

Lease/Contract Hire GAP Insurance

Insurance Product Information Document

Company: Red Sands Insurance Company (Europe) Ltd, Registered office Level 3 Ocean Village Business Centre, 23 Ocean Village, Promenade, Gibraltar, and is authorised and regulated by the Gibraltar Financial Services Commission (registration number 87598)

Product: Lease/Contract Hire GAP Insurance Rental Benefit

This document summarises the key features of your insurance policy. It is not tailored to your individual needs and so may not provide all the information relevant to your cover requirements. It is not the full terms and conditions - they are detailed in your policy document and insurance schedule.

What is this type of insurance?

If within the period of insurance an incident occurs within the stated territorial limits which results in a total loss under your motor insurance policy, this insurance will pay the contract hire or lease company the amount by which the early settlement balance exceeds the settlement under your motor insurance policy.



What is insured?

- ✓ Your motor settlement shortfall: If within the period of insurance and within the territorial limits, an incident occurs which results in the vehicle being a total loss under your motor insurance policy, this insurance will pay the shortfall between the total loss settlement by your motor insurance policy insurer and the contract hire settlement or lease settlement.
- ✓ We will also cover you for up to three monthly rental payments to a maximum of £2,500 (including VAT) as a contribution towards a replacement vehicle under a new contract hire or lease agreement subject to the provision of a new vehicle contract hire or lease agreement.
- ✓ Up to £250 towards your Motor Insurance Excess
- ✓ If during the first year of cover, the vehicle is involved in an incident causing it to be declared a total loss by your motor insurer and you get a replacement vehicle on a "New for Old" basis, you will be issued with a new policy of the same duration as your existing cover.
- ✓ Vehicles up to 7 years old at the inception of the policy.
- ✓ Vehicles up to 3,500kg gross weight
- ✓ We will cover up to £1,500 worth of dealer fitted manufacturer approved accessories provided they are detailed on the original vehicle supply invoice.



What is not insured?

- ✗ Ineligible vehicles: There are certain vehicles we can't cover such as taxis, couriers, commercial or emergency vehicles or Vehicles with a monthly rental cost which exceeds the amount stated on the Schedule and is the subject to a contract hire or lease agreement. Please refer to the full terms and conditions.
- ✗ Any total loss if the vehicle is stolen by any person having access to the keys of the vehicle unless taken by force or violence.
- ✗ Any recoverable Value Added Tax (VAT) where you are VAT registered.
- ✗ If your motor insurer offers you a replacement vehicle on a "New for Old" basis and you choose to decline this offer then we will settle your claim using the market value.
- ✗ Any vehicle that has been modified in any way from the manufacturer's specification.
- ✗ Any vehicle used for, racing, pace making, speed testing, reliability trials, rallying, or vehicles used for any other competitive event.
- ✗ Any total loss due to your negligence or as a result of an accident where the driver of the vehicle is under the influence of alcohol, drugs not prescribed by a registered medical practitioner, or drugs prescribed by a registered medical practitioner where a warning against driving has been given.



Are there any restrictions on cover?

- ! Motor Insurance: You must have fully comprehensive motor insurance cover on your vehicle throughout the term of this product. Note: motor trade insurance policies of any type are excluded.
- ! Claims are payable up to the maximum stated in the policy schedule.



Where am I covered?

- ✓ The policy is effective while the vehicles is used in the United Kingdom and for up to 90 days per annum in member countries of the European Community and any other country for which an International Motor Insurance Green Card in respect of the vehicle is effective.



What are my obligations?

- You must take reasonable care to give us and your retailer complete and accurate answers to any questions we ask – whether you're taking out, or making changes to your policy.
- You must notify the claims administrator of any possible total loss as soon as reasonably possible but within a maximum of 90 days via the claims line on 01279 456 500.
- You may, at any time, transfer any remaining period of insurance on the policy due to a change of vehicle, on payment of an administration fee and subject to the replacement vehicle purchase price not exceeding the current price band of the original vehicle and meeting all other conditions and eligibility criteria in this policy. If you wish to transfer the policy to a replacement vehicle you must contact the administrator within seven days of the replacement vehicle purchase.
- You must pay any premium when due otherwise cover will cease from the premium due date.
- You should notify us immediately of any changes to your vehicle via our Customer Services Team on 01279 456500.
- You must gain acceptance from the claims administrator prior to accepting an offer of settlement figure from your motor insurance policy. Failure to do this may result in settling your claim using the market value.



When and how do I pay?

- You will need to pay your retailer for this policy at the time you purchase your vehicle. They may offer different payment options.



When does the cover start and end?

- The start and end dates are shown on your policy schedule.



How do I cancel the contract?

- You have the right to cancel the policy at any time.
If you wish to cancel the policy within the first 30 days, you must contact the retailer who sold you the policy. If the policy is cancelled within the first 30 days of receiving it (cooling off period) you will be entitled to a full refund of the premium as long as you have not made a claim and do not intend to make a claim.

If you wish to cancel your policy after 30 days and you do not wish to transfer the policy to a replacement vehicle, you will be entitled to a pro-rata refund on the remainder of your policy. This will be calculated monthly and is paid for each full month left to run, and an administration fee of £35 will be charged to reflect the administrative cost of cancelling the policy.

Should you wish to cancel your policy you will be required to submit the request and make the payment via the AutoProtect claims app or online.

- Download the AutoProtect app by searching your app store with the words AutoProtect Claims; or text the word APAPP to 88802. You will then receive a download link via SMS. Messages are charged at your standard message rate.

- Or visit www.apapp.co.uk.

If the policy has not been paid in full, you will be entitled to a pro-rata refund on the amount you have paid less the administration fee of £35.

Lease/Contract Hire SMART Cover

Insurance Product Information Document

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Product: **SMART Cover** with £250 Body shop Contribution - No Excess

This document summarises the key features of your insurance policy. It is not tailored to your individual needs and so may not provide all the information relevant to your cover requirements. It is not the full terms and conditions - they are detailed in your policy document and insurance schedule.

What is this type of insurance?

This insurance covers you for the cost of repairs to minor dents, light scratches, light scuffs and chips to your vehicle as a result of accidental damage.



What is insured?

- ✓ This insurance will pay for the cost of repairs as a result of accidental damage for minor dents, light scratches, light scuffs and chips to body of your vehicle.
- ✓ Our nominated repairer will carry out the required repairs to your vehicle at an agreed location in accordance with the terms and conditions of your policy.
- ✓ £250 (including VAT) Bodyshop Repair Contribution.



Are there any restrictions on cover?

- ! Claims are payable up to the maximum stated in the policy schedule.
- ! **A maximum of 4 eligible areas of damage may be submitted in any single calendar month.**
- ! You must be the **authorised driver** of the vehicle which must be registered and principally used in **England, Northern Ireland, Scotland (excluding any Islands) or Wales.**
- ! Damage to the Vehicle body panel must not exceed **30 (thirty) cm** in diameter and not extend over more than 2 (two) adjacent body panels.



What is not insured?

- ✗ **Ineligible vehicles and usage: There are certain vehicles and usage the we can't cover** such as any vehicle with specialist paint finishes, taxis, couriers, **light commercial vehicles, company pool cars, national fleet vehicles delivery vehicles, panel vans**, emergency vehicles or vehicles with a gross vehicle mass over 3500kg. Please refer to the full terms and conditions.
- ✗ Any damage to the vehicle which is not minor damage.
- ✗ Any damage which was incurred prior to the inception of the policy.
- ✗ Any damage involving cracked or dented **bumpers**.
- ✗ **For any costs in excess of £250 (including VAT) following an authorised Claim requiring a conventional Body shop Repair as a Minor Cosmetic Damage Repair could not be facilitated**
- ✗ Any claims made in excess of the total maximum claim limit.
- ✗ Any vehicle that has been modified in any way from the manufacturer's specification.
- ✗ Any vehicle used for, racing, pace making, speed testing, reliability trials, rallying, or vehicles used for any other competitive event.
- ✗ **Body panels / bumpers that have been cracked, ripped, torn or perforated.**
- ✗ **Replacement of body panels**
- ✗ **Vehicles with special effect paint finishes, please refer to the full terms and conditions.**



Where am I covered?

- ✓ The policy is effective in **England, Northern Ireland, Scotland (excluding any Islands), and Wales.**



What are my obligations?

- You must take reasonable care to give us and your retailer complete and accurate answers to any questions we ask – whether you're taking out, or making changes to your policy
- You must notify the claims administrator of any possible claim as soon as reasonably possible but within a maximum of 30 days via the claims line on 01279 456 501.
- You must pay any premium when due otherwise cover will cease from the premium due date.
- You should notify us immediately of any changes to your vehicle via our Customer Services Team on 01279 456501.



When and how do I pay?

- You will need to pay your retailer for this policy at the time you purchase your vehicle. They may offer different payment options.



When does the cover start and end?

- The start and end dates are shown on your policy schedule.



How do I cancel the contract?

- You have the right to cancel the policy at any time.
If you wish to cancel the policy within the first 30 days, you must contact the retailer who sold you the policy. If the policy is cancelled within the first 30 days of receiving it (cooling off period) you will be entitled to a full refund of the premium as long as you have not made a claim and do not intend to make a claim.
If you wish to cancel your policy after 30 days, you will be entitled to a pro-rata refund on the remainder of your policy. This will be calculated monthly and is paid for each full month left to run, and an administration fee of £35 will be charged to reflect the administrative cost of **cancelling** the policy.
Should you wish to cancel your policy you will be required to submit the request and make the payment via the AutoProtect claims app or online.
 - **Download the AutoProtect app by searching your app store with the words AutoProtect Claims; or text the word APAPP to 88802. You will then receive a download link via SMS. Messages are charged at your standard message rate.**
 - **Or visit www.apapp.co.uk.**
- If the policy has not been paid in full, you will be entitled to a pro-rata refund on the amount you have paid less the administration fee of £35.