



Brought to you by  
**Bollington Wholesale**

**Motor Insurance Policy**

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Please read this notice carefully as it contains important information about **our** use of **personal information**.

In this notice, **we** and **us** and **our** mean Ageas Insurance Limited. **Personal information** means any information **we** have about you and the other people insured under **your** policy such as any director, officer, partner or employee of **your** business or any other person connected with **your** business.

Please note that if **you** give us false or inaccurate information this could give us the right to avoid **your** insurance policy or it could impact **your** ability to claim.

## Sensitive information

Some of the **personal information** that **we** ask **you** to provide is known as “sensitive personal data”. This will include information relating to health issues, race, religion and any criminal convictions. **We** need to use sensitive personal data to provide **you** with quotes, arrange and manage **your** policy and to provide the services described in your policy documents (such as dealing with claims).

## How we use personal information

We are part of the Ageas group of companies. **We** may share **personal information** with other companies in the group for any of the purposes set out in this notice. If **you** want to know more about the Ageas group please go to [www.ageas.co.uk](http://www.ageas.co.uk).

**We** will use **personal information** to arrange and manage your insurance policy, including handling underwriting and claims and issuing renewal documents and information to **you** or **your** insurance adviser. **We** will also use **personal information** to assess your insurance application and provide information to credit reference agencies.

**We** may research, collect and use data about **you** from publically available sources including social media and networking sites. **We** may use this data for the purposes set out in this notice, including fraud detection and prevention.

**We** may have to share **your personal information** with other insurers, statutory bodies, regulatory authorities, **our** business partners or agents providing services on **our** behalf and other authorised bodies.

**We** will share **personal information** with others:

- if **we** need to do this to manage **your** policy with us including settling claims;
- for underwriting purposes, such as assessing **your** application and arranging **your** policy;
- for management information purposes;
- to prevent or detect crime, including fraud (see below);
- if **we** are required or permitted to do this by law (for example, if **we** receive a legitimate request from the police or another authority); and/or
- if **you** have given us permission.

You can ask for further information about **our** use of **personal information**. If **you** require such information, please write to the Data Protection Officer at the address set out below.

## Preventing and detecting crime

**We** may use **personal information** to prevent crime. In order to prevent and detect crime **we** may:

- check **personal information** against **our** own databases;
- share it with fraud prevention agencies. **Your personal information** will be checked with and recorded by a fraud prevention agency. Other companies within the financial services industry may also search such fraud prevention agencies when you make an application to them for financial products (including credit, savings, insurance, stockbroking or money transmission services). If such companies suspect fraud, **we** will share your relevant **personal information** with them. The information **we** share may be used by those companies when making decisions about **you**. **You** can find out which fraud prevention agencies are used by us by writing to **our** Data Protection Officer at the address set out below;
- share it with operators of registers available to the insurance industry to check information and prevent fraud. These include the Claims and Underwriting Exchange Register administered by Insurance Database Services Ltd and the Motor Insurance Anti-Fraud and Theft Register. **We** may pass information relating to your insurance policy and any incident (such as an accident, theft or loss) to the operators of these registers, their agents and suppliers; and/or
- share it with the Motor Insurance Database (MID) which may be used to establish whether a driver is insured to drive a vehicle and/or for preventing or detecting crime. If **you** are involved in an accident in the UK or abroad, the MID may be searched to obtain relevant policy information. You can find out more at [www.mib.org.uk](http://www.mib.org.uk).

## Dealing with others on your behalf

To help **you** manage your insurance policy, subject to answering security questions, **we** will deal with **you** or any director, officer, partner or employee of **your** business or any other person whom we reasonably believe to be acting for **you** if they call us on **your** behalf in connection with **your** policy or a claim relating to **your** policy.

## Marketing

**We** may use **personal information** and information about your use of **our** products and services to carry out research and analysis.

**We** will only use **personal information** to market **our** products and services to **you** if **you** agree to this.

## Monitoring and recording

**We** may record or monitor calls for training purposes, to improve the quality of **our** service and to prevent and detect fraud. **We** may also use CCTV recording equipment in and around **our** premises.

## Further information

You are entitled to receive a copy of any **personal information** **we** hold about **you**. If **you** would like to receive a copy, or if **you** would like further information on, or wish to complain about, the way that **we** use **personal information**, please write to the Data Protection Officer at Ageas Insurance Limited, Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh, Hampshire, SO53 3YA giving your name, address and insurance policy number. **We** may charge you a small fee for this.

If **we** change the way that **we** use **personal information**, **we** will write to **you** to let **you** know. If **you** do not agree to that change in use, you must let us know as soon as possible by writing to us at the address above.

# Definitions

Whenever the following words or expressions appear in your policy, they have the meaning given below.

## **Accessories and spare parts**

Items which are for your vehicle only and are in or attached to your vehicle, or in your private garage, at the time of the loss or damage.

## **Acts of terrorism**

Any act that the government of the United Kingdom considers to be an act of terrorism.

The use of or threat of action, force or violence by any person or group of people acting alone or on behalf of any organisation or government for political, religious, ideological or similar beliefs. This includes trying to influence any government or intimidate the public.

## **Certificate of motor insurance**

A document we issue that proves you have the insurance you need and must have by law.

## **Consequential Loss**

Consequential or indirect losses (that is, any loss, Damage or additional expense, which happens as a result of, or is a side effect of, the event for which You are insured). This includes but is not limited to:

- a) loss of revenue
- b) loss of earnings
- c) additional travel costs
- d) loss assessor fees
- e) the cost of preparing a claim
- f) compensation for stress and/or inconvenience

## **Endorsement**

Statements, found in your schedule, that either show changes to the terms of your policy or terms that apply specifically to you (for example, the amount of excess you must pay).

## **Excess**

The first amount of any claim which you must pay if your vehicle is lost, stolen or damaged.

## **Great Britain**

England, Scotland and Wales.

## **Inexperienced driver**

Anybody who is 25 or older who holds a provisional licence or who has held a full United Kingdom, European Union or European Economic Area licence for less than 12 months.

## **Key**

Any key or alternative electronic or mechanical device designed to open the vehicle's locks or turn on the ignition (or both).

## **Market value**

The cost of replacing your vehicle with another of the same make, specification (for example, the level of equipment found in your vehicle), model, age, mileage and condition as your vehicle was just before the loss or damage you are claiming for.

## **Partner**

A person you are married to or have a civil partnership with, or a person you live with as if you were their husband, wife or civil partner. (A civil partnership is a formal arrangement that gives same-sex partners the same legal status as a married couple.)

**Permanently Fitted**

Equipment which is fully integrated into the dashboard of an insured vehicle and which cannot work independently of that vehicle.

**Proposal**

The document that records the information you gave us when you bought or renewed your policy and which your contract with us is based on.

**Racetrack**

Any track, field, circuit or road, including toll roads (with no maximum speed limit), which is being used at the time of the loss or damage for racing, rallies, pacemaking, speed trials or track days.

**Schedule**

The document that names you as the policyholder and sets out what this policy covers you for. We will replace your schedule whenever you renew the policy or if you make any changes to the policy while your insurance applies.

**United Kingdom**

England, Scotland, Wales, Northern Ireland, the Isle of Man and the Channel Islands.

**We, us, our**

Ageas Insurance Limited.

**You, your**

The policyholder whose name is on the schedule or, if you die, your legal personal representatives.

**Young driver**

A person aged under 25 years of age at the time of an event which you or they may be entitled to claim for. **Your**

**vehicle**

Any vehicle which you have a current certificate of motor insurance for under this policy.

## **Your cover**

If you chose comprehensive cover, all sections of this policy booklet apply.

If you have third party, fire and theft cover, sections 1, 2 (loss or damage caused by fire, theft or attempted theft only) 7, 8, 9, 11 and 12 apply.

If you have third party only cover, sections 1, 8, 9, 11 and 12 apply.

## **Introducing the Bollington Wholesale Courier Scheme - Goods Carrying Vehicle Insurance policy**

This booklet gives full details of your cover.

Please read this booklet, your schedule and your certificate of motor insurance carefully and make sure that they meet your needs.

If you have any questions, please contact Bollington Wholesale and they will help you.

Please keep all your insurance documents in a safe place, as you may need to read them if you want to make a claim.

### **Our contract with you**

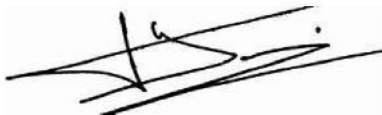
We will provide insurance under the terms, exceptions, conditions and endorsements of this policy, during any period for which we have accepted your premium.

This contract is based on the proposal (or any statement of facts or statement of insurance we prepare using the information you have provided), and any declaration you make. The schedule, any endorsements and the certificate of motor insurance are all part of this policy. You must read all the documents that make up your policy as one document.

### **Cooling-off period**

We hope that you will be happy with your insurance policy. However, if this policy does not meet your needs you have 14 days from the date you received your policy documents to cancel the policy and get a full refund. (We will not give you a refund if you have claimed for the total loss of your vehicle or an incident has happened where you could make a claim for a total loss.)

To cancel your policy, please contact Bollington Wholesale.



François-Xavier Boisseau - CEO, Insurance  
Ageas Insurance Limited  
Ageas House  
Hampshire Corporate Park  
Templars Way, Eastleigh  
Hampshire SO53 3YA

## Making a claim

**If your vehicle is involved in an accident or has been damaged or stolen, here's what to do.**

We hope you'll find our service fast, efficient and friendly.

Call us on **0800 195 4905**

### **You will need to tell us:**

- your policy number or the number shown on your certificate of motor insurance;
- your personal details;
- the driver's personal details, if you were not driving your vehicle; and
- full details of what happened, including the details of any other people or vehicles involved and any witnesses' names and addresses.

There is no need for you to fill in a claim form. Our staff will do this over the phone when you call us. However, we may send you the claim form so you can check the information we have recorded is correct. We may arrange for one of our representatives to visit you to help us investigate your claim.

### **Getting your vehicle repaired**

If your vehicle needs to be repaired, we have a network of partnership repairers across the United Kingdom who can arrange to start work on your damaged vehicle as soon as possible. Simply call Bollington Claims and we will contact the nearest repairer to you. You do not need to get estimates for the repair because we already have agreements in place with our repairers.

We can arrange to collect your vehicle from your home and return it to you once it has been repaired. When your vehicle has been repaired, you will need to pay the repairer the excess and any contribution that may apply.

We have chosen repairers carefully to make sure you receive the highest standard of repairs and service. All repairs carried out by repairers we approve are backed by a three-year warranty.

If you want, you can arrange for a repairer you choose to carry out the repairs. If you want to do this, you must send us a detailed repair estimate and full details of the accident before your repairer starts any work.

### **Temporary replacement vehicle**

For full details of this scheme, please read section 11 of this policy. **If**

### **your vehicle is a total loss**

If :

- your vehicle cannot be repaired;
- the cost of the repair is more than the market value of the vehicle and its accessories; or
- your vehicle is stolen and not found;

we will call it a total loss and it will become our property. You must send us its registration document (V5 or V5C).

If it is possible to do so, we will immediately move your vehicle to a place it can be stored, so please make sure you remove all your belongings from the vehicle.

**Documents you must send us to claim for a total loss**

Before we can deal with your claim, you must send us:

- the vehicle registration document (V5 or V5C);
- the MOT test certificate (if applies);
- all sets of keys;
- details of any money you still owe for the vehicle; and
- any other documents you may want us to take into account when valuing your vehicle (such as the vehicle's service history).

If possible, please also send us the receipt for your vehicle. This will help us deal with your claim faster. Please

send the documents to us direct so we can pay your claim as soon as possible.

We will contact you to agree the market value of your vehicle. From this value we will take off the amount of:

- any excess;
- any money you owe; and
- any premium you have not yet paid. You must still pay the full yearly premium because we have met all our responsibilities to you under the policy.

**If your vehicle is stolen**

If your vehicle is stolen and is found, but it has been damaged, we will either repair it or treat it as a total loss as described above.

If the vehicle is not found we will treat it as a total loss.

We place all claims for a total loss on a register shared by a range of insurance companies. This is to protect us against fraud.

**Broken windcreens and glass**

If you need to claim for a broken windscreen or broken glass, phone Glassline on 0800 854 454 and show the repairer your current certificate of motor insurance when they repair the glass.

If you claim for a broken windscreen or broken glass, this will not affect your no claim discount as long as there is no other damage to your vehicle (apart from any scratches on the bodywork caused by the broken glass) and none of your belongings have been stolen from your vehicle.

Glass damage can often be repaired but you need to phone Glassline as soon as possible. If you do not get the damage repaired as soon as possible, the damage is likely to spread until a much more expensive and time-consuming replacement is needed.

If your policy does not cover windscreen damage, by calling Glassline you may still qualify for a discount for standard items. However, you will need to pay the windscreen company in full when you get the windscreen repaired or replaced.

**Personalised number plates**

If your vehicle is stolen and not found, or declared a total loss, you should contact the Driver and Vehicle Licensing Authority (DVLA) as soon as possible to transfer your number plate to a replacement vehicle.

If you fail to do this, we may not be able to pay your claim as quickly as we normally would.

**Claiming for 'uninsured losses'**

When you make a claim, any costs which are not included under your policy (such as your policy excess) are known as 'uninsured losses'.

If you have an accident and it is not your fault, you may be able to claim these costs back from the other driver. Before you contact the other driver or their insurers direct, you must tell us that this is what you plan to do.

You may have separate insurance that pays the costs of claiming for your uninsured losses. Please check your policy documents.

## Customer Service

This insurance is underwritten and administered on behalf of Ageas Insurance Limited by Bollington Insurance Brokers Limited. In the event of a query on this insurance you should contact:

Bollington Insurance Brokers Limited

Adlington Court

Adlington Business Park

Adlington

Macclesfield

Cheshire

SK10 4NL

Phone: **01625 854300**

## What to do if you have a complaint

Should there ever be an occasion where You need to complain, **We** will sort this out as fairly as possible.

If **Your** complaint is about the way **Your** Policy was sold to **You**, please contact Bollington Insurance Brokers Ltd to report Your complaint.

If **You** have a complaint regarding Your claim, please telephone Us on the number shown in Your claims documentation.

Alternatively, for claims or any other type of complaint, You can also write to Us at the address shown below or email Us through **Our** website at [www.ageas.co.uk/complaints](http://www.ageas.co.uk/complaints) (please include **Your** policy number and claim number if appropriate).

Customer Service Advisor

Ageas Insurance Limited

Ageas House

Hampshire Corporate Park

Templars Way

Eastleigh

Hampshire

SO53 3YA

**We** will try to resolve Your complaint by the end of the next working day. If **We** are unable to do this, **We** will write to **You** within five working days to either,

- Tell **You** what **We** have done to resolve the problem,
- acknowledge Your complaint and let You know when You can expect a full response. **We** will also let You know who is dealing with the matter.

**We** will always aim to resolve Your complaint within four weeks of receipt. If **We** are unable to do this **We** will give You the reasons for the delay and indicate when **We** will be able to provide a final response.

If **We** cannot resolve the differences between **Us**, **You** may refer Your complaint to the Financial Ombudsman Service if,

- **You** have an annual turnover of less than EUR 2 million and fewer than 10 employees
- for any reason You are still dissatisfied with **Our** final response.
- **We** have not issued Our final response within eight weeks from **You** first raising the complaint.

### **Financial Ombudsman Service**

If you are not happy with our final decision, you may be able to pass your complaint to the Financial Ombudsman Service. The Financial Ombudsman Service is an independent organisation and will review your case.

Their address is:

Financial Ombudsman Service

Exchange Tower

London

E14 9SR

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Following the complaints procedure does not affect your rights to take legal proceedings.

### **Regulation**

We, Ageas Insurance Limited are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

You can check their website ([www.fca.org.uk](http://www.fca.org.uk)), which includes a register of all the firms they regulate. Or you can phone them on **0800 111 6768**.

### **Financial Services Compensation Scheme**

In the event that Ageas Insurance Limited is unable to meet its liabilities you may be entitled to compensation from the Financial Services Compensation Scheme.

Further information is available from the Financial Services Compensation Scheme. Their telephone number is **0800 678 1100** or **020 7741 4100**.

Alternatively, more information can be found at [www.fscs.org.uk](http://www.fscs.org.uk).

## Section 1 – Liability to other people

### What we will cover

#### a Cover for your liabilities

This policy covers you for:

- all your legal responsibilities as a result of death of or injury to anybody caused by an incident involving your vehicle; and
- damage to any property as a result of an incident involving your vehicle. We will pay up to £5 million (including all costs, expenses and indirect losses, apart from those covered under the legal expenses part of your policy). This cover applies to any one event or any series of incidents resulting from one event.

#### b Cover for other people

We will also provide the cover outlined in section 1a for:

- anyone insured by this policy to drive your vehicle as long as they have your permission;
- anyone you allow to use (but not drive) your vehicle for social, domestic and pleasure purposes (that is, not for business purposes);
- anyone who is travelling in or getting into or out of your vehicle; and
- your employer (as long as they have your permission to drive your vehicle and are allowed to do so by your current certificate of motor insurance).

#### c Cover for legal personal representatives

If anyone insured under the policy dies, we will transfer the protection we provide under this policy to their estate.

#### d Emergency medical treatment

We will pay for emergency treatment fees as set out in the Road Traffic Acts.

If we make a payment under this section, it will not affect your no claim discount.

#### e Legal expenses

If we give our permission in writing beforehand, we will pay the fee for a solicitor to:

- represent anybody insured under this policy at any coroner's inquest or fatal accident inquiry; or

- defend anybody insured under this policy in a magistrates' court, as long as the case relates to an event you may be able to claim for under parts 1a or 1b of this policy.

We will pay for legal services to defend anyone insured under this policy if legal action is taken against them for:

- manslaughter;
- causing death by dangerous driving; or
- causing death after drinking alcohol or taking drugs.

The following conditions apply to legal expenses cover.

- You must ask us and we must agree to provide the cover.
- The deaths the legal action relates to must be covered under this policy.
- The event causing the deaths must have happened in the United Kingdom.

### What we will not cover

#### (This applies to all claims made under parts 1a and 1b of the policy.)

- We will not cover loss of or damage to your belongings or the belongings of anybody else insured.
- We will not cover anyone driving your vehicle who has never held a licence to drive it or who is disqualified from driving.
- We will not cover anyone who fails to keep to any of the terms, conditions and endorsements of this policy.
- We will not cover the liability of anyone insured under this policy for causing the death of, or injury to, any employee who was carrying out any activity associated with their work at the time of the accident, unless the Road Traffic Acts says otherwise.
- We will not cover liability for death of or bodily injury to anyone, other than the driver or attendant of your vehicle, whilst loading or unloading your vehicle beyond the limits of any road.
- We will not cover loss of or damage to the vehicle being used or driven at the time of the incident.
- We will not cover loss of or damage to any trailer or vehicle you tow.

## Section 2 – Loss of, or damage to, your vehicle

### What we will cover

If your vehicle, its accessories and spare parts are lost, stolen or damaged, we will:

- repair the damage ourselves;
- replace what is lost or is damaged if this is more cost-effective than repairing it; or
- settle your claim by sending you a cheque for the amount of the loss or damage.

### The most we will pay

We will not pay more than the market value of your vehicle (including any accessories and spare parts) at the time of the loss or damage, less any excess that may apply.

### Hire-purchase, leasing and other agreements

If your vehicle is owned by someone else, we will settle any claim by paying the legal owner before paying anything left over to you.

### Parts that are not available

If a replacement for any damaged accessory or part of your vehicle is not available, the most we will pay is its price (as specified by the manufacturer) at the time of the loss. We will not pay more than the cost of the accessory or part as shown in the manufacturer's last price list in the United Kingdom.

We may decide to repair your vehicle with parts which have not been made or supplied by your vehicle's manufacturer, but which are of a similar standard.

We are not responsible for:

- any extra costs of storing your vehicle that result from any accessory or part not being available; or
- the cost of importing any accessory or part into the United Kingdom.

### What we will not cover

- We will not cover the excesses shown in your schedule.
- We will not cover loss or damage caused by wear and tear.
- We will not cover any reduction in the market value of your vehicle (for example, reductions caused by the age of the vehicle or the number of miles it has covered).
- We will not cover loss in the market value of your vehicle resulting from any repair, whether or not this has happened as a result of any claim under this policy.
- We will not cover any mechanical, electrical or computer equipment breaking or failing to work properly.
- We will not cover damage to tyres caused by braking, punctures, cuts or bursts.
- We will not cover damage caused by pressure waves from an aircraft or other flying object travelling at or beyond the speed of sound.
- We will not cover loss or damage you or anybody insured under this policy has done deliberately.
- We will not cover you for loss of use or other indirect losses (such as travel costs or loss of earnings).
- We will not cover your vehicle being stolen by someone who claims to be a buyer or a buying or selling agent.
- We will not cover loss of, or damage to, your vehicle if, at the time of the incident, someone in your family or someone who is living with you was using it without your permission. (This exception does not apply if you report the person using your vehicle to the police for taking your vehicle without your permission.)
- We will not cover loss or damage caused by any government, public or local authority legally taking, keeping or destroying your vehicle.
- We will not cover loss of, or damage to, radio or audio equipment, televisions, phones, games consoles, electronic-navigation or radar-detection equipment not permanently fitted to your vehicle.
- We will not cover loss of, or damage to, your vehicle if it is unoccupied (that is, nobody is inside it) and is left:
  - unlocked;
  - with the windows or roof open; or
  - with the keys inside (or on) the vehicle.

### **New vehicle benefit**

We will replace your vehicle with one of the same make, model and specification if:

- your vehicle is less than 6 months old;
- has a Gross Vehicle Weight of 3.5 tonnes or less;
- you are the first and only registered keeper; and
- your vehicle has:
  - been stolen and not found; or
  - been damaged and the cost of repairing the vehicle is more than 60% of the manufacturer's United Kingdom list price at the time of the damage (including taxes) for a vehicle that is exactly the same.

We will only replace your vehicle if you and anyone else who has a financial interest in your vehicle agrees.

If a replacement vehicle which is the same make, model and specification as your old vehicle is not available, the most we will pay is the market value of your vehicle and its fitted accessories and spare parts at the time of the loss or damage.

If we settle a claim under this section of the policy, your lost or damaged vehicle becomes our property and you must send us its registration document (V5 or V5C).

### **Removing and delivering your vehicle**

If your vehicle is in the United Kingdom and cannot be driven as a result of loss or damage which is covered under this policy, we will pay the cost of protecting it and taking it to the nearest suitable repairer. We will also pay the cost of delivering your vehicle to you at the address shown in your schedule after it has been repaired.

### **Radio, audio and electronic equipment**

This policy covers loss or damage to any radio or audio equipment, televisions, phones, games consoles, electronic-navigation or radar-detection equipment permanently fitted to your vehicle.

We will also pay for loss of or damage to any radio or other audio equipment which has been removed from your vehicle if:

- the equipment is designed to be removed (or partly removed);
- the equipment cannot work without the vehicle; and
- you have temporarily removed it from the vehicle for security reasons.

### **Young drivers or inexperienced drivers**

If your vehicle or any of its accessories and spare parts are damaged while it is being driven by a young driver or an inexperienced driver, you will be responsible for the first part of the cost, on top of any compulsory and voluntary excesses set out in your schedule, as shown below.

Young driver	Amount you pay
21 to 24 years	£250
Inexperienced driver	£100

You will not have to pay the amount stated if the damage is:

- caused by fire, theft, attempted theft or malicious damage; or
- limited to broken glass in the windscreen, back windscreen or side windows of your vehicle and any scratching caused by the broken glass.

## Section 3 – Personal accident benefits

### Definitions which apply to this part of the policy only

#### Expert medical specialist

A person other than you, a member of your family or an employee of yours, who is qualified as a consultant in the branch of medicine the injury relates to.

#### Permanent loss of sight

A person who has suffered permanent and total loss of sight in one or both eyes and has been added to the Register of Blind Persons by a fully qualified ophthalmic specialist.

#### What we will cover

We will pay up to £5,000 if you or your partner is accidentally injured in the European Union while travelling in or getting in or out of any vehicle and this injury results in any of the following within three calendar months.

- Death.
- Permanent and total loss of sight in one or both eyes.
- Losing one or both arms (above the wrist) or legs (above the ankle) or the total loss of use of an arm or leg (an expert medical specialist must confirm this will be permanent).

The injury must be diagnosed, or the death certified, by a doctor registered to practise in the European Union. We

will pay up to £5,000 for each person for each accident.

If you or your partner has any other motor insurance policy with us, we will pay the benefit under one policy only.

#### What we will not cover

Under this section we will not cover anyone for:

- injury or death resulting from that person committing suicide, attempting to commit suicide or deliberately injuring themselves;
- injury or death if the person claiming was committing a crime at the time of the accident;
- injury or death if the person claiming had been under the influence of alcohol or drugs (apart from drugs prescribed by a doctor) at the time of the accident; or
- injury or death if the person claiming was, at the time of injury, using the vehicle in the course of their employment or for business purposes.

## Section 4 – Personal belongings

### What we will cover

We will cover loss of or damage to clothing and personal belongings caused by fire, theft, attempted theft or an accident while they are in or on your vehicle.

The most we will pay for any one event is £500.

If the items which have been lost or damaged do not belong to you, you may ask us to pay the benefit to the actual owner. If the owners accept our payment, this will prove that we have paid the claim.

### What we will not cover

We will not cover the following.

- Money, credit or debit cards, stamps, tickets, vouchers, documents or securities (such as share certificates).
- Tools, goods or samples carried in connection with any trade or business.
- Wear, tear and loss in value.
- Property you leave in your vehicle when it is unoccupied, and:
  - the vehicle is unlocked;
  - the windows or sunroof are open; or
  - the keys are inside or on the vehicle.
- Loss or damage to mobile-phone or electronic-navigation equipment.
- Property you leave in any part of your vehicle which does not constitute part of the cab (which is fully enclosed and can be locked) e.g. the 'flatbed' area of a pick up, which is stolen from the vehicle without evidence of forcible or violent entry to the vehicle.

## Section 5 – Medical expenses

### What we will cover

We will pay up to £250 towards the medical expenses for each person injured in your vehicle if it is in an accident.

## Section 6 – Broken windcreens and glass

### What we will cover

We will cover the following:

- Replacing or repairing broken glass in the windscreen, back windscreen or side windows of your vehicle.
- Repairing any scratches on the bodywork caused by the broken glass, as long as there has not been any other loss or damage to your vehicle.

### What we will not cover

We will not cover the following:

- VAT (if it applies).
- Any amount greater than £100 if you do not use a windscreen supplier we approve. If you do not claim through Glassline, you can still claim under the policy but we will not pay more than £100.

## **Section 7 – Lost or stolen vehicle keys and replacing locks**

### **What we will cover**

If you lose your vehicle's keys or they are stolen, and we decide that it is necessary to replace the keys and locks to prevent your vehicle from being stolen, we will pay for this as long as you did not leave them in or on your vehicle when they were lost or stolen.

The most we will pay for any one event is £400. Your

excess does not apply to this part of the policy.

## **Section 8 – Travelling abroad**

### **What we will cover**

Your policy automatically provides the cover you have chosen (comprehensive, third party fire and theft or third party only) within or travelling between Great Britain, Northern Ireland, the Republic of Ireland, the Isle of Man and the Channel Islands.

### **Minimum cover outside the territorial limits**

This policy also provides the minimum cover you need by law to use your vehicle in any country not in the European Union which the Commission of the European Union approves as meeting the conditions of Article 7 (2) of the Directive on Insurance of Civil Liabilities arising from using motor vehicles (72/166/EEC).

### **Extended Cover**

If your vehicle does not exceed 3.5 tonnes Gross Vehicle Weight and we agree we will provide the cover you have chosen, free of charge for up to 93 days in any one year of insurance, whilst your vehicle is being used in, or is in transit between, any country that is a member of the European Union and any other country stated on the back of your Certificate of Motor Insurance.

### **Customs duty and delivery costs**

If your vehicle is within the territorial limits, and is not fit to drive because of loss or damage covered by this policy and we agree beforehand, we will pay:

- the cost of delivering it to your address in the United Kingdom; and
- any customs duty you have to pay as a direct result of the loss or damage.

## Section 9 – No claim discount

If you do not make a claim, we will allow you a no claim discount. You cannot transfer your no claim discount to another person.

You will not lose your no claim discount if:

- the only claim you make is under section 6 of this policy;
- the only claim you make is under section 1d of this policy;
- we can get back all the money we have paid to settle your claim from somebody else (for example, if an accident is not your fault and the other person's insurers admit full responsibility for it); or
- you have to make a claim because:
  - your vehicle is hit by an identified driver who is not insured; and
  - the accident is completely their fault. (You will not have to pay any excess in this circumstance).

## Section 10 – Temporary replacement vehicle

### When we will provide a replacement vehicle

We will provide a replacement vehicle, from a company we choose, if you make a claim under section 2 of this policy and:

- you have comprehensive cover;
- the loss or damage happens in the United Kingdom;
- we accept your claim;
- your vehicle is being repaired by one of our partnership repairers;
- you agree to keep to all the repair company's conditions; and
- you are 21 years old or more at the time of the claim.

We provide the replacement vehicle so you can still get about while your vehicle is being repaired. It may not be the same size, type or value as your own vehicle and will not exceed 3.5 tonnes Gross Vehicle Weight.

Your entitlement to a replacement vehicle will end:

- when your vehicle has been repaired and is ready for you to collect or for us to re-deliver to you; or
- after 28 days;

whichever is soonest.

### When we will not provide a replacement vehicle

We will not provide a replacement vehicle if any of the following apply.

- If we declare your vehicle a total loss.
- If we offer to settle your claim under the new-vehicle benefit clause in section 2 of this policy.
- If your vehicle is stolen and not found.

If we have already provided a replacement vehicle and any of the following happen, we will stop providing that vehicle if:

- we declare your vehicle a total loss; or
- we offer to settle your claim under the new-vehicle benefit clause in section 2 of this policy.

## **Section 11 – Cover when your vehicle is being serviced, examined or repaired**

### **What we will cover**

Your cover continues to apply to your vehicle when it is being serviced, examined or repaired at premises involved in the motor trade.

At these times the limits about driving and using your vehicle set out in your certificate of motor insurance will not apply, as long as it is only being driven or worked on by a motor trader or their employees.

If at the time a claim is made under this section any other policy exists that would cover the claim, we will pay only our share of the claim.

## **Section 12 – Trailers and disabled vehicles**

### **What we will cover**

- A trailer listed in your schedule whether it is attached to your vehicle or detached and not being used.
- A trailer (other than a disabled mechanically propelled vehicle) not listed in your schedule being towed by or attached to your vehicle.
- Your liability under Section 1 of this policy for a disabled mechanically propelled vehicle attached to your vehicle.

### **What we will not cover**

We will not provide cover under this section of the policy:

- when a trailer is attached to any vehicle other than your vehicle;
- if your vehicle is towing a greater number of trailers in all than is allowed by law;
- if your vehicle is towing a disabled mechanically propelled vehicle for hire or reward;
- for loss or damage to any disabled mechanically propelled vehicle;
- for loss or damage to any property being carried in or on any trailer or disabled mechanically propelled vehicle; and
- for death, injury or damage because of operating any mobile plant trailer as a tool of trade except where it is necessary to meet the requirements of the Road Traffic Acts.

# General exceptions under this policy

## 1 Vehicle user

This policy does not apply when any vehicle it covers is:

- being driven or used by anybody who is not allowed to do so under your certificate of motor insurance;
- being used for purposes not shown on your certificate of motor insurance; or
- being driven with your permission by anybody you know has never held a driving licence or is disqualified from holding or applying for a driving licence.

## 2 Contracts

This policy does not cover any liability you have under an agreement or contract, unless you would have had that liability anyway.

## 3 War

This policy does not cover any loss or damage caused by war, invasion (whether or not war is declared), revolution, military force, acts of terrorism or other hostile events, unless we must provide cover under the Road Traffic Acts.

## 4 Radioactivity

This policy does not cover any loss, damage or legal liability caused by:

- ionising radiation or radioactive contamination from nuclear fuel or from burning nuclear fuel; or
- radioactive, poisonous, explosive or other dangerous properties of any explosive nuclear machinery or any part of it.

## 5 Using your vehicle on airfields

We will not pay any claim for events that happen while your vehicle is parked or is being driven in any area of an airport or airfield used for:

- moving, taking off or landing aircraft;
- parking aircraft or other ground equipment, and for maintaining and refuelling; or
- customs inspection areas at passenger terminals.

## 6 Pollution

Unless the law says otherwise, we are not liable for any loss, damage or liability caused by pollution or contamination unless the pollution or contamination is caused by a sudden, identifiable, unexpected and unintended event which happens at one time and place during the period of insurance. We will treat all pollution or contamination which results from one event as having happened at the same time the event took place.

## 7 Fraud

We will not pay any claim and all cover under the policy will end from the date you (or anyone acting for you):

- make a false or exaggerated claim or support your claim with forged or fraudulent documents or evidence; or
- deliberately cause the loss, damage or injury.

## 8 Riot

Apart from events covered under section 1, we will not cover any accident, injury, loss or damage that happens outside Great Britain, the Isle of Man or the Channel Islands that is caused by riot or civil commotion.

## 9 Earthquake

Apart from events covered under section 1, we will not cover any accident, injury, loss or damage caused by earthquakes.

## 10 Use on a racetrack

This policy will not cover loss, damage, injury or liability arising while your vehicle is being used on a racetrack or for completing pre-paid laps of circuits such as the Nurburgring.

# Conditions that apply to all of this policy

## 1 General

We will only provide the cover set out in this policy if you keep to all the terms and conditions of the policy.

## 2 Your duty

All the information given to us must be complete and correct as far as you know. You are responsible for making sure that information relating to all drivers the policy covers is complete and correct.

If we discover that you (or someone acting for you) deliberately gave us incomplete or false information, all cover under this policy will end. We will treat the policy as though it never existed and we will not pay your claim.

We may also recover any money we may have paid under this policy.

## 3 How to claim and how to tell us about claims which may be made against us

(In this condition only, you means you, your legal representative or anybody insured under this policy.) You

must give us, as soon as possible, full details of any event that could lead to a claim under this policy.

You must not:

- admit an accident is your fault;
- negotiate to settle any claim; or
- offer or promise anything without our permission in writing.

You must send us, unanswered, any documents you receive to do with the claim (or any accident or event which may lead to a claim).

If you know about any possible legal action or inquiries that might be carried out, you must tell us immediately in writing.

We may, in your name, take over and deal with a claim and try to recover from others any money we have paid out under this policy. At all times you must give us whatever help we need.

If the law of any country where you are covered by this policy says we must settle a claim which we would not otherwise have paid, we can ask you (or the person who caused the event) to pay us that amount.

## 4 Other insurance

If you are covered by any other policy for any claim, we will pay only our share of the claim (unless we say otherwise in this policy).

## 5 Taking care of your vehicle

You must make sure that:

- your vehicle is in a roadworthy condition and is safe to drive; and
- you do all you can to keep your vehicle and its contents safe.

If your vehicle is damaged by something covered under this policy, you must do whatever is necessary to protect your vehicle and its accessories from further loss or damage.

If we ask, you must let us examine your vehicle at any reasonable time.

Your vehicle must have a current MOT certificate (if it applies).

## 6 Cancelling your cover

If this policy does not meet your needs, you have 14 days from the date you received your policy documents to cancel the policy and get a full refund. (We will not give you a refund if you have claimed for the total loss of your vehicle or an incident has happened where you could make a claim or an incident has occurred that may give rise to such a claim.)

To cancel your policy, please contact Bollington Wholesale.

We may cancel this policy at any time by giving seven days notice by recorded delivery letter to Your last know address and in such event We will return the pro-rata portion of the premium for the unexpired Period of Insurance.

You may cancel this Policy by giving Us written notice and in such event We will return a percentage of the premium and tax paid for the current Period of Insurance in accordance with the table below subject to:

1. no claims having been made and no incident having arisen that could result in a claim under the policy.
2. a minimum premium of £25 plus Insurance Premium Tax being retained by Us.

Valid reasons why we may cancel cover may include but are not limited to:

- Changes to the information detailed on your proposal form or on a statement of Insurance or Schedule which may result in the risk no longer being acceptable to us.
- Where we suspect fraud on this or any related policy.
- Where a misrepresentation has been made that means we no longer wish to provide cover.

Number of Months on cover from commencement of the	Percentage of current Premium Returned including tax
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Period of Insurance

Within 1 month	80%
Within 2 months	70%
Within 3 months	60%
Within 4 months	50%
Within 5 months	40%
Within 6 months	30%
Within 7 months	20%
Within 8 months	10%
More than 8 months	0%

If you sell or get rid of your vehicle, you must tell us immediately. All cover under this policy will stop unless you replace your vehicle and give us its details within seven days of getting rid of your old vehicle.

## 7 Settling disagreements

If we accept your claim under sections 2, 3, 4, 5, 7, 10 or 12 of this policy but we and you cannot agree the amount we should pay, we will pass the matter to an arbitrator to decide. The arbitrator is an independent person who we and you will appoint in line with the law in force at the time. You cannot take legal action against us before the arbitrator makes a decision.

## **8 Paying your premium**

If you have not paid your premium, we will not provide cover from the date the premium was due.

If you claim under this policy and you are paying your premium under one of our credit schemes, we may take from your claim any amount you still owe us for the rest of the period your policy applies. The cover under this policy will continue until the renewal date unless your vehicle is declared a total loss and you do not replace it or we do not agree to cover the replacement vehicle.

## **9 Telling us about changes in your circumstances**

Please tell us about any changes which may affect your cover. If you fail to do so, your policy may not be valid and we may not pay your claim.

For example, you must tell us if:

- you want to change the drivers insured under this policy;
- you move house or change the place you keep your vehicle;
- you expect to do fewer or more miles each year;
- your name changes (for example, by marriage);
- you change your vehicle or the owner of your vehicle changes;
- you change what you use your vehicle for;
- you get a new job (full-time or part-time) or take on a second job;
- you make changes to your vehicle (including fitting security devices); or
- you develop any physical or mental problem that affects your ability to drive.

This is not a full list. If you are not sure whether you need to tell us about a change in circumstances, tell us anyway.

## **10 Contracts (Rights of Third Parties) Act**

Under the Contracts (Rights of Third Parties) Act 1999 or any other relevant laws, only you and we may enforce any of the terms of this policy. This will not affect any rights other people or organisations have under other laws.

## **11 Language**

The Contractual terms and Conditions and other information relating to this contract will be in the English Language.

## **12 Law Applicable to the Contract**

This policy will be governed by English law, and You and We agree to submit to the non-exclusive jurisdiction of the courts of England and Wales (unless You live in Jersey in which case the law of Jersey will apply and the Jersey courts will have exclusive jurisdiction).

## Useful information

### Protecting your vehicle and belonging

Unfortunately, vehicle crime is very common. However, you can help prevent vehicle crime. It is a condition of your policy that you must do all you can to keep your vehicle and its contents safe. If you do not do this, you may not be able to claim under this policy. We hope you find the following tips useful.

**Close all windows**, including the sunroof, when you leave your vehicle – even if you are just leaving it for a short time.

**Lock your vehicle** even if it is on your drive or in your garage or you are just leaving it for a short time (for example, at a petrol station).

**Take the keys with you.** Never leave your keys in your vehicle or leave the engine running, even if you are only leaving your vehicle for a few minutes.

**You should never leave your personal belongings** on display in your vehicle. If you cannot take them with you when you leave your vehicle, lock them away in the glove compartment or out of sight.

**Remove all radio, stereo and portable satellite-navigation equipment** if possible when you leave your vehicle.

**Fit an alarm or immobiliser** to your vehicle and make sure you use it. Thieves will often avoid vehicles that have an alarm or immobiliser.

If your vehicle doesn't have an alarm or immobiliser fitted, you should consider fitting one approved by Thatcham, the Motor Insurance Repair Research Centre. You can find details of these devices at [www.thatcham.org](http://www.thatcham.org).

**Plan your journey** to avoid having to stop in areas you don't know very well.

**Park your vehicle carefully.** Where and how you park your vehicle can be important for your safety and the security of your vehicle. The 'Park Mark' safer parking award is given to parking areas if they achieve a standard of safety and security set by the police.

Log on to [www.securedcarparks.com](http://www.securedcarparks.com) to find out where these car parks are.

If you can't find a secure car park:

- park in a well-lit area if you are parking at night; and
- if you are using a multi-storey car park, choose a space that is close to the exit and away from pillars. Always take your parking ticket with you.

**Protect your alloy wheels** by fitting locking wheel nuts approved by Thatcham.

**At home**, do not leave your keys where a burglar can easily find them, such as on a hook or on a table. Thieves often break into houses just to steal the vehicle.

If you have a garage, use it and lock it.

For more information, visit the crime prevention officer at your local police station or visit [www.crimereduction.gov.uk](http://www.crimereduction.gov.uk)

## Protecting yourself and your passengers

The following tips should help you make sure you and your passengers are safe.

**Use head restraints.** Whiplash injuries often result in many days of pain and suffering. Injuries such as whiplash currently cost British insurers over £1 billion a year and account for over 80% of the total cost of personal injury claims.

To prevent whiplash, adjust your head restraint so it is as close to the back of your head as possible (it is best if your head touches the restraint). The top of the restraint should be as high as the top of your head.

You and the people travelling with you should check the position of your head restraints before every journey.

**Remember, it's a head restraint – do not use it as a headrest.**

**Tiredness** is thought to be a major cause of many road accidents. You should take a break for at least 15 minutes every two hours.

**You should not use your mobile phone** while driving. Making or receiving a call, even using a hands-free phone, can distract you from driving and could lead to an accident. It is now against the law to use a hand-held mobile phone. If you are caught, you could get three points on your licence and a £60 fine.

**Wear seat belts.** It is against the law not to wear a seat belt if one is fitted. Wearing a seat belt could keep you safe if you have an accident. Make sure you adjust the seat belt properly for your height and build.

The law provides a number of exemptions from wearing seat belts. These are based on medical and other reasons.

Please ask your doctor if you think you should not wear a seatbelt for medical reasons.

To be exempt for medical reasons, you must hold a 'Certificate of exemption from compulsory seat-belt wearing' issued by a qualified medical practitioner and you must show it to the police if they ask.

# What to do if you have an accident

If you are involved in an accident or your vehicle is stolen, call us on **0800 195 4905**. Lines are open 24 hours a day.

The following guidelines will help us to help you with your claim.

## 1 Stop your vehicle if you:

- have an accident with another vehicle;
- hit a pedestrian;
- hit certain animals (for example, farm animals or dogs); or
- hit another person's property. It is against the law to drive away.

## 2 Exchange all details

Make sure you get:

- the names, phone numbers and addresses of everyone involved (including any witnesses);
- the details of their insurance companies (including names and policy numbers if the people know them); and
- the registration numbers of the vehicles involved.

## 3 Show your certificate of motor insurance

- If someone is injured in the accident, you must show your certificate of motor insurance to anyone who has a good reason for asking to see it.
- You must also tell the police within 24 hours of the incident, and also show them your certificate of motor insurance.

## 4 Do not admit the accident was your fault or offer any payment

Accidents are stressful, but it is essential that you do not:

- admit you are to blame; or
- offer to pay anything; as it could be difficult for us to manage your claim and may also affect your rights.

Please tell us if any other person admits the accident was their fault.

## 5 Write down all the facts

Write down all the facts of the accident as soon as possible, no matter how trivial the fact may seem at the time – these facts may help us prove your case.

- If possible, take a photo of the scene. It is a good idea to carry a small disposable camera in your vehicle at all times.
- If you do not have a camera, draw a diagram of the scene. Show as much detail as you can – for example, the position of all the vehicles involved (before and after the accident), road names, road

signs and markings, the width of the road, skid marks, where the witnesses were, and anything that was blocking your and other people's views.

- Write down what the weather was like, including whether it affected visibility (for example, fog) and the condition of the road.
- If anyone is injured, write down their name and their injury.

## 6 Letters and documents

You must send us all letters and documents you receive to do with the accident. Do not answer them yourself. Do not try to deal with any claim unless we have agreed this with you.

## 7 Theft

If your vehicle or its contents are stolen, you must report it to the police as soon as possible.

## 8 Note

It will help speed up your claim if you have all your documents to hand when you make your claim, such as your:

- certificate of motor insurance;
- driving licence;
- vehicle registration document (V5 or V5C); and
- MOT test certificate (if it applies). We will then guide you through the claims process.



**To make a claim phone us on 0800 195 4905**

It is important that you only use these numbers to claim.  
To claim for broken glass, phone **Glassline** on **0800 85 44 54**

Ageas Insurance Limited

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**Registered in England and Wales No 354568**

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