



## Policy Summary

This is a summary of the policy and does not contain the full terms and conditions. Full details of the policy can be found in the terms and conditions.

### What does this Policy cover

This policy is a Fixed Benefit GAP Product designed to cover your vehicle in the event of a total loss.

#### Benefit

The insurer will in the event of your vehicle being declared a total loss in the period of insurance pay you the fixed sum of £1,000.

### Am I eligible for cover

You will be eligible for a Fixed Benefit GAP Policy provided the vehicle you have purchased:-

- Is listed in Glass's Guide (Industry standard vehicle price guide), and
- Is going to be used principally in the United Kingdom, and
- You have comprehensive cover with a UK motor insurance company.

### Period of Insurance

Cover under this policy lasts until the earliest of the following:-

- a) The period of insurance covered from the start date of this policy as detailed on the certificate of insurance has expired, or;
- b) The date on which your vehicle is sold or transferred to a new owner, or;
- c) The date a claim is paid in respect of your vehicle under this policy, or;
- d) Repossession, or;
- e) Cancellation of the policy.

**Please note that this Fixed Benefit GAP Policy cannot be renewed.**

### Benefits and significant features of the Policy

If in the event that your vehicle suffers a total loss and is written off by the motor insurance within the term of the policy, this policy will pay you the fixed sum of £1,000.

### Significant and unusual conditions and exclusions

#### The below is only a summary and a selection of the Conditions and Exclusions of your Policy.

- In the event of a claim the total loss must have occurred within the territorial limits (*Condition 1*)
- Your vehicle must be listed in Glass's Guide (Industry standard vehicle price guide) and principally used in the United Kingdom (*Condition 2*)
- This policy is not renewable or transferable to another individual (*Condition 5*)
- Any potential claim must be reported to the Claims Administrator within 120 calendar days from the date of loss, however all claims will be subject to the policy terms and conditions (*Condition 9*)

#### No benefit will be payable under this Policy in the event of a Total Loss:-

- If your vehicle is stolen by any person who has access to the keys of your vehicle including but not limited to family members. This does not include occasions where access to the keys was gained using forcible means (*Exclusion 1*)
- Which occurs while your vehicle is being:
  - used for any type of competition or rallies, racing, any type of track day, off road, speed testing, pacemaking or reliability trials;
  - used for commercial business use of hire and reward including and not limited to taxi, courier services and private hire including vehicles hired for use in a driving examination but not a lesson;
  - an emergency vehicle;
  - driven by any person not holding a valid current licence to drive your vehicle (*Exclusion 3*)
- When the driver of your vehicle is intoxicated by alcohol or under the influence of drugs not prescribed by a registered medical practitioner. This does not include occasions where access to the keys was gained using forcible means (*Exclusion 4*)
- Directly or indirectly caused by or contributed to or arising from ionising radiation, contamination by radioactivity from any nuclear fuel or from any nuclear waste, from the combustion of nuclear fuel or the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof (*Exclusion 6*)

For the full details of the Conditions, Exclusion and Definitions as defined in brackets and a complete list of the Conditions, Exclusion and Definitions please refer to the Fixed Benefit GAP Policy terms and conditions.

### Your right to cancel

You have a right to cancel cover and to receive a full refund of premium under this policy provided no claims are known or reported by giving written notice of cancellation within the 14 day cooling off period from the start date or when you receive the policy documents (whichever is the latest), to the Administrator quoting the certificate number. If you do not cancel cover within this period then cover will continue until its natural expiry, unless you subsequently cancel the policy.

If the policy is cancelled after the 14 day cooling off period, provided no claims are known, pending or reported, you will be entitled to a daily pro rata refund of the paid premium from the start date.

Any refund due will be calculated from the date the Administrator receives the letter of cancellation, email or phone call, whichever is the earliest date.

Once this policy is cancelled you will not be entitled to make a claim under this policy.

**PLEASE NOTE:** all cancellations made after the 14 day cooling off period are subject to a £35.00 administration charge, which will be deducted from any pro rata refund due.

Please refer to the Fixed Benefit GAP Policy terms and conditions for full cancellation options.

### What if I need to make a Claim

If you need to make a Fixed Benefit GAP Policy claim please contact the GAP Claims Department, Abraxas Insurance Administration Services Ltd, 1 Victoria Street, Bristol Bridge, Bristol, BS1 6AA. Tel: 0330 400 1657

Once you have received a total loss offer from your motor insurance the Claims Administrator will issue you with a claims declaration. You must sign and return the claims declaration along with all the information that the Claims Administrator has requested within 30 calendar days of the Claims Administrator sending the claims declaration. Unless you have previously contacted the Claims Administrator and the Claims Administrator has agreed an extension, or other exceptional circumstances apply, no benefit will be paid in respect of the claim.

Please refer to the "Making a Claim" section of the Fixed Benefit GAP Policy terms and conditions.

### Data Protection information

Some or all of the information which you supply to the Insurer or Us in connection with this policy will be held on computer records to help with the administration of the policy. It may be used for underwriting or claims purposes by the Insurer or Us. Your information may be transferred outside of the European Economic Area, but this will only happen when it is necessary for the conclusion, or performance of a contract that is entered into at your request, or interest, or for administrative, or marketing purposes.

Should you not wish for your details to be used for marketing purposes or you require a copy of personal information the Insurer or We hold, this can be requested by writing directly to the Administrator.

### **Customer Care information**

In the unlikely event of a dispute occurring regarding the administration, the terms of this policy or the service received, you should contact the Customer Care Manager who will investigate the matter:

In writing: Abraxas Insurance Administration Services Ltd, 1 Victoria Street, Bristol Bridge, Bristol, BS1 6AA

By telephone: 0330 400 1420

By e-mail: [quality@mapfre.co.uk](mailto:quality@mapfre.co.uk)

We will confirm receipt of your complaint within 5 working days and aim to resolve the problem within 8 weeks.

If you remain dissatisfied with the way that your complaint has been dealt with, you may refer the matter to the financial ombudsman service within 6 months of the date of our final response:

In writing: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR

By telephone: 0800 023 4567

For more information please visit [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

This procedure does not affect your statutory rights and is in addition to any other rights you may have to take legal proceedings.

MAPFRE ASISTENCIA is covered under the Financial Services Compensation Scheme. If the Insurer is unable to meet some of their liabilities and you make a valid claim, you may be entitled to compensation from the FSCS, depending on the type of business and circumstances of the claim.

Protection is at 100% where claims:

- Arise in respect of a liability subject to compulsory insurance, or;
- Arise in respect of a liability subject to professional indemnity insurance, or;
- Arise from the death or incapacity of the policyholder due to injury, sickness, or infirmity.

Protection is at 90% where claims arise under other types of policy with no upper limit.

Further information can be obtained from the Financial Services Compensation Scheme:

By telephone 0800 678 1100 or 020 7741 4100

By e-mail: [enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk)

For more information please visit [www.fscs.org.uk](http://www.fscs.org.uk)

### **The Insurer of this Policy**

MAPFRE ASISTENCIA Compañía Internacional de Seguros y Reaseguros Sociedad Anonima.

Principal Office: Alpha House, 5th Floor, 24A Lime Street, London, EC3M 7HS.

Company number FC021974, Branch number BR008042.

### **Contact Us**

#### **Administrator (for all policy administration other than claims):**

**Write to:** Insure & Go Insurance Services Limited, 1 Victoria Street, Bristol Bridge, Bristol, BS1 6AA

**Phone:** 0330 400 1201

**Email:** [enquiries@insureandgo.com](mailto:enquiries@insureandgo.com)

#### **Claims Administrator (for claims only):**

**Write to:** Abraxas Insurance Administration Services Ltd, 1 Victoria Street, Bristol Bridge, Bristol, BS1 6AA

**Phone:** 0330 400 1657

**Email:** [gapclaims@mapfre.co.uk](mailto:gapclaims@mapfre.co.uk)