

Contract of Insurance

Your "Replacement GAP Insurance" policy has been arranged by Pickles & Burns Ltd t/a GapInsurance.co.uk (FRN: 712347) & underwritten by UK General Insurance Ltd (FRN: 310101) on behalf of Great Lakes Insurance SE (FRN: 769884). Great Lakes Insurance SE is a German insurance company with its headquarters at Königinstrasse 107, 80802 Munich. UK Branch office: Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ.

Pickles & Burns Ltd is an appointed representative of Frank Pickles (Insurance Brokers) Ltd (FRN: 305297). Frank Pickles (Insurance Brokers) Ltd and UK General Insurance Limited are authorised and regulated by the Financial Conduct Authority.

Great Lakes Insurance SE, UK Branch, is authorised by Bundesanstalt für Finanzdienstleistungsaufsicht and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority.

This can be checked on the Financial Services Register at www.fca.org.uk/firms/systems-reporting/register or by calling them on 0800 111 6768 using the FRN numbers detailed above.

Definitions

The words or expressions detailed below have the following meaning wherever they appear in this policy with a capital letter.

Administrator

GapInsurance.co.uk are responsible for the registration of Your policy details.

Battery

A number of cells connected together to provide the Vehicle's source of electricity, including any cooling mechanisms, temperature monitors, fuse, service plugs, relays or any other monitoring or management unit or system.

Claims Administrator

MB&G have been appointed by The Insurer to handle claims on their behalf. Their address is MB&G Insurance Services, Cobalt Business Exchange, Cobalt Park Way, Newcastle Upon Tyne, NE28 9NZ.

Consequential Loss

You are not covered for any other costs that are directly or indirectly caused by the event which led to Your claim unless specifically stated in this policy. For example additional travel costs are not covered by this policy.

Early Settlement Figure

The balance payable to the Financier at the date of the Total Loss under the terms of the Finance Agreement but excluding any of the following: Any Negative Equity carried over from a previous finance agreement (unless an additional premium has been paid), credit protection insurance, credit facility fee, title discharge fee, documentation fee, additional interest charges, arrears and any other financed amount not related specifically to the insured Vehicle.

Finance Agreement

The Agreement You entered in to with the Financier, secured on the Vehicle You agreed to buy.

Financier

Any UK based finance company or lender with whom You have a Finance Agreement.

Glass's Guide

Is a monthly trade publication recognised and used extensively throughout the motor vehicle industry to value used vehicles.

Insured Value

The amount You receive under Your Motor Insurance Policy in respect of the insured Vehicle as a result of a Total Loss.

Insured/You/Your

The person who purchased the Vehicle forming the subject matter of this policy.

Insured Value Of The Battery

The amount specified on the Lease Agreement for an electric vehicle Battery, as the value of the Battery being Leased.

Limit of Liability

The maximum amount that can be claimed under this policy as stated on the Policy Schedule.

Market Value

The market value of the insured Vehicle will be determined by reference to Glass's Guide retail value.

Motor Insurance Policy

A policy providing comprehensive motor insurance in respect of the Vehicle which is effected and kept in force or replaced by a similar comprehensive motor Insurance policy for the duration of the Period of Insurance.

Motor Insurer

An authorised UK insurance company that issued a comprehensive Motor Insurance Policy covering Your Vehicle.

Net Invoice Selling Price

Is the purchase price of the Vehicle (including factory and dealer fitted accessories) including any discount given, paintwork protection applications and fuel (as detailed on the original new/used vehicle invoice) but excluding any arrears or Negative Equity (unless an additional premium has been paid). The cost of Road Fund Licence, any Warranty, Insurance Policy/ies and/or Service Plan detailed on the original New/Used vehicle invoice will be included on a pro-rata basis relevant to the unexpired duration (at the time of claim) only where the full original cost of these additional items was included within the vehicle purchase price declared to

us at the time of buying this GAP insurance policy and the value of that unexpired duration at the time of claim cannot be transferred forward to a new vehicle by, or claimed back from, the provider. In the case of an electric vehicle for which the Battery is the subject of a Lease Agreement, the Net Invoice Selling Price will also include the Insured Value Of The Battery so long as General Condition 2 has been complied with.

If You purchased Your Vehicle from a private seller and no VAT invoice is present, the Net Invoice Selling Price will be limited to the lower of either the amount You originally paid for Your Vehicle or, the Market Value of the Vehicle at the time You purchased it.

Negative Equity

Any monies outstanding from a previous vehicle finance agreement which are included within the purchase price of the Vehicle.

Period of Insurance

The term of cover shall not exceed 60 months from the start date of Your policy. Details regarding the duration of Your policy can be found on Your Policy Schedule.

Policy Schedule

Confirmation of cover confirming details of the Vehicle, Insured, Period of Insurance, type of policy selected and the Limit of Liability.

Proposal

Any information provided by the Insured or on their behalf. In consideration of the Insured having completed an application and the required premium being paid to the Administrator (GapInsurance.co.uk). The Insurer agrees to indemnify the Insured up to the Limit of Liability detailed on the Policy Schedule, subject always to the definitions, conditions, exclusions and periods contained herein.

Replacement Vehicle

A Vehicle of the same (or superseded equivalent where the same cannot be sourced) make, model, age, mileage and specification, as the insured Vehicle when You bought it. If an equivalent Vehicle is no longer available then the price of the Replacement Vehicle will be limited to 110% of the Net Invoice Selling Price. Costs appearing on the original new/used vehicle sales invoice for paintwork protection applications, fuel and further ancillary items such as Road Fund Licence, Warranty, Insurance Policy/ies and/or a Service plan will be included on a pro-rata basis relevant to the unexpired duration (at the time of claim). This applies only where the full original cost of these additional items was included within the vehicle purchase price declared to us at the time of buying this GAP insurance policy and the value of that unexpired duration at the time of claim cannot be transferred forward to a new Vehicle by, or claimed back from, the provider.

Territorial Limits

England, Scotland, Northern Ireland, Wales, Isle of Man and the Channel Islands. The Vehicle is also covered in the European Union, Croatia, Iceland, Norway, Switzerland, Liechtenstein and Andorra, providing the cover provided by Your Motor Insurer is an equivalent level of cover as You would have enjoyed in the United Kingdom (UK).

The Insurer/We/Us/Our

UK General Insurance Ltd on behalf of Great Lakes Insurance SE.

Total Loss

Where an Insured person has claimed under their Motor Insurance Policy and the claim has been settled, with the Vehicle being surrendered to the Motor Insurer or otherwise, and a Total Loss payment made.

Vehicle

A Vehicle which is less than 5 years old, registered and principally used in the UK, having a maximum purchase price up to £150,000 (including factory and dealer fitted accessories), on the date of purchase of Your policy.

Cover Provided by Your Replacement GAP Insurance Policy

What is Covered

If within the Period of Insurance an incident occurs which results in the insured Vehicle being classed as a Total Loss by the Motor Insurer, We will in consideration of the payment of the premium pay the difference between the Insured Value of Your Vehicle and the greater of:

- a) The price of a Replacement Vehicle, or
- b) The original purchase price of the insured Vehicle as confirmed by the Net Invoice Selling Price, or
- c) The amount of your Early Settlement Figure, where the Early Settlement Figure exceeds the Insured Value.

We will evaluate the cost of the Replacement Vehicle using various consumer and commercially available tools, covering vehicles from dealerships throughout the UK.

Please note that if You purchased Your Vehicle from a private seller and no VAT invoice is present, the Net Invoice Selling Price will be limited to the lower of either the amount You originally paid for Your Vehicle or, the Market Value of the Vehicle at the time You purchased it.

The difference between the Insured Value and the Early Settlement Figure will be paid to the Financier

Where You have selected to include the Negative Equity option as part of Your policy We will in consideration for the payment of the additional premium pay up to £2,000 towards any Negative Equity included within the Net Invoice Selling Price.

The maximum benefit payable under this Policy is detailed in Your Policy Schedule.

The maximum Vehicle price shall not exceed £150,000.

Insurance Provided

If a Total Loss occurs within the Period of Insurance, the maximum amount that the Insurer will pay in respect of any one claim shall not exceed the Limit of Liability stated on the Policy Schedule (including VAT), subject to the Total Loss occurring within the Territorial Limits during the Period of Insurance and providing the Motor Insurer has made a full and final settlement.

Termination

The insurance provided hereunder will automatically terminate on the occurrence of one of the following:-

- a) The natural expiry date of the policy;
- b) Payment of a claim under the policy;
- c) The date on which the Insured shall sell or otherwise dispose of the Vehicle;
- d) The date Your policy is cancelled

Cancellation by You

If this policy does not meet Your needs, You have 30 days from the date You received Your policy documents to cancel the policy and obtain a full refund.

If You wish to cancel Your policy after this 30-day period, You can cancel at any time and receive a pro rata refund.

To cancel Your policy please contact the Administrator by calling 01943 850999 or by emailing: support@gapinsurance.co.uk.

Please note that We will not give You a refund if You have already claimed on Your policy.

If You have paid for Your policy in cash, as opposed to a credit agreement, provided You have not made a successful claim, the Administrator will provide You with a refund proportional to the length of time the policy has been in force and is calculated using the policy start date. The amount of refund You receive will be based on each full day remaining on Your policy.

If You have paid for Your policy by instalment payments through a credit agreement, any refund amount owed to You will be calculated in line with the following rules:

- Where You have paid all the instalment payments, We will calculate the refund as above. The refund will be paid directly to You.
- Where You have not paid all the instalment payments, We will calculate the refund as above and:
 1. If the refund You are eligible for is in excess of the total outstanding instalment payments You owe, We will pay the difference directly to You; or
 2. If the refund You are eligible for is less than the total outstanding instalment payments You owe, You will not receive a cash refund. The refund will be applied as part payment of Your total outstanding instalment payments. You will continue to be responsible for paying the remaining outstanding payments on Your credit agreement until the balance calculated at the time of notice of cancellation received by the Administrator has been settled.

We will not give You a refund if You have successfully claimed on Your policy.

Any instructions to cancel must be provided by email to support@gapinsurance.co.uk or in writing to:

GAPinsurance.co.uk,
33-35 Cross Green,
Otley, West Yorkshire,
LS21 1HD.

The refund will be calculated from the date of receipt of Your request to cancel.

Please allow up to 28 days for Your cancellation and refund to be processed.

Cancellation by Us

We shall not be bound to accept renewal of any insurance and may at any time cancel any insurance document by giving 14 days notice in writing where there is a valid reason for doing so. A cancellation letter will be sent to You at Your last known address. Valid reasons may include but are not limited to:

- a) Where We reasonably suspect fraud
- b) Non-payment of premium
- c) Threatening and abusive behaviour
- d) Non-compliance with policy terms and conditions
- e) You have not taken reasonable care to provide complete and accurate answers to the questions We ask.

Where Our investigations provide evidence of fraud or a serious non-disclosure, We may cancel the policy immediately and backdate the cancellation to the date of the fraud or the date when You provided Us with incomplete or inaccurate information, which may result in Your policy being cancelled from the date You originally took it out.

If We cancel the policy and/or any additional covers You will receive a refund of any premiums You have paid for the cancelled cover, less a proportionate deduction for the time We have provided cover, unless the reason for cancellation is fraud and/or We are entitled to keep the premium under the Consumer Insurances (Disclosure and Representations) Act 2012.

Exclusions

This insurance does not cover:

- a) In respect of any Total Loss which is not subject of an indemnity under the accidental damage, fire or theft section of the Motor Insurance Policy or which occurs while the Vehicle is being driven or used by a person not covered under the Motor Insurance Policy.
- b) Vehicles used in any sort of competitions or rallies, used for hire or reward, driving tuition, taxis, racing, pace making, speed testing or reliability trials. Vehicles not listed in Glass's Guide, kit cars, invalid carriages, Vehicles used solely for delivery or courier purposes and commercial vehicles of more than 3500kg gross weight. All American, Australian and Canadian vehicles (unless built for the UK market)
- c) In respect of any Total Loss arising during (unless it be proved by the Insured that the loss or damage was not occasioned thereby) or in consequence of war, riot or civil commotion in Great Britain, Isle of Man or the Channel Islands
- d) In respect of any Total Loss by an accident when the driver of the Vehicle is intoxicated by alcohol or under the influence of drugs not prescribed by a registered medical practitioner or drugs prescribed by a registered medical practitioner where a warning against driving has been given
- e) Any liability in connection with the use or ownership of the Vehicle
- f) In respect of any claim whatsoever in the event that the driver of the Vehicle at the time of the incident giving rise to a claim hereunder was not driving in accordance with the terms, conditions and exclusions of their Motor Insurance Policy (subject to Exclusion C above)
- g) Any costs associated with the Battery where the Vehicle is an electric vehicle and general condition 2 has not been complied with.
- h) Any Vehicle, which is not covered by a Motor Insurance Policy for the full duration of the Period of Insurance
- i) Any Vehicle, which is left unattended unless all security devices and immobiliser are activated and are in full working order, (in addition all doors must be locked and keys removed from the Vehicle)
- j) If the Insured person has the option under their Motor Insurance Policy to have the Vehicle replaced New for Old following the agreed Total Loss of the Vehicle covered hereunder (the balance of the cover hereunder will on request be transferred to the replacement Vehicle)
- k) If any misrepresentation or concealment is made by or on behalf of the Insured person in obtaining this insurance or in support of any claim there under
- l) If the Total Loss occurs outside of the Territorial Limits
- m) In respect of any excess deducted under the Motor Insurance Policy above £250
- n) If either the application details or the premium are not received by The Insurer
- o) The VAT element of any claim where the VAT element of the purchase price has been recovered as part of a VAT Return by You or Your company
- p) Where the loss occurred before the Period of Insurance
- q) Where the Motor Insurer reduces the motor insurance settlement because of Your contributory negligence or due to the condition of the insured Vehicle – the same percentage or amount as deducted by the Motor Insurer.

Specific Conditions

Eligibility Requirements

The insurance hereunder is subject to the Insured being insured under a Motor Insurance Policy, or International Motor Insurance Card (Green Card), effective at the date of Total Loss.

Cover must be purchased within 365 days of taking ownership of the Vehicle.

Best Endeavours

The Insured shall, prior to the acceptance of any claim hereunder, demonstrate to the satisfaction of The Insurer that they have used their best endeavours to obtain the maximum settlement under their Motor Insurance Policy. If the Insured accepts an offer of settlement from their Motor Insurer of less than the current Market Value of the Vehicle, the Insurer reserves the right to contact the Motor Insurer in Your name to assess the offer of settlement and where necessary seek settlement in-line with the Market Value at the time of the incident that lead to Your Vehicle being declared a Total Loss.

Any actions taken in Your name regarding the Insured Value will not affect the payment of a claim under Your policy.

Assignments

The Insured person shall not be entitled to assign any of their rights hereunder unless agreed by The Insurer.

Vehicles Purchased From Private Sellers

If You purchased Your Vehicle from a private seller and no VAT invoice is present, the Net Invoice Selling Price will be limited to the lower of either the amount You originally paid for Your Vehicle or, the Market Value of the Vehicle at the time You purchased it.

General Conditions

1. Cover is restricted to the confines of the Territorial Limits.
2. Where the Vehicle is an electric vehicle, it must be insured under a Motor Insurance Policy which provides cover for the Battery.
3. Identification – the Terms and Conditions and Policy Schedule will be read as one contract. A word or expression to which a specific meaning has been attached will keep the same meaning wherever it appears unless specifically stated otherwise. A particular word or phrase, which is not defined, will have its ordinary meaning.
4. You are required by the provisions of the Consumer Insurance (Disclosure and Representations) Act to take care to:
 - a) supply accurate and complete answers to all the questions We or the Administrator may ask as part of Your application for cover under the policy;
 - b) to make sure that all information supplied as part of Your application for cover is true and correct;
 - c) tell us of any changes to the answers You have given as soon as possible.

You must take reasonable care to provide complete and accurate answers to the questions we ask when you take out, make changes to and renew your policy. If any information you provide is not complete and accurate, this may mean your policy is invalid and that it does not operate in the event of a claim or we may not pay any claim in full.

5. Fraud – You must not act in a fraudulent way. If You or anyone acting for You:
 - fails to reveal or hides a fact likely to influence whether We accept Your proposal, Your renewal, or any adjustment to Your policy;
 - fails to reveal or hides a fact likely to influence the cover We provide;
 - makes a statement to Us or anyone acting on Our behalf, knowing the statement to be false;
 - sends Us or anyone acting on Our behalf a document, knowing the document to be forged or false;
 - makes a claim under the policy, knowing the claim to be false or fraudulent in any way;
 - makes a claim for any loss or damage You caused deliberately or with Your knowledge,

Or if Your claim is in any way dishonest or exaggerated, We will not pay any benefit under this policy or return any premium to You and We may cancel Your policy immediately and backdate the cancellation to the date of the fraudulent claim. We may also take legal action against You and inform the appropriate authorities.

6. Subrogation – The Insurer may at their own expense take such proceedings as they think fit in the name of the Insured to enforce any rights and remedies against or obtain relief or indemnity from other parties to which The Insurer shall be or may become entitled or subrogated under this policy and the Insured shall at the request and expense of The Insurer do such acts and things as may be reasonably required by The Insurer for that purpose.
7. Observance of policy terms – it is a condition precedent to Our liability that You and anyone claiming indemnity has complied with the terms and conditions of this policy.
8. This policy shall be governed by and construed in accordance with the Law of England and Wales unless the Insured's habitual residence (in the case of an individual) or central administration and/or place of establishment is located in Scotland in which case the law of Scotland shall apply.
9. Contribution – if at any time of any loss or damage arising under this policy there is another Insurance Policy covering such loss or damage, The Insurer will not be liable for more than their rateable proportion.
10. Limit of Liability – in the event of replacement of the Insured Vehicle as a consequence of any insured event The Insurer will deem that full liability has been met under the terms of this policy and the insurance cover will cease upon settlement. In no circumstances shall the liability of The Insurer exceed the Limit of Liability shown in the Policy Schedule.
11. Premium - once the 30-day cooling off period has expired, the premium is refundable only on a pro rata basis, calculated on the number of whole days remaining.
12. Claims – The Insurer shall not be liable for any claim arising directly or indirectly caused by or contributed by or in consequence of a loss listed under the headings “Exclusions” and “General Exclusions”.
13. No agent is authorised to alter or amend this policy to waive any conditions or restrictions contained therein, to extend the time for paying a premium, or to bind The Insurer by making any promises or representations or by giving or receiving information. This policy cannot be varied, altered or its contents waived in any respect unless by written agreement endorsed thereon or by the driver attached thereto, and signed by an authorised official of The Insurer.

Claims Conditions

1. In the event of any loss or damage, which may give rise to a claim the Insured or their legal personal representative must at their own expense:
 - i. Supply all information and assistance, which The Insurer may reasonably require in establishing the amount of any payment under this insurance
 - ii. Notify the police of any loss or damage by theft within 24 hours or as soon as reasonably possible
 - iii. Written notice of the facts on which the claim is based, to be provided to The Administrator within 120 days of the date of the Total Loss.

- In the event of a claim, We will evaluate the cost of the Replacement Vehicle using various consumer and commercially available tools, covering vehicles from dealerships throughout the UK

General Exclusions

The Insurer will not be liable for any claim for:-

- Loss or damage caused by or arising from:
 - the intentional act or wilful neglect of the Insured,
 - experiments involving the imposition of any abnormal conditions on the Insured Vehicle
- Loss of use of the insured Vehicle or Consequential Loss of any nature whatsoever
- Penalties for delay or detention or in connection with guarantees of performance or efficiency, which is directly or indirectly caused by or is a result of:
 - earthquake,
 - war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power confiscation, or nationalisation,
 - riot or civil commotion outside England, Scotland, Wales, the Isle of Man and the Channel Islands
- We will not provide cover for any direct or indirect consequence of war, civil war, invasion, acts of foreign enemies (whether war be declared or not), rebellion, revolution, insurrection, military or usurped power, or confiscation, nationalisation, requisition, destruction of or damage to property by or under the order of any government, local or public authority, terrorism.
- Any direct or indirect consequence of:
 - Irradiation, or contamination by nuclear material; or
 - The radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter; or
 - Any device or weapon which employs atomic or nuclear fission or fusion or other comparable reaction or radioactive force or matter.
- For damage caused by pressure waves of an aircraft or other aerial device travelling at sonic or supersonic speed
- For liability, which attaches by virtue of an agreement but which would not have attached if the agreement did not exist
- Where an insured Vehicle has been used:
 - for racing, pace making, speed testing, reliability trials or any off-road use,
 - for the carriage of goods or passengers for hire or reward,
 - as a short-term self drive car,
 - for driving tuition.

How to Claim

In the event of a possible claim under this policy please follow the claims procedure set out below with written notice of the facts on which the claim is based, to be provided to the Administrator within 120 days of the date of the loss. If such notice should not be given within such period or any extension agreed by The Insurer, no payment under this policy will be granted.

Claims Procedure

Contact GapInsurance.co.uk c/o MB&G in writing within 120 days of the event that gave rise to the Vehicle being declared a Total Loss, at:

GapInsurance.co.uk c/o,
MB&G Insurance Services
Cobalt Business Exchange,
Cobalt Park Way,
Newcastle Upon Tyne,
NE28 9NZ.

or by telephoning 0191 258 8137 with the following information:-

- Your name, address and postcode
- a daytime contact telephone number
- the Policy reference number
- details of the Vehicle

We will then advise You how to proceed with Your claim. Please quote Your policy number in all correspondence.

UK General Insurance Ltd are an insurers agent and in the matters of a claim act on behalf of The Insurer.

Compensation Scheme

Great Lakes Insurance SE is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme, if they cannot meet their obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim with no upper limit. You can get more information about compensation scheme arrangements from the FSCS or visit www.fscs.org.uk

Data Protection Act 1998

Please note that any information provided to Us will be processed by Us and Our agents in compliance with the provisions of the Data Protection Act 1998, for the purpose of providing insurance and handling claims, if any, which may necessitate providing such information to third parties. We may also send the information in confidence for process to other companies acting on their instructions including those located outside the European Economic Area.

Customer Service / Complaints

It is Our intention to give You the best possible service but if You do have questions or concerns about this insurance or the handling of a claim You should follow the Complaints Procedure below:

If Your complaint relates to the sale of Your policy, please write to the Administrator:

The Managing Director
GAPInsurance.co.uk
33/35 Cross Green
Otley
West Yorkshire
LS21 1HD

Tel: 01943 850999

Email: complaints@gapinsurance.co.uk

If Your complaint relates to the handling of a claim on Your policy, please write to the Claims Administrator:

MB&G Insurance Services
Cobalt Business Exchange
Cobalt Park Way
Newcastle Upon Tyne
NE28 9NZ

Tel: 0191 258 8137

Email: claims@mbginsurance.com

Please ensure Your policy number is quoted in all correspondence to assist a quick and efficient response.

If Your complaint cannot be resolved by the end of the third working day, the Administrator will pass it to:

The Customer Relations Manager,
UK General Insurance Ltd
Cast House,
Old Mill Business Park,
Gibraltar Island Road,
Leeds,
LS10 1RJ.

Tel: 0345 218 2685

Email: customerrelations@ukgeneral.co.uk

If it is not possible to reach an agreement, You have the right to make an appeal to the Financial Ombudsman Service. This also applies if You are insured in a business capacity and have an annual turnover of less than €2 million and fewer than ten staff. You may contact the Financial Ombudsman Service at:

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

Tel: 0300 123 9 123

The above complaints procedure is in addition to Your statutory rights as a consumer. For further information about Your statutory rights contact Your local authority Trading Standards Service or Citizens Advice Bureau.

