



taxi fleet

Fleets of three or more vehicles

policy document



In the event of an accident, windscreen breakage, or to make a claim:



INCIDENT CARE
24 | 7 | 365

don't forget your crash card

Please ensure that claims, fault or non-fault are reported immediately as this can often mean a substantial reduction to the overall cost of a claim.

Welcome to TFP Taxi Fleet

Your Policy Benefits at a glance

- **Extended Public Liability Cover included as standard**
Vital for any contract work including school and health authorities
- **Claims Incident Care Line (24 hours a day, 365 days a year)**
Claims handling from dedicated Aviva team
- **Plated Replacement Vehicle Scheme**
Non Fault accidents. See Policy/Schedule for details
- **Up to £25,000 Driver Assault Cover**
- **Expert Legal Advice**
To pursue injury compensation, Loss of Earnings and any other uninsured losses
- **RAC Breakdown Assistance**
Access at very competitive terms

TFP Taxi Fleet - offering you much more

About TFP

Established in 1998 TFP Schemes are a specialist insurance underwriting facility authorised by Aviva.

For full details including Terms and Conditions of the TFP Policy Benefits, refer to the Policy Document or policy Schedule

Important Information about your Policy Cover

Policy cover shall only operate when your vehicle is being driven by or is in the charge of:

- You or a person employed by you and who holds a valid licence as required by law;
- Drivers who:
 - a. have not been refused motor insurance or had an insurance policy cancelled or had special conditions imposed or had increased premiums asked by reason of claims experience;
 - b. is not a person described in the drivers not insured section.

Drivers not insured. (Unless disclosed, accepted and detailed on the policy schedule.)

- Provisional licence holders.
- Drivers who have held a full driving licence for less than 24 months for the class of vehicle being used.
- Drivers aged 24 or under.
- Itinerant workers.
- Drivers involved in three or more incidents in the last 5 years, regardless of blame or whether a claim was made
- Drivers with the following convictions: UT50, CD40, CD50, CD60, CD70, CD71, DD40, DD60, DD80, DR10, DR20, DR30, DR31, DR40, DR50, DR60, DR61, DR70, DR80 or DR90.
- Drivers who have been disqualified for a period exceeding six months in the last three years and drivers who have been disqualified for a period exceeding three months during the past year.
- Drivers who have an unspent criminal conviction or pending conviction.

Please note that all vehicles must be owned by the policyholder, owner drivers are not covered by this policy.

Contents

Introduction	2
Choice of Law	2
Incident Care	Making a claim 2-3
Definition of terms	3-4
Your policy cover	4
Section 1	Loss of or damage to your vehicle 4
	New private car replacement 5
	Courtesy car 5
	Exceptions including excesses 6
Section 2	Your liability to third parties 7
	Liability to other persons driving or using your vehicle 7
	Indemnity to legal personal representatives 7
	Legal costs 7
	Cross Liabilities 7
	Application of indemnity limits 7
	Exceptions 8
Section 3	Indemnity to Principals 8
	Exceptions 8
Section 4	Loss in windscreen, sunroof or windows 8
Section 5	Medical expenses 8-9
Section 6	Personal belongings 9
	Exceptions 9
Section 7	Trailers - attached and detached 9
	Attachments 9
	Exceptions 9
Section 8	Continental use / Compulsory insurance requirements 9
Section 9	Emergency treatment 10
Section 10	Child seat cover 10
Section 11	Driver Assault 10
	Exceptions 10-11
Section 12	Legal Services and Advice 11-12
	Exceptions 12
General Exceptions	13
General Conditions	13-16
Complaints Procedure	16

Introduction

The Contract of Insurance

This policy is a contract of indemnity between you, the policyholder, and us, Aviva. This policy, the application form, any clauses endorsed on the policy, the policy Schedule and the Certificate of motor insurance should be read together and form the contract of insurance. In return for payment of the premium by you, We will provide insurance in accordance with the policy cover shown in the policy Schedule in respect of accident, injury, loss or damage occurring within the territorial limits (or in the course of transit between any ports therein including the processes of loading and unloading) during the period of insurance.

Important

This policy is a legal contract. You must tell Us about any material circumstances which affect Your insurance and which have occurred either since the policy started or since the last renewal date. A circumstance is material if it would influence Our judgement in determining whether to provide the cover and, if so, on what terms. If You are not sure whether a circumstance is material ask Your insurance adviser. If You fail to tell Us it could affect the extent of cover provided under the policy. You should keep a written record (including copies of letters) of any information You give Us or Your insurance adviser when You renew this policy.

Breach of Term

We agree that where there has been a breach of any term (express or implied) which would otherwise result in Us automatically being discharged from any liability, then such a breach shall result in any liability We might have under this policy being suspended. Such a suspension will apply only from the date and time at which the breach occurred and up until the date and time at which the breach is remedied. This means that We will have no liability in respect of any loss occurring, or attributable to something happening, during the period of suspension.

Terms not relevant to the actual loss

Where there has been non-compliance with any term (express or implied) of this policy, other than a term that defines the risk as a whole, and compliance with such term would tend to reduce the risk of:

- loss of a particular kind, and/or
- loss at a particular location, and/or
- loss at a particular time,

then We agree that We may not rely on the non-compliance to exclude, limit or discharge Our liability under this policy if You show that non-compliance with the term could not have increased the risk of the loss which actually occurred in the circumstances in which it occurred.

Choice of Law

The law of England and Wales will apply to this contract unless:

- (1) You and the Insurer agree otherwise; or
- (2) At the date of the contract You are a resident of (or, in the case of a business, the registered office or principal place of business is situated in) Scotland, Northern Ireland, Channel Islands or the Isle of Man, in which case (in the absence of agreement to the contrary) the law of that country will apply.

Incident Care

Claims & Emergency Helpline – 0800 169 4066

Incident Care is open 24 hours a day, 365 days a year, on **0800 1694066**. Call Us free for immediate assistance in an emergency or to notify a claim.

Making a claim

Just one call to Incident Care and Our professionally trained Incident Managers will help You get Your business back to normal as fast as possible, with minimum fuss.

Firstly, We will confirm whether the incident is covered by Your policy and advise You of any excess You will have to pay. There is no need to fill in a claim form.

Then You will be assigned a Personal Incident Manager to handle Your claim from beginning to end, keeping You regularly updated on its progress.

In the case of an accident

If You have been involved in an accident and Your vehicle can not be driven, Your Personal Incident Manager will look after Your immediate needs, by:

- arranging for Your vehicle to be recovered to an approved repairer
- dealing with any immediate concerns You may have, such as contacting those who need to know You have been involved in an accident.

The repair bills will be paid directly by Us to Our approved repairer (apart from any applicable excess), so there is no need to worry about the finance.

Damaged windscreens/windows

If Your windscreen or windows are cracked, chipped or shattered, phone Incident Care and a Personal Incident Manager will arrange for an approved glass company to get to You as quickly as possible, assess the damage and either repair or replace the windscreen on the spot.

You only pay a £50 excess if the windscreen or other glass is replaced up to a value of £250.

The £250 limit is waived if You use an approved repairer via the Incident Care contact number: **0800 169 4066**.

Note: For Our joint protection, telephone calls to Incident Care may be recorded and/or monitored. You do not have to pay extra for Incident Care - it is all part of the service.

Telephone Recording

Calls to 0800 numbers from UK landlines and mobiles are free. The cost of calls to 03 prefixed numbers are charged at national call rates (charges may vary dependent on your network provider) and are usually included in inclusive minute plans from landlines and mobiles. For our joint protection telephone calls may be recorded and/or monitored.

Customers with disabilities

This policy and other associated documentation is also available in large print, audio and Braille. If you require any of these formats please contact your usual insurance adviser.

Use of Language

Unless otherwise agreed, the contractual terms and conditions and other information relating to this contract will be English

Cancellation rights

There are no statutory cancellation rights under this policy.

Definition of terms

To save lengthy repetition, wherever the following words or phrases occur in this policy they will have the meaning set out below. A particular word or phrase, which is not defined, will have its ordinary meaning.

Accessories

Parts of your vehicle which are not directly related to how it works as a vehicle. This includes spare parts, audio equipment, multi-media equipment, communication equipment, personal computers, satellite navigation and radar detection systems, providing they are permanently fitted to your vehicle and have no independent power source.

Certificate of Motor Insurance

The current document that proves you have the motor insurance required by the Road Traffic Act to use your vehicle on a road or other public place. It shows who can drive your vehicle and what you can use it for. It does not show the cover you have.

Clause

An additional or alternative wording which, when applied to your policy, changes its terms. Those clauses applicable are identified in your schedule.

Excess

The amount, or amounts, shown in your policy, schedule or clause, which we deduct from each and every claim for loss of or damage to your vehicle or other property insured.

The amount applies to each individual vehicle.

Fire

Fire, self-ignition, lightning and explosion.

Green Card

A document required by certain non-EU countries to provide proof that you have the minimum compulsory insurance cover required by law to drive in that country.

The insured/Insured person/You/Policyholder

The person, persons, company or companies described as the insured in the schedule.

The insurer/We/Us/Company

Aviva Insurance Limited

Pitheavlis, Perth, PH2 0NH

Registered Number: 2116

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Market value

The cost of replacing your vehicle with one of the same make, model, specification and condition.

Period of insurance

The period of time covered by this policy as shown in the schedule and any further period for which we agree to insure you.

Personal belongings

Personal property within your vehicle including portable audio equipment, multi-media equipment, communication equipment, personal computers, satellite navigation and radar detection systems not permanently fitted to your vehicle.

Principal

Any person who employs you to act in his or her place or on his or her behalf.

Road Traffic Acts

Any Acts, Laws or Regulations which govern the driving or use of any motor vehicle in Great Britain, Northern Ireland, the Isle of Man and the Channel Islands.

Schedule

The document which gives details of the cover you have.

Territorial Limits

Great Britain, Northern Ireland, the Isle of Man, the Channel Islands and the Republic of Ireland,

Terrorism

1. Any act or acts including but not limited to:
 - a. the use or threat of force and/or violence; and/or
 - b. harm or damage to life or to property (or the threat of such harm or damage) including but not limited to harm or damage by nuclear and/or chemical and/or biological and/or radiological means caused or occasioned by any person(s) or group(s) of persons or so claimed in whole or in part for political, religious, ideological or similar purposes.
2. Any action taken in controlling, preventing, suppressing or in any way relating to 1. above.

Theft

Theft, attempted theft or taking your vehicle without your consent.

Trailer

Any drawbar trailer designed to be towed by any vehicle described in the schedule.

Your vehicle

Any motor vehicle:

- a. registered in Great Britain, Northern Ireland, the Channel Islands or the Isle of Man and described in the schedule or any other motor vehicles for which details have been supplied to us and a certificate of motor insurance has been delivered to you and remains effective; or
- b. not belonging to you nor hired, leased or lent to you which is causing an obstruction or otherwise preventing the operation of your business and which is being moved to facilitate the passage of a vehicle; or

Specific definitions of 'your vehicle' appearing in this policy are set out on the next page.

Private Car

Any passenger-carrying motor vehicle with not more than 17 seats (including the driver) and not used for hire or reward which appears in the schedule of vehicle types as Private Car.

Private Hire

Use of a passenger-carrying vehicle for the carriage of passengers for hire or reward other than under a Hackney Carriage licence. Note: Plying for hire in the street or operating from taxi ranks without the requisite Hackney Carriage licence is not permitted by

law. It is legal for Private Hire operators to use two-way radios, radio telephones and the like to direct vehicles to customers.

Public Hire

Full taxi use under a Hackney Carriage licence. Vehicles which ply for hire in the street or operate from a central stand are included. Two-way radios, radio telephones and the like may be used

Hire Cars

Any passenger-carrying motor vehicle (excluding London Taxis) authorised to carry less than 17 passengers and used for the carriage of passengers for hire or reward which appears in the schedule of vehicle types as Hire Car.

London Taxi

A passenger-carrying motor vehicle constructed as such, used in the Metropolitan Police Districts, and licensed by the Commissioner of Police of the Metropolis in accordance with the Metropolitan Public Carriage Act 1869 and the London Cab and Stage Carriage Act 1907, which appears in the schedule of vehicle types as London Taxi

Your Policy Cover

Check here to see what you're covered against.

Type of Cover	Operative Sections
Comprehensive	All Sections operate
Third Party Fire and Theft	Sections 1 and 10 operate only in respect of loss or damage caused directly by fire or by theft Sections 2, 3, 7 to 9, 11 and 12
Third Party Only	Sections 2, 3, 6 to 8, 10 and 11

Section I

Loss of or damage to your vehicle

If your vehicle is lost, stolen or damaged, we will at our option:

- pay for your vehicle to be repaired; or
- replace your vehicle; or
- pay the amount of the loss or damage in cash.

We may decide to use suitable parts or accessories not supplied by the original manufacturer. The same cover also applies to accessories and spare parts relating to your vehicle while these are in or on your vehicle or while in your private garage. If we know that you are still paying for your vehicle under a hire purchase, leasing or contract hire agreement, we will pay any claim to the owner described in that agreement. Our liability under this policy will then end.

The maximum amount we will pay will be the market value of your vehicle immediately prior to the loss or damage.

Accident recovery

In Great Britain, Northern Ireland, the Channel Islands and the Isle of Man we can arrange for the protection and removal of your vehicle to the nearest repairers. In the event of an accident ring Incident Care on **0800 169 4066** and we will arrange for the following at no additional cost.

- Someone to come out and help. If your vehicle cannot be made roadworthy immediately it will be taken to our nearest approved repairer.
- Your vehicle can be taken to a repairer of your choice if this is nearer, but this may lead to delays in arranging the repairs to your vehicle.
- The rescue service also applies when an accident occurs in the Republic of Ireland – ring 1800 535 005.
- The onward transmission of any messages on your behalf.
- Delivering the vehicle back to your address in Great Britain, Northern Ireland, the Channel Islands and the Isle of Man after the repairs have been carried out.

In providing accident recovery assistance we will use our reasonable care and skill when providing the service.

We can, however, cancel services or refuse to provide them if, in our opinion, the demands made are excessive, unreasonable or impractical.

New private car replacement

Where your vehicle is a private car we will replace your vehicle with a new vehicle of the same make and specification (subject to availability) if within 18 months of purchase new by you (or within 18 months of registration if subject to a leasing or contract hire agreement), where:

- any repair cost or damage covered by the policy exceeds 50% of the United Kingdom list price of your vehicle (including vehicle taxes) at the time of its purchase; or
- your vehicle is stolen and not recovered.

We will only replace your vehicle if:

- you own the vehicle or you bought it under a hire purchase agreement or you leased or hired the vehicle under any type of leasing or contract hire agreement; or
- any interested hire purchase, leasing or contract hire company agrees; or
- you are the first registered owner of your vehicle unless it is subject to a leasing or contract hire agreement with you.

New private car replacement does not apply to trailers.

Courtesy Car

Standard courtesy car cover

Where your vehicle is a Private Car (not being a minibus) and cover is either Comprehensive or Third Party Fire and Theft, following damage to the vehicle we will provide a courtesy car at your request, for the duration that your private car is being repaired by an Aviva approved repairer. Use of the courtesy car for social, domestic and pleasure purposes only.

Courtesy cars are supplied to reduce your inconvenience and where possible ensure you remain mobile throughout the duration of your claim. It is not intended to be an exact replacement for your own private car. All courtesy cars, provided by Aviva approved repairers, will have comprehensive cover under your existing policy for the period of the loan, regardless of what level of cover you have requested for your car.

Please note that a courtesy car cannot be provided until your claim has been accepted and cover has been confirmed.

The table overleaf tells you what type of courtesy car you will receive according to your policy cover and situation.

This should be read in conjunction with the important information.

Important information

- A standard courtesy van is a Class V1 vehicle which is a car derived van or small van.
- If your car is immobile or unroadworthy we aim to provide a courtesy or hire car within one working day (however, if an incident occurs during a weekend, public holiday or Bank Holiday it may not be possible to provide a courtesy car until the following working day).
- In order to avoid undue delays, please advise us during the early stages of your claim if an automatic transmission courtesy car is required. Automatic courtesy cars can be supplied, providing the car being repaired is an automatic.

Discounted car hire option through Aviva

When contacting Incident Care, following damage to your private car (not being a minibus), you will be given the option of upgrading from the Class A courtesy car subject to a hire fee being payable by you. If you decide to upgrade your courtesy car from a Class A car, you will be entitled to a Class E car for the same cover and duration as those stipulated in the table overleaf.

All cars will have comprehensive cover under your existing policy for the period of the hire, regardless of what level of cover you have requested for your private car.

Conditions applying to courtesy car and car hire, provided by Aviva approved repairers

You will be responsible for:

- the cost of fuel used;
- collection and delivery charges (if they apply);
- any charges for fitting accessories; and
- any excess which would have applied to your vehicle which is temporarily replaced.

Returning replacement private cars

The replacement private car will be supplied on the condition that you will return it to the depot which supplied it unless alternative arrangements have been made with the supplier.

What Cover do I have?	What is my situation?	What am I entitled to?
Standard courtesy car on Comprehensive policies	<ol style="list-style-type: none"> 1. My car is being repaired by an Aviva approved repairer. 2. My car is being repaired by a repairer of my choice. 3. My car cannot be repaired or has been stolen and is not recovered. 4. My car is a 'grey' import and needs to be repaired. 	<ol style="list-style-type: none"> 1. The approved repairer will provide you with a Class A courtesy car. 2. No courtesy car will be provided if an approved repairer is not used. 3. Your claims handler will arrange for a Class A hire car for up to 14 days, or up until a settlement offer has been agreed (whichever is earlier). 4. If your car is a 'grey' import (whether you are aware of this or not) we will provide you with a Class A courtesy car or Class V1 courtesy van for up to 14 days only.
Standard courtesy car on Third Party, Fire and Theft policies	<ol style="list-style-type: none"> 5. My car has been stolen and is not recovered or has been set on fire and is not repairable. 6. My car being repaired by an Aviva approved repairer following a fire or theft. 7. My car is being repaired by a repairer of my choice following a fire or theft. 	<ol style="list-style-type: none"> 5. Your claims handler will arrange for a Class A hire car for up to 14 days, or up until a settlement offer has been agreed (whichever is earlier). 6. The approved repairer will provide you with a Class A courtesy car for the duration of repairs. 7. No courtesy car will be provided if an approved repairer is not used.

Exceptions to Section 1

We will not pay for:

1. the first part of any claim (other than glass claims) as indicated below if your vehicle (including its accessories and spare parts) is lost, stolen or damaged:
where the person driving your vehicle is:
 - a. aged 20 years or under – excess £500;
 - b. aged 21 to 24 years – excess £300;
 - c. aged 25 years or over but has not held a public or private hire licence for 12 months – excess £150;
 - d. Any person aged 70 or over - excess £150
 - e. 25 years of age or over but is the holder of
 - a provisional licence or
 - a full licence for less than 12 Months or
 - a licence issued outside Great Britain Northern Ireland, the Channel Islands, Isle of Man and the EU for less than 2 years to drive a vehicle of the same class as such vehicle - excess £300
2. the first £50 of any claim for loss of or damage to the glass in your vehicle's windscreen, sunroof or windows or for any scratching of bodywork resulting solely and directly from the breakage;

The excess for glass will not apply when the glass is repaired rather than replaced

The excesses above apply in addition to any voluntary excess or other compulsory excesses that may apply.

3. loss of use, depreciation, wear and tear;
4. mechanical, electrical or electronic failure, breakdown or breakage;
5. computer and equipment failure or malfunction;
6. damage to tyres caused by braking or by punctures, cuts or bursts;
7. loss or damage directly arising from pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speed;
8. loss of value following repair;
9. loss or damage arising from theft while the ignition keys of your vehicle have been left in or on your vehicle;
10. loss or damage arising during or in consequence of riot or civil commotion occurring:
 - a. in Northern Ireland;
 - b. outside of the territorial limits;
11. loss or damage arising from confiscation or requisition or destruction by or under order of any Government or Public or Local Authority.

Section 2

Your liability to third parties

We will indemnify you in respect of compensation you are legally liable to pay and all other costs and expenses incurred with our written consent arising from:

- a. death or bodily injury to third parties, for an unlimited amount;
- b. damage to third party property up to a maximum of:
 - i. £5,000,000 (excluding claimant's costs and expenses and any other costs and expenses)
 - ii. £5,000,000 for claimant's costs and expenses and any other costs and expenses in relation to damage to third party property.

This section only operates where such death, bodily injury or damage arises out of an accident caused by or in connection with:

- your vehicle including its loading and unloading; or
- any trailer while it is being towed by your vehicle.

In respect of terrorism where we are liable under the Road Traffic Acts the maximum amount that we will pay for damage to property as a result of any accident or accidents caused by a vehicle or vehicles driven or used by you or any other person and for which cover is provided under this section will be:

- i. £5,000,000 in respect of all claims consequent on one originating cause; or
- ii. such greater sum as may in the circumstances be required by the Road Traffic Acts.

Liability of other persons driving or using your vehicle

On the same basis that we indemnify you under this section we will also indemnify the following persons:

- any person you give permission to drive your vehicle provided that your certificate of motor insurance allows that person to drive;
- any person you give permission to use (but not drive) your vehicle for social, domestic and pleasure purposes provided that such use is included within the certificate of motor insurance;
- any passenger travelling in or getting into or out of your vehicle;
- any hirer of your vehicle provided such use is not excluded by your certificate of motor insurance;
- at your request any of your directors or employees.

Indemnity to legal personal representatives

In the event of the death of anyone who is indemnified under this section we will protect his or her legal personal representatives against any liability that the deceased person had which is covered by this section.

Legal costs

If you, or anyone else, are involved in an accident which is covered under this section, we will pay the fees and disbursements of any legal representative we agree to, and defend anyone we insure under this section:

- at a coroner's inquest;
- at a fatal accident inquiry;
- in any proceedings brought under the Road Traffic Acts or equivalent European Union legislation.

We will not pay representation for:

- a plea of mitigation (unless the offence you are charged with carries a custodial sentence) or
- appeals.

Duty of Care – driving at work, legal costs

We will pay:

1. your legal fees and expenses incurred with our written consent for defending proceedings including appeals;
2. costs of prosecution awarded against you arising from any health and safety inquiry or criminal proceedings for any breach of the:
 - a. Health and Safety at Work etc Act 1974;
 - b. Health and Safety at Work (Northern Ireland) Order 1978;
 - c. Corporate Manslaughter and Corporate Homicide Act 2007.

We will not provide indemnity:

1. unless the proceedings relate to an actual or alleged act, omission or incident committed during the period of insurance within Great Britain, Northern Ireland, the Isle of Man or the Channel Islands and in connection with the business;
2. unless the proceedings relate to an actual or alleged act, omission or incident arising from the ownership, possession or use by or on behalf of you of any motor vehicle or trailer in circumstances where compulsory insurance or security is required by the Road Traffic Acts;
3. in respect of proceedings which result from any deliberate act or omission by you; or
4. where indemnity is provided by another insurance policy.

The limit of indemnity in respect of such legal fees, expenses and costs is:

Health and Safety at Work etc Act 1974 and Health and Safety at Work (Northern Ireland) Order 1978 – £100,000;
Corporate Manslaughter and Corporate Homicide Act 2007 – Unlimited.

Cross liabilities

Where there is more than one insured person named in your schedule, cover will operate for each one as if they are the only insured person covered under this policy, but the total liability of the insurer for all compensation payable in respect of damage to third party property shall not exceed £5,000,000 in respect of any claim or a series consequent on one original cause.

Application of indemnity limits

In the event of an accident involving payment by us to more than one person any limitation by the terms of this policy or any clause relating to the maximum amount payable shall apply to the aggregate amount of payments to all such persons and your liability shall be settled in priority.

Exceptions to Section 2

We shall not be liable in respect of:

1. any claim if any person indemnified under this section fails to observe the terms, exceptions and conditions of this policy as far as they apply, or if they are entitled to claim payment of indemnity under any other policy;
2. death or bodily injury to an employee of the person indemnified which arises out of the course of such employment except where such liability is required to be covered by the Road Traffic Acts;
3. loss or damage to property:
 - i. belonging to or in the care of anyone we indemnify who claims under this section;
 - ii. being conveyed by your vehicle (except where your vehicle is a private car);
4. loss, damage, death or bodily injury caused or arising beyond the limits of any carriageway or thoroughfare in connection with anyone other than the driver or attendant of your vehicle either bringing a load to your vehicle for loading on to it or taking a load away from your vehicle having unloaded it;
5. damage to premises (or to the fixtures and fittings) attaching solely as occupier (not as owner) where the damage is insured by another policy;
6. damage to any vehicle where cover in connection with the use or driving of that vehicle is provided under this section;
7. all loss damage death or bodily injury while your vehicle is being used in that part of an aerodrome or airport provided for the take-off or landing of aircraft on the surface, aircraft parking aprons including the associated service roads and ground equipment parking areas, and those parts of passenger terminals which come within the Customs examination area except where such liability is required to be covered by the Road Traffic Acts;

8. any consequence whatsoever resulting directly or indirectly from or in connection with terrorism regardless of any other contributory cause or event except where such liability is required to be covered by the Road Traffic Acts.

Additional Covers

Even more protection with your policy.

Section 3

Indemnity to principals

Where your vehicle is being used in connection with contract work on behalf of a principal we will under the terms of Section 2 indemnify the principal in respect of compensation they are legally liable to pay arising from such use provided that:

- you would have been able to claim under the policy had the claim been made against you; and
- you have arranged with the principal for the conduct and control by us of all claims for which we may be liable under this section.

Exceptions to Section 3

We shall not be liable in respect of:

1. death or bodily injury to any person employed by the principal arising out of or in the course of their employment;
2. any amount payable by the principal under any agreement which would not have been payable in the absence of such an agreement;
3. bodily injury to the principal for any amount you would not have to pay but for such an agreement;
4. damage to property belonging to or held in trust by or in the custody or control of the principal for any sum which exceeds the amount required to indemnify the principal;
5. liquidated damages or damages incurred under any penalty clause.

Section 4

Glass in windscreen, sunroof or windows

Any such damage for this section is restricted to comprehensive cover only with the windscreen/ window replacement value limited to £250 of any one incident. This limit is waived if you use an approved repairer via the Incident Care contact number.

Section 5

Medical expenses

If you or any other occupant of your vehicle is injured

as a direct result of your vehicle being involved in an accident we will pay for the medical expenses in connection with such injury up to a maximum sum of £500 in respect of each person injured.

Section 6

Personal belongings

We will pay you (or at your request, the owner) for loss or damage to personal belongings caused by fire, theft or accidental means while they are in or on your vehicle. The maximum amount payable for any one incident is £500.

When an amount is payable to any person other than you, we may make such payment directly to that other person and their receipt shall be a full discharge to us.

Exceptions to Section 6

We will not pay for:

1. money, stamps, tickets, documents or securities;
2. goods or samples carried in connection with any trade or business;
3. tools of trade, ropes or tarpaulins;

Section 7

Trailers – attached and detached subject to a maximum indemnity limit of £2,000 per trailer

Attached trailers

The cover applicable to your vehicle shall also apply to any trailer attached or connected to your vehicle for the purposes of being operated or drawn.

Detached trailers

Providing this has been declared to TFP Schemes, cover will also apply to any trailer;

- a. owned by you or hired to you under a hire purchase agreement or leased or rented to you for a period of not less than three months; or
- b. in your custody or under your control while detached from your vehicle.

You will have to pay the first £250 of any theft claim.

Exceptions to Section 7

We will not pay:

1. if any trailer or disabled mechanically-propelled vehicle is being towed otherwise than in accordance with the law;
2. for loss or damage to property being carried in or on any trailer or disabled mechanically-propelled vehicle;

3. under Section 2 for any loss or damage arising from the operation of any plant permanently attached to and forming part of your trailer (other than any lifting device for self-loading) as a tool except where such liability is required to be covered by the Road Traffic Act;

Section 8

Continental use/Compulsory insurance requirements

In addition to providing cover within the territorial limits, this policy in compliance with EU Directives also provides the necessary cover to meet the laws on compulsory insurance of motor vehicles in:

- any other country which is a member of the European Union; and
- any country which the Commission of the European Communities is satisfied has made arrangements to meet the requirements of Article 8 of EC Directive 2009/103/EC relating to civil liabilities arising out of the use of motor vehicles.

The level of cover provided will be the minimum required to comply with the laws on the compulsory insurance of motor vehicles of the country in which the accident occurs. Where the accident occurs in another EU Member State, if the minimum cover required by the laws of Great Britain is wider than that of such EU Member State, the level of cover provided will be that applicable in Great Britain.

If you take your vehicle abroad – outside the territorial limits

The cover provided by this policy applies to your vehicle for which a green card and a foreign use endorsement have been issued. Cover is effective for the period specified in the green card.

Additional covers

Where your vehicle is being used within the territorial limits or in any country for which we have issued you with a green card, the following covers also apply:

1. the transit of your vehicle, including loading and unloading, between the countries specified, provided such transit is of not more than 65 hours; and/or
2. reimbursement of any customs duty you may have to pay on your vehicle after its temporary importation into any of the countries specified, subject to your liability arising as a direct result of any loss of or damage to your vehicle which is covered under Section 1; and/or
3. general average contributions, salvage and sue and labour charges while your vehicle is being transported by sea between any of the countries specified provided that loss of or damage to your vehicle is covered under Section 1.

Section 9

Emergency treatment

We will reimburse any person using your vehicle for payments made under the Road Traffic Acts for emergency medical treatment.

Section 10

Child seat cover

If you have a child seat fitted in your vehicle and your vehicle is involved in an accident or damaged following fire or theft we will contribute up to £100 per child seat towards the cost of a replacement even if there is no apparent damage, subject to you making a claim under Section 1 of your policy.

Section 11

Driver Assault

Definitions

Assault

The Insured Person being assaulted by any person (other than an employee of the Insured) while engaged in his duties on behalf of the Insured and such assault being an unprovoked attack.

Accidental Bodily Injury

Injury caused by a sudden violent external unforeseen and identifiable event

Loss of all Sight

Shall include total and irrecoverable loss of all sight which shall be deemed to have occurred

- (a) in both eyes when the condition is shown to the Insurer's satisfaction to be permanent and without expectation of recovery and the Insured Person's name has been added to the Register of Blind Persons on the authority of a fully qualified ophthalmic specialist
- (b) in one eye when the degree of sight remaining after correction is 3/60 or less on the Snellen scale and the Insurer is satisfied that the condition is permanent and without expectation of recovery

Operation of Cover

The Insurer will pay the Benefits in the event of an Insured Person, sustaining Accidental Bodily Injury which, independently of any other cause, results in the death or disablement of the Insured Person

Insured Person

The Insured and any other named driver shown under 5. Persons or classes of persons entitled to drive on the Certificate of motor insurance

Benefits

Injury caused by a sudden violent external unforeseen and identifiable event:

1. death **£25,000**
2. total and irrecoverable loss of all sight **£25,000**
3. total loss by physical severance or complete and irrecoverable loss of use of either one or both hands and/or one or both feet **£25,000**
4. permanent total disablement (other than Loss of Sight or limbs) entirely preventing the Insured Person from engaging in or giving attention to any and every profession or occupation **£25,000**
Occurring within 24 months of the date of the incident giving rise to the claim
5. total disablement entirely preventing the Insured Person from engaging in or giving attention to his/her usual occupation **£200 per week**

Benefit 5:

Excess	7 days
Benefit period	52 weeks

Exceptions to Section 11

General exclusions to this policy also apply where appropriate

1 Intoxicating Liquor or Drugs

Accidental Bodily Injury sustained while under the influence of intoxicating liquor or drugs taken by the Insured Person other than drugs taken in accordance with treatment prescribed and directed by a qualified registered medical practitioner but not for the treatment of drug addiction

2 Self-Inflicted Injury

intentional self-inflicted injury

Conditions to Section 11

The general conditions in this policy also apply where appropriate

1 Duty

Any such Assault must be reported to the police within 24 hours

2 Payment of Benefit

Only one Benefit is payable in respect of the Insured Person suffering Accidental Bodily Injury After a claim has been paid under Benefit 1 to 4 in respect of any Insured Person no further liability shall attach to the Insurer in respect of that Insured Person during the Period of Insurance

3 Payment under Benefit 4

Benefit 4 shall be payable only on certification by a medical practitioner (appointed by Us) of permanent total disablement as defined and not before the expiry of 52 consecutive weeks' disablement

4 Discharge of Liability

The Benefit shall be payable to the Insured Person whose receipt shall be a valid discharge of the Insurer's liability

5 Evidence

All certificates information and evidence to support a claim shall be provided at the Insured's expense and shall be in a form as required by the Insurer. The Insured Person shall as often as required submit to medical examination at the Insurer's expense

Section 12

Legal Services and Advice

Definitions

The following definitions apply only to this clause. The general definitions of terms in this policy also apply where appropriate.

Insured person

1. You
2. Any authorised driver or any person permitted to drive as described under '5 – Persons or Classes of Persons entitled to drive' in the certificate of motor insurance provided that person holds a valid driving licence
3. Any passengers carried in your vehicle whilst it is being driven by an authorised driver in accordance with the terms of the policy

Our Legal Services

Legal services and advice will be provided by a selected organisation on behalf of TFP Schemes and notified to you. For the purposes of this section "TFP Schemes" will mean the organisation specifically selected to offer you this service

Legal Representative

The solicitors, or other qualified experts, appointed by TFP Schemes to act for an insured person, provided such solicitors or other qualified experts satisfy the following conditions

1. they agree to fund all disbursements and not to claim for same until the end of the case;
2. they agree not to submit any claim for legal costs until the end of the case and to try to recover all such legal costs from the other party in the action;
3. they agree to report in writing to TFP Schemes on any substantive development in the progress of the case

Legal proceedings

1. The pursuit of a claim for damages either by negotiation or by civil, tribunal or arbitration proceedings within a court in the territorial limits in respect of a matter covered under this policy;
2. the defence of motoring prosecutions in a court within the territorial limits

Legal costs

The fees, expenses, costs and disbursements reasonably and properly incurred by or on behalf of the insured person and authorised by TFP Schemes in pursuing or defending a claim under this section of the policy; and

The costs of a third party either for which the insured person is held liable by court order or which are agreed by TFP Schemes and are incurred in connection with legal proceedings covered under this section of the policy

Event or Cause

The incident or the start of a series of incidents, which leads to a claim being made under this policy

Limits of Indemnity

- In respect of claims for the pursuit of damages £100,000; and
- In respect of defence of motoring prosecutions £20,000

Road Traffic Accident

An accident involving your vehicle

- (i) within the territorial limits
- (ii) where the insured person is not at fault
- (iii) for which a third party is at fault and
- (iv) which occurs during the period of insurance

Uninsured losses

Loss arising out of a Road Traffic Accident where the said loss is not otherwise covered by insurance and either loss or damage occurs to your vehicle or any personal effects owned by the insured person while such property is in or on your vehicle or the insured person suffers death or bodily injury whilst in or mounting into or dismounting from your vehicle. Underwritten by Arc Legal Assistance Ltd.

Cover

1. TFP Schemes will indemnify the insured person against the legal costs of legal proceedings incurred in connection with
 - The pursuit of a claim directly arising from a Road Traffic Accident: and/or
 - The defence of a motoring prosecution brought against an insured person in connection with criminal proceedings involving your vehicle. Pleas in mitigation will be supported by TFP Schemes at their sole discretion and when there is a prospect of such a plea presented either in writing or in

- person by a solicitor or barrister materially affecting the likely outcome of the prosecution
- 2. TFP Schemes may, at their sole and unfettered discretion, facilitate the hire of a replacement vehicle on behalf of the Insured person for the period that your vehicle is immobilised as a result of an insured event and/or whilst it is being repaired. You must comply with the Terms and Conditions of the Hire Company selected by TFP Schemes.
- 3. TFP Schemes will provide you with initial legal advice via Incident Care

Exceptions to Section 12

General exceptions to this policy also apply where appropriate

- 1. use in any competition, trial, performance test, race or trial of speed, including off-road events, whether between motor vehicles or otherwise, and irrespective of whether this takes place on any circuit or track, formed or otherwise, and regardless of any statutory authorisation of any such events
- 2. Appeals unless the Insured person has notified TFP Schemes of his or her wish to appeal at least ten working days before the deadline for any such appeal and the approval of TFP Schemes has been obtained
- 3. Claims (including appeals) which, in the opinion of TFP Schemes do not have a reasonable chance of success or, in the case of claims for damages, where in the opinion of TFP Schemes there is not a reasonable chance of successfully recovering any damages awarded.
Cover may be refused or discontinued if such prospects do not, or no longer exist
- 4. Legal costs
 - a. incurred before TFP Schemes have confirmed acceptance of the claim in writing;
 - b. exceeding any amount approved by TFP Schemes;
 - c. incurred following a payment into court by a third party unless TFP Schemes have authorised the insured person in writing to continue with the claim after the payment into court or the insured person is ultimately awarded or settles for more than the amount of payment in;
 - d. incurred if the insured person withdraws instructions from the legal representative or from the legal proceedings unless such withdrawal is approved by TFP Schemes;
 - e. for any expert witness unless previously approved by TFP Schemes;
 - f. where the insured person is responsible for unreasonable delay which is prejudicial to the claim or where the insured person fails to give proper instructions in due time to TFP Schemes or the legal representative;
- g. where the insured person pursues a claim without the consent of TFP Schemes or in a different manner from that advised by the legal representative;
- 5. Claims against us or TFP Schemes who provide the insurance or claims by the insured person against any other person covered under the policy;
- 6. Claims relating to matters for which the insured person would, but for the existence of this policy, be entitled to indemnity under any other policy;
- 7. Claims directly or indirectly caused by, contributed to or arising from;
 - a. prosecutions which allege dishonesty or violence or which arise from drink or drug-related offences or parking offences;
 - b. any deliberate and criminal act or omission of the insured person or which is false or fraudulent in any way;
 - c. faults in your vehicle or faulty, incomplete or incorrect servicing, maintenance or repair of your vehicle.
- 8. Your travelling expenses, subsistence allowance or compensation for absence from work.
- 9. An application for Judicial Review.
- 10. Legal costs, fines or penalties which a court of criminal jurisdiction orders the insured person to pay.

Conditions

The General conditions in this policy also apply where appropriate

- 1. To make a claim the insured person must notify TFP Schemes of the claim in writing as soon as reasonably possible and in any event within 30 days of the event or cause leading to the claim
- 2. On receipt of a claim under this policy TFP Schemes will evaluate the claim, advise on the steps the insured person should take to pursue the claim and, where appropriate, provide the assistance of a legal representative to pursue the claim either by negotiation or civil proceedings. If, in the opinion of TFP Schemes the claim may be capable of being settled by negotiation TFP Schemes will appoint a legal representative from its approved panel. In the event that the claim is not settled by negotiation and proceedings follow TFP Schemes will provide the insured person with the name and address of the legal representative whom TFP Schemes suggests should act for the insured person in the claim. You do not have to accept the legal representative nominated by TFP Schemes. If TFP Schemes and the insured person are unable to agree on a suitable legal representative, TFP Schemes will ask the Law Society to name another legal representative. TFP Schemes and the insured person must accept the Law Society's nomination. In the

- meantime, TFP Schemes may appoint a legal representative to act on behalf of the insured person to safeguard his or her interests
3. During the course of the claim you must
 - a. co-operate at all times in the completion of any necessary documentation or provision of information requested either by TFP Schemes or by the legal representative
 - b. not do anything which may prejudice your case or TFP Schemes' position in respect of the claim
 - c. take all available steps to recover the legal costs in the legal proceedings
 - d. Notify TFP Schemes of any settlement offer made before accepting it
 4. During the course of the claim TFP Schemes will have the right of direct access to the legal representative
 5. TFP Schemes will not provide cover under the clause if the insured person makes a false declaration when applying for cover
 6. The insured person shall take all reasonable steps to prevent any occurrence which may give rise to a claim under this section of the policy
 7. The insured person shall take all reasonable steps to mitigate the losses that follow from an event or cause
 8. The insured person shall forward any accounts for legal costs as soon as they are received and, if required to do so by TFP Schemes, shall have such legal costs taxed, assessed or audited by the appropriate court or authority

To make a claim under this section of the policy, please telephone 029 20 30 12 32

General Exceptions

Your policy does not cover the following:

1. any accident, bodily injury, loss or damage while any vehicle insured under this policy is being:
 - a. used or driven other than in accordance with the terms of your certificate of motor insurance;
 - b. driven by or is in the charge of any person for the purposes of being driven who:
 - i. does not have a licence to drive your vehicle, has never held one or is disqualified from holding or obtaining such a licence;
 - ii. is not complying with the terms and conditions of the licence;
 - iii. does not have the appropriate licence for the type of vehicle.

We will not withdraw this cover:

- i. while your vehicle is in the custody or control of a member of the motor trade for the purposes of maintenance or repair, or an employee of a hotel or restaurant or car

- ii. parking service for the sole purpose of parking;
 - iii. if the accident, bodily injury, loss or damage was caused as a result of the theft of your vehicle;
 - iii. if the person driving does not have a driving licence and you had no knowledge of such deficiency;
 2. any liability you have accepted solely by virtue of an agreement but which would not attach if that agreement did not exist, except as provided under Section 3;
 3.
 - a. loss or destruction of or damage to any property whatsoever or any loss or expense whatsoever or any consequential loss;
 - b. any legal liability of any nature directly or indirectly caused by or contributed to by or arising from:
 - i. ionising radiations or contamination by radioactivity from any irradiated nuclear fuel or from any nuclear waste from the combustion of nuclear fuel;
 - ii. the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof;
 4. any consequence whatsoever resulting directly or indirectly from or in connection with any of the following regardless of any other contributory cause or event:
 - i. war, invasion, act of foreign enemy hostilities or a warlike operation or operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power;
 - ii. any action taken in controlling, preventing, suppressing or in any way relating to i. above
- except where such liability is required by the Road Traffic Acts.

General Conditions

Our claims procedure

1. As soon as reasonably possible after any accident, loss or damage, you or your legal personal representatives must telephone us giving full details of the incident. Any communication you receive about that incident should be sent to us immediately. You or your legal personal representatives must let us know immediately if anyone insured under this policy is to be prosecuted as a result of the incident or if there is to be an inquest or a fatal accident inquiry.
2. You or anyone else claiming under this policy must not admit to any claim, promise any payment or refuse any claim without our written consent.

If we want to, we can take over and conduct in your name or that of the person claiming under the policy the defence or settlement of any claim or take proceedings for our own benefit to recover any payment we have made under this policy.

We shall have full discretion in the conduct of any proceedings or the settlement of any claim.

The person who is seeking payment under this policy shall give us all the information, documents and assistance we require to enable any claim to be validated for us to achieve a settlement.

3. Where there is a claim, or a number of claims arising out of one incident, and this relates to payment for liability for damage to property, we may, at any time, pay you the full amount we are required to pay under the policy (less any sums we have already paid in compensation) or, any lesser amount for which such claims can be settled and, having done so, relinquish the conduct and control of such claim(s) and be under no further liability for them. We will, however be liable for the payment of costs and expenses of litigation, recoverable or incurred, in respect of matters prior to the date of such payment.

Cancellation

4.
 - a. You may cancel this policy at any time after the date We have received the premium, by providing 7 days notice in writing to Us.
 - b. If there is a default under your credit agreement, arranged through your broker or TFP Schemes, which finances this policy, we, or any agent appointed by us and acting with our specific authority may cancel this policy by providing notice in writing to you in accordance with the default termination provisions set out in your credit agreement, arranged through your broker or TFP Schemes.

If your policy is cancelled under (a) or (b) above and provided that there have been no:

- (i) claim(s) made under the policy for which we have made a payment
- (ii) claim(s) made under the policy which are still under consideration
- (iii) incident(s) which you are aware of and are likely to give rise to a claim which has already been or is yet to be reported to us

during the current period of insurance we may, at our discretion, refund to you a proportionate part of the premium paid for the unexpired period

- (c) Where there is no credit agreement, arranged through your broker or TFP Schemes, to finance this policy, we will cancel this policy from the inception date if the premium has not been paid and no return premium will be allowed. Such cancellation will be confirmed in writing by us to

your last known address.

- (d) We may also cancel this policy at any time by sending not less than 7 days notice in writing to Your last known address.
We will refund a proportionate part of the premium for the unexpired period provided that there have been no
 - (i) claim(s) made under the policy for which We have made a payment,
 - (ii) claim(s) made under the policy which are still under consideration,
 - (iii) incident(s) which You are aware of and are likely to give rise to a claim which has already been or is yet to be reported to Us during the current Period of Insurance.

Other insurance

5. If at the time any claim arises under this policy there is any other insurance policy covering the same loss damage or liability, we will only pay our share of the claim.
This provision will not place any obligation upon us to accept any liability under Section 2 of the policy which we would otherwise be entitled to exclude under Exception 1. to Section 2.

Premium adjustment

6. Before the commencement of any period of insurance you will provide us with a schedule (in the form required) of all motor vehicles (and trailers if specific trailers are covered under this policy) covered under the definition of your vehicle contained in the definition of terms in this policy.
You will immediately provide us with details of motor vehicles (and trailers if specific trailers are covered under this policy) that you subsequently acquire or dispose of and in respect of these details you will pay us an additional premium or receive from us a refund calculated as agreed.

Motor Insurance Database supply of vehicle details

7. You will immediately provide us with relevant details of all motor vehicles the use of which is covered by this policy as required by the relevant law applicable in Great Britain and Northern Ireland for entry onto the Motor Insurance Database.

Your duty to prevent loss or damage

8. You shall at all times take all reasonable steps to safeguard your vehicle from loss or damage. You shall maintain your vehicle in a roadworthy condition.
We shall have at all times free access to examine such vehicle.

Arbitration

9. Where we have accepted a claim and there is a disagreement over the amount to be paid, the

dispute must be referred to an arbitrator to be agreed between you and us in accordance with the law at the time. When this happens a decision must be made before you can take any legal action against us.

Non Disclosure, Misrepresentation or Misdescription

10. Before this policy was entered into
If You have breached Your duty to make a fair presentation of the risk to Us before this policy was entered into, then:

- where the breach was deliberate or reckless, We may avoid this policy and refuse all claims, and keep all premiums paid;
- where the breach was neither deliberate nor reckless, and but for the breach:
 - We would not have agreed to provide cover under this policy on any terms, We may avoid this policy and refuse all claims, but will return any premiums paid
 - We would have agreed to provide cover under this policy but on different terms (other than premium terms), We may require that this policy includes such different terms with effect from its commencement, and/or
 - We would have agreed to provide cover under this policy but would have charged a higher premium, Our liability for any loss amount payable shall be limited to the proportion that the premium We charged bears to the higher premium We would have charged, as outlined in Schedule 1 to the Insurance Act 2015.

11. Before a variation was agreed
If You have breached Your duty to make a fair presentation of the risk to Us before any variation to this policy was agreed, then:

- where the breach was deliberate or reckless, We may cancel this policy with effect from the date of the variation, and keep all premiums paid;
- where the breach was neither deliberate nor reckless, and but for the breach:
 - We would not have agreed to the variation on any terms, We may treat this policy as though the variation was never made, but will return any additional premiums paid
 - We would have agreed to the variation but on different terms (other than premium terms), We may require that the variation includes such different terms with effect from the date it was made, and/or
 - We would have agreed to the variation but would have increased the premium, or would have increased it by more than

We did, or would not have reduced it or would have reduced it by less than We did, Our liability for any loss amount payable shall be limited on a proportionate basis, as outlined in Schedule 1 to the Insurance Act 2015.

This condition operates in addition to any provisions relating to underinsurance in this policy.

Fraud

12. If a claim made by You or anyone acting on Your behalf is fraudulent or fraudulently exaggerated or supported by a false statement or fraudulent means or fraudulent evidence is provided to support the claim, We may:
- (a) refuse to pay the claim,
 - (b) recover from You any sums paid by Us to You in respect of the claim,
 - (c) by notice to You cancel the policy with effect from the date of the fraudulent act without any return of premium.

If We cancel the policy under (c) above, then We may refuse to provide cover after the time of the fraudulent act. This will not affect any liability We may have in respect of the provision of cover before the time of the fraudulent act.

If this policy provides cover to any person other than You and a claim made by such person or anyone acting on their behalf is fraudulent or fraudulently exaggerated or supported by a false statement or fraudulent means or fraudulent evidence is provided to support the claim, We may:

- (a) refuse to pay the claim,
 - (b) recover any sums paid by Us in respect of the claim (from You or such person, depending on who received the sums or who benefited from the cover provided),
 - (c) by notice to You and such person cancel the cover provided for such person with effect from the date of the fraudulent act without any return of premium in respect of such cover.
- If We cancel a person's cover under (c) above, then
- We may refuse to provide cover after the time of the fraudulent act. This will not affect any liability We may have under such cover occurring before the time of the fraudulent act.

Payments made under compulsory insurance regulations and rights of recovery

13. If the law in any country in which this policy operates requires us to settle a claim which, if this law had not existed, we would not be obliged to pay, we reserve the right to recover such payments from you or from the person who incurred the liability.

Subjectivity

14. The policy, the application or any statement of fact made by you, any clauses endorsed on the policy, the schedule and the certificate of motor insurance, form the contract of insurance between you, the policyholder, and us, Aviva. We will clearly state if the cover provided by the policy is subject to you:
- providing us with any additional information requested by the required date(s);
 - completing any actions agreed between you and us by the required date(s);
 - allowing us to complete any actions agreed between you and us.
- completion of these requirements (or if they are not completed by the required dates), we may, at our option:
- modify your premium;
 - issue a mid-term amendment to your policy terms and conditions;
 - require you to make alterations to the risk insured by the required date(s);
 - exercise our right to cancel your policy;
 - leave the policy terms and conditions, and your premium, unaltered.
- We will contact you with our decision and where applicable, specify the date(s) by which any action(s) agreed need to be completed by you and/or any decision by us will take effect. Our requirements and decisions will take effect from the date(s) specified unless and until we agree otherwise in writing. If you disagree with our requirements and/or decisions, we will consider your comments and where we consider appropriate, will continue to negotiate with you to resolve the matter to your and our satisfaction. In the event that the matter cannot be resolved:
- you have the right to cancel this policy from a date agreed by you and us and, providing no claims have been made, we will refund a proportionate part of the premium paid for the unexpired period of cover;
 - we may, at our option, exercise our right under the policy cancellation condition.
- Except where stated all other policy terms and conditions will continue to apply.
- The above conditions do not affect our right to void the policy if we discover information material to our acceptance of the risk.

Complaints Procedure

Our Promise of Service

Our goal is to give excellent service to all our customers but we recognise that things do go wrong occasionally. We take all complaints we receive seriously and aim to resolve all our customers' problems promptly. To ensure that we provide the kind of service you expect, we welcome your feedback.

We will record and analyse your comments to make sure we continually improve the service we offer.

What will happen if you complain

- We will acknowledge your complaint promptly.
- We aim to resolve all complaints as quickly as possible.

Most of our customers' concerns can be resolved quickly but occasionally more detailed enquiries are needed. If this is likely, we will contact you with an update within 10 working days of receipt and give you an expected date of response.

What to do if you are unhappy

If you are unhappy with any aspect of the handling of your insurance we would encourage you, in the first instance, to seek resolution by contacting your insurance adviser or alternatively write to TFP Schemes, 40 Cathedral Road, Cardiff CF11 9LL or telephone us on **02920 301030**

If you are unhappy with the outcome of your complaint you may refer the matter to the Financial Ombudsman Service at:
The Financial Ombudsman Service
Exchange Tower, London E14 9SR
Telephone: **0800 023 4567** (calls from UK landlines and mobiles are free) or **0300 123 9123**
Or simply log on to their website at **www.financial-ombudsman.org.uk**.

Whilst we are bound by the decision of the Financial Ombudsman Service, you are not. Following the complaints procedure does not affect your right to take legal action.

Financial Services Compensation Scheme

We are members of the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from this scheme if we cannot meet our obligations, depending on the type of insurance and the circumstances of your claim.

Further information about the scheme is available from the FSCS website **www.fscs.org.uk**.



029 20 30 10 30 • www.tfpschemes.co.uk

TFP Schemes, 40, Cathedral Road, Cardiff CF11 9LL

TFP Schemes is a trading style of Q Underwriting Services Limited and is registered in England And Wales.

Company Registration Number is 08946569

Registered Office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW

Q Underwriting Services Limited is authorised and regulated by the Financial Conduct Authority. Firm reference number is 657367

TFP/FLEET-POL/10.18