



Mr T Hoang
50 CHICHESTER ROAD
BOGNOR REGIS
PO21 2XJ

Renewal date 30 April 2022

Visit [LV.com/renew](https://www.lv.com/renew)

For Text Phone first dial

Mon to Fri: 8am - 8pm, Sat: 9am - 5pm,
Sun: 10am - 4pm, Bank holidays: 9am - 5pm

Date: 31 March 2022

Your LV= car insurance won't renew unless you contact us

Hi Truc Nguyen,

We're delighted you chose us to provide your insurance for the last year and we'd love to see you stay with us for another year. Your cover is set to end at 11.59pm on 29 April 2022.

You can renew online at [LV.com/renew](https://www.lv.com/renew). If you'd prefer, you can call us to renew, make changes or set up auto renewal for next year. We're here to help.

You may like to shop around for a better deal, but make sure you compare the level of cover being offered as well as the price. Please check the renewal quote details carefully and check your needs are still being met.

We've checked your renewal price and you can be sure it's the same or cheaper than if you were a new customer with us. To read more visit [LV.com/gi/fca-faqs](https://www.lv.com/gi/fca-faqs)

Product	Cover	Last year's price	This year's price
 MAZDA 6 TS2 (155)	Comprehensive 30 Apr 2022 to 29 Apr 2023	£254.78	£255.53

Visit [LV.com/carprice](https://www.lv.com/carprice) for information about what can affect your premiums

Next steps

- Check your policy details;
- If you want to make changes, please call us
- Renew online at [LV.com/renew](https://www.lv.com/renew) or call our lovely

Thanks

Heather Smith
Managing Director, LV= General Insurance Direct

Last year's total price:
£254.78

If you made any changes to your policy, this is the price you would have paid for the whole year.

This year's total price:
£255.53

Includes any optional extras you've chosen and insurance premium tax





Protected No Claim Discount (PNCD)

This is only available on vehicles with an NCD of 4 years or more, our maximum NCD amount is 9 years. The cost in the table below is to protect your current NCD and is already included in your full year price. If you no longer want to protect your NCD please call us on [REDACTED]

Registration	NCD amount	NCD earned by	Protected?	Included in this year's price
[REDACTED]	9 years	Mr T Hoang	✓	£24.32

This can be used as proof of your NCD, if another insurer asks for confirmation.

The tables below show: (1) the average NCD awarded to our motor insurance policyholders last year according to their number of NCD years; and (2) what would happen to your NCD years if you were to make one or more claims in the next 12 months with and without this protection.

Table 1
How your No Claim Discount (NCD) grows over time

NCD Years	1	2	3	4	5	6	7	8	9+
Average NCD discount	60%	65%	69%	72%	75%	75%	76%	77%	80%

Table 2:
What happens to your NCD if you make a claim, with and without PNCD

Current NCD Years	Your NCD at next renewal, without PNCD			Your NCD at next renewal with PNCD*
	If you make 1 claim in the next 12 months	If you make 2 claims in the next 12 months	If you make 3 claims in the next 12 months	
0-2	0	0	0	No reduction in NCD
3	1	0	0	
4	2	0	0	
5 to 8	3	1	0	
9 or more	4	2	0	

*PNCD does not protect the overall price of your insurance policy. The price of your insurance policy may increase following an accident or claim even if you were not at fault.

Important changes

From the renewal of your policy, there have been some changes.

- We've made some changes to your policy documents. The Document of Insurance has been separated into your cover and limits section of this pack, and our terms and conditions booklet enclosed.
- We've also renamed the schedule section to your personal details.

We've now introduced some additional benefits to our Extended Personal Accident cover at no extra cost. You can claim £150 per day, up to a maximum of 14 days, if the driver who is named on your policy is hospitalised as a result of an accident you're claiming for.

Find out how we use personal information at LV.com/Gldata.

We can provide all communication in Braille, large print and audiotape. You can also receive your documents by either email or post – for more information please get in touch. Calls will be recorded.

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Truc Nguyen - your policy at a glance

Please take a look at your documents to ensure that the cover you've selected meets your needs and you don't have any of the cover with another provider.



Car insurance

Vehicle and cover	Optional extras	Drivers	Driver's use	Driver's excess*
MAZDA 6 TS2 (155) [REDACTED] Comprehensive Covered between 30 April 2022 to 29 April 2023	Motor legal expenses: Cost of cover £25.99 Basic hire car: Cost of cover £19.90 Breakdown cover - Roadside Assist: Cost of cover £26.00 Protected NCD: Cost of cover £24.32	Truc Nguyen Hoang Covered between 30/04/2022 and 29/04/2023 Chan Kin Chac Covered between 30/04/2022 and 29/04/2023	Covered for social, domestic and pleasure and also use in connection with your business or profession, excluding commercial travelling. Covered for social, domestic and pleasure and also use in connection with your business or profession, excluding commercial travelling.	Accidental damage: Total £400 includes £300 voluntary Fire and theft: Total £400 includes £300 voluntary Non-recommended repairer**: £200 Accidental damage: Total £400 includes £300 voluntary Fire and theft: Total £400 includes £300 voluntary Non-recommended repairer**: £200

*Please check car details for information about windscreen repair and replacement excess

**You can choose which repairer you want to use from our list of recommended garages. If you choose a garage that isn't on our list, you need to pay an extra £200 excess. Applies to accidental damage, fire and theft and glass replacement excess





Your personal details

Is all this information correct? If not, please let us know straight away so we can get it right.

Truc Nguyen Hoang - 20 July 1961
50, CHICHESTER ROAD, PO21 2XJ

[REDACTED]

- Home owner
- Policyholder for [REDACTED]
- Can also drive on a third party only basis – see certificate for more information
- Resident in the UK for 3 or more years
- Married
- Insured on this policy to drive [REDACTED]
- Employed-Chef
- Held a full UK licence for over 8 years

Motoring convictions and/or fixed penalty endorsements in the last 5 years

Let us know if your driving record has changed

- None

Claims in the last 5 years

- None

Mrs C Chac - 02 January 1964

- Insured on this policy to drive [REDACTED]
- Resident in the UK for 3 or more years
- Has held a full UK licence for over 8 years
- Cafe Owner
- Relationship to Truc Nguyen Hoang: spouse/civil partner

Motoring convictions and/or fixed penalty endorsements in the last 5 years

Let us know if your driving record has changed

- None

Claims in the last 5 years

- None

Your car details

Is all this information correct? If not, please let us know straight away so we can get it right.

MAZDA 6 TS2 (155) 2.0 litre, [REDACTED] - Comprehensive

This year's price: £255.53

- 9 years NCD (the maximum) earned by Mr T Hoang
- Mr T Hoang is the main driver
- Purchased in 2014
- Parked overnight in the Road at PO21 2XJ
- There are no modifications
- Mr T Hoang is the legal owner and registered keeper
- Manufactured in 2011
- Estimated yearly mileage of 6000
- This is the only vehicle in the household

Included as standard

- ✓ £10,000 personal accident cover
- ✓ Driving abroad 180 days maximum cover - to check what you need before you travel see LV.com/greencard

✓ Windscreen cover

- Window glass replacement: £95.00 excess
- Window glass repair: £20.00 excess
- A £200 non-recommended repairer excess will apply if you choose a garage that isn't on our list





Optional extras you've chosen

- ✓ Motor legal expenses £25.99
- ✓ Basic hire car £19.90
- ✓ Protected NCD £24.32
- ✓ Breakdown cover - Roadside Assist £26.00

Optional extras you've not chosen

- ✗ Similar size hire car
- ✗ Extended personal accident cover £100,000

What happens if my policy is cancelled or changed? We'll make a charge to cover our costs if you:

Cancel your insurance policy	£40.00
Change your vehicle or driver	£15

Within 14 days of receiving your documents - we'll refund any money you've paid less a charge for the cover you've had – a refund will still be paid if you've made a claim. If you cancel before your policy starts no charges will be made. After 14 days, we'll refund any money you've paid less a charge of any cover you've had and a cancellation charge of £40.00 – a refund will not be paid if you've made a claim.







Your cover and limits

Truc Nguyen, these are the policy limits, cover and exclusions for your insurance. To see the changeable options please see your personal details section, all other covers are provided as standard.



Car

Car policy limits

Continuing your journey	£500	Personal accident benefits	£10,000
Medical expenses	£250	Physical assault (road rage)	£500
Aggravated car theft	£500	Personal belongings	£300
Liability to the public	£20m	In car equipment	£1000 or Unlimited*

*if it was part of the standard specification when first registered

Car cover and exclusions

We'll provide the following cover for any loss or damage to your car and/or its accessories (even in your garage) due to the causes below, up to the limit of cover shown in your policy limits table.

- ✓ **Damage** - if your car and/or its accessories are damaged by accident or vandalism (even in your garage), we'll either:
 - pay for it to be repaired; or
 - replace what's damaged; or
 - pay the market value of your car if it's a total loss (and when we've agreed this with you, your car will become our property).
- ✓ **Used wrong fuel** - we'll pay to drain and flush it and fix and engine damage. We'll agree with you how best to arrange repair - if you've already made arrangements we'll only consider payment if you provide us with receipts for the work.
- ✓ **Hit by an uninsured driver** - just let us know the driver/rider details, registration number, make, model and colour of the other vehicle involved. You won't lose your NCD or pay any excess if you're hit by an uninsured driver/rider when the accident isn't your fault - however, if we can't confirm immediately the uninsured driver was at fault, you might have to pay your excess but this will be paid back to you once this has been confirmed.
- ✓ **Vandalism** - first of all report it to the police as you'll need to give us the crime reference number. You'll still need to pay your excess but you won't lose your NCD.
- ✓ **Fire and theft** - if your car and/or its accessories (even in your garage) are lost or damaged by fire, lightening, explosion, theft or attempted theft, we'll either:
 - pay for it to be repaired; or
 - replace what's damaged; or
 - pay the market value of your car if it's a total loss (and when we've agreed this with you, your car will become our property).

The following are not covered under damage, fire and theft

- ✗ **Loss or damage to your car by theft or attempted theft if:**
 - your car has been left unlocked or with a window or roof open
 - the engine has been left running when unattended
 - your car doesn't have an active and working tracking device and your personal details confirms this is required
 - the ignition device is left in, on or attached to your car or left in the immediate proximity of the car or in range of where the ignition device is effective.

Continued on next page...



Car cover and exclusions - continued

The following are not covered under damage, fire and theft continued

- ✗ Damage to the ignition device caused by wear and tear.
- ✗ Wear and tear, your car losing value, or for any repairs that have made the condition of the car better than it was before the loss or damage happened.
- ✗ Mechanical, electrical, electronic or computer failures (including failure caused by hacks, viruses or malware), breakdowns or breakages.
- ✗ Damage to tyres caused by breaking, punctures, cuts or bursts.
- ✗ Any part or accessory at a cost higher than listed in the manufacturer's latest list price in the UK. If such a list price is not available the most we'll pay is the manufacturer's latest list price in the UK for an equivalent part or accessory.
- ✗ Additional costs if a part or accessory isn't available. This includes the cost of importing any part or accessory into the UK.
- ✗ Loss or damage to your car caused by;
 - deception, fraud or trickery, such as when you're selling your car
 - it being confiscated or destroyed by or under official order of any government, public or local authority
 - it being returned to its rightful owner
 - you not taking care to protect your car. (See care of your car under the general conditions section of 'our terms and conditions').
- ✗ Loss or damage where your car is driven or used without your permission by a family member or person living in your household unless you report them to the police.
- ✗ Deliberate damage caused to your car by anyone insured under your policy.
- ✗ Loss or damage to any trailer, caravan or broken down motor vehicle whether or not it's being towed by or attached to your car.
- ✗ Additional damage caused by your car being moved by anyone after an accident, fire or theft.
- ✗ Loss or damage caused by OTA updates - that are not approved by your car's manufacturer.
- ✗ Loss or damage caused by failure to install and/or accept OTA updates recommended by your car's manufacturer.
- ✗ Loss or damage to your car caused by the use of a remote parking function or vehicle summon system, unless the user is a named driver of your car and has a clear view of the vehicle. Where we have to make payment for any liability under the Road Traffic Act, we reserve the right to recover the payment from you or the person using the system.
- ✗ Loss or damage to your car that happened before your policy start date.
- ✗ The excess shown on your personal details.

Liability to other people

- ✓ **Up to £20,000,000** - as a result of any accident involving your car (or other vehicles your certificate shows you can drive), we'll pay the amount you're legally responsible for:
 - following death of or injury to other people; and
 - up to £20,000,000 for damage to their property.
- ✓ **Driving other cars** - if your certificate of insurance says so, we'll insure the policyholder and/or the NCD holder to drive a private car or van in the UK, if you don't own it, it isn't registered to you, isn't hired to you under a hire purchase or rental/leasing agreement as long as:
 - the owner has given you permission
 - you have the correct licence to drive the car or van
 - the car or van is registered and normally kept in Great Britain, Northern Island, the Isle of Man or the Channel Islands
 - any van doesn't exceed 3.5 tonnes GVW (Gross Vehicle Weight)
 - the car or van hasn't been seized or confiscated by or on behalf of any government or public authority
 - you're not covered by any other insurance to drive it; and
 - you still have your car and it hasn't been stolen or damaged to an extent it's now a total loss.

Note: the cover is third party only so loss or damage to the car or van you drive isn't covered

✓ Other people we will insure:

- people you will allow to drive or use your car and are named on your certificate of motor insurance and your personal details;
- passengers (includes getting in and out of your car)
- the employer or business partner of the person driving or using your car for their business and are named on your certificate of motor insurance and your personal details
- the legal representative of someone that's died - if the deceased person would've been entitled to protection under this section.



Car cover and exclusions - continued

- ✓ **Legal costs** - if you claim under this policy, we'll pay your reasonable legal costs and expenses for:
 - solicitor's fees for representation at a coroner's inquest, fatal accident inquiry or court of summary jurisdiction; and
 - defence of any legal proceedings for manslaughter or causing death by dangerous or reckless driving

When deciding what's reasonable we'll look at the level of expertise needed, the nature of the case, legal representative costs and whether legal representation for defence of a prosecution is likely to affect the outcome.

- ✓ **Emergency medical treatment** - following an accident in your car, we'll pay for emergency medical treatment as required under the Road Traffic Act. This won't affect your NCD.

The following are not covered under liability to other people

- ✗ Any deliberate act (by you or any person driving your car) that directly or indirectly causes injury, loss damage or death.
- ✗ Injury or death to an employee who is employed by anyone insured under this cover, unless they're a passenger in any vehicle that has insurance under this section.
- ✗ Legal responsibility which is covered by any other insurance.
- ✗ Loss of or damage to any car which is covered by this section.
- ✗ Loss of or damage to any trailer, caravan or vehicle (or their contents) while being towed by or attached to any car covered by this section.
- ✗ The loss of or damage to any property which belongs to or is in the care of any person claiming under this section.
- ✗ More than £20,000,000 for any claim or series of claims from one event for loss of or damage to property (including all costs and expenses up to £5,000,000).

- ✓ **Use by the motor trade, hotels and car parks** - we won't apply an excess or any driving restrictions for damage or theft, while your car is with:
 - the motor trade for service/repair/recovery; or
 - any valet parking or similar commercial organisation for parking purposes.

- ✓ **Windscreen and window glass** - you're covered for damage to the windscreen or window glass including sun-roofs. ADAS recalibration costs and any resultant scratching of the bodywork. We may use a suitable replacement not supplied by the original manufacturer but it will be of a similar quality. Your premium may increase following a claim, but as long as there's no other loss or damage - your NCD won't be affected.
 - ✗ We won't pay more than the market value of your car or repair or replace any windscreens or windows not made of glass.

✓ **Guaranteed hire car**

- ✓ We'll guarantee a hire car when:
 - your car is with our recommended repairer service until it's fixed; or
 - up to 21 days or until 4 days after payment has been given to you, whichever is soonest (if your car is a total loss), and
 - the loss or damage happened within the territorial limits of the policy
- ✓ The hire car will be provided by our recommended repairer service or a hire company of our choice. You'll be insured for comprehensive cover and all your other policy terms and conditions will be the same. The use of the hire car is restricted to the territorial limits of the policy
- ✓ The car will be a small hatchback, up to 1.2 litre
- ✓ You must pay for any fuel used or tolls and fines and you must return the hire car when asked to. If your insurance expires, you're no longer insured to drive the hire car.
- ✓ **Personal accident benefits** - we'll pay the amount shown on the 'policy limits' table, if you, your partner or a named driver are injured in, getting in or out of your car and the injury alone within 12 months of the accident, causes:
 - death
 - permanent loss of any limb above the wrist or ankle
 - permanent and total loss of use of any limb above the wrist or ankle
 - permanent and total loss of hearing in one or both ears
 - permanent and total loss of sight in one or both eyes; or
 - permanent total disablement, resulting in an inability to do any sort of work for the remainder of their life.



Car cover and exclusions - continued

- ✗ Any more than the amount shown on your personal details during any one period of cover.
- ✗ For any injury or death resulting from suicide or attempted suicide.
- ✗ For any injuries if the driver of your car is convicted of an alcohol or drugs related motoring offence as a result of the accident.
- ✗ For any injuries if the driver of your car is proven, following a coroner's inquest or fatal accident inquiry, to be driving whilst unfit through alcohol or drugs, whether prescribed or otherwise at the time of the accident.
- ✗ For any injuries caused to anyone failing to wear a seat belt when required by law.
- ✓ **Medical expenses** - see the 'policy limits' table for the amount we'll pay up to, for you, named drivers or your passengers for any medical expenses resulting from an accident while travelling in your car. You'll get this and the emergency medical treatment fee (please see liability to other people).
- ✓ **Road rage** - see the 'policy limits' table for the amount we'll pay up to, if you, your partner or named drivers are physically assaulted as a result of your car being in an accident.
We won't pay when the incident:
 - is caused by a relative or a person you or your partner know
 - is not reported to the police as soon as possible; or
 - is caused or contributed to by anything said or done by you, your partner, or by a passenger in your car after the accident.
- ✓ **Aggravated car theft** - see the 'policy limits' table for the amount we'll pay up to, if you, your partner or named drivers are physically assaulted as a result of theft or attempted theft of your car.
We won't pay when the incident:
 - is caused by a relative or a person you or your partner know
 - isn't reported to the police as soon as possible.Any payments under this section can be made to the injured person or their legal representative.
- ✓ **Personal belongings** - we'll pay up to £300 for personal belongings in your car or up to £1,000 in your motorhome, if lost or damaged due to accident, fire, theft or attempted theft.
 - ✗ Items left in an unlocked car or if the window or roof was open or the ignition device was left in, on or attached to your car or left in the immediate proximity of the car or in the range of where the ignition device is effective.
 - ✗ The theft of personal belongings unless they're kept out of sight in the glove box or the locked boot of your car.
 - ✗ Money, stamps, tickets, documents or securities.
 - ✗ Goods, tools, samples or equipment for a trade or business.
 - ✗ In-car equipment.
 - ✗ Property covered under any other insurance.
 - ✗ Car accessories.
- ✓ **No claim discount (NCD)**
- ✓ We'll give you a discount in line with our NCD scale which is current when you started the policy.
- ✓ Your NCD won't be affected if we only pay for:
 - emergency medical treatment charges
 - damage to the windscreen or window glass
 - a claim under:
 - breakdown
 - motor legal expenses
 - uninsured driver
 - vandalism.
- ✓ If you have more than one car insured, each car can earn NCD in the NCD holder's name. Named drivers who are not the NCD holder can't earn their own NCD.
 - ✗ The discount won't apply to our administration costs or to any additional options you've chosen.

Car Insurance



Insurance Product Information Document

Company: Liverpool Victoria Insurance Company Limited.

Registered in England and Wales number 3232514 is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, register number 202965.

Product: LV= Car Insurance Policy

This document summarises key information you need to know about LV= Car insurance. As no advice is given, it should be read together with our terms and conditions, your cover and limits and your personal details so you understand the full terms and conditions, including limits that apply. Please also refer to these documents for how to claim, how to make a complaint, details of any fees or charges that we may apply and your rights under the Financial Services Compensation Scheme (FSCS).

What is this type of insurance?

All motorists are required, by law, to insure their cars in order to drive them on roads and in public places. Car insurance meets this requirement and provides financial protection in the event of an incident which causes damage or injury. The level of protection provided will depend on the cover you select.



What is insured?

The sections of cover available and a summary of the limits are shown below. For full details see your cover and limits. Please refer to your policy documents to see which cover you have chosen and the limits applied.

Third Party, Fire and Theft:

- ✓ Following an accident, we'll cover your liability to other people for injury (unlimited) or damage to their property (up to £20 million)
- ✓ If your car or accessories are damaged by fire, theft or attempted theft we'll repair the damage/replace what is lost or stolen
- ✓ Specified drivers may have third party only cover for driving other cars, check your personal details
- ✓ Unlimited cover for loss/damage to factory fitted in-car equipment
- ✓ European Cover - cover extends to EU countries and those countries following EU directives. You may need a green card if towing see LV.com/greencard for more info

Comprehensive:

The benefits of Third Party, Fire and Theft plus:

- ✓ Accidental damage cover for your vehicle
- ✓ Personal Accident cover (£10,000) for you, your spouse/partner, and named drivers while in or getting into or out of your car
- ✓ If you misfuel we'll pay to drain and flush your fuel tank and repair any related engine damage
- ✓ If your windscreen or window glass is damaged, we'll repair or replace it

Optional Covers available:

- **Guaranteed Hire Car** (2 options):
 - Small hatchback under 1.2 litre
 - Similar sized car up to 2.0 litre and 7 seats

We guarantee you'll have a hire car if yours is being repaired after an accident by one of our recommended repairers, is a total loss or is stolen. If your car is electric, we'll provide an electric or hybrid car, subject to availability

Continued...



What is not insured?

Below is only a summary of what is not covered. For full details, please see your cover and limits.

Excesses apply and are shown on your personal details – you are responsible for paying this amount in the event of a claim.

- ✗ Wear and tear including to tyres and brakes
- ✗ Deliberate damage caused by you or anyone insured on the policy
- ✗ Loss or damage caused by theft or attempted theft if you leave your car unlocked, or leave the engine running, or leave the key/ignition device in, attached to or in the immediate proximity of your car, or in range of where the ignition device is effective, or if you leave a window or sun-roof open
- ✗ Drivers other than those named on the policy
- ✗ Personal Accident cover will not apply if injury or death is the result of:
 - Suicide or attempted suicide
 - The driver is proven unfit through alcohol or drugs
 - Failure to wear a seatbelt when required by law

Optional Covers - what is not insured:

- **Protected No Claim Discount** doesn't guarantee that your premium won't increase
- **Legal Expenses Cover** – accidents or prosecutions occurring while not in the insured car
- **Breakdown Cover** doesn't include the cost of any parts used to fix your car.



Are there any restrictions on cover?

- ! Driving other cars is restricted to the UK for specified drivers and limited to third party only cover
- ! In-car equipment cover is limited to £1,000 where not installed as part of the vehicle manufacturers original specification
- ! European cover is for up to 180 days per policy year provided a green card has been issued and your car is registered and normally kept in Great Britain, Northern Ireland, the Isle of Man or Channel Islands.

Continued...



What is insured?

Optional Covers continued:

- **Increased Personal Accident Limit**
 - Enhanced to £100,000
 - £150 per day for hospitalisation for the driver named on the policy, at the time of accident, up to 14 days maximum
- **Protected No Claim Discount (NCD)**
Allows you to keep your no claim discount however many accidents or claims you have
- **Legal Expenses Cover**
Up to £100,000 to cover legal expenses to recover your uninsured losses where you have an accident that's not your fault, or to defend a motoring prosecution
- **Breakdown Cover**
If your car breaks down we'll repair or recover it – there are 5 cover options (see your personal details for your level of cover)



Are there any restrictions on cover?

Optional Covers:

- **Guaranteed Hire Car** – the size of the hire car will depend on the option chosen (see your personal details) and is provided for a maximum of 21 days or 4 days after we've paid your claim
- **Legal Expenses Cover**
 - Claims must have a reasonable (more than 50%) chance of success
 - The cost of legal expenses to pursue your claim must be proportional to the expected benefit
 - You must use our panel legal firm unless it is necessary to take your claim to court or a conflict of interest arises
- **Breakdown Cover**
 - Roadside Assist or UK Recovery – no cover within ¼ mile of your home



Where am I covered?

- ✓ Great Britain, Northern Ireland, the Republic of Ireland, the Isle of Man and the Channel Islands.
- ✓ When driving in EU countries and those following EU Directives, if a green card has been issued, you'll have the same level of cover as you have in the UK for up to 180 days per policy year provided your vehicle is registered and normally kept in Great Britain, Northern Ireland, the Isle of Man or Channel Islands.



What are my obligations?

- At the start of the policy you must give complete and accurate answers to any questions we may ask you.
- You must let us know if your circumstances change either before your policy starts or during the period of insurance.
- Premiums must be paid on time.
- You should ensure that your car is kept in a roadworthy condition and has a valid MOT if one is needed by law.
- If we've stated that you must have a working security or tracking device (shown in your personal details) this must always be active when your car is left unattended. Keys or ignition devices must also be removed, windows and sun-roofs closed and all doors locked.
- If you need to make a claim you must provide us with full details as soon as possible.



When and how do I pay?

The premium for this annual policy may be paid in one single amount or, if offered, by monthly instalments (subject to a credit agreement). Payment may be made by credit or debit card or direct debit. Monthly instalments will be due on the same date each month.



When does the cover start and end?

The policy is for a period of one year and is renewable each year. Your policy start and end dates will be confirmed in your policy documents.



How do I cancel the contract?

Call us on [REDACTED] (for Text Phone please dial [REDACTED] first). If you inform us:

- Within 14 days of receiving your documents – we'll refund any money you've paid, less a charge for the cover you've had. If you cancel before your policy starts, no charges will be made.
- After 14 days, if you've not made a claim, we'll refund any money you've paid, less a charge for the cover you've had and a cancellation charge of £40.
- At renewal, if you renew but then decide to cancel, as long as you tell us before the renewal date we'll refund what you've paid in full. If you cancel after your renewal date has passed you will be charged in line with cancellation rules above.