



**Collingwood**  
Insurance

*Motor Fleet  
Insurance Policy*

# Collingwood Insurance

## Motor Fleet Insurance Policy

### WHAT YOUR DRIVER NEEDS TO DO IN THE EVENT OF AN ACCIDENT

**Regardless of blame these measures will help to protect you and your driver.**

The driver should stop as soon as possible, in a safe place. If anybody has been injured, he/she should call the police and ambulance service. If the vehicle is equipped with a warning triangle, it should be placed well before the obstruction.

It is worth keeping a pen and paper in the vehicle. The driver can then make a quick sketch of the direction and final position of each vehicle. He/she should write down the name, address and vehicle registration number of the other driver(s). He/she should also make a note of the number of passengers in each vehicle. If the police attend the scene the driver should write down the officer's name, number and police

force. If the driver has a mobile phone with him/her and it is fitted with a camera, he/she should try and take photographs to support the positions of the vehicles and the extent of damage.

If anybody has been injured **your** driver should obtain all drivers' insurance details as well as giving his/her own details to anyone who has reasonable grounds for requesting them. It is most important to obtain details of all witnesses. If **your** driver is not to blame this will help **us** to recover **our** costs from the negligent party and minimise the effect on **your** future renewal premiums.

Make sure that **your** driver knows not to admit responsibility, either verbally or in writing.

If for any reason it has not been possible to exchange details with other drivers at the time of the collision, or the driver was in collision with an animal, **you** must report the incident to the police as soon as possible, and certainly within 24 hours.

**Call the 24-hour Claims Helpline 0345 3700 008**

**After any accident or incident telephone our 24 hour claims helpline as quickly as possible.**

**This is regardless of whether you wish to make a claim under the policy. Delay in notifying us of an incident may increase claim costs, which you will become liable to pay. It may also invalidate your right to claim. Quote your policy number and give all the information about the incident. If your claim is due to theft, attempted theft or vandalism you must also inform the Police and obtain a crime reference number.**

The benefits **you** receive will depend on the level of policy cover you selected but can include the following (\*whilst using **our approved repairer**):

- **FREE courtesy car while your vehicle is being repaired\***
- **FREE collection and re-delivery\***
- **FREE vehicle cleaning service\***
- **Repairers' work guaranteed for three years.**
- **Windscreen repair/replacement**

We will deal with **your** claim and claims made against **you** and/or **your** driver, as quickly and fairly as possible. Please read the General conditions in this policy document.

For our joint protection telephone calls may be recorded and monitored by **us** and **our** service providers.

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# Motor Fleet Insurance Policy

## Important Customer Information

### Notification of changes which may affect your insurance – keeping us updated

**You** should keep a complete record of all information (including copies of letters) supplied to **us** in taking out this insurance.

So that **you** understand what **you** are covered for, please read this policy, the **Schedule** (which may make reference to **Endorsements**) and the **Certificate of Motor Insurance** very carefully.

**You** should pay special attention to the General exceptions and General conditions of this policy.

If **you** have any questions, or the cover does not meet **your** needs or any of the details are incorrect **you** should notify us immediately via **your Insurance intermediary**.

To keep **your** insurance up to date please tell **us** straight away via **your Insurance intermediary** about changes which may affect **your** cover.

Some examples are:

- A change of vehicle, or **you** purchase another vehicle to which **you** want cover to apply.
- **You** wish a new driver to be covered.
- Someone who drives the vehicle receives a motoring conviction, has a pending prosecution, suffers from a medical condition or has a claim on another policy.
- The vehicle is changed or modified from the manufacturer's standard specification or **you** intend to change or modify it (including the addition of optional-fit accessories such as spoilers, skirts, alloy wheels, refrigeration units, hoists, tail lifts, etc.)
- A change of **your** occupation and/or the type of business activities in which **you** are involved
- A change of address or where the vehicles are normally kept.
- A change in the use of any of the vehicles
- A vehicle is involved in an accident no matter how trivial

This is not a full list and if **you** are in any doubt **you** should advise **your Insurance intermediary** for **your** own protection. If **you** do not tell **us** about changes, **your** insurance may not cover **you** fully or at all.

## Data Protection

**We** are governed by the Data Protection Regulation applicable in both the United Kingdom and Gibraltar. Under this legislation **we** are required to tell **you** the following information. It explains how **we** may use **your** details and tells **you** about the systems **we** have in place that allow **us** to detect and prevent fraudulent applications for insurance policies and claims. The savings that **we** make help **us** to keep premiums and products competitive.

In order to provide **our** services, **we** will collect and use data about individuals, this means **we** are a 'data controller'.

The legal basis for processing **your** data is the performance of an insurance contract arranged between **you** and **us**. **We** are registered for the purposes of, and exercise control over, the processing of personal data, for which **we** carry specific responsibilities.

## Why we need your data

### Insurance Administration Purposes

The personal data **we** collect will depend on **our** relationship with **you**. For example, **we** will collect and hold more detailed information about **you** if **you** become a customer than if **you** simply receive a quote. Certain types of personal data are considered to be "special categories of data" due to their more sensitive nature. Sometimes **we** will ask for or obtain special categories of information because it is relevant to **your** insurance policy or claim.

Where **we** refer to personal data, as set out in these notices, it is also deemed to include special category data, for example; medical conditions or convictions.

The information that **you** give **us** will be used by **us** and **your Insurance intermediary** and anybody appointed by **us** or them for the purposes of providing **you** with a quotation with a view to entering into an insurance contract, administering **your** insurance policy or a claim. It may be disclosed to reinsurers and to regulatory authorities for the purposes of administering **your** insurance policy or claim, as well as monitoring compliance with regulatory requirements.

Where this happens, **we** will ensure that anyone to whom **we** send **your** information agrees to treat it with the same level of protection as if **we** were dealing with it.

If **you** provide personal data on behalf of or about another person, **you** confirm that they have given **you** permission to give the information to **us** and **your Insurance intermediary** and that **we** and they may process it.

**We** and **your Insurance intermediary** may undertake checks against publicly available information (such as DVLA records for MyLicence checks, electoral roll, county court judgements, bankruptcy orders or repossessions). These checks may be made when **you** take out insurance with **us** or if **you** make a claim and the information shared with anyone acting on **our** behalf to administer **your** insurance policy or a claim (e.g. loss adjustors or investigators).

### Credit Searches

To help **us** prevent fraud and to check **your** identity, **we** and **your Insurance intermediary** may search files made available to **us** by credit reference agencies, who may keep a record on that search.

## How we will use your data

### Underwriting Purposes

**We** will examine the potential risk in relation to **your** prospective or current policy (including anyone else likely to be involved, for example **your** age and the age of any other prospective drivers), so **we** can:

- consider whether to accept the relevant risk;
- make decisions about the provision and administration of insurance policies and related services for **you** (and members of **your** household or company depending on **your** policy type);
- validate **your** claims history (or the claims history of any person likely to be involved in the insurance policy or claim) at any time, including upon application for insurance, in the event of an accident or a claim, or at a time of renewal.

### DVLA

This paragraph applies where **you** have agreed **we** may access Driver & Vehicle Licensing Agency 'DVLA' records:

Information will be collected from **you** to enable **us** to examine the potential risk in relation to **your** policy so **we** can provide **your** (or that of any person covered by this policy for whom **we** hold details) Driving Licence Number ("DLN") to the DVLA to confirm **your** (or that of any person covered by this policy for whom **we** hold details) licence status, entitlement and relevant restriction information, in addition to endorsement/conviction data. Searches may be carried out prior to **you** purchasing cover and, in the event **you** purchase a policy, at any point throughout the duration of **your** insurance policy including at the mid-term adjustment and renewal stage(s). A search of the DLN with the DVLA should not show a footprint against **your** (or that of any person covered by this policy for whom **we** hold details) driving licence. For details relating to personal information held about **you** by the DVLA, please visit [www.dvla.gov.uk](http://www.dvla.gov.uk).





## Motor Insurance Database

Information relating to **your** insurance policy will be added to the Motor Insurance Database ("MID") managed by the Motor Insurers' Bureau ("MIB"). The MID and the data stored on it may be used by certain statutory and/or authorised bodies including the Police, the DVLA, the DVANI, the Insurance Fraud Bureau and other bodies permitted by law for purposes not limited to, but including:

- Electronic Licensing;
- Continuous Insurance Enforcement;
- Law enforcement (prevention, detection, apprehension and or prosecution of offenders);
- The provision of government services and or other services aimed at reducing the level and incidence of uninsured driving;
- If **you** or anyone covered by this policy are involved in a road traffic accident (either in the UK, the EEA or certain other territories), insurers and or the MIB may search the MID to obtain relevant information;
- Persons (including his or her appointed representatives), pursuing a claim in respect of a road traffic accident (including citizens of other countries) may also obtain relevant information which is held on the MID.

It is vital that the MID holds **your** correct registration number. If it is incorrectly shown on the MID **you** are at risk of having **your** vehicle seized by the Police.

**You** can check that **your** correct registration number details are shown on the MID at [www.askmid.com](http://www.askmid.com). **You** should show these notices to anyone insured to drive the vehicle covered under this insurance policy.

## Claims Management Purposes

In the event of a claim, **we** may need to disclose personal information with any other party involved in that claim, such as third parties involved in the incident, insurers, solicitors or representatives and medical teams (either relating to third parties or appointed by **us**), the Police or other investigators. **We** may also have to investigate **your** claims and conviction history.

## Management Information Purposes

**We** will analyse insurance and other markets for the purposes of: risk assessment, performance reporting, portfolio assessment and management reporting.

## Anti-fraud Purposes

### Fraud prevention and detection

In order to prevent and detect fraud **we** may at any time:

- Share information about **you** with other organisations and public bodies including the Police; and/or
- Undertake credit searches and additional fraud searches; and/or
- Check and/or file **your** details with fraud prevention agencies and databases, and if **you** give **us** false or inaccurate information and **we** suspect fraud, **we** will record this.

**We** and other organisations may also search these agencies and databases to:

- Help make decisions about the provision and administration of insurance, credit and related services for **you** and members of **your** household or company depending on **your** policy type; and
- Trace debtors or beneficiaries, recover debt, prevent fraud and to manage **your** accounts or insurance policies; and
- Check **your** identity to prevent money laundering, unless **you** furnish **us** with other satisfactory proof of identity.

**We** can, on request, supply further details of the databases **we** access or to which **we** contribute.

### Claims history

Under the conditions of **your** policy **you** must tell **us** about any insurance related incidents (such as fire, water damage, theft or an accident) whether or not they give rise to a claim. When **you** tell **us** about an incident **we** will pass information relating to it to industry databases.

**We** may search databases when **you** apply for insurance, in the event of any incident or claim, or at time of renewal of **your** insurance policy (if applicable), to validate **your** claims history or no claims bonus or that of any other person or property likely to be involved in the insurance policy or claim; this includes, but is not limited to:

- Claims and Underwriting Exchange (CUE)
- Motor Insurers Anti-Fraud & Theft Register (MIAFTR)

## How your data will be processed

### Insurance agencies and industry databases

**We** may pass information to the Claims and Underwriting Exchange Register (CUE) and the Motor Insurers' Anti-Fraud and Theft Register (MIAFTR), run by the Motor Insurers' Bureau (MIB). The aim is to help **us** to check information provided by **you** and also to prevent fraudulent claims. These registers may be searched in considering any application of insurance in connection with the policy.

**We** will pass any information relating to any incident (such as an accident or theft), which may or may not give rise to a claim under this insurance policy and which **you** have to notify **us** of in accordance with the terms and conditions of this insurance policy, to the relevant registers.

### Other insurers

**We** may pass information about **you** and this insurance policy to other insurance companies with whom **we** reinsure **our** business or who are dealing with a claim made under this policy. In addition, information may be passed to other insurance related organisations in common with industry practice. Such companies may be located in countries outside the UK and Gibraltar but within the European Economic Area ("EEA").

### Information on products and services

Where **we** have relevant consent, **we** may use the details **you** have provided to send **you** information about **our** other products and services or to carry out research. **We** may contact **you** by letter, telephone or e-mail. Please be reassured that **we** won't make **your** personal details available to any companies other than those that are contracted by **us** to provide services relating to **your** insurance contract with **us**. If **you** would prefer not to receive information from **us** or those companies who provide services on **our** behalf, simply tell **our** service provider when **you** call or write to them at:

Head of Risk and Compliance  
Collingwood Insurance Services (UK) Limited  
Collingwood House  
Redburn Court  
Earl Grey Way  
North Shields  
Tyne and Wear  
NE29 6AR



## Your Insurance intermediary

In the event that **we** are unable to continue to trade with **your Insurance intermediary** because they have ceased to trade through bankruptcy or liquidation, or in the event that their relevant FCA authorisation is revoked, **we** reserve the right to pass **your** insurance policy and all details on to another intermediary. If **you** do not wish for this to happen then please put **your** request in writing to **us**.

## How long we will keep your data

**We** will keep **your** personal information for as long as reasonably necessary to fulfil the purposes set out in this notice and to comply with **our** legal and regulatory obligations. **We** have a detailed retention policy in place which governs how long **we** will hold different types of information for. The exact time period will depend on the purpose for which **we** collect that information, for example:

- Policies: 7 years
- Claims: 7 years
- Complaints: 7 years

In some circumstances depending on the nature of **your** policy and any claims made under it, data may be retained for a further period. It is retained for as long as a potential claim might be made or whilst a claim is being processed.

## Your rights and your personal data

**You** are entitled to receive a copy of the information **we** hold about **you**. A request for personal data is free, unless the request is manifestly unfounded or excessive, in which case a reasonable administration fee may be charged.

**We** take reasonable steps to ensure that the information **we** hold about **you** is accurate and where necessary up to date and complete. **You** are entitled to ask for any inaccurate personal data held by **us** to be rectified. **You** are entitled, in certain circumstances, to request that **your** personal information held by **us** is erased (subject to meeting certain criteria). Both of these rights are subject to **our** legal obligations under the regulations.

**You** have the right to restrict or object to the processing of **your** personal data, subject to **our** legal obligations under the regulations. Please note in some circumstances **we** will not be able to cease processing **your** information, for example if **you** have a live insurance contract with **us** or an ongoing claim under **your** insurance contract.

**You** have the right to data portability which allows **you** to obtain the information previously provided to **us**, in a structured, commonly used and machine readable format. **You** have the right to request for this data to be transmitted to another data controller or processor, where this is possible.

**You** have the right to object to the processing of **your** personal data in respect to direct marketing or on grounds relating to **your** particular situation at any time.

If **you** have been subject to an automated decision and do not agree with the outcome, **you** can ask **us** to review it.



If **you** would like to find out more about **your** data protection rights or exercise any of the rights mentioned above, **you** can contact **our** service provider:

Head of Risk and Compliance  
Collingwood Insurance Services (UK) Limited  
Collingwood House  
Redburn Court  
Earl Grey Way  
North Shields  
Tyne and Wear  
NE29 6AR

Email: [Compliancemail@Collingwood.co.uk](mailto:Compliancemail@Collingwood.co.uk)

If **you** wish to raise a complaint about how **we** have handled **your** personal data, **you** can contact **our** Data Protection Officer:

Data Protection Officer  
Collingwood Insurance Company Limited  
7.02 World Trade Center  
Bayside Road  
Gibraltar  
GX11 1AA

Email: [Enquiries@Collingwood.gi](mailto:Enquiries@Collingwood.gi)

If **you** are not satisfied with **our** response or believe **we** are processing **your** personal data in a way which is not in accordance with the law, **you** can complain to the Gibraltar Regulatory Authority at the following address:

Gibraltar Regulatory Authority  
2<sup>nd</sup> Floor  
Eurotowers 4  
1 Europort Road  
Gibraltar  
GX11 1AA



## Our Service Commitment

What to do if **you** have a complaint

**We** are dedicated to providing **you** with the high standard of service **you** have the right to expect. If **we** fall below this standard or **you** are unhappy with any aspect of **our** service please follow the steps below, which have been created to ensure **you** are directed to the firm responsible for dealing with **your** queries:

### Step 1 – What you should do first

- If **you** have any questions or concerns about the way **your** policy was sold to **you** please contact **your Insurance intermediary**.
- If **you** have a complaint about a claim, please contact the person handling **your** claim in the first instance. **You** will find their name and phone number on any letters they have sent to **you**.
- If **you** have a complaint about the cover in this policy document, or **our** service, please contact **our** service providers in the United Kingdom at the following address, quoting **your** policy number which is shown on **your Schedule**:

Head of Risk and Compliance  
Collingwood Insurance Services (UK) Limited  
Collingwood House  
Redburn Court  
Earl Grey Way  
North Shields, Tyne and Wear  
NE29 6AR

In relation to complaints about a claim under this policy, **your** policy document or **our** service, the final response will be issued by **us**.

**Step 2 –** In the event that **you** remain dissatisfied with any final response to **your** complaint **you** may contact the Financial Ombudsman at:

The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

Telephone: 0800 023 4567 free for people phoning from a “fixed line” (for example, a landline at home) or 0300 1239123 (calls to this number are currently charged at the same rate as 01 or 02 numbers on mobile phone tariffs).

E-mail: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Whilst **we** are bound by the decision of the Financial Ombudsman Service, **you** are not. Following the above complaints procedure does not affect **your** right to take legal action.

## Customer Feedback

If **you** have any suggestions or comments about how **we** can improve **our** cover or the service **we** have provided please write to **our** service providers at:

Collingwood Insurance Services (UK) Limited  
Collingwood House,  
Redburn Court  
Earl Grey Way,  
North Shields,  
Tyne and Wear NE29 6AR

**We** always welcome feedback to enable **us** to improve **our** products and services.

## Telephone Recording

For our joint protection telephone calls may be recorded and monitored by **us** or **our** service providers.

## Financial Services Compensation Scheme

Collingwood Insurance Company Limited is a member of the Financial Services Compensation Scheme (FSCS). **You** may be entitled to compensation from this scheme if **we** cannot meet **our** liabilities under this policy. Compulsory insurance, such as third party motor insurance, is covered in full by the scheme. Non-compulsory cover such as damage to the insured vehicle is paid by the scheme for up to 90% of its value.

Further information about the scheme is available on the FSCS website at [www.fscs.org.uk](http://www.fscs.org.uk) or by writing to the FSCS at:

10<sup>th</sup> Floor  
Beaufort House  
15 St Botolph Street  
London  
EC3A 7QU



# Motor Fleet Insurance Policy

## Guidance Notes

These guidance notes are to help you understand this insurance.

We rely on the information that you have supplied. If any of the information changes (see page 4 for further details) or is incorrect you must tell us immediately through your insurance intermediary. If you fail to do so your insurance may not be valid.

## Introduction (Preamble)

This policy document is evidence of a legally binding contract of insurance between **you** (the Insured) and **us** (Collingwood Insurance Company Limited).

In the formation and throughout the duration of the contract, **we** rely upon:

- the information **you** provided, or which has been provided on **your** behalf and which is based on a fair presentation of risk before entering into an insurance contract, or contained in any declaration is, to the best of **your** knowledge and belief, correct and complete, and
- any other information given either verbally or in writing by **you** or on **your** behalf.

**You** must read this policy, the **Schedule** and the **Certificate of Motor Insurance** together. The **Schedule** tells **you** which sections of the policy apply. Please check all the above documents carefully to make certain they give **you** the cover **you** want.

**We** agree to insure **you** under the terms, conditions and exceptions contained in this policy document or in any **Endorsement** applying to this policy document. The insurance provided by the policy document covers any liability, loss or damage that may occur within the **Geographical limits** of the policy during any **Period of insurance** for which **you** have paid, or agreed to pay the premium.

Nobody other than **you** (the Insured) and **us** (Collingwood Insurance Company Limited) has any rights that they can enforce under this contract except for those rights that they have under road traffic law in any country in which this insurance applies.

Unless specifically agreed otherwise, this insurance shall be subject to English Law.

The terms and conditions of this policy and all other information concerning this insurance are communicated to **you** in the English language and **we** undertake to communicate in this language for the duration of the policy.



Steven Loudwill, Chief Executive Officer

Collingwood Insurance Company Limited  
Authorised Insurers, registered in Gibraltar (Reg. No. 89988).  
Registered office: Sovereign Place, 117 Main Street, Gibraltar, GX11 1AA.

Collingwood Insurance Company Limited is authorised and regulated by the Gibraltar Financial Services Commission.

The Financial Services Compensation Scheme covers this policy. Further information is available at [www.fscs.org.uk](http://www.fscs.org.uk)

Collingwood Insurance Company Limited is a member of the Association of British Insurers.

## Definitions (when displayed in bold font in this policy document)

### Approved repairer

A motor vehicle repairer authorised by **us** or **our** representative to repair the **Insured vehicle** following a valid claim under Section 2 or Section 3 of this insurance.

### Audio equipment

Radios, cassette players and CD players permanently fitted to the **Insured vehicle**. Two-way radio equipment is not included in this definition.

### Calendar month

A period of not less than 30 days.

### Certificate of Motor Insurance

A document which is evidence of **your** insurance and is required by law and forms part of this contract of insurance. The **Certificate of Motor Insurance** must be read in conjunction with this policy document.

### Courtesy car

A car loaned to **you** by our **Approved repairer** whilst the **Insured vehicle** is being repaired following a valid claim under section 2 or section 3 of this insurance.

### Endorsement

A change in terms of this insurance which replaces or alters the standard insurance wording and is printed on or issued with the **Schedule**.

### Excess

An amount that **you** have to pay towards the cost of a claim under this insurance. An amount which is not covered by insurance. **You** have to pay this amount regardless of the circumstances leading to the claim.

### Geographical limits

The United Kingdom of Great Britain and Northern Ireland, the Isle of Man and the Channel Islands.

### Hazardous goods

- Petrol and liquid petroleum gas transported in bulk, explosives or chemicals of a volatile, explosive, corrosive or toxic nature, and/or
- Any goods listed in Classes 1 to 9 of the Health and Safety Executive (HSE) rules relating to the carriage of dangerous goods. The rules require the display of hazard warning (ADR or Hazchem) panels and that the driver of the vehicle carries a Tremcard.

### Insurance intermediary

The intermediary who has placed this insurance with **us**, acting on **your** behalf as **your** agent and through whom all matters concerning this insurance are handled.

### Insured vehicle

The **Insured vehicle**, the details of which and registration number have been notified to and accepted by **us** in writing. **Insured vehicle** includes accessories which are permanently fitted to the vehicle but does not include any item of sound reproduction, communications, navigation or in vehicle entertainment equipment other than **Audio equipment** as defined above. The **Insured vehicle** is the subject matter of this contract of insurance.

### Market value

The cost of replacing **the Insured vehicle** as far as may be practical with a vehicle of similar make, model, age and condition (including similar mileage). In order to determine the **Market value**, **we** will use Industry Valuation Guides with allowances being made for mileage, condition and use of **your** particular vehicle. If no guide value exists, **we** shall rely upon an independent valuation by an assessor or engineer of **our** choice, whose valuation will be based on the best assessment of the pre-accident condition of **your** vehicle, or in the event that the vehicle or its remains are unavailable for inspection, upon the relevant vehicle documentation (including MOT certificate, purchase and service documentation).

## Guidance Notes

The words or phrases shown opposite have the same meaning wherever they appear in this policy document (in bold font) and your Certificate of Motor Insurance, Schedule and Endorsements

This insurance has restrictions on the way that your vehicle can be used. Your Certificate of Motor Insurance shows the details of the restrictions applying to your insurance.

Industry Valuation Guides are recognised guides used to calculate the second hand value of vehicles by both the motor and insurance industries.





## Guidance Notes

The words or phrases shown opposite have the same meaning wherever they appear in this policy document (in bold font) and your Certificate of Motor Insurance, Schedule and Endorsements.

## Definitions (continued)

### Period of insurance

The period between the effective date and expiry date shown on the **Schedule** and for which a **Certificate of Motor Insurance** is issued.

### Schedule

The document which shows details of the insured policyholder and insurance protection provided and forms part of this contract of insurance.

### Terrorism

Terrorism as defined in the Terrorism Act 2000.

### We/us/our

Collingwood Insurance Company Limited.

### You/your

The insured policyholder named in the **Schedule** or **Certificate of Motor Insurance**.

## Insurance provided – guide to policy cover

The level of cover provided by this insurance is shown on **your Schedule**. The sections of this Motor Fleet Insurance Policy that apply for each level of cover are as shown below. Cover is subject to any **Endorsement** shown on **your Schedule**.

### Comprehensive

Sections 1 to 12 of this Motor Fleet Insurance Policy apply.

### Third Party Fire and Theft

Sections 1, 3, 7, 8, 9, 10, 11 and 12 of this Motor Fleet Insurance Policy apply.

### Third party only

Sections 1, 7, 8, 9, 10, 11 and 12 of this Motor Fleet Insurance Policy apply.

The General exceptions and General conditions of this Motor Fleet Insurance Policy apply to all levels of cover.

## Guidance Notes

**This part of your policy explains which sections apply depending on the type of cover you have chosen.**



## Guidance Notes

This section shows the cover provided to certain categories of people allowed to drive the insured vehicle.

There is a limit on the amount the policy will pay for damage to property belonging to other persons.

We will pay legal costs and expenses that have been incurred with our consent.

We must provide cover for emergency medical treatment by law.

## Section 1: Liability to other people

### Use of the insured vehicle

We will cover the categories of people listed below for their legal liability for death, bodily injury or damage to property arising out of the use of **the Insured vehicle** or an attached trailer or caravan:

- You, and
- any person permitted to drive the **Insured vehicle** under the **Certificate of Motor Insurance** who is driving with **your** permission, and
- any person using (but not driving) the **Insured vehicle** for Social Domestic and Pleasure purposes with **your** permission, and
- the legal representatives of any person who would have been covered under this section.

### Third party property damage limit

The cover provided for damage to property is limited to £10,000,000 in respect of any one occurrence or series of occurrences arising out of one event. This limit is increased to £20,000,000 for any incident involving a private motor car.

The limit is restricted to an amount of £5,000,000 if at the time of the loss, damage or legal liability occurring the **Insured vehicle(s)** was/were being used for:

- the carriage of passengers for hire and reward, or
- the carriage of **Hazardous goods**.

### Legal costs

We will pay (with **our** prior written consent):

- solicitors fees for representing **you** at any fatal accident enquiry, Coroner's, Magistrates or similar court, and
- all other reasonable costs and expenses for legal services to defend **you** against a charge of manslaughter or causing death by careless or inconsiderate driving or dangerous or reckless driving.

We will only pay these legal costs if they arise from an accident that is covered under this insurance.

### Emergency medical treatment

We will pay emergency treatment charges required by the Road Traffic Acts.

### Unauthorised movement

We will extend the cover provided by this section to include any legal liability for death, bodily injury or damage to property arising out of the moving aside, with or without the authority of the owner, of an obstructing vehicle if the position of this vehicle prevents the legitimate passage or the loading or unloading of the **Insured vehicle(s)**. This cover only applies while the obstructing vehicle is being driven by **you** or **your** partner, director or employee.

## Section 1 (continued)

### Exceptions to Section 1

We shall not be liable:-

- if the person claiming is otherwise insured, or
- for loss or damage to property belonging to or in the care of **you** or any person insured under this section or for not being able to use such property, or
- for damage to the **Insured vehicle** or property in it or being conveyed in it or on it or for not being able to use any such property, or
- for loss or damage to any trailer or caravan being towed by **the Insured vehicle** or for not being able to use any such trailer or caravan, or
- if the death of or bodily injury to any person covered under this section arises out of or in the course of his/her employment except where such liability must be covered under the Road Traffic Acts, or
- for death or bodily injury to any person being carried in or on any trailer or caravan, or
- if a person who was not driving makes a claim and he/she knew that the person driving did not hold a valid driving licence, or
- for legal costs if the person claiming such costs has previously been convicted of any offence for manslaughter, causing death by reckless or dangerous driving or driving whilst under the influence of drink or drugs, or
- for damage to any bridge, viaduct, weigh-bridge or road or anything beneath attributed to vibration or by the weight of the **Insured vehicle** and its load if the **Insured vehicle** exceeds the maximum gross vehicle, plated or train weight permitted by the relevant law, or
- for death injury or damage arising while the **Insured vehicle** is not on a public road and is in the process of being loaded or unloaded by any person other than the driver or attendant of the **Insured vehicle**, or
- for death, bodily injury, loss or damage arising while the **Insured vehicle** is working as a tool of trade (this exception does not apply to the normal activities of a goods carrying commercial vehicle), or
- for death, bodily injury, loss or damage arising from plant forming part of or attached to the **Insured vehicle**, or
- for death, bodily injury, loss or damage caused by or attributable to the spraying or spreading of any chemical by an agricultural tractor, self propelled agricultural or forestry machine or any trailer attached to such a vehicle.

## Guidance Notes

This part explains where cover does not apply.

We do not have to provide cover or settle claims under this section if any person claiming can claim for the same loss from any other insurance.



## Guidance Notes

Under this section we will provide cover when your vehicle suffers loss or damage (less any excess you must pay) caused by the events shown opposite.

These are the ways in which we may settle your claim.

The market value of the insured vehicle in the event of a total loss will be based on Industry Valuation Guides.

In the event of the insured vehicle being a total loss it becomes our property.

This section restricts the amount we will pay if the parts needed to repair the vehicle are unavailable.

We will not pay the cost of any repair or replacement which improves the insured vehicle.

If the insured vehicle suffers damage covered by the policy, we will pay the cost of removing it to the nearest approved repairer.

## Section 2: Loss of or damage to the Insured vehicle

This section only applies if the cover shown on your Schedule is Comprehensive.

We will cover you against loss or damage to the **Insured vehicle** (less any **Excess** that applies) caused accidentally or as a result of malicious damage or vandalism. Loss or damage more specifically covered under Section 3 of this policy is excluded.

Cover also applies under this section while the **Insured vehicle** is in the custody of a member of the motor trade for servicing or repair.

Under this section we may either:

- pay for the damage to be repaired, or
- with your agreement provide a replacement vehicle, or
- pay an amount of cash equivalent to the loss or damage

The most we will pay is the lower of:

- the **Market value** of the **Insured vehicle** immediately before the loss, or
- the cost of repairing the **Insured vehicle**.

If the **Insured vehicle** was not first registered from new in the United Kingdom we will not pay more than the purchase price paid by you at the time that you purchased the vehicle.

If the **Insured vehicle** is the subject of a Hire Purchase Agreement, payment will be made to the owner whose receipt shall be a discharge of any claim under this section.

If the **Insured vehicle** is deemed to be beyond economical repair the damaged vehicle becomes our property once a claim is met under the policy. You must send us the vehicle registration document, MOT certificate and the **Certificate of Motor Insurance** for the **Insured vehicle** and give us free access to recover the **Insured vehicle** before we are able to meet the claim.

### Repairs

If parts required for repairing the **Insured vehicle** are not available in the United Kingdom our liability for those parts shall not exceed the manufacturers' last United Kingdom list price or if not listed the price of those parts for the nearest comparable vehicle available in the United Kingdom.

We may at our option use parts that have not been supplied by the original manufacturer to repair the **Insured vehicle**. These parts will be subject to the **Approved repairer's** guarantee.

We will not pay the cost of importing parts that are not available in the United Kingdom.

We will not pay the cost of any repair or replacement which improves the **Insured vehicle** or its accessories to a better condition than they were in immediately before the loss or damage. If this does happen you must make a contribution towards the cost of repair or replacement. You may be required to contribute to the cost of replaced items such as exhausts or tyres.

### Protection and Recovery

If the **Insured vehicle** cannot be driven following an incident leading to a valid claim under this section, we will pay:-

- the cost of its protection and removal to the nearest **Approved repairer**, competent repairer or place of safety, and
- the reasonable cost of re-delivery to your home or business address within the United Kingdom after the completion of repairs, and
- the cost of storage of the **Insured vehicle** incurred with our written consent.

If the **Insured vehicle** is damaged beyond economical repair we will arrange for it to be stored safely at premises of our choosing.

You should remove your personal belongings from the **Insured vehicle** before it is collected from you.

In the event of a claim being made under the policy we have the right to remove the **Insured vehicle** to an alternative repairer or place of safety at any time in order to keep the cost of the claim to a minimum.



## Excess

You will be responsible for paying the amount shown on the **Schedule** in respect of any claim relating to loss of or damage to the **Insured vehicle**.

## Young and Inexperienced driver excesses

In addition to the amounts of **Excess** shown on **your Schedule** you will be responsible for paying the following amounts while the **Insured vehicle** is being driven by or is in the charge of the categories of driver listed below:

Age of person driving or last in charge of the vehicle at the time of loss or damage	Amount of Excess
Aged 20 years and under	£350
Aged 21 to 24 years inclusive	£250
Aged 25 and over but	
● who holds a provisional driving licence, or	
● who holds an international driving licence, or	£150
● who has held a full driving licence to drive a commercial motor vehicle issued either in a country within the <b>Geographical limits</b> or a member country of the European Union but for less than one year	

## Guidance Notes

An excess is the amount you must pay towards a claim for loss of or damage to the insured vehicle and/or fitted accessories (where applicable).

The excess is increased if the insured vehicle is being driven by a young or inexperienced driver.



## Guidance Notes

Under this section we will provide cover when your vehicle suffers loss or damage by fire or theft (less any excess you must pay).

Fire damage must be caused by flames. Charring of overloaded wiring is not covered.

These are the ways in which we may settle your claim.

The market value of the insured vehicle in the event of a total loss will be based on Industry Valuation Guides.

In the event of the insured vehicle being a total loss it becomes our property.

This section restricts the amount we will pay if the parts needed to repair the vehicle are unavailable.

We will not pay the cost of any repair or replacement which improves the insured vehicle.

## Section 3: Loss of or damage to the Insured vehicle by fire or theft

**This section only applies if the cover shown on your Schedule is Comprehensive or Third party fire and theft.**

We will cover you against loss of or damage to the **Insured vehicle** (less any **Excess** that applies) caused by fire, lightning, self ignition, explosion, theft or attempted theft.

Cover also applies under this section while the **Insured vehicle** is in the custody of a member of the motor trade for servicing or repair.

**Under this section we may either:**

- pay for the damage to be repaired, or
- with **your** agreement provide a replacement vehicle, or
- pay an amount of cash equivalent to the loss or damage.

**The most we will pay is the lower of:**

- the **Market value** of the **Insured vehicle** immediately before the loss, or
- the cost of repairing the **Insured vehicle**.

If the **Insured vehicle** was not first registered from new in the United Kingdom **we** will not pay more than the purchase price paid by **you** at the time that **you** purchased the vehicle.

If the **Insured vehicle** is the subject of a Hire Purchase Agreement, payment shall be made to the owner whose receipt shall be a discharge of any claim under this section.

If the **Insured vehicle**

- is stolen and has not been recovered at the time of settlement of **your** claim, or
- is deemed to be beyond economical repair

the damaged vehicle becomes **our** property once a claim is met under the policy. **You** must send **us** the vehicle registration document, MOT certificate and the **Certificate of Motor Insurance** for the **Insured vehicle** and give **us** free access to recover the **Insured vehicle** before **we** are able to meet the claim.

### Repairs

If parts required for repairing the **Insured vehicle** are not available in the United Kingdom **our** liability for those parts shall not exceed the manufacturers' last United Kingdom list price or if not listed the price of those parts for the nearest comparable vehicle available in the United Kingdom.

**We** may at **our** option use parts that have not been supplied by the original manufacturer to repair the **Insured vehicle**. These parts will be subject to the **Approved repairer's** guarantee.

**We** will not pay the cost of importing parts that are not available in the United Kingdom.

**We** will not pay the cost of any repair or replacement which improves the **Insured vehicle** or its accessories to a better condition than they were in immediately before the loss or damage. If this does happen **you** must make a contribution towards the cost of repair or replacement. **You** may be required to contribute to the cost of replaced items such as exhausts or tyres.

### Protection and Recovery

If the Insured vehicle cannot be driven following an incident leading to a valid claim, **we** will pay:

- the cost of its protection and removal to the nearest **Approved repairer**, competent repairer or place of safety, and
- the reasonable cost of re-delivery to **your** home or business address in the United Kingdom after the completion of repairs, and
- the cost of storage of the **Insured vehicle** incurred with **our** written consent.

If the **Insured vehicle** is damaged beyond economical repair **we** will arrange for it to be stored safely at premises of **our** choosing.

**You** should remove **your** personal belongings from the **Insured vehicle** before it is collected from **you**.

In the event of a claim being made under the policy **we** have the right to remove the **Insured vehicle** to an alternative repairer or place of safety at any time in order to keep the cost of the claim to a minimum.

### Excess

**You** will be responsible for paying the amount shown on the **Schedule** in respect of any claim relating to loss of or damage to the **Insured vehicle** caused by fire, lightning, self-ignition, explosion, theft or attempted theft.

## Guidance Notes

**If the insured vehicle suffers damage covered by the policy, we will pay the cost of removing it to the nearest approved repairer.**

**An excess is the amount you must pay towards a claim for loss of or damage to the insured vehicle and/or fitted accessories (where applicable).**



## Guidance Notes

There are circumstances where cover under these sections does not apply. They are shown opposite.

Loss of or damage to radios, cassette and CD players is covered but only up to the fixed amount shown opposite. This limit is the maximum amount we will pay before your excess has been deducted.

You must take all reasonable measures to avoid loss or damage.

You must remove your ignition key and lock your vehicle whenever you leave it even if only for a short period of time e.g. at a petrol station.

Vehicle thieves often steal the keys first especially if the vehicle has an immobiliser and break into premises just to access keys to steal the vehicle. Always keep keys secure even inside your home or office (do not leave keys where a burglar can easily find them such as on a shelf or hook).

The cost of sign writing and specialist paintwork is covered but only up to £250, which is also subject to the deduction of any excess.

## Exceptions to Sections 2 and 3:

These sections of **your** insurance policy do not cover the following:

- The amount of any **Excess** shown on the **Schedule** or in this policy document or both.
- Any amount greater than £500 in respect of any one occurrence for loss or damage caused to **Audio equipment** permanently fitted to the **Insured vehicle**. This amount is also subject to the deduction of any **Excess** in the **schedule**, this policy document or both.
- VAT if **you** are VAT registered.
- Indirect losses, which result from the incident that caused **you** to claim. For example **we** will not pay compensation for **you** not being able to use the **Insured vehicle**.
- Wear and tear, mechanical or electrical breakdown including failure of any equipment, integrated circuit, computer chip, computer software or computer related equipment and failure or breakages of any part due to application of brakes or road shocks.
- Depreciation or loss of value following repairs.
- Loss of or damage to the **Insured vehicle** arising from the vehicle being taken by a person:
  - 1) who is not permitted to drive under the **Certificate of Motor Insurance**, and
  - 2) who is also **your** employee or a member of **your** family or household or in a close personal relationship with **you** or **your** family or household unless **you** prove that the person intended to permanently deprive the owner of the vehicle.
- Loss suffered due to any person obtaining any property by fraud or deception, for example a purchaser's cheque not being honoured by their bank.
- Loss or damage to the **Insured vehicle** where possession of it is gained by deception on the part of someone pretending to be a buyer or someone pretending to act on behalf of a buyer.
- Loss or damage caused by pressure waves from aircraft or any flying object.
- Damage to tyres caused by braking, punctures, cuts or bursts.
- Loss of or damage to vehicle keys, keyless entry cards, lock or ignition activators, alarm or immobiliser activators.
- Repairs, re-programming or replacement of any component, including locks on the **Insured vehicle**, resulting from the loss of or damage to the vehicle's keys, keyless entry cards, lock or ignition activators or alarm or immobiliser activators.
- Loss of or damage to the **Insured vehicle** or anything inside it arising from theft or attempted theft when:
  - ignition keys have been left in or on the **Insured vehicle**, or
  - the **Insured vehicle** has not been secured by means of all door locks, or
  - any window or any form of sliding or removable roof or hood have been left open or unlocked.
- Loss or damage caused by an inappropriate type or grade of fuel being used.
- Confiscation, requisition or destruction by or under the order of any Government or Public or Local Authority.
- More than £250 in respect of sign-writing, advertisements, logos or specialist paintwork. This amount is also subject to the deduction of any **Excess** in the **schedule**, this policy document or both
- Loss or damage caused directly or indirectly by fire if the **Insured vehicle** is equipped for cooking and/or heating of food or drink.

- Loss of or damage to any item of sound reproduction, communications, navigation or in-vehicle entertainment equipment other than to **Audio equipment** as defined elsewhere in this policy document.
- Loss or damage whilst the **Insured vehicle** is being driven by or is in the charge of any person who has been convicted of a previous drink/drugs offence and:
  - 1) is subsequently convicted of a further drink/drugs offence as a result of the incident leading to a claim under this policy, or
  - 2) is subsequently proven to have been under the influence of drink/drugs at the time of the incident leading to a claim under this policy.
- Loss of or damage to taxi metering or ticketing equipment.

**There are certain circumstances which are not covered and these are shown opposite.**





## Guidance Notes

This section provides cover for damage to glass in the front windscreen of your vehicle.

The amount of excess shown on the Schedule applies to cover for glass damage unless the front windscreen can be repaired

### Section 4: Medical Expenses

This section applies only if the cover shown on your Schedule is Comprehensive.

We will pay up to £250 per person for medical expenses for anyone who is injured while they are in the Insured vehicle.

### Section 5: Windscreen Damage

This section applies only if the cover shown on your Schedule is Comprehensive.

We may at our option use parts that have not been supplied by the original manufacturer when replacing front windscreens as a result of all claims under this section.

#### Using our approved replacement service

We will cover you for the full cost of repair/replacement of a broken glass front windscreen for the Insured vehicle less any Excess that applies provided that the work is carried out by our approved replacement service.

In the event of an incident likely to give rise to a claim for a damaged glass front windscreen please contact our approved replacement service as follows:

**Call the 24-hour Windscreen Helpline 0800 877 8682**

#### Using an alternative windscreen supplier

If you do not use our approved replacement service cover is limited to an amount of £225, which is also subject to the deduction of any Excess that applies, for any one claim.

### Exceptions to Section 5

This section of your insurance policy does not cover the following:

- You will be required to pay the Excess shown on the Schedule in respect of each claim under this section for the replacement of a front windscreen. This Excess will not apply where the front windscreen can be repaired and does not require replacement.
- We will not pay claims for the repair or replacement of rear or side windscreens/windows, sunroofs, glass roofs, panoramic windscreens, lights/reflectors or folding rear windscreen assemblies under this section.
- We will not pay claims for mechanical items associated with window mechanisms of the Insured vehicle under this section.
- We will not pay the cost of importing parts or items of replacement glass that are not available in the United Kingdom.
- If an incident occurs involving the breakage of multiple items of glass we will not pay for any replacement glass under this section.

## Section 6: Provision of a Courtesy Car

**This section applies only if the cover shown on your Schedule is Comprehensive.**

If a valid claim is made under this policy, and the **Insured vehicle** is to be repaired by one of our **Approved repairers**, the repairer will provide **you** with a **Courtesy car** (subject to availability) for the duration of the repairs. Please note the duration of repairs will be deemed complete, and therefore cover under this section will cease, once the satisfaction note has been signed for release of the **insured vehicle**, unless **we** agree otherwise in writing.

If the parts required to repair the **Insured vehicle** are not immediately available to our **Approved repairer** **we** reserve the right to withhold the provision of a **Courtesy car** until such time as the necessary parts are available and repair work can proceed.

If the **Insured vehicle** is accepted by our **Approved repairer** as being a repairable proposition, but it is subsequently deemed by **us** to be beyond economical repair, **we** reserve the right to withdraw the **Courtesy car** immediately.

The **Courtesy car** can only be provided subject to availability and will be supplied subject to our **Approved repairer's** standard terms and conditions, for use in the United Kingdom only. **Our** aim is to keep **you** mobile rather than the **Courtesy car** being a replacement for the **Insured vehicle** in terms of status or performance. The **Courtesy car** will normally be a small hatchback of less than 1200cc.

While **you** are in possession of the **Courtesy car**, cover for loss of or damage to the car will be provided by this policy in accordance with its terms and conditions including any **Endorsements** which apply and subject to any **Excesses** for which **you** are responsible. **We** will not make a charge for this cover.

Any accidents or losses while **you** are in possession of the **Courtesy car** must be reported to **us** immediately.

Driving of the **Courtesy car** will be limited solely to those persons shown as entitled to drive on **your Certificate of Motor Insurance** and who are not excluded from driving by **Endorsement**. Use of the **Courtesy car** will be restricted to the use described on the **Certificate of Motor Insurance** however any use for hire and reward is excluded.

**You** are not required to inform **us** when **you** are supplied with a **Courtesy car** from our **Approved repairer**.

**You** must return the **Courtesy car** to our **Approved repairer** either when **we** ask **you** to do so or if this insurance falls due for renewal and **you** fail to renew it with **us**.

## Guidance Notes

If your cover is comprehensive the policy may provide you with a courtesy car to keep you mobile while the vehicle insured by the policy is being repaired.

The courtesy car will normally be a small hatchback rather than a 'like for like' replacement. The aim is to keep you mobile whilst repairs are being carried out. Use for Hire and Reward is EXCLUDED.

A courtesy car is not available if the vehicle insured is a total loss i.e. cannot be repaired.



## Guidance Notes

It is possible that if a vehicle owned by your employee is being used for your business and is not adequately insured a claim may be redirected against you. As long as you checked the employee's insurance was valid before allowing him/her to drive we will meet any third party claims if for some reason the employee's policy fails.

You must make the limitations relating to permitted use clear to your employees for this cover to apply.

## Section 7: Contingent Liability

We will cover **you** for **your** legal liability to other people as defined in Section 1 of this Motor Fleet Insurance Policy (but not the legal liability of the driver) while any one of **your** employees uses a vehicle other than an **Insured vehicle** on **your** business and the vehicle:

- does not belong to **you**, and
- is not provided by **you**.

### Exceptions to Section 7

This section of the policy does not apply;

- unless **you** have given permission to **your** employee to use the vehicle on **your** business, and
- unless **you** have taken all reasonable steps to ensure that there is in force a valid separate contract of insurance providing **you** with cover for such use, and
- if **you** are insured for the same legal liability by any other insurance policy.

There is no cover under this section for loss of or damage to the vehicle being used by **your** employee.

## Section 8: Joint Liability

**You** and each of **your** associated and/or subsidiary companies will be regarded as third parties to one and other in respect of claims under section 1 of this Motor Fleet Insurance Policy. This undertaking is given on the basis that if the claim relates to a collision between two vehicles each vehicle is insured in its own right.

## Section 9: Unauthorised Use

In the same terms that **we** insure **you** under this Motor Fleet Insurance Policy **we** will also cover **you** if the **Insured vehicle** is being used or driven without **your** knowledge or consent for any purpose not permitted by **your Certificate of Motor Insurance**.

Cover is only provided under this section on the understanding that **you** take all precautions necessary to ensure that all persons permitted to drive the **Insured vehicle** are made aware of the limitations of use as stipulated on **your Certificate of Motor Insurance**.

## Section 10: Foreign use of the Insured vehicle

### Legal minimum insurance

While the **Insured vehicle** is

- in any country which is a member of the European Union (EU), or
- any other country in respect of which the European Commission is satisfied has made arrangements to meet the requirements of Article 8(1), second subparagraph of EU Directive 2009/103/EC relating to civil liabilities arising from the use of motor vehicles

This policy provides the minimum level of cover in respect of liability which is legally insurable in the country concerned. This legal minimum insurance does not include cover for loss of or damage to the **Insured vehicle**.

### Full policy cover

**Private Motor Cars and Commercial Vehicles not exceeding 3.5 ton Gross Vehicle Weight which are not used for hire or reward purposes**

In addition to the legal minimum cover shown above, this policy may be extended to provide the cover shown in **your Schedule** to any member country of the EU and also Andorra, Croatia, Gibraltar, Iceland, Liechtenstein, Monaco, Norway, San Marino and Switzerland provided that:

- **you** notify **your Insurance intermediary** before **your** journey abroad, and
- the use of the **Insured vehicle** abroad is limited to no more than 45 days in total in any one annual **Period of insurance**, and
- **you** or any permitted driver are normally resident within the **Geographical limits** of this policy, and
- the **Insured vehicle** will not be used for the carriage of goods or passengers for hire or reward whilst outside the United Kingdom (this is regardless of whether the **Certificate of Motor Insurance** permits this use).

**Commercial Vehicles exceeding 3.5 ton Gross Vehicle Weight and any vehicle which is used for hire or reward purposes regardless of type or weight**

If before departure **you** notify **us** via **your Insurance intermediary**, obtain **our** agreement, pay any extra premium and accept any additional terms that **we** may require, **we** will extend this insurance to provide the cover shown on **your Schedule** while the **Insured vehicle** is in:

- any member country of the EU, or
- Andorra, Croatia, Gibraltar, Iceland, Liechtenstein, Monaco, Norway, San Marino or Switzerland. Any agreement to issue cover for these categories of vehicle whilst abroad is at **our** sole discretion.

If the policy is extended to provide the cover shown on **your Schedule** whilst abroad:

- insurance is automatically provided on the **Insured vehicle** while it is being transported (including loading and unloading) between ports in countries where **you** have cover, provided the **Insured vehicle** is being transported by rail or a recognised sea route of not more than 65 hours, and
- **we** will pay the reasonable cost of delivery of the **Insured vehicle** to **you** after repairs in the country in which damage was sustained, or to **your** home or business address if the damage cannot be repaired economically by the intended time of **your** return to the United Kingdom or if the **Insured vehicle** is stolen and recovered after **your** return to the United Kingdom, and
- **we** will pay the amount of foreign customs duty for which **you** are liable as a direct result of loss or damage to the **Insured vehicle** preventing its return to the United Kingdom.

**The exceptions applying to sections 1, 2 and 3 of this insurance also apply to this section.**

## Guidance Notes

This section describes the cover available if you take your vehicle abroad.

Restrictions apply as far as full policy cover is concerned so, before travelling abroad, please contact your insurance intermediary.

We will only consider extending this insurance to countries which are covered by the International Green Card system



## Guidance Notes

**If you enter into a contract to do work for a principal, and the contract requires an indemnity to be provided to your principal, this insurance will cover you.**

**This section provides full policy cover if you allow your employee to use his/her own car for your business.**

**Your employee must have his/her own insurance even though this might not include business use.**

## Section 11: Indemnity to principals

In the same terms in which **we** insure **you** under Section 1 of this Motor Fleet Insurance Policy **we** will extend cover to include any liability assumed by **you** in connection with the **Insured vehicle(s)** under any contract with a principal for the execution of work or the provision of services.

### Exceptions to Section 11

This section of **your** Motor Fleet Insurance Policy does not provide cover:

- if **we** do not have full control over the conduct of any claim which occurs, or
- for death of or any injury to any person in the employ of the principal arising out of and in the course of their employments except for the cover **we** must provide under the Road Traffic Acts or any other legislation applicable to motor insurance, or
- for any liability which attaches to the principal under any agreement which would not have attached in the absence of any such agreement, or
- for any sum in excess of the amount required to indemnify the principal, or
- for any liability resulting from the negligence of any person other than **you**, **your** business partner, director or employee.

## Section 12: Occasional business use

This insurance will apply to any private motor car which does not belong to **you** and is not hired or lent to **you** whilst such private motor car is being used with **your** authority by any one of **your** employees in connection with **your** business.

Cover is only provided under this section on the basis that **your** employee has insured the vehicle in its own right.



## General Exceptions

### THESE GENERAL EXCEPTIONS APPLY TO THE WHOLE OF THE INSURANCE

#### Your insurance does not cover:

1. Any liability, loss or damage arising while the **Insured vehicle** is being:
  - a) used for a purpose which is not permitted or is excluded by the **Certificate of Motor Insurance**, or
  - b) used on a race track, racing circuit or prepared course unless **you** have told **us** about this and **we** have agreed to provide cover, or
  - c) driven by or was last in the charge for that purpose of any person who is not included to drive on **your** current **Certificate of Motor Insurance** or temporary cover note or who is excluded by **Endorsement**, or
  - d) driven by or was last in the charge for that purpose of any person including **you** who is disqualified from driving, has never held a licence to drive a vehicle or is prevented by law from having a licence, or
  - e) driven by or is in the charge for that purpose of any person who does not comply with the terms or conditions of their driving licence, or
  - f) driven by or is in the charge for that purpose of any person who does not have **your** order or permission to drive the **Insured vehicle**, or
  - g) driven by or is in the charge for that purpose of any person who holds or last held a provisional driving licence unless that person is accompanied by a full licence holder aged 21 years or over and the accompanying full licence holder has held a full United Kingdom/EU driving licence for at least 3 years, or
  - h) used in an unsafe condition either before or after an accident, or
  - i) used to convey any load in an unsafe or illegal manner either before or after an accident.

#### General Exception 1 will not apply

- if the **Insured vehicle** has been stolen or taken away without **your** permission, or
  - if the **Insured vehicle** is in custody of a garage for repair or servicing.
2. Any loss, damage, death or injury arising as a result of a "road rage" incident or deliberate act caused by you or any driver insured to drive.
  3. Any liability, loss or damage if the **Insured vehicle** has been modified and the modifications have not been notified to and approved by **us**.
  4. Any liability, loss or damage that occurs outside of the **Geographical limits** of this policy (apart from the minimum cover required by law) unless extended under the terms of section 10 of this insurance (Foreign use of the Insured vehicle).
  5. Any liability **you** have accepted under an agreement or contract unless **you** would have had that liability anyway. This exception does not apply to section 11 of this insurance (Indemnity to principals).
  6. Any legal liability of whatsoever nature directly or indirectly caused by or contributed to or arising from:
    - ionising radiations or contamination by radioactivity from any irradiated 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.
  7. Any liability, loss or damage as a consequence of war, invasion or act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power.
  8. Liability, loss or damage arising from pollution or contamination however caused, other than as required by the Road Traffic Act or the law of any country in which **we** have agreed to provide cover under this policy.

Throughout this insurance you have seen exceptions which apply to each section. These **General Exceptions** apply to all sections.

**Accident, injury, loss, damage or legal liability occurring as a result of the items specified opposite are not covered.**



## Guidance Notes

Throughout this insurance you have seen exceptions which apply to each section. These **General Exceptions** apply to all sections.

Accident, injury, loss, damage or legal liability occurring as a result of the items specified opposite are not covered.

9. Liability, loss, damage, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any act of **Terrorism** apart from the minimum level of cover **we** must provide by law.
10. Death, bodily injury, loss, damage and/or liability arising during (unless **you** prove that it was not occasioned thereby) or in consequence of:
  - earthquake, or
  - riot or civil commotion occurring elsewhere than in Great Britain, the Isle of Man or the Channel Islands.
11. Liability in respect of:
  - any accident, loss or damage to any aircraft, or
  - death or bodily injury arising in connection with accident loss or damage to any aircraft, or
  - any other loss indirectly caused by such accident loss or damage to any aircraft, incurred, caused or sustained while any vehicle covered by this insurance is in any airport or airfield.
12. Death, bodily injury, loss, damage and/or liability resulting from the **Insured vehicle**;
  - being driven with an unsecured load or a number of passengers which makes it unsafe to drive or exceeds the manufacturer's specification, or
  - carrying a load which results in the Gross Plated Weight or Gross Train Weight for the vehicle being exceeded, or
  - towing a trailer which has an unsafe or unsecured load, or
  - towing a greater number of trailers than is permitted by law, or
  - being used as a tool of trade (other than if the **Insured vehicle** is a goods carrying commercial motor vehicle and is being used for the normal activities of a goods carrying commercial vehicle).
13. Loss damage or liability caused by the solidification, spillage, leakage or misdelivery of any load being carried on or being loaded onto or unloaded from the **Insured vehicle**.
14. Liability, costs or expenses in respect of any proceedings brought against **you** or judgement passed in any court outside of the **Geographical limits** of this policy. This exception will not apply:
  - in respect of proceedings or judgement arising in connection with any liability which is legally insurable under EU legislation and the proceedings are brought or judgement is passed in a country which is a signatory to Article 8 (1), second sub paragraph of EU Directive 2009/103/EC', or
  - the proceedings or judgement arise out of the **Insured vehicle** being used in a foreign country which **we** have agreed to extend this insurance to cover and the proceedings are brought or judgement passed in such country.

## General Conditions

### THESE GENERAL CONDITIONS APPLY TO THE WHOLE OF THE INSURANCE

#### 1. Your duties

We will only provide the cover described in this insurance policy if:

- the premium has been paid for the current **Period of insurance**, and
- **you** and anyone claiming under this insurance has met all the conditions contained in this policy document, the **policy Schedule, Certificate of Motor Insurance** and any **Endorsements** applied to the insurance, and
- the information **you** provided or which was provided on **your** behalf and which is based on a fair presentation of risk before entering into an insurance contract, or contained in any declaration is, to the best of **your** knowledge and belief, correct and complete, and
- **you** provide us with all co-operation and assistance throughout the duration of this policy, for example if **we** request information or documentation from **you** when **you** purchase cover, make changes, submit a claim or renew, and **you** take all precautions to prevent loss or damage occurring and the extent of any loss or damage

**Your** premium is based on information **you** supplied at the start of the insurance, subsequent alteration or renewal. **You** must tell **us** via **your Insurance intermediary** immediately of any change to that information. Some non-exhaustive examples are any changes to the **Insured vehicle** from the manufacturer's standard specification, any change of address (including where vehicles are kept) or if **you** or any drivers covered by the policy sustain a motoring conviction.

**You, or anyone acting on your behalf, when applying for cover, renewing or amending the policy, or making a claim, must not commit a fraudulent act, submit a false document or make a false or exaggerated statement. You must also not amend or alter any document provided by us under this policy. In the event you do not adhere to any of these requirements, cover under this policy may be declared void or otherwise cancelled immediately and you will not be entitled to a refund of premium. Any claims made against the policy will also not be paid. Where the full premium has not been paid, for example your payment has failed, been subsequently recalled or you have only paid a deposit, we will seek to enforce payment of the full premium balance.**

**If you or anyone acting on your behalf at any time acts abusively or makes inappropriate comments (for example but not limited to those of a sexual nature), to our staff or those of our service provider or your intermediary, then cover will cease immediately. Where applicable, you will be provided with a refund of premium in accordance with General Condition 4.**

#### 2. Looking after the Insured vehicle

**You** or any permitted drivers are required to maintain the **Insured vehicle** in a roadworthy condition. **You** or any person in charge of the **Insured vehicle** are required to take all reasonable care to safeguard it and its contents from loss or damage, for example the vehicle should not be left unlocked and ignition keys should not be left in or on the vehicle when **you** are not in the vehicle, no matter how briefly.

**We** shall at all times be allowed free access to examine the **Insured vehicle**.

There must be a valid Department for Transport test certificate (MOT) in force for the **Insured vehicle** if one is needed by law. In the absence of a valid Department for Transport test certificate (MOT) all cover under sections 2 and 3 of this insurance is cancelled and of no effect.

#### 3. Claims procedures

In the event of an accident or incident **you** must telephone the 24 hour claim line on 0345 3700 008 immediately or as soon as practicable but in any event within 72 hours/3 days (see page 2 of this policy document for further details). If **you** delay reporting a claim to **us** it may increase claim costs, which **you** will become liable to pay. It may also invalidate **your** right to claim. If the loss or damage is covered by the policy **our** appointed claims representatives will arrange for the vehicle to be removed to the nearest **approved repairer**, competent repairer or place of safety, and safeguard the vehicle and its contents.

**We** will not pay for further damage to the Insured vehicle if **you** drive it or attempt to drive it in a damaged condition.

If **your** claim is due to theft, attempted theft, malicious damage or vandalism, **you** must also notify the police and obtain a crime report number.

**We** have the right to remove the Insured vehicle at any time. If the vehicle is damaged beyond economical repair **we** will arrange for it to be stored safely at premises of our choosing.

## Guidance Notes

These conditions explain your responsibilities under this contract of insurance.

This condition explains what you need to do in the event of a claim to help us to provide you with the benefits of the policy.

Please also refer to 'What your driver needs to do in the event of an accident' on page 2 of this booklet.



## Guidance Notes

**You must inform us of all claims against you. We will conduct negotiations with any third party claiming against you.**

**Cancelling your insurance and the amount of return premium you can expect.**

**Please note that any refund from us may be subject to a further cancellation charge levied by your insurance intermediary. Any charges levied by your insurance intermediary will be in accordance with the terms and conditions agreed between you and them at the time you arranged this insurance.**

## General conditions (continued)

If **we** ask to examine driving licences and vehicle documentation before agreeing to settle a claim under this policy **you** must supply this documentation before **we** can proceed with the settlement.

Any indication of a claim against **you** must be notified to us in writing as soon as possible. Any writ or notification of civil or criminal proceedings should be sent to us by recorded delivery immediately.

**We** shall be entitled to take over and conduct the defence or settlement of any claim or prosecute any claim in the name of any person covered by this insurance.

No admission of liability, payment or promise of payment shall be made or given by **you** or any person on **your** behalf. No proceedings may be commenced against, or settlement accepted from, any other party without our written consent.

**We** shall have absolute discretion in the conduct of any proceedings or in the settlement of any claim and **you** must give us whatever co-operation, information and assistance is necessary.

**We** will not pay a claim if there is any other insurance in force which covers the same loss, damage or liability as this insurance.

If **you** owe premium, (including for these purposes any sum due under any credit agreement used to pay for this policy, as notified to **us** by **your Insurance intermediary**) or claims monies under this, or any other policy **you** hold with **us**, **we** will deduct such monies from any valid claim which becomes payable under this policy. If **we** deduct any sum due under a credit agreement from a claim payable under this policy, **we** shall pay such sum to **your Insurance intermediary** or as they may direct. Such deductions may reduce or remove any liability **we** owe to **you**. In the event **your** debt is not extinguished or **we** are unable to deduct the amount owed for any reason, this condition does not prevent **us** from pursuing **you** separately for any balance owed.

### 4. Cancellation

Providing **you** have not committed or are not suspected of committing a fraudulent act, the following cancellation condition applies.

Where a fraudulent act has arisen or is suspected, **your** policy may be declared void or cancelled immediately and no refund will be provided. For full details, please refer to General Condition 1.

#### Cancellation by you

**You** or **your** duly authorised agent can cancel this policy by contacting **us**. Subject to **our** receipt of **your** instructions and providing there have been no claims or incidents likely to give rise to a claim in the current **Period of insurance**, **we** will refund the premium relating to any unused portion of cover using the following scale; from the date of receipt of **your** instructions or a later date if requested.

Length of time cover in force during current Period of Insurance	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	UP TO 8 MONTHS	MORE THAN 8 MONTHS
Percentage of premium to be refunded	75%	70%	60%	50%	40%	30%	20%	10%	Nil

#### Cancellation by us - general

**We** or **our** duly authorised intermediary can cancel this policy by giving **you** 7 days notice in writing to the last address **you** notified to **us**. Providing there have been no claims or incidents likely to give rise to a claim in the current **Period of insurance**, **we** will refund the premium relating to any unused portion of cover within the current **Period of insurance** on a pro-rata basis.

#### Cancellation by us – Failure to pay your premium

Including for these purposes failure to pay any sum due under any credit agreement used to pay for this policy, as notified to **us** by **your Insurance intermediary**.

**We**, **our** appointed service provider or **your Insurance intermediary** can cancel this policy by giving **you** 7 days notice in writing to the last address **you** notified to **us**. There will be no refund of premium if **our** cancellation is the result of **your** failure to pay the full premium.



## General conditions (continued)

### Cancellation by us – inappropriate behaviour

**We** or **our** duly authorised intermediary can cancel this policy immediately if **you** or anyone acting on **your** behalf at any time acts abusively or makes inappropriate comments (for example but not limited to those of a sexual nature), to **our** staff or those of **our** service provider or **your Insurance intermediary**. Providing there have been no claims or incidents likely to give rise to a claim in the current **Period of insurance**, we will refund the premium relating to any unused portion of cover within the current **Period of insurance** on a pro-rata basis.

**We** may pay any refund of premium due to **you** under this policy to **your Insurance intermediary** or as they may direct, which will discharge **our** liability to **you** in full in relation to that refund of premium.

### 5. Total Losses

If as a result of a claim the **Insured vehicle** is determined to be a total loss, as long as there are at least 30 days cover remaining under **your** policy **you** will have 30 days from **our** payment of the total loss settlement to provide details of a replacement vehicle to **us**. If the vehicle is acceptable to **us** and **we** agree to provide cover, **you** will be notified of any additional premium required. **You** will not be entitled to any refund of premium as a result of the change.

### 6. Right of Recovery

If under the laws of any country in which this insurance applies, **we** have to make payments which but for those laws would not be covered by this policy, **you** must repay the amounts to **us**.

**You** or the person who caused the accident must also repay **us** any money **we** have to pay because of any agreement **we** have with the Motor Insurers' Bureau if such payment would not have been covered by the policy.

Any payment **we** make under this condition will mean that there will be no entitlement to a refund of premium if the policy is cancelled or declared void.

### 7. Motor Insurance Database (MID) and Continuous Insurance Enforcement

It is a condition of this insurance policy that **you** comply with the requirements of the 4th EU Motor Insurance Directive and supply details of all vehicles in **your** custody or control to **your Insurance intermediary** as soon as these vehicles come into **your** possession. **Your** failure to comply with these requirements may result in cancellation being invoked by **us** under General condition 4 of this policy.

Continuous Insurance Enforcement legislation also means that **your** vehicles must be insured at all times unless they have been declared by **you** as 'off the road' by way of a SORN declaration.

If there is no record on the MID showing **your** vehicle is insured, and **you** have not declared it as 'off road' (by completing a SORN), **you** will receive a letter warning **you** that **you** could face a fine, prosecution, and **your** vehicle could also be clamped, seized and ultimately, destroyed.

For peace of mind **you** can check that **your** vehicle(s) appear on the MID by going to the MID's website: **www.askMID.com**. This will avoid the inconvenience of **you/your** drivers being un-necessarily stopped by the police.

If **you** have insured **your** vehicle(s) with **us** and it/they do not appear on the MID then **you** should contact **your Insurance intermediary** in the first instance to get the MID updated.

It is **your** legal obligation to make sure that **your** vehicle appears on the MID.

**There is a legal requirement for you to notify us of vehicles as and when they come into your possession. Your failure to notify us will mean that no cover is in force and a prosecution may result.**





## Endorsements

The **Endorsements** shown below will apply only if the **Endorsement** number is specified in **your** current **Schedule** and is subject to the terms, conditions and limitations of this policy document. Where an **Endorsement** number is followed by:

- (a) the registration number of a vehicle and/or the name of any person then the **Endorsement** shall only apply to either that vehicle or person, and/or
- (b) additional wording then such wording shall be read in context with the full **Endorsement** wording.

### E5 NAMED DRIVER(S)

This insurance does not operate if the **Insured vehicle** is being driven by or was last in the charge for that purpose of any person who is not included to drive on the current **Certificate of Motor Insurance** or any person who is excluded by **Endorsement** on the **Schedule**.

### E6 EXCLUDED DRIVERS UNDER AND/OR OVER A SPECIFIC AGE

This insurance does not operate if the **Insured vehicle** is being driven by or was last in the charge for that purpose of any person or category of persons specified as an excluded driver on the **Schedule**.

### E7 SPECIFIED DRIVER(S) INCLUDED

The **Endorsement** applicable under this insurance relating to excluded driver(s) shall not apply in respect of the person(s) named on the **Certificate of Motor Insurance**.

### E8 EXCLUDING DRIVERS WHO HAVE NOT HELD A FULL LICENCE FOR A SPECIFIC PERIOD

This insurance does not operate if the **Insured vehicle** is being driven by or is in the charge of for the purpose of being driven any person who has not held a full United Kingdom driving licence to drive a vehicle of the same class for the period as specified on the **Schedule**.

### E11 DAMAGE EXCESS

**You** will be responsible for paying the amount specified on the **Schedule** in respect of any one occurrence of loss or damage which results in a claim under section 2 of this policy. This amount is in addition to any other **Excess** that may apply.

### E13 NAMED DRIVER(S) DAMAGE EXCESS

Whilst the **Insured vehicle** is being driven by or is in the charge of for the purpose of being driven by the person(s) specified on the **Schedule** **you** will be responsible for paying the amount specified on the **Schedule** in respect of any one occurrence of loss or damage which results in a claim under section 2 of this policy. This **Excess** is in addition to any other **Excess** that may apply.

### E14 NAMED DRIVER(S) DAMAGE, FIRE & THEFT EXCESS

Whilst the **Insured vehicle** is being driven by or is in the charge of for the purpose of being driven by the person(s) specified on the **Schedule** **you** will be responsible for paying the amount specified on the **Schedule** in respect of any one occurrence of loss or damage which results in a claim under section 2 or Section 3 of this policy. This **Excess** is in addition to any other **Excess** that may apply.

### E15 FIRE & THEFT EXCESS

**You** will be responsible for paying the amount specified on the **Schedule** in respect of any one occurrence of loss or damage which results in a claim under section 3 of this policy. This **Excess** is in addition to any other **Excess** that may apply.

### E16 ALL CLAIMS EXCESS

**You** will be liable for paying the amount specified on the **Schedule** in respect of any one occurrence of loss or damage which results in a claim under this insurance. This **Excess** is in addition to any other **Excess** that may apply.

### E18 DELETED SECTION(S)

Any Section or sub-section of this insurance as specified on the **Schedule** is deleted and deemed inoperative.

### E19 ANTI-THEFT DEVICE

There is no cover for theft or attempted theft under section 3 of this policy unless there is an Insurance Industry (Thatcham, NACOSS) approved Anti-Theft Device (Category 1 or 2) fitted to the **Insured vehicle** and the device is fully operational at all times when the **Insured vehicle** is left unattended.

## E20 TRACKER WARRANTY

There is no cover for theft or attempted theft under section 3 of this policy unless there is an Insurance Industry approved Tracking Device fitted to the **Insured vehicle** and the device is fully operational at all times.

## E24 AUDIO, COMMUNICATION AND ELECTRONIC EQUIPMENT EXCLUDED

**We** will not pay for loss of or damage to any **Audio equipment** fitted to the **Insured vehicle**. All items of sound reproduction, communication, navigation or in-vehicle entertainment equipment are specifically excluded in the policy wording.

## E25 ACCESSORIES CLAUSE

**We** will pay for loss of or damage to individual categories of accessories from the list below as identified on **your Schedule**. For each of the individual categories of accessory listed on **your Schedule** the maximum amount **we** will pay per claim and the amount of **Excess** applicable to each claim is also specified on **your Schedule**. These amounts are in addition to the amount provided for **Audio equipment** in sections 2 and 3 of this policy.

Categories of accessory

1. Radio equipment including any public address system
2. Two-way radio equipment
3. Taxi metering equipment
4. Ticketing Machines
5. Television/video equipment
6. Data/GPS systems

## E38 SPECIFIC ENDORSEMENT

An **Endorsement** specific to this policy that is not covered under any other **Endorsement**. The full **Endorsement** text will be shown on a separate attachment to the **Schedule**.

## E39 SPECIFIED TRAILERS - Attached Only Cover

**We** will provide insurance in respect of any trailer which **you** own or for which **you** are legally responsible, provided that details of such a trailer have been declared to **us** whilst such a trailer is attached to the **Insured vehicle** provided that no cover greater than that afforded to the prime mover applies in respect of any trailer attached to the articulated unit.

## E40 UNSPECIFIED TRAILERS - Attached Only Cover

**We** will provide insurance in respect of any trailer which **you** own or for which **you** are legally responsible, whilst such a trailer is attached to the **Insured vehicle** provided that:

1. no cover greater than that afforded to the prime mover applies in respect of any trailer attached to the articulated unit, and
2. the maximum value **we** will pay in respect of loss and/or damage to the trailer will be limited to the amount specified in **your Schedule**.

## E41 TRAILERS - Third Party Only – Detached Cover

**We** will provide insurance as described in section 1 in respect of any trailer which **you** own or for which **you** are legally responsible, whilst such trailer is attached to the **Insured vehicle** or detached therefrom.

## E44 WINDSCREEN EXCESS

**You** will be responsible for paying the amount specified on the **Schedule** in respect of any one occurrence of loss or damage which results in a claim under section 5 of this Motor Fleet Insurance Policy. This **Excess** will not apply if the damage to **your** front windscreen can be repaired rather than the item having to be replaced. The amount shown on the **Schedule** against this **Endorsement** is in addition to any other **Excess** that may apply.

## E61 GARAGING

**We** will not pay for claims arising from malicious damage, theft or any attempt thereat during the hours of 23:00 to 06:00 whilst the **Insured vehicle** is kept at or within a three mile radius of either **your** private dwelling or any other address where the vehicle is normally kept.

This **Endorsement** will not apply if the **Insured vehicle** is in a securely locked garage or securely locked building of brick or concrete construction.





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Registered office: Sovereign Place, 117 Main Street, Gibraltar, GX11 1AA.

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