

## Car Insurance Policy Summary

This summary outlines the cover and options available. It does not give details of all of the policy limits, terms, conditions or exclusions. For full details of the insurance please refer to the document of car insurance, your certificate of motor insurance and your schedule which indicates the operative sections and any endorsements that apply to your policy.

**Insurer:**

This insurance policy is underwritten by Liverpool Victoria Insurance Company Limited.

**Type of cover:**

Car insurance is designed to provide cover for your vehicle. The level of cover available is optional and will only apply if you have selected them and they are shown on your schedule.

**Period of insurance:**

The length of time covered is shown in the schedule and is for 12 months in a row. The policy is renewable each year.

Cover available	Significant exclusions or limitations
<p><b>Comprehensive:</b> Accidental damage cover for your vehicle in addition to third party fire and theft cover.</p>	<ul style="list-style-type: none"> <li>- Cover for "driving other cars" is third party only. Loss or damage to the vehicle you are driving is not covered if you are driving under this extension.</li> <li>- Cover for in-car entertainment, telephone and satellite navigation equipment not part of the vehicle manufacturer's original specification is limited to £500.</li> <li>- We will not pay a claim if your car is left unlocked, or with the keys in it or with a window or roof open.</li> <li>- Excesses may apply and are shown on your schedule.</li> <li>- Exclusions under each section of cover in your document of car insurance.</li> </ul>
<p><b>Third Party Fire and Theft:</b> Damage to your vehicle by fire or theft in addition to third party cover.</p>	<ul style="list-style-type: none"> <li>- No cover for damage to your own vehicle other than by fire or theft.</li> <li>- Cover for "driving other cars" is third party only. Loss or damage to the vehicle you are driving is not covered if you are driving under this extension.</li> <li>- Cover for in-car entertainment, telephone and satellite navigation equipment not part of the vehicle manufacturer's original specification, is limited to £500.</li> <li>- We will not pay a claim if your car is left unlocked, or with the keys in it or with a window or roof open.</li> <li>- Excesses may apply and are shown on your schedule.</li> <li>- Exclusions under sections 2 and 3 of your document of car insurance.</li> </ul>
<p><b>Third Party:</b> Cover for liability to other people for injury or damage to their property.</p>	<ul style="list-style-type: none"> <li>- No cover for damage to your own vehicle.</li> <li>- Cover is limited to £20,000,000 for damage to other people's property.</li> <li>- Exclusions under section 3 of your document of car insurance.</li> </ul>

**Significant exclusions or limitations applicable to all policies:**

- General exceptions and general conditions for all types of cover are shown in sections 12 and 13 of the document of car insurance.
- Paragraphs 5 and 6 of your certificate of motor insurance shows who is covered to drive and limitations as to use.
- We will make an administration charge of £10 if you request a change of vehicle or driver, or if you request duplicate documents. However we will not make an administration charge if your policy has been in force with us at least 2 years.

Options available	Significant exclusions or limitations
<p><b>Guaranteed Courtesy Car:</b> Cover for a courtesy car while repairs to your car are carried out or following your car being declared a total loss, or is stolen and not recovered.</p>	<ul style="list-style-type: none"> <li>- Only available if the loss or damage to your car is covered by this insurance and if repairs are carried out by our Selected Repairer Service.</li> <li>- Up to a maximum of fourteen days if your car is a total loss or is stolen and not recovered.</li> </ul>
<p><b>Foreign use:</b> Extends the full benefits of this insurance to EU countries.</p>	<ul style="list-style-type: none"> <li>- Only available if your car is registered and normally kept in Great Britain, Northern Ireland, the Isle of Man or the Channel Islands and is not kept abroad for more than 180 consecutive days.</li> </ul>
<p><b>Increased Personal Accident Limit:</b> Extends the benefits for you and your spouse/partner from £10,000 to £100,000.</p>	<ul style="list-style-type: none"> <li>- Exclusions are shown in the document of car insurance.</li> </ul>
<p><b>Guaranteed No Claim Discount:</b> Allows you to keep your no claim discount however many claims you have</p>	<ul style="list-style-type: none"> <li>- Only available if you have earned at least 4 years no claim discount.</li> </ul>

<p><b>Legal expenses:</b> Cover for legal expenses for the recovery of uninsured losses and defence of a motoring prosecution.</p>	<ul style="list-style-type: none"> <li>- Cover is limited to £100,000.</li> <li>- Covers legal costs incurred by one of our panel solicitors until court proceedings are issued. If proceedings need to be issued or if a conflict arises you may choose your own solicitor if we approve them.</li> <li>- Exclusions are shown in the 'legal expenses' section of the document of car insurance.</li> </ul>
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**Road Rescue**

<p><b>Road Rescue - Roadside Assist:</b> Provides breakdown cover for your vehicle when away from home.</p>	<ul style="list-style-type: none"> <li>- If your vehicle cannot be fixed at the roadside, we'll recover your vehicle to either a destination of your choice or a suitable repairer, both within 10 miles of the breakdown.</li> <li>- There is no cover within ¼ mile of your home address.</li> </ul>
<p><b>Road Rescue - Roadside &amp; Home Assist:</b> Provides breakdown cover for your vehicle when at home and away from home.</p>	<ul style="list-style-type: none"> <li>- Same cover features as in Roadside Assist, and we will also Come and assist you if your car will not start at home.</li> </ul>
<p><b>Road Rescue - UK Recovery:</b> Provides breakdown cover for your vehicle when away from home.</p>	<ul style="list-style-type: none"> <li>- If your vehicle cannot be fixed at the roadside, we'll recover your vehicle to either a destination of your choice, a suitable repairer or to your home address.</li> <li>- There is no cover within ¼ mile of your home address.</li> </ul>
<p><b>Road Rescue - UK Recovery &amp; Home Assist:</b> Provides breakdown cover for your vehicle when at home and away from home.</p>	<ul style="list-style-type: none"> <li>- Same cover features as in UK Recovery, and we will also come and assist you if your car will not start at home.</li> </ul>
<p><b>Road Rescue - UK &amp; European Assist:</b> Provides breakdown cover for your vehicle when at home and away from home and also when travelling in Europe.</p>	<ul style="list-style-type: none"> <li>- In addition to the features of UK Recovery &amp; Home Assist, we will also cover your car for European travel.</li> </ul>
<p><b>Road Rescue - Personal Cover:</b></p>	<ul style="list-style-type: none"> <li>- The level of cover you have purchased for your own car is extended to any other car you are driving or a passenger in at the time of a breakdown while driving in the UK. This cover also extends to your spouse / partner.</li> </ul>

**Significant exclusions or limitations applicable to all Road Rescue cover:**

General Exceptions and exclusions are shown in the Road Rescue terms and conditions.

**Your rights to cancel your insurance**

**Up to 14 days after you receive your documents**

At the start of your insurance, when you receive your documents, you have 14 days to check you're happy with the insurance cover you've bought. If the cover doesn't meet your needs, you can cancel your insurance by telling us. If you do this within 14 days of receiving them, we'll refund any money you've paid, less a charge for the cover you've had and a cancellation charge of £40 for setting up the policy. A charge won't be made if you cancel before your cover start date. We'll send you the refund within 30 days of you telling us that you'd like to cancel.

**More than 14 days after you receive your documents**

After the initial 14 day period, if you've not made a claim, we'll refund any money you've paid, less a charge for the cover you've had and a cancellation charge of £40.

**How to report a claim**

If you suffer an accident or wish to make a claim under your policy, please **CALL US FIRST** on **0845 640 5640**. Please do not make your own arrangements before speaking to us. Telephone lines are open 24 hours a day, 365 days a year.

Please refer to the 24 Hour Motor Claims Line leaflet for further information on what to do in the event of an accident.

**How do I complain?**

If you wish to make a complaint, please contact us by phone on 0845 640 5266 or write to us. If you prefer to write, please address your letter to: The Customer Relations Manager, LV=, County Gates, Bournemouth, BH1 2NF. For more information, please visit the complaints section on our website: [www.LV.com/contactus/complaints/making-a-complaint](http://www.LV.com/contactus/complaints/making-a-complaint)

A copy of our internal complaints procedures is available on request.

If we cannot resolve your complaint, you may refer your complaint to the Financial Ombudsman Service within 6 months of receiving our final response letter. The address is: Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR. Telephone: 0800 023 4567 or email [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Making a complaint will not affect your right to take legal action.

**What happens if we can't meet our liabilities?**

If we can't meet our liabilities to you, you may be able to claim from the Financial Services Compensation Scheme (FSCS). You can find out more at [www.fscs.org.uk](http://www.fscs.org.uk) or email [enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk)

You can also write to Financial Services Compensation Scheme, 7th Floor, Lloyds Chambers, Portsoken Street, London, E1 8BN or telephone 0207 741 4100.

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