

Car Insurance

Insurance Product Information Document

Company: Highway Insurance Company Limited.

LV= and Liverpool Victoria are registered trademarks of Liverpool Victoria Financial Services Limited and LV= and LV= Liverpool Victoria are trading styles of the Liverpool Victoria group of companies. Highway Insurance Company Limited, registered in England and Wales number 3730662 is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, register number 202972. Registered address: 57 Ladymead, Guildford GU1 1DB. Tel. 0330 1239970.

Product: Care by Volvo Car Insurance Policy

This document provides a summary of the key information relating to this car insurance policy. It should be read together with the Document of Insurance, Policy Schedule and Certificate of Insurance. Please refer to the Document of Insurance for how to claim, how to make a complaint, details of any fees or charges that we may apply and details of the Financial Services Compensation Scheme (FSCS).

What is this type of insurance?

All motorists are required, by law, to insure their cars in order to drive them on roads and in public places. Car insurance meets this requirement and provides financial protection in the event of an incident which causes damage or injury. The level of protection provided will depend on the cover you select, a summary of which is provided below.



What is insured?

Third Party, Fire and Theft:

- ✓ Following an accident, we'll cover your liability to other people for injury (unlimited) or damage to their property (up to £20 million).
- ✓ You'll be covered for driving other cars if this is shown on your certificate of motor insurance.
- ✓ If your car or accessories are damaged by fire, theft or attempted theft we'll repair the damage/replace what is lost or stolen.
- ✓ Unlimited cover for loss/damage to factory fitted in-car entertainment equipment. £750 limit for non factory fitted in-car entertainment equipment.

Comprehensive:

- ✓ Accidental damage cover for your car in addition to third party fire and theft cover.
- ✓ We'll give you and your spouse/partner £5,000 of Personal Accident cover.
- ✓ We'll give you up to £300 of Personal Belongings cover & £200 for wheelchairs, prams, push chairs, buggies and carry cots
- ✓ If your windscreen or window glass is damaged, we'll repair or replace it.
- ✓ We will cover the cost of changing locks on your car if the keys, transmitter or immobiliser key have been lost or stolen provided you report the loss to the police within 24 hours of discovering it, up to £1,000.

Optional extras:

The following covers are optional. Please check your insurance schedule to see which covers you have selected.

- **Protected No Claim Discount (NCD)** If you have chosen to protect your NCD and paid an extra premium for this, we will not reduce your discount when you renew your policy if you have made only one claim. Your discount is protected but your premium could still rise following an accident or claim. Cover isn't available if you don't have four or more years NCD.



What is not insured?

- ✗ Excesses. Where an excess applies you will be required to pay this in the event of a related claim. Excesses will be shown on your quotation or policy schedule.
- ✗ Death or injury due to suicide, attempted suicide, drugs or alcohol.
- ✗ General wear and tear including to tyres, brakes etc.
- ✗ Intentional damage by the policy owner or named drivers.
- ✗ Theft if you leave your car unlocked, with a window or sunroof open, or you leave the engine running or with the key or ignition device in the car or in the immediate proximity of the car.

Optional extras:

- Protected No Claim Discount. Protected No Claim Discount doesn't guarantee that your premium won't increase.



Are there any restrictions on cover?

- ! Driving other cars is restricted to the policyholder only and for third party cover only, there is no cover for damage to the car you are driving.
- ! In-car equipment cover is limited to £750 where not installed as part of the car's original build.
- ! Personal Accident cover applies to incidents occurring whilst travelling in or getting into or out of any car.



Where am I covered?

- ✓ Great Britain, Northern Ireland, the Isle of Man and the Channel Islands.
- ✓ This policy gives the minimum cover you need by law to protect you when driving abroad in the following countries: Andorra, Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden and Switzerland.



What are my obligations?

- At the start of the policy you must give complete and accurate answers to any questions we may ask you.
- You must let us know if your circumstances change either before your policy starts or during the period of insurance such as you receive a motoring conviction.
- Premiums must be paid on time.
- You should ensure that your car is kept in a roadworthy condition and has a valid MOT if one is needed by law.
- If your car is fitted with an alarm, immobiliser or tracker these must always be on and working when your car is left unattended. Keys or ignition devices must also be removed, windows and sunroofs closed and all doors locked.
- If you need to make a claim you must provide us with full details as soon as possible. Refer to your Document of Insurance for the claims contact number.



When and how do I pay?

The premium for this policy can be paid in one single amount to the Care by Volvo Insurance Broker, they may also be able to offer a monthly instalment plan.



When does the cover start and end?

The policy is for a period of one year starting from the date shown on your Certificate of Insurance. The policy is renewable each year.



How do I cancel the contract?

When you receive your policy, you have 14 days in which to consider the cover provided. If the cover does not meet your needs, you have the right to cancel the Policy.

Within Reflection Period

If you cancel:

- Within 14 days of receiving your documents we will refund part of the premium after a deduction for the days you have been covered subject to a cancellation charge of £15 plus Insurance Premium Tax to cover our operational costs which is subject to a minimum amount payable of £25 plus Insurance Premium Tax. If an incident has occurred which may give rise to a prejudicial claim the full annual premium will be payable to us.

Outside Reflection Period

- If you cancel the policy after the 14 days, we will refund the part of the premium you have not yet used, except where an incident has occurred that may give rise to a prejudicial claim. If such an incident has occurred the full annual premium will be due to us. Outside this reflection period, no cancellation fee will apply.