Box 300, Mitcheldean, GL17 1DY

Policy Period

The date cover begins and ends are shown in the **Policy Schedule**. Those dates begin and end at 00.01 Greenwich Mean Time.

All covers on this **Policy** apply only to **Occurrences** that take place during the **Policy Period** as specified in the **Policy Schedule**.

Policy Renewal

Your Insurance cover is for a 12 month period and the start date and end date of the cover are specified in **Your Policy Schedule**.

Your Policy will not automatically renew and so **You** will need to confirm to **Your** broker or Chubb before the renewal date, if **You** wish to renew.

Policy enhancements

We may extend or broaden the cover provided by this **Policy**. If **We** do this during the **Policy Period** or within 60 days before the **Policy Period** commences without increasing the premium, then the extended or broadened cover will apply to an **Occurrence** after the effective date of the extended or broadened cover.

Bankruptcy or insolvency

We will meet all **Our** obligations under this **Policy** regardless of whether **You, Your** estate, or anyone else or their estate becomes bankrupt or insolvent.

Chubb. Insured.SM

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