



IMPORTANT RENEWAL INFORMATION

Please find below relevant information relating to the invitation of this renewal.

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Please note **all transactions including adjustments need to be notified via E Mail** to ensure we and the client are compliant, the client faces a fine of up to £5,000 if not compliant, this is most important.

Please make your agents aware of this requirement.

fleetoperations@highway-insurance.co.uk

NOTE PLEASE

Windscreen where included is limited to £500 and subject to the relevant excess.

VERY IMPORTANT

Any invitation of renewal is made, subject to no further claims occurring prior to the due date and subject to no disproportionate deterioration of the attached claims experience. (Regardless of whether or not claims fall into the cut off date shown on the experience). Please also remember that all other material changes to this risk are declared or else this renewal invitation and possible acceptance by the client may become void.

Please note where claims are not reported promptly by the client and consequently lead to an incorrect renewal being accepted, Underwriters reserve their rights to retrospectively recalculate the premium and charge the correct renewal premium and/ or increase other terms as they see fit.

Policy Underwritten by:
Highway Insurance Company Limited
 Highway House, 171 Kings Road, Brentwood, Essex CM14 4EJ.

LV= Fleet Insurance - Policy Summary

Some important facts about your Fleet insurance are summarised below. This summary does not describe all the terms and conditions of your policy, so please take time to read the policy document to make sure you understand the cover it provides.

This Insurance is governed by English law (unless you live in Jersey or Guernsey, where Jersey or Guernsey law will apply).

This policy is valid for a calendar year.

Features and benefits included automatically	Significant exclusions or limitations	Policy section Information can be found in
<p>Third Party Cover – Third party liability: Unlimited indemnity in respect of death or injury to third parties (including passengers). Limited cover for damage to other people’s property.</p> <p>Legal Representation and Costs – Reasonable legal costs and expenses for representing the Insured at an inquest or enquiry or defending charges of manslaughter or causing death by dangerous driving.</p> <p>Towing - Cover is extended under this section while the insured vehicle is legally towing a caravan, trailer or broken-down vehicle.</p> <p>Emergency Medical Treatment – We will pay for emergency medical treatment following an accident involving an insured vehicle.</p>	<p>Applies to all covers.</p> <p>Excludes:-</p> <ul style="list-style-type: none"> Any amount above £5,000,000 for damage to other people’s property when caused by an insured commercial vehicle or motorcycle or any amount over £20,000,000 for damage to other people’s property when caused by an insured private car and any amount above £5,000,000 for costs and expenses incurred. Loss or damage to the Insured vehicle. Any property in the vehicle. Death or injury to the person driving the insured vehicle. Liability for death, injury or damage when loading or unloading when not on a public road. <p>We will pay for emergency medical treatment up to the limits specified in the Road Traffic Acts.</p>	<p>1</p>
<p>Fire & Theft Cover – We will cover you for the loss or damage to the insured vehicle, including standard accessories and fitted entertainment equipment, by fire, lightning, explosion, theft or attempted theft.</p>	<p>Only applies to Comprehensive or Third Party Fire & Theft cover.</p> <p>Must be the insured vehicle for a claim to be made. The maximum amount we will pay is the market value of the vehicle at the time the loss or damage occurred.</p> <p>Excludes:-</p> <ul style="list-style-type: none"> The excess, or any loss or damage up to the amount of the excess, that appears on the schedule. Any amount over £500 for fitted entertainment equipment. Satellite navigation equipment unless fitted as standard. Loss or damage if the insured vehicle is taken, or driven, by any person who is not an insured driver but is a member of the insured driver’s or hirer’s family or household. <p>You must keep your vehicle and its keys safe at all times for a claim to be valid. You must ALWAYS close the doors, windows and lock the vehicle removing the keys. Failure to do so may result in a claim for theft being refused.</p>	<p>2</p>
<p>Accidental Damage – We cover the loss or damage to the insured vehicle, including standard accessories and fitted entertainment equipment.</p> <p>Courtesy Vehicle provided whilst an insured private car or commercial vehicle, up to but not exceeding 3.5 tonne gross vehicle weight, is being repaired at our approved repairer.</p>	<p>Only applies to Comprehensive cover.</p> <p>Excludes:-</p> <ul style="list-style-type: none"> Any exclusion or limitation applying to the Fire & Theft section also applies to this section Damage caused by frost unless you have taken all reasonable care to prevent it. Tyre damage caused by wear and tear, braking, punctures, cuts or bursts. <p>Provision of any Courtesy Vehicle is subject to availability.</p>	<p>3</p>

Features and benefits included automatically	Significant exclusions or limitations	Policy section Information can be found in
New Car replacement – If, within 1 year you buying an insured private car from new, the vehicle incurs damage that will cost more than 60% of the manufacturers list price then we will replace the insured private car with a new one of the same make, model and specification.	Only applies to Comprehensive cover. You must be the first registered owner of the vehicle. If you wish to have the claim settled on a cash basis the most we will pay is the current market value of the insured private car. We are not liable for any loss arising from the delay of getting the replacement car. Any payment will be subject to the excess that appears on the schedule. This benefit does not apply if the Policy extends to cover self drive hire.	3
Windscreen and Windows – We pay for the damage to the insured vehicle's windscreen and windows.	Only applies to Comprehensive cover. There may be a limit to the maximum amount payable dependant on which windscreen repairer or replacement provider you use. We suggest you use our approved provider Highway Glassline (0800 678 1010).	4
Replacement Locks - If the keys, lock transmitter or entry card for the keyless entry system of your insured vehicle are stolen, we will pay up to £750 towards the cost of replacing: the door and boot locks, the ignition and steering locks, the lock transmitter or the entry card.	Only applies to Comprehensive cover. Subject to our being satisfied that that the identity or the location of your vehicle is known to any person who may have the keys, transmitter or entry card.	5
Medical Expenses – Cover for medical expenses for injury to you or your passengers, in addition to the compulsory Emergency Medical Treatment fee (see Section 1), arising from an accident involving the insured vehicle.	Only applies to Comprehensive cover. Maximum £150 payment for each person.	6
Foreign Use – Minimum cover automatically extended to member countries of the European Union, Andorra, Croatia, Iceland, Norway and Switzerland.	No cover applies to any country who is not a member state of the European Union or Andorra, Croatia, Iceland, Norway or Switzerland.	7

Optional cover	Significant exclusions or limitations	Policy section information can be found in
At Underwriters discretion		N/A

Cancellation rights

We hope you are happy with the cover this policy provides. However, you have the right to cancel it within 14 days of receiving the policy, without giving any reasons by providing confirmation to your insurance adviser in writing and returning any cover note and/or certificate of insurance. If that happens, we will charge you pro rata, subject to a minimum fee of £25 + Insurance Premium Tax, for the cover provided from the beginning of the contract until the policy is cancelled.

You may cancel this insurance outside of the 14-day period by providing confirmation to your Insurance Provider in writing and returning any cover note and/or certificate of insurance. A refund of premium will be made, subject to no claim for indemnity being made under the terms of the policy and the return of the covernote and/or certificate, in accordance with our short period cancellation scale below.

Up to 1 month	Up to 2 months	Up to 3 months	Up to 4 months	Up to 5 months	Up to 6 months	Up to 7 months	Over 7 months
Amount Refunded	Amount Refunded	Amount Refunded	Amount Refunded	Amount Refunded	Amount Refunded	Amount Refunded	Amount Refunded
75%	60%	50%	40%	30%	20%	10%	Nil

Making a claim

If you wish to report an accident or theft or wish to make any claim please call our Contact Centre (GB) on 0845 337 2671, or Contact Centre (Northern Ireland) on 0871 222 6062, as soon as possible following any incident.

For Windscreen and window claims only call 0800 678 1010. Windscreen cover only applies to Comprehensive cover.

Complaints

We aim to provide a high standard of service but if you are not satisfied with the service you receive you should in the first instance contact your insurance advisor who sold you this insurance. If you remain dissatisfied you should contact the Customer Care Department, Highway Insurance, Highway House, 171 Kings Road, Brentwood, Essex.CM14 4EJ. Telephone: 01277 266376. E-mail customercare@highway-insurance.co.uk

Please quote the Policy Number in all correspondence. A copy of Highway's complaint handling procedure is available on request.

If we cannot resolve your complaint, you may refer your complaint to the Financial Ombudsman Service within six months of receiving our final response letter.

The address is:

Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR.

Telephone: 0845 080 1800 or 0300 123 9 123 (from mobile or non BT lines)

E-mail: complaint.info@financial-ombudsman.org.uk

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

Financial Services Compensation Scheme

If we are unable to meet our liabilities to our policyholders, you may be able to claim compensation from the Financial Services Compensation Scheme (FSCS).

The level of compensation differs depending on the type of cover:

Compulsory insurance, (e.g. third party motor), is covered for 100% of the claim.

Non compulsory insurance, (e.g. home insurance), is covered for 100% of the first £2,000 and 90% for the remainder of the claim.

Further information can be obtained from:

Financial Services Compensation Scheme. 7th Floor, Lloyds Chambers, Portsoken Street, London, E1 8BN. Telephone 020 7892 7300 or e-mail, enquiries@fscs.org.uk.

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www.LV.com/commercial