

Motor Insurance

Insurance Product Information Document (IPID)

Company: Watford Insurance Company Europe Limited and Alwyn Insurance Company Limited.

Product: Comprehensive Courier Van Cover

Watford Insurance Company Europe Limited (Reg. No. 112869) and Alwyn Insurance Company Limited (Reg. No. 10621) are licensed and based in Gibraltar and are regulated by the Gibraltar Financial Services Commission.

Please review your Statement of Insurance which confirms the responses you gave to questions asked when taking out cover. Complete information about your insurance cover is shown on your Certificate of Motor Insurance and Motor Insurance Schedule. The Policy Wording gives all terms and conditions.

What is this type of insurance?

This insurance policy provides coverage against loss or damage to your van, property damage and injury to other people arising from an accident, and the loading or unloading directly from your van. This policy satisfies the requirements of the Road Traffic Act.



What is insured?

When the van insured under this motor insurance policy is involved in an accident or incident of fire or theft we will provide the following cover:

Cover for your van

- ✓ Loss or damage to your van
- ✓ Repair or replace broken glass
- ✓ Loss or damage to permanently fitted in-vehicle entertainment, communication and navigation equipment
- ✓ Cover whilst your van is being repaired or serviced
- ✓ 5-year guarantee on vehicle repairs
- ✓ Theft of van Key(s)

Cover for you

- ✓ NHS Emergency medical treatment
- ✓ Medical expenses
- ✓ 30 days of Full Policy Cover (Comprehensive) whilst abroad
- ✓ Personal accident cover
- ✓ Personal belongings carried in your van
- ✓ Overnight accommodation & transport following a claim

Cover to other people

- ✓ Property damage and injury to other people arising from an accident
- ✓ Property damage and injury to other people arising from an accident when your van is used in any country which is a member of the European Union



What is not insured?

- ✗ The first part of any claim that you have agreed to pay (the Excess).
- ✗ Damage arising from wear and tear, electrical and mechanical breakdown, or gradual deterioration.
- ✗ No cover is in place to release your impounded van from a government or public authority.
- ✗ Loss or damage to your van which happened outside the cover period shown on your Certificate of Motor Insurance.
- ✗ Loss or damage to any goods, tools, equipment, or samples carried in your van.
- ✗ Loss or damage to your van or accessories when your van is left unattended and is not closed and locked.
- ✗ Loss or theft of keys, remote keys or similar devices.
- ✗ No cover is in place for driving any other van other than the one this policy covers, which is shown on your Certificate.
- ✗ Any loss, damage or injury caused by a person who is not named as a driver on the Certificate.
- ✗ Any loss, damage or injury caused by a person who does not hold a valid driving licence or has been disqualified from driving.
- ✗ Any loss, damage or injury caused by a person who is driving whilst under the influence of drink or drugs.
- ✗ Any loss, damage or injury caused by a person who is convicted of causing injury or death by dangerous driving.
- ✗ Loss or damage to your van through deception by someone who claims to be a buyer, agent or service provider.
- ✗ Loss or damage to your van if it is fitted with any security device or equipment and the device is not on or the equipment is not in use.
- ✗ Loss of or damage to accessories and spare parts by theft if your van is not stolen at the same time.
- ✗ Deliberate use of the van to cause damage to other vehicles or property, or injury.
- ✗ Any loss, damage or injury caused if your van is being used for something that is not allowed. This will be clearly shown on your Certificate of Motor Insurance under Exclusions.
- ✗ Courtesy vehicles are not guaranteed.
- ✗ Fraudulent or exaggerated claims.
- ✗ Any loss, damage, or injury caused if your van is in poor condition and not fit to be on the road (roadworthy).
- ✗ Any costs or losses that you experience when your van cannot be used.
- ✗ The policy does not apply when your van is used to carry passengers or goods in a way likely to affect the safe driving and control of the van.

- X Any loss, damage, or injury caused when your van is used to carry hazardous (dangerous) goods.
- X Any loss, damage, or injury caused when your van is used to tow a trailer which is unsafe or has an insecure load.
- X Any loss, damage, or injury caused by machinery that is attached to your van.
- X No cover is in place for any liability, injury, loss or damage resulting from anything sold, transported or supplied by you or on your behalf.



Are there any restrictions on cover?

- ! If your van causes damage to property during an accident, we will provide cover up to £2,000,000 for the property, and up to £5,000,000 for legal costs and expenses.
- ! Repairs by a non-approved repairer will have an additional excess of £200.
- ! Seized, clamped or recovered vehicles where legally taken by a government, public or local authorities.
- ! We will only provide cover for legal fees and expenses if you have asked us to and we have agreed to in writing.
- ! Medical expenses are limited to £100 per each insured person.
- ! If you use anyone other than Glass Helpline to repair or replace broken glass, cover is limited to £100.
- ! For loss of or damage to Your in-vehicle entertainment, communication and navigation equipment, We will pay up to £100 if you have Third Party Fire & Theft cover for loss of or damage to in-vehicle audio, Citizens Band Radio, television, DVD, phone, games-console, electronic navigation equipment permanently fitted to Your Vehicle. We will only pay for equipment that is part of the vehicle's original specification, fitted by the manufacturer/dealer from first registration.
- ! Loss or damage to your van, while it is being repaired or serviced, is only covered if it is being driven or worked on by a motor trader or their employees.
- ! Personal accident cover is limited to £5,000 and does not apply if the injured person is less than 21 years of age or 70 years and over at the time of the accident.
- ! Personal belongings cover is limited to £150.
- ! Theft of van key(s) is covered up to a maximum of £1,000 per period of insurance. Cover for stolen keys will only apply if the theft is reported to the Police and a crime reference number is provided.



Where am I covered?

- ✓ Your policy applies in the United Kingdom (England, Scotland, Wales and Northern Ireland) and the Isle of Man.
- ✓ You are also given the minimum cover needed to use your van within the European Union (EU), European Economic Area (EEA) and Green Card Free Circulation Area (GCFCA).
- ✓ Cover outside of the Territorial Limits only applies for the purpose of Social, Domestic and Pleasure.



What are my obligations?

- You must make sure that you have paid for your insurance policy. If you have not paid in full, but have chosen to pay by monthly instalments, you must complete all payments as required. If you fail to pay for your policy, it will be cancelled.
- You must take care of your van, making sure that it is kept in a safe and roadworthy condition.
- You must let your Broker know if there are any changes to your personal details or changes to your van, even if you don't think they will need to know.
- You must tell us about any accident or incident involving your van within 24 hours, even if you don't want to make a claim.
- You must answer all questions honestly, accurately, and to the best of your knowledge when; taking out cover; or when telling us about an accident; letting us know about changes; or any other reason that would require contact.
- Windscreen and glass cover claims must be made within 30 days of the incident.



When and how do I pay?

You must pay for your insurance cover when you take out the policy, even if the policy is not due to start immediately. Payment can be made in full by debit or credit card. You can also pay by monthly instalments, however, you will need to contact your Broker directly to arrange this. If you do choose this monthly option, you will need to pay a deposit by debit or credit card. You will then need to set up a direct debit to pay the rest of the premium by monthly instalments. Payments can be made online or via telephone to your Broker.



When does the cover start and end?

The duration of your policy is 12 months. You are covered for the period of insurance that is shown on your current Motor Insurance Schedule and Certificate of Motor Insurance.



How do I cancel the contract?

If you wish to cancel your policy, you must contact your Broker via email, telephone, or in writing.

If you cancel your policy, you will be charged for the days from the start of the policy to the date it is cancelled. You may be charged additional fees by the Broker for arranging your insurance policy. You may also be charged a cancellation fee by the Broker; contact your Broker for information. If you have made a claim or a claim is made against you, you will not be entitled to a refund.

