



# Motor Insurance Policy

Mercedes-Benz Insurance





## Mercedes-Benz Customer Service

If you have any queries on your policy, or wish to make any amendments to it, please call Customer Services on: **0345 040 2090** Our opening hours are 9am to 7pm Monday to Friday and 9am to 4pm Saturday.

## Mercedes-Benz Insurance Claims Assistance

Mercedes-Benz Claims Assistance provides a range of benefits and services designed to minimise your inconvenience in the event of a claim. If you need to make a claim in the UK, call: **0344 4933 231** and explain what has happened. If you are abroad please call: **+44 191 2889845**.

Lines are open 24 hours, every day of the year.

For windscreen claims call: **0344 4933 231**.

## Breakdown Assistance in the UK

If you have purchased this Additional Optional Product and need breakdown assistance whilst driving in the UK, please call: **01423 535048**.

## Breakdown Assistance in Europe

If you have purchased this Additional Optional Product and need breakdown assistance whilst driving in Europe, please call: **+44 1423 535048**.

### Telephone calls and recording

The cost of calls to 03 prefixed numbers are charged at local call rates (charges may vary dependent on your network provider) and are usually included in inclusive minute plans from landlines and mobiles. For our joint protection telephone calls may be recorded and/or monitored. This may be used for fraud prevention, fraud detection and also for training purposes.

# PRIVATE CAR FROM AVIVA

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## KEY



These boxes highlight information we want to particularly draw your attention to



These boxes give you additional helpful information

These boxes highlight what your policy does not cover

## YOUR AVIVA POLICY

Thank you for choosing to insure with Aviva Insurance Limited. This policy forms part of your legal contract with **us** and defines exactly what **you** are covered against. Please refer to your schedule for confirmation of the level of cover **you** have chosen. **You** now have access to a great package of benefits and our motor claims service.

This policy booklet forms part of your legal contract with **us** and explains exactly what cover is provided. Your schedule shows the level of cover **you** have chosen.



### Information and changes we need to know about

**You** must take reasonable care to provide complete and accurate answers to questions **we** ask when **you** take out, make changes to and renew your policy.

## Mercedes-Benz Customer Service

If **you** have any queries on your policy, or wish to make any amendments to it, please call Customer Services on: 0345 040 2090. Our opening hours are 9.00am to 7pm Monday to Friday and 9am to 4pm Saturday.

## Our administration fees

**We** charge administration fees under certain circumstances as shown below:

Scenarios	Fee
<b>We</b> , or <b>you</b> cancel within the 14 day cooling off period (before cover has started)	No fee
<b>We</b> , or <b>you</b> cancel within the 14 day cooling off period (after cover has started)	No fee
<b>We</b> , or <b>you</b> cancel after the 14 day cooling off period has ended	£25.00*

\*plus Insurance Premium Tax at the appropriate rate.

## The contract of insurance

The following elements form the contract of insurance between the **policyholder** (who acts on behalf of himself/herself and each **person insured**) and **us**:

Please read them and keep them in a safe place.

- your policy booklet (and any changes **we** tell **you** about at renewal);
- information contained on your application and/or statement of fact document as issued by **us**;
- your schedule – including any clauses (changes to the terms in this policy booklet) shown on it;
- **certificate of motor insurance**;

## YOUR AVIVA POLICY *continued*

- information under the heading “Important Information” which **we** give **you** when **you** take out or renew your policy.

Each renewal of the policy represents a new contract of insurance. In return for payment of the premium **we** will insure **you** in the event of an incident listed in this policy booklet, provided **you** comply with the terms.

### Customers with disabilities

This policy and other associated documentation are also available in large print, audio and Braille. If **you** require any of these formats, please contact your insurance adviser.

### Your cancellation rights

**You** have a statutory right to cancel your policy within 14 days from the day of purchase or renewal of the contract or the day on which **you** receive the policy or renewal documentation, whichever is the later.

If **you** wish to cancel and the insurance cover has not yet commenced, **you** will be entitled to a full refund of the premium paid.

Alternatively, if **you** wish to cancel and the insurance cover has already commenced, **you** will be entitled to a refund of the premium paid, less a proportionate deduction for the time **we** have provided cover.

To cancel, please contact your insurance adviser.

If **you** do not exercise your right to cancel your policy, it will remain in force and **you** will be required to pay the premium.

For your cancellation rights outside the statutory cooling off period, please refer to the General Conditions section of this policy booklet.

### Use of language

Unless otherwise agreed, the contractual terms and conditions and other information relating to this contract will be in English.

### Telephone call charges and recording

Calls to 0800 numbers from UK landlines and mobiles are free. The cost of calls to 03 prefixed numbers are charged at national call rates (charges may vary dependent on your network provider) and are usually included in inclusive minute plans from landlines and mobiles. For our joint protection telephone calls may be recorded and/or monitored.

### Choice of law

The law of England and Wales will apply to this contract unless:

- **You** and **we** agree otherwise; or
- At the date of the contract **you** are a resident of (or, in the case of a business, the registered office or principal place of business is situated in) Scotland, Northern Ireland, the Channel Islands or the Isle of Man, in which case (in the absence of agreement to the contrary) the law of that country will apply.

### Financial Services Compensation Scheme

**We** are members of the Financial Services Compensation Scheme (FSCS). **You** may be entitled to compensation from this scheme if **we** cannot meet our obligations, depending on the type of insurance and the circumstances of your claim. Further information about the scheme is available from the FSCS website [www.fscs.org.uk](http://www.fscs.org.uk).

## NEED TO MAKE A CLAIM?

### What to do if you or your vehicle is involved in an incident:

It is important to contact us quickly, even if there is no damage to the vehicle(s) or property.

I've had an accident or my car has been damaged by fire, theft or vandalism



Before you do anything, check everyone and your car are safe

My windscreen is broken or chipped



I've had an accident with a third party and caused them injury and/or damage to their vehicle/property



Let us know as soon as you can.

Call the Mercedes Benz Insurance Claims Assistance on **0344 4933 231**

If **you** are abroad, please call: **+44 191 2889845**.

The sooner you tell us what's happened, the sooner we can help you and any third party.

This helps us keep prices lower for you and all our customers.

Our claims service is available 24/7, every day of the year.

We'll arrange:

- ▶ for you and your passengers to be taken home or to your destination (in Great Britain, Northern Ireland, the Channel Islands or the Isle of Man).\*
- ▶ for your car to be recovered to one of our approved repairers.
- ▶ to repair your car or pay for it to be repaired. The repair is covered by our Repair Guarantee.\*

If it's a write-off (can't economically be repaired):

- ▶ We'll quickly agree a settlement with you\*

We'll arrange:

- ▶ for the glass to be repaired or replaced\* by one of our suppliers.

We'll arrange:

- ▶ to manage the third party's claim, dealing with damage to their vehicle/property, providing mobility and handling any claims for injury suffered.

\*Excesses and policy limits apply.

We will help resolve any claim from a third party on your behalf

**If anyone involved contacts you at any point after your incident, just pass them on to us.**

## DEFINITIONS

Wherever the following words or phrases appear in **bold** in this policy booklet, they will have the meanings described below.

### **Advanced Driver Assistance Systems (ADAS)**

Electronic systems fitted to **your car** designed to assist with safety, the control and/or driving of **your car**.

### **Approved repairer**

A facility approved by **us** for the repair, damage assessment and/or storage of **your car**.

### **Automated vehicle**

A vehicle designated as being legally able to safely drive itself and is listed as an automated vehicle under the Automated & Electric Vehicles Act 2018.

### **Certificate of motor insurance**

The current document that proves **you** have the motor insurance required by the Road Traffic Acts to use **your car** on a road or other public place. It shows who can drive **your car** and what it can be used for. The certificate of motor insurance does not show the cover provided.

### **Computer system(s)**

Any computer, hardware, **software**, applications, communications system, electronic device (including, but not limited to, smart phone, laptop, tablet, wearable device), server, cloud or microcontroller including any similar system or any configuration of the aforementioned and including any associated input, output, **data** storage device, networking equipment or back up facility.

### **Cyber Act**

A deliberate unauthorised, malicious or criminal act or series of acts, regardless of time and place which involves access to, processing of, use of, or operation of any **computer system(s)** and is intended to create, or to have the effect of creating an outcome which includes but is not limited to denial of access, threat, deception, hoax or extortion.

### **Data**

All information, which is electronically stored, recorded, transmitted or represented, or contained in any formats, materials or devices used for the storage of data including but not limited to operating systems, records, programs, **software** or firmware, code of series of instructions facts, concepts, code or any other information of any kind.

### **Fire**

Fire, self-ignition, lightning and explosion.

### **Market value**

The cost of replacing **your car** with one of the same make, model, specification and condition. The market value may also be affected by other factors such as mileage, MOT status (if one is required), how **you** purchased **your car** and whether it has been previously declared a total loss.

### **Period of insurance**

The period of time covered by this policy, as shown on your schedule or until cancelled. Each renewal represents the start of a new period of insurance.

### **Person insured**

Person(s) other than the **policyholder**, nominated by **you** to drive **your car**, providing they are permitted to drive as shown on your **certificate of motor insurance**.

## DEFINITIONS *continued*

### **Software**

Any software, safety critical software, firmware, operating systems, electrical control systems, **data**, **data** storage materials, telecommunication links or any reliance on recognising, using or adopting any date, day of the week or period of time, other than the true or correct date, day of the week or period of time.

### **Territorial limits**

Great Britain, Northern Ireland, the Channel Islands and the Isle of Man, Andorra, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, the Czech Republic, Denmark, Estonia, Finland, France (including Monaco), Germany, Gibraltar, Greece, Hungary, Iceland, Italy (including San Marino and the Vatican City), Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden and Switzerland (including Liechtenstein).

### **Theft**

Theft, attempted theft or taking **your car** without your consent.

### **Track day**

Any event, organised or not, or location where vehicles are permitted to drive on any course, or track, which is free from traffic regulations.

### **We, us**

Aviva Insurance Limited and any representative appointed by us to act on our behalf, except where otherwise shown for any policy section.

### **You, policyholder**

The policyholder named on your schedule.

### **Your car**

Any motor vehicle described on your schedule and any other motor vehicle for which details have been supplied to **us** and a **certificate of motor insurance** bearing the registration mark of that motor vehicle has been delivered to **you** in accordance with the Road Traffic Acts and remains effective.

Any motor vehicle loaned to **you** or any **person insured**, shown on your **certificate of motor insurance** by a supplier **we** have nominated following a claim under the policy.

Any motor vehicle loaned to **you** or a **person insured**, shown on your **certificate of motor insurance** for up to seven days by a garage, motor engineer or vehicle repairer while **your car** is being either serviced, repaired or having an MOT test.

### **Your partner**

Your husband, wife, domestic or civil partner, living at the same address as **you** and sharing financial responsibilities. This does not include any business partners or associates.



## SECTION 1 – LOSS OF OR DAMAGE TO YOUR CAR

### Loss of or damage to your car

If **your car** is lost, stolen or damaged, **we** will:

- repair **your car** unless **you** notify **us** that **you** want **us** to pay someone else to repair it; or
- pay **you** a cash amount equal to the loss or damage.

The same cover applies to accessories, spare parts and components for **your car** while these are in or on **your car** or while in your private garage.

**We** may decide to use parts or accessories not supplied by the original manufacturer, but which are of a similar standard, including recycled parts.

When **we** repair **your car**, **we** will arrange for **ADAS** defects or errors due to the incident to be recalibrated or repaired.



Accessories are the parts of **your car** which are not directly related to how it works as a car. For example, in-built satnavs, cameras, comms kit or roof-racks. **You** can only claim for accessories under this Section.

The most **we** will pay is the **market value** of **your car**.

### Vehicle recovery and journey continuation

Following an accident, or **fire**, or **theft** in Great Britain, Northern Ireland, the Channel Islands and the Isle of Man please ring our motor claims helpline, **0344 4933 231**, and **we** will arrange to get **your car** to one of our **approved repairers**.

**We** will also arrange transport home, or completion of the journey, for the driver of **your car** and any passengers.



#### What if I want to use a garage of my choice?

**We** can arrange for **your car** to be taken to a repairer of your choice if it is closer than our nearest **approved repairer**. This may lead to delays in arranging the repairs. **We** will not be able to provide **you** with a courtesy car. If using your own repairer, **you** should arrange for any **ADAS** defects to be recalibrated or repaired.

### New car replacement

**We** will replace **your car** with one of the same make, model and specification (providing one is available in Great Britain, Northern Ireland, the Channel Islands and the Isle of Man) if, **you** or **your partner** are the first registered keepers, or are the second registered keepers, where it was pre-registered and the mileage was less than 250 miles at the time of purchase) and within 12 months of buying it from new:

- any repair cost or damage in respect of any one claim is more than 60% of **your car's** Great Britain, Northern Ireland, the Channel Islands and the Isle of Man list price (including car tax and VAT); or
- it is stolen and not recovered.

**We** will only replace **your car** if **you** or **your partner**:

- purchased it outright; or
- under a finance agreement where ownership passes to **you** or **your partner** and the Financing Company agrees.

## SECTION 1 – LOSS OF OR DAMAGE TO YOUR CAR *continued*



### Important note

- New car replacement does not extend to cars sold as ‘ex-demonstrators’ or ‘nearly new’.
- If the qualifying criteria set out above are not met, or **you** do not wish **us** to replace **your car** with a new car of the same make, model and specification, the most **we** will pay will be the **market value** of **your car** at the time of loss or damage.

### Child seat cover

If child seats are fitted in **your car** and **you** make a claim under this Section, **we** will pay the costs to replace them even if there is no apparent damage.

### Repair Guarantee

**We** will provide a lifetime guarantee on repair quality carried out on **your car** by our **approved repairer** for as long as **you** continuously insure **your car** with **us**. If **you** no longer insure **your car** with **us**, **we** will continue to guarantee the repair quality carried out on **your car** by our **approved repairer** for a period of three years from the date of completion of the repairs or for the remainder of the original manufacturers warranty for **your car** if greater than three years. Repair quality means bodywork repairs, paint repairs and workmanship which is the work carried out by skilled technicians. All parts fitted to **your car** by our **approved repairer** will be covered for the duration of the guarantee provided by the part manufacturer/supplier.

### Exclusion to Repair Guarantee

**We** will not pay for damage under the Repair Guarantee arising from deterioration and wear and tear or parts and component failures.

### Excesses

An excess is the amount **you** will have to pay towards any claim.

- An excess will apply to most claims.
- An additional accidental damage excess of £300 will apply if the driver of **your car** is aged 17 to 20.
- An additional accidental damage excess of £200 will apply if the driver of **your car** is aged 21 to 24.
- Your schedule will show the excesses **you** will have to pay towards any claim. If more than one excess applies to your claim, the excesses will be added together.

If **you** are hit by an uninsured driver and provide **us** with the other driver’s name, contact details and their vehicle registration number, **we** will refund any excess **you** have paid. This only applies where the driver of **your car** is not at fault.



### What if my car is on finance?

If **we** know that **your car** is still being paid for under a finance agreement, **we** will pay any claim to the owner described under that agreement.

- Where **your car** is on finance and the agreement allows **you** to own or purchase the car, any difference between what **we** pay the finance company and the **market value** will be paid to **you**.
- Where **your car** is not or cannot be owned by **you** under the agreement (contract hire and some leasing arrangements) **we** will pay its asset value to the true owner.

If the outstanding amount of your finance exceeds any payment made under this policy, **you** will still be responsible for paying this.

The most **we** will pay is the **market value** of **your car**.

## SECTION 1 – LOSS OF OR DAMAGE TO YOUR CAR *continued*

### Courtesy cars

The courtesy or hire car supplied is not intended to be an exact replacement for **your car** and cannot be provided until your claim has been accepted and cover has been confirmed. Only persons named on your **certificate of motor insurance** as being entitled to drive the car that the courtesy or hire car replaces are covered (subject to the terms and conditions of the car provider).

The length of time a courtesy or hire car is provided depends on whether **your car** is being repaired or not.

- If **your car** is being repaired by our **approved repairer**, a courtesy car will be provided for the duration of the repairs.
- If **your car** cannot be repaired or it is stolen, a hire car will be provided for up to 14 days, or until **you** receive your settlement (whichever is earliest).



### What type of courtesy or hire car will I be provided with?

Standard courtesy or hire car

Small three-door hatchback car with four seats



### Important note

- If the repairer chosen is not one of our **approved repairers**, a courtesy car will not be provided.
- A courtesy car will not be provided if **you** are making a claim solely under Section 8 – Glass.
- If **your car** is immobile or unroadworthy, **we** aim to provide a courtesy or hire car within one working day. If an incident occurs during a weekend or on a bank/public holiday, it may not be possible to provide a courtesy or hire car until the following normal working day.
- Automatic courtesy or hire cars can be supplied, providing the car being repaired, is an automatic.
- **We** will not be responsible for the cost of fuel used; collection and delivery charges; any charges for fitting ancillary items such as roof boxes; any excess which would have applied to **your car** which is temporarily replaced; or any charges and costs where the courtesy or hire car is not returned by the end of the maximum benefit period provided by this policy.
- Courtesy and hire cars supplied under this Section will be of standard type and will not include specialised vans such as pick-up trucks, tippers or refrigerated vans, any provision for towing, or any trailers or caravans.
- The courtesy or hire car will be supplied on the condition that it is returned to the depot which supplies it unless alternative arrangements have been made with the supplier.
- **We** do not provide a courtesy or hire car outside of Great Britain, Northern Ireland, the Channel Islands and the Isle of Man.

## SECTION 1 – LOSS OF OR DAMAGE TO YOUR CAR *continued*

### Exclusions to Section 1

What **we** won't pay for:

- Loss of use, wear and tear, loss or damage which happens gradually, loss of value following repair, depreciation, failure of electronics, mechanical breakdown or breakage, or tyre damage caused by braking, punctures, cuts or bursts.
- Loss of damage arising from **theft** while:
  - **your car's** ignition keys (including any device or code used to secure, gain access to or to enable **your car** to be driven) have been left in or on **your car**; or
  - **your car** has been left unattended with the engine running.
- Loss or damage arising from confiscation or requisition or destruction by or under order of any Government or Public or Local Authority.
- Where **your car** is equipped for the cooking or heating of food or drink, loss of damage by **fire** caused directly or indirectly from use of the cooking or heating equipment.
- Loss or damage to **your car** if, at the time of the incident, it was being driven or used without your permission by someone **you** know (unless **you** have reported them to the Police).
- Loss or damage arising from use of **your car** while taking part in a **Track day** or whilst driving on the Nürburgring Nordschleife.
- Loss or damage caused by the unauthorised, and/or malicious access to **computer system(s)** or electronic components and systems, resulting in any reprogramming of **software**, introduction of malware, codes or viruses with the intention or effect to cause such systems to stop, fail or function otherwise than is intended by the Vehicle Manufacturer.

## SECTION 2 – YOUR LIABILITY

**You** and **persons insured** are covered against all amounts which may have to be paid as a result of being legally liable for an incident, involving **your car**, resulting in:

- another person's death or injury;
- damage to another person's property (up to a maximum amount of £20,000,000 plus a maximum amount of £5,000,000 to cover any claimant's costs and expenses).



### Important note

If **your car** is carrying any of these high category hazardous goods or being used or driven at any of these hazardous locations, the amount **we** will pay for damage to another person's property will be limited to £1,200,000 or such greater sum as may be required to meet the minimum insurance requirements of the Road Traffic Acts.

#### High Category Hazardous Goods

Any substance within the following United Nations Hazard Classes:

1: Explosives; 5.2: Organic peroxides; 6.1: Toxic substances; 6.2: Infectious substances; 7: Radioactive materials.

#### Hazardous Locations

Power stations; Nuclear installations or establishments; Refineries, bulk storage or production premises in the oil, gas or chemical industries; Bulk storage or production premises in the explosive, ammunition or pyrotechnic industries; Ministry of Defence premises; Military bases; Rail trackside; Any other rail property to which the public do not have lawful access.

## SECTION 2 – YOUR LIABILITY continued

### Emergency treatment

**We** will reimburse any person using **your car** for payments made under the Road Traffic Acts for emergency medical treatment.

### Legal costs

**We** will pay the legal costs of any legal representative **we** agree to, to defend **you** or any **person insured** at a coroner's inquest or fatal accident inquiry or in any proceedings brought under the Road Traffic Acts or equivalent European Union legislation following an incident covered by this Section. This cover does not extend to a plea of mitigation (unless the offence **you** are charged with carries a custodial sentence) or appeals.

### Liability of other persons driving or using your car

Cover under this Section will also apply on the same basis for the following persons:

- Any person given permission by **you** to drive **your car** provided that your **certificate of motor insurance** allows that person to drive **your car**.
- Any person given permission by **you** to use (but not drive) **your car**, but only while using it for social, domestic and pleasure purposes.
- Any passenger travelling in or getting into or out of **your car**.
- The employer or business partner of the person using any vehicle for which cover is provided under this Section while the vehicle is being used for business purposes, as long as your **certificate of motor insurance** allows business use. This does not apply if :
  - the vehicle belongs to or is hired by such employer or business partner;
  - the insured is a corporate body or firm.

### Duty of care – driving at work, legal costs

**We** will pay:

- your or any **person insured's** legal fees and expenses incurred with our written consent for defending proceedings including appeals;
- costs of prosecution awarded against the defendant arising from any health and safety inquiry or criminal proceedings for any breach of the:
  - Health and Safety at Work etc. Act 1974 – Covered up to £100,000;
  - Health and Safety at Work (Northern Ireland) Order 1978 – Covered up to £100,000;
  - Corporate Manslaughter and Corporate Homicide Act 2007 – Costs covered are unlimited.

**We** will not pay:

- unless the proceedings relate to an actual or alleged act, omission or incident committed during the **period of insurance** within Great Britain, Northern Ireland, the Channel Islands and the Isle of Man and in connection with the business;
- unless the proceedings relate to an actual or alleged act, omission or incident arising from the ownership, possession or use by or on behalf of **you** or any **person insured**, of any motor vehicle or trailer in circumstances where compulsory insurance or security is required by the Road Traffic Acts;
- in respect of proceedings which result from any deliberate act or omission by **you** or any **person insured**.

## SECTION 2 – YOUR LIABILITY continued

### Driving other cars

We will insure **you** while driving any other car (as long as **you** don't own it, or it is not being provided to **you** under a hire purchase agreement or any other finance agreement) within Great Britain, Northern Ireland, the Channel Islands and the Isle of Man providing:

- **you** are driving the car with the owner's express consent;
- **you** still have **your car** which has not been damaged beyond cost effective repair;
- **you** are aged 25 or above at the start of your **period of insurance**;
- your **certificate of motor insurance** indicates that **you** can drive other cars.
- the car is not an **automated vehicle**

Driving other cars is not available for named drivers or firms.



#### Important note

The cover provided is for **you** while driving any other car and is for Third Party Only and does not cover loss of or damage to the car being driven.

#### Exclusions to Section 2

What **we** won't pay for:

- anything which **you** or any **person insured** can claim for under another policy.
- the death of, or injury to any employee of **you** or any **person insured** which arises out of, or in the course of, that employee's duties, unless **we** must provide cover under the Road Traffic Acts.
- loss of or damage to property that:
  - belongs to or is in the care of **you** or any **person insured** who claims under this Section, or
  - is being carried in **your car**.
- damage to the motor vehicle covered by this Section.
- loss, damage, death or injury while any motor vehicle is being used on:
  - that part of an aerodrome or airport used for aircraft taking off or landing;
  - aircraft parking areas including service roads;
  - ground equipment parking areas; or
  - any parts of passenger terminals within the Customs examination area;unless **we** must provide cover under the Road Traffic Acts.

## SECTION 2 – YOUR LIABILITY continued

- any consequence whatsoever which is the direct or indirect result of any of the following, or anything connected with any of the following, whether or not such consequence has been contributed to by any other cause or event, except to the extent that **we** must provide cover under the Road Traffic Acts:
    - (a) Terrorism
      - Terrorism is defined as any act or acts including, but not limited to:
        - (i) the use or threat of force and/or violence and/or
        - (ii) harm or damage to life or to property (or the threat of such harm or damage) including, but not limited to harm or damage by nuclear and/or chemical and/or biological and/or radiological means
    - caused or occasioned by any person(s) or group(s) of persons in whole or in part for political, religious, ideological or similar purposes, or is claimed to be caused or occasioned in whole or in part for such purposes.
    - (b) any action taken in controlling, preventing, suppressing or in any way relating to (a) above.
- In respect of (a) and (b), where **we** must provide cover under the Road Traffic Acts, the maximum amount **we** will pay for damage to property as a result of any incident or incidents caused by **your car** or any vehicle or vehicles driven or used by **you** or any **person insured** for which cover is provided under this Section, will be:
- (i) £5,000,000 in respect of all claims resulting directly or indirectly from one originating cause, or
  - (ii) such greater sum as may in the circumstances be required to meet the minimum insurance requirements of the Road Traffic Acts.
- loss, damage, death or injury directly caused by pollution or contamination unless caused by a sudden identifiable, unintended and unexpected event which occurs in its entirety at a specific time and place during the **period of insurance** except where such liability is required to be covered under the Road Traffic Acts. For the purposes of this exclusion, pollution or contamination means all pollution or contamination of buildings or other structures or water or land or the atmosphere.
  - death or injury of any person caused by:
    - food poisoning; or
    - anything harmful contained in goods supplied; or
    - any harmful or incorrect treatment given at or from **your car** or any motor vehicle covered by this Section.
  - loss, damage, death or injury that happens beyond the limits of any carriageway or thoroughfare and involves anyone, other than the driver or attendant of **your car**, bringing a load to **your car** for loading or taking a load away from **your car** after unloading it.
  - A claim where **your car** is an **automated vehicle** and is being driven or used in automated driving mode and the policyholder or **person insured** at the time of an accident has:
    - made, or permitted alterations to any software which relates to functioning of **your car** as an **automated vehicle**, except those provided and/or approved by the vehicle manufacturer and/or;
    - failed to install or permit installation of any safety critical software updates relating to the functioning of **your car** as an **automated vehicle** which the policyholder or **person insured** ought reasonable to have known were safety critical (software updates are safety critical if it would be unsafe to use the vehicle in question without the updates being installed).

## SECTION 3 – INJURY TO YOU OR YOUR PARTNER

If **you** or **your partner** suffer accidental bodily injury as a result of:

- a road traffic accident in direct connection with the use of **your car** and/or;
- travelling in, getting in to or out of any other motor vehicle, not belonging to **you** or **your partner**, or hired to **you** or **your partner** under a hire purchase agreement.

**we** will pay **you** or **your partner** a maximum amount of £2,500 if, within three months of the incident, the injury is the sole cause of:

- death; or
- irrecoverable loss of sight in one or both eyes or total and permanent loss of hearing in one or both ears; or
- loss of any limb, which means severance at or above the wrist or ankle, or the total and permanent loss of use of a hand, arm, foot or leg.

The maximum amount **we** will pay **you** or **your partner** during any one **period of insurance** is £5,000.

If **you** or **your partner** have any other policies with **us** in respect of any other motor vehicles, the injured person will only be able to claim these benefits under one policy.

### Exclusion to Section 3

**We** will not pay for death or bodily injury arising from suicide or attempted suicide.

## SECTION 4 – MEDICAL EXPENSES AND SERVICES

If any persons in **your car** are injured as a direct result of **your car** being involved in an incident, **we** will pay for the medical expenses arising in connection with that incident.

The maximum amount **we** will pay for each injured person is £100.

The cover under this Section applies irrespective of fault.

## SECTION 5 – PERSONAL BELONGINGS

**We** will pay **you** (or at your request, the owner) for loss of or damage to personal belongings caused by **fire**, **theft** or accidental means while the personal belongings are in or on **your car**.

The maximum amount **we** will pay for any one incident is £150.



As well as the personal belongings in **your car**, this Section also covers portable audio equipment, multi-media equipment, communication equipment, personal computers, cameras, satellite navigation and radar detection systems not permanently fitted to **your car**. **You** can only claim for personal belongings under this Section.



### Important note

A claim can only be made under this Section when also making a valid claim which is accepted under Section 1 – Loss of or damage to your car.

### Exclusions to Section 5

**We** won't cover:

- money, stamps, tickets, documents or securities (such as share and premium bond certificates).
- goods or samples carried in connection with any trade or business.
- tools.



## SECTION 6 – VEHICLE RECOVERY IN THE EVENT OF ILLNESS

If the permitted driver of **your car** as shown on your **certificate of motor insurance** is taken seriously ill, requiring treatment from a qualified medical practitioner and cannot continue their journey, **we** will transport **your car** to your home or single address anywhere in Great Britain, Northern Ireland, the Channel Islands and the Isle of Man.

A medical certificate must be produced prior to the provision of this service.

A claim solely under this Section will not affect your no claim discount.

### Exclusions to Section 6

**We** won't cover:

- any incident which occurs outside of Great Britain, Northern Ireland, the Channel Islands and the Isle of Man;
- any incident where **your car** is within a quarter of a mile of your home address or place where **your car** is usually kept;
- any incident where **your car** is disabled, has suffered mechanical or electrical breakdown or failure or is unroadworthy;
- any incident directly caused by, or due to, the effects of alcohol and/or drugs.

## SECTION 7 – NO CLAIM DISCOUNT

If no claim is made under your policy during the **period of insurance**, **we** will increase your no claim discount at your next renewal in line with the scale outlined within this section.

Where a claim has been made, **we** may reduce your no claim discount in line with the scale outlined within this section.

If a claim is made which is not your fault and **we** have to make a payment, **we** will reduce your no claim discount unless **we** can recover all sums **we** have paid from those responsible, except where:

- the accident was the fault of an uninsured driver and **you** have provided **us** with:
  - the other vehicle's registration number, and
  - the other vehicle's driver's name and contact details, or
- **you** have protected your no claim discount as shown on your schedule.

If your renewal is due and investigations into a claim are still on-going, **we** may reduce your no claim discount. Once our investigations are complete and **we** have confirmed that the accident was solely the fault of another driver, **we** will reinstate your no claim discount and refund any extra premium **you** have paid.

**We** do not grant no claim discount for policies running for less than 12 months. If **we** allow **you** to transfer this policy to another person, any no claim discount **you** have already earned will not apply to the person to whom the policy is being transferred.

## SECTION 7 – NO CLAIM DISCOUNT continued



**We** will not reduce your no claim discount where the only payments made are for:

- emergency medical treatment under the Road Traffic Acts as provided within Section 2 – Your liability;
- recovery of **your car** in the event of illness as provided under Section 6 – Vehicle recovery in the event of illness;
- repairing or replacing glass in **your car's** windscreen, sunroof or windows (or for any scratches on the bodywork caused directly by the broken glass) under Section 8 – Glass;
- replacing locks, alarms or immobilisers following your ignition keys (including any device or code used to secure, gain access to or enable **your car** to be started and driven) being lost or stolen as provided under Section 10 – Replacement locks.

Third Parties may claim directly against **us** as insurer in the event an accident, involving **your car** as permitted under the European Communities (Rights Against Insurers) regulations 2002. In these circumstances **we** deal with any claim, subject to the terms and conditions of your policy. This may affect your no claim discount.



Your NCD now	Number of claims made in period of insurance	Your NCD from next renewal	
		If you'd protected it	If you hadn't protected it
1 or 2 years	1 or more	Protection not available	0 years
3 years	1	Protection not available	1 year
	2	Protection not available	0 years
	3 or more	Protection not available	0 years
4 years	1	4 years (protected)	2 years
	2	2 years	0 years
	3 or more	0 years	0 years
5 years	1	5 or more years (protected)	3 years
	2	5 years (not protected)	1 years
	3	3 years	0 years
	4	1 year	0 years
	5 or more	0 years	0 years

## SECTION 8 – GLASS

**We** will pay for the replacement or repair of the glass in **your car's** windscreen, sunroof or windows if it is lost or damaged or the bodywork of **your car** suffers scratching arising solely from the breakage of glass. The most **we** will pay will be the **market value** of **your car** at the time of the loss. **We** may use suitable parts not supplied by the original manufacturer.

**You** will have to pay the first £75 of the cost of glass replacement. If the glass is repaired rather than replaced the excess will not apply.

A claim solely under this Section will not affect your no claim discount.



### Important note

- **You** must telephone our motor claims helpline on **0344 4933 231**, before any work is carried out. **We** will direct **you** to our **approved repairer**.
- A courtesy car will not be provided if **you** are making a claim solely under this Section.
- It is important to get any windscreen dependent **ADAS** (such as autonomous emergency braking, adaptive headlights, lane departure and traffic sign recognition) repaired or recalibrated as part of your glass claim.

## SECTION 9 – CONTINENTAL USE

This policy provides, as a minimum, the necessary cover to comply with the laws on compulsory insurance of motor vehicles in:

- any country which is a member of the European Union; or
- any country which the Commission of the European Communities is satisfied has made arrangements of Article 8 of the EC Directive 2009/103/EC relating to civil liabilities arising from the use of a motor vehicle.

In addition to this minimum cover, this policy provides the cover shown on your schedule in any country in the **territorial limits**, subject to:

- **your car** normally being kept in Great Britain, Northern Ireland, the Channel Islands and the Isle of Man; or
- use of **your car** for visits to countries outside Great Britain, Northern Ireland, the Channel Islands and the Isle of Man being of a temporary nature, not exceeding three months in any one trip.

### Cover includes:

- transit between the countries listed in this Section (including transit to and from the **territorial limits**);
- reimbursement of any customs duty which may be payable on **your car** after its temporary importation into any country listed in this Section, subject to your liability arising as a direct result of any loss of or damage to **your car** which is covered under Section 1 – Loss of or damage to your car;
- general Average contributions, Salvage, Sue and labour charges while **your car** is being transported by sea between any countries listed in this Section (including transportation to and from the **territorial limits**) provided that loss of or damage to **your car** is covered under Section 1 – Loss of or damage to your car.

## SECTION 9 – CONTINENTAL USE continued



### Important note

- Although the UK is no longer part of the European Union, your **certificate of motor insurance** provides sufficient evidence for travel in the **territorial limits**.

There is no cover for countries outside the **territorial limits**. We may, however, be prepared to extend cover to certain places by special request, in which case we will provide **you** with a Green Card and an additional premium will be required.

## SECTION 10 – REPLACEMENT LOCKS

If your ignition keys including any device or code used to secure, gain access to or enable **your car** to be driven are lost or stolen **we** will pay the cost to replace the affected locks, transmitters, central locking interface and any affected parts of the alarm and/or immobiliser.

The most **we** will pay will be the **market value** of **your car** at the time of the loss.



### Important note

In the event of any claim under this Section, the courtesy and hire car benefits in Section 1 – Loss of or damage to **your car**, will be applicable.

### Exclusion to Section 10

**We** will not pay for:

- device replacement where **your car** uses a mobile phone, smartphone or smartwatch as a digital key.

## SECTION 11 – SUSPENDING COVER

Where **we** are informed that **your car** will be out of use for a continuous period of 28 days or more, and this is not the result of any loss or damage covered by this policy, all cover provided by this policy will be of no effect other than Section 1 – Loss of or damage to your car, provided **your car** is kept in a locked private garage.

**We** may refund part of your premium for the laid-up period, **we** will pay any refund when cover begins again. A refund of premium is not allowable under a policy where:

- the total period of cover is less than 12 months.

## SECTION 11 – SUSPENDING COVER continued

### Exclusions to Section 11

What we won't pay for:

- Loss of use, wear and tear, loss or damage which happens gradually, loss of value following repair, depreciation, failure of electronics, mechanical breakdown or tyre damage caused by braking, punctures, cuts or bursts.
- Loss of damage arising from **theft** while:
  - **your car's** ignition keys (including any device or code used to secure, gain access to or to enable **your car** to be driven) have been left in or on **your car**; or
  - **your car** has been left unattended with the engine running.
- Loss or damage arising from confiscation or requisition or destruction by or under order of any Government or Public or Local Authority.
- Where **your car** is equipped for the cooking or heating of food or drink, loss of damage by **fire** caused directly or indirectly from use of the cooking or heating equipment.
- Loss or damage to **your car** if, at the time of the incident, it was being driven or used without your permission by someone **you** know (unless **you** have reported them to the Police).
- Loss or damage arising from use of **your car** while taking part in a **Track day** or whilst driving on the Nürburgring Nordschleife.
- Loss or damage caused by the unauthorised, and/or malicious access to **computer system(s)** or electronic components and systems, resulting in any reprogramming of **software**, introduction of malware, codes or viruses with the intention or effect to cause such systems to stop, fail or function otherwise than is intended by the Vehicle Manufacturer.

## GENERAL EXCLUSIONS THAT APPLY TO THE WHOLE POLICY

What **we** won't pay for:

- (1) any accident, injury, loss or damage while any vehicle that is insured under this policy is being:
  - (a) used otherwise than for the purpose described under the 'Limitations as to use' section of your **certificate of motor insurance**, or
  - (b) driven by or is in the charge of any person for the purposes of being driven who:
    - is not described under the section of your **certificate of motor insurance** headed 'Permitted Drivers', or does not have a valid, current and appropriate (for the type of vehicle) licence to drive **your car**, or
    - is not complying with the terms and conditions of the licence.

**We** will not withdraw this cover,

  - (i) while **your car** is in the custody or control of:
    - a member of the motor trade for the purposes of maintenance or repair, or
    - an employee of a hotel or restaurant or car parking service for the purpose of parking **your car**.
  - (ii) if the injury, loss or damage was caused as a result of the **theft** of **your car**.
  - (iii) by the reason of the person driving not having a driving licence, if **you** had no knowledge of such deficiency.
- (2) any liability that **you** or a **person insured** has agreed to take on except to the extent that **you** or a **person insured** would have had that liability if that agreement did not exist.
- (3) (a) loss or destruction of, or damage to, any property or associated loss or expense, or any other loss, or  
(b) any legal liability  
that is directly or indirectly caused by, contributed to by or arising from:
  - (i) ionising radiation or contamination by radioactivity from any irradiated nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.
  - (ii) the radioactive, toxic explosive or hazardous properties of any explosive nuclear assembly or nuclear component thereof.
- (4) any consequence whatsoever which is the direct or indirect result of any of the following, or anything connected with any of the following, whether or not such consequence has been contributed to by any other cause or event:
  - (a) War, invasion, act of foreign enemy, hostilities or a warlike operation or operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion, assuming the proportions of or amounting to an uprising, military or usurped power.
  - (b) any action taken in controlling, preventing, suppressing or in any way relating to (a) above. except to the extent that it is necessary to meet the requirements of the Road Traffic Acts.
- (5) any accident, injury, loss or damage if **your car** is registered outside Great Britain, Northern Ireland, the Channel Islands or the Isle of Man.
- (6) any loss or damage arising from a deliberate act by **you** or any person driving or using **your car**.
- (7) any accident, injury, loss or damage arising from use of **your car** while taking part in a **Track day**.

## GENERAL EXCLUSIONS THAT APPLY TO THE WHOLE POLICY *continued*

- 8) Any consequence whatsoever which is directly or indirectly, wholly or in part, the result of, caused by, arising from or in connection with any **Cyber Act** except to the extent that we must provide cover under the Road Traffic Acts.
- (9) Any consequence whatsoever resulting directly or indirectly from or in connection with any loss of use, reduction in functionality, repair, replacement, restoration or reproduction of any **data**, including any amount pertaining to the value of such **data** except to the extent that we must provide cover under the Road Traffic Acts.

# GENERAL CONDITIONS THAT APPLY TO THE WHOLE POLICY

## (1) The contract of insurance

The following elements form the contract of insurance between the **policyholder** (who acts on behalf of himself/herself and each **person insured**) and **us**, please read them and keep them in a safe place:

- your policy booklet;
- information contained on your application and/or statement of fact document as issued by **us**;
- your schedule – including any clauses (changes in the terms of your policy) shown on it;
- **certificate of motor insurance**;
- Information under the heading “Important Information” which **we** give **you** when **you** take out or renew your policy;
- changes to this policy or important information **we** give **you** at renewal.

### Renewal of the contract of insurance

Each renewal of the policy represents a new contract of insurance.

- (i) For existing customers who pay monthly by direct debit to Aviva the **policyholder** enters into a new contract of insurance with **us** commencing on the cover start date shown on your renewal schedule.
- (ii) For existing customers who pay annually or monthly, other than as set out in paragraph (i) above, the **policyholder** enters into a new contract of insurance with **us** commencing on the date when the policyholder agrees to renew the policy and to pay the premium. Persons insured will be covered for the **period of insurance** shown on your renewal schedule.

### Information and changes we need to know about

**You** must take reasonable care to provide complete and accurate answers to the questions **we** ask when **you** take out, make changes to, and renew your policy.

Please tell your insurance adviser immediately to let **us** know if there are any changes to the information set out in the application and/or statement of fact document, **certificate of motor insurance** or on your schedule. **You** must also tell your insurance adviser immediately to let **us** know about the following changes:

- a change to the people insured, or to be insured.
- motoring convictions (driving licence endorsements, fixed penalties or pending prosecutions for any motoring offences) for any of the people insured, or to be insured.
- criminal convictions for any of the people insured, or to be insured.
- a change of **your car**.
- any modifications to **your car**.
- any change affecting ownership of the **your car**.
- any change in the way that **your car** is used.

If **you** are in any doubt, please contact your insurance adviser.

When **we** are informed of a change, **we** will tell your insurance adviser if this affects your policy, for example whether **we** are able to accept the change and if so, whether the change will result in revised terms and/or premium being applied to your policy.



# GENERAL CONDITIONS THAT APPLY TO THE WHOLE POLICY continued

If the information provided by **you** is not complete and accurate:

- **we** may cancel your policy and refuse to pay any claim, or
- **we** may not pay any claim in full, or
- **we** may revise the premium and/or change the compulsory **excess**, or
- the extent of the cover may be affected.

## (2) Accurate Information

**You** must always take reasonable care to give full and correct answers to the questions **we** ask. If **you** don't give **us** full and correct information, **we** may:

- change your premium, excess or cover
- refuse to pay all or part of a claim or cancel your cover

## (3) Claims procedures

### Your duties

**You** must contact **us** as soon as reasonably possible and provide all the information, documents, evidence and help **we** need to settle your claim or pursue a recovery.

Anyone claiming under this policy or anyone acting on their behalf must let **us** know immediately if anyone insured under this policy is to be prosecuted as a result of an incident or if there is to be an inquest or a fatal accident inquiry.

Anyone claiming under this policy must not admit to any claim, promise any payment or refuse any claim without our consent.

**You** must notify the police as soon as reasonably possible if **your car** is lost, stolen or broken into.

### Our rights

If **we** want to, **we** can take over and conduct in the name of the person claiming under the policy the defence or settlement of any claim or take proceedings for our own benefit to recover any payment **we** have made under this policy.

**We** shall have full discretion in the conduct of any proceedings or the settlement of any claim.

The person who is seeking payment under this policy shall give **us** all the relevant information, documents and assistance **we** require to enable any claims to be validated for **us** to achieve a settlement or pursue a recovery.

**Below are some examples of what we may request. However, we may also ask for other information, documents and assistance relevant to your claim.**

Information	Documents	Assistance
<ul style="list-style-type: none"> <li>• Details of third parties and witnesses</li> <li>• Statement of events relating to your claim</li> <li>• Sketch or photograph of the accident scene</li> <li>• Correspondence received from another party (including court papers)</li> </ul>	<ul style="list-style-type: none"> <li>• Driving licence</li> <li>• Proof of identity and address</li> <li>• Vehicle documentation such as V5, MOT and proof of purchase</li> <li>• Receipts and invoices</li> <li>• Finance documents</li> </ul>	<ul style="list-style-type: none"> <li>• Attendance at court</li> <li>• Meetings with solicitors or <b>us</b></li> </ul>

# GENERAL CONDITIONS THAT APPLY TO THE WHOLE POLICY continued

## (4) Cancellation rights

### Your rights

You can cancel this policy and/or remove optional covers at any time by contacting your insurance adviser.

Your cancellation rights in the 14 day statutory cooling off period are shown in the Section headed 'Your Aviva Policy' within this booklet.

The table headed 'Our administration fees' at the front of this booklet gives details of when a cancellation fee will be charged.

### Our rights

**We** may cancel this policy or optional covers where there is a valid reason, for example where:

- **you** have not paid your premium (including non-payment of instalments under an Aviva monthly credit facility). If premiums or instalment payment(s) are not paid when due, **we** will write to **you** requesting payment by a specific date. **We** will give **you** at least 14 days' notice in writing if **we** intend to cancel due to non-payment under an Aviva monthly credit facility. If **we** receive payment by the date set out in the letter, **we** will take no further action. If **we** do not receive payment by this date, **we** will cancel the policy and/or any cover options from the cancellation date shown in the letter;
- **we** reasonably suspect fraud;
- **you** or any **person insured** has failed to co-operate with **us** and this affects our ability to process a claim or defend our interests;
- or **you** have not taken reasonable care to provide complete and accurate answers to the questions **we** ask.

Where **we** cancel **we** will always give at least seven days' notice, by post or email, to the last address **you** have given **us** and explain why. The exception is where **we** have evidence that **you** have acted fraudulently or deliberately given **us** incorrect or incomplete information when **we** may cancel your policy without notice and backdate the cancellation to the date when this has happened, which could be when **you** first bought your policy.



### Important note

It is the **policyholder's** responsibility to notify all **persons insured** that this policy has been cancelled.



### Will I get a premium refund?

- If your policy or any optional covers are cancelled before the covers starts, **we** will refund the premium **you** have paid for the cancelled cover; or
- if the cancellation is after cover has started your refund will be based on how many days are left in the **period of insurance** which **you** have paid for. **We** will also charge a cancellation fee of £25.00 plus Insurance Premium Tax at the appropriate rate. (See 'Our administration fees' table at the front of this booklet).

The refund set out above will not apply if **we** cancel your policy because of fraud and/or **we** are legally entitled to keep the premium under the Consumer Insurances (Disclosure and Representations) Act 2012.

# GENERAL CONDITIONS THAT APPLY TO THE WHOLE POLICY continued

## (5) Other insurance

If at the time of an incident that leads to a claim on this policy there is any other insurance covering the same loss, damage, expense or liability, **we** are entitled to approach that insurer for a contribution towards the claim and will only pay our share. This condition does not apply to any benefits under Section 3 – Injury to you or your partner. This provision will not place any obligation on **us** to accept any liability under Section 2 – Your liability, which **we** would otherwise be entitled to exclude under Exclusion 1 to Section 2.

## (6) Your duty to prevent loss/damage

**You** and all **persons insured** must take reasonable care to safeguard **your car** to prevent accidents, **theft**, loss or damage. **You** shall maintain **your car** in a roadworthy condition and install any safety critical **software** updates made available by the vehicle manufacturer.

**You** must not modify, install or permit the installation of **software** except those provided by and/or approved by the vehicle manufacturer.

## (7) Your duty to comply with policy conditions

Our provision of insurance is conditional upon all persons who seek benefits under the policy observing and fulfilling the terms, provisions, conditions and clauses (changes in the terms of your policy) of this policy.

## (8) Fraud

If your claim is in any way dishonest or exaggerated, **we** will not pay any benefit under this policy or return any premium to **you**. **We** may also take legal action against **you** to include recovery of any sums paid to **you** in respect of the fraudulent claim. If the fraudulent claim is made by **you**, **we** may cancel the policy immediately and backdate the cancellation to the date of the fraudulent claim. If the fraudulent claim is made by any **person insured**, **we** may remove all cover for that person from the date of the fraudulent claim.

## (9) Payments made under compulsory insurance regulations and rights of recovery

If the law in any country in which this policy operates requires **us** to settle a claim which, if this law had not existed, **we** would not be obliged to pay, **we** shall be entitled to recover such payments from **you**, the relevant **person insured** or from the person who incurred the liability.

## (10) Direct right of access

Third Parties may contact **us** directly in the event an accident, loss or damage as allowed under the European Communities (Rights Against Insurers) Regulations 2002. In these circumstances **we** may deal with any claim, subject to the terms and conditions of your policy. This may affect your no claim discount.

## (11) Monthly premiums

If **you** are paying monthly premiums, these will be due on the start date of the insurance shown on your schedule, and on the same date of each following month. If **you** do not pay the first premium, the policy will be invalid.

## (12) Monthly payment plan

If **you** are paying the premium using an Aviva monthly credit facility, **you** must make the regular monthly payments as required in the credit agreement. If **you** do not do this, **we** may cancel this insurance as set out in the General Conditions section of this policy booklet.

## COMPLAINTS PROCEDURE – OUR PROMISE OF SERVICE

Our goal is to give excellent service to all our customers, but **we** recognise that things do go wrong occasionally. **We** take all complaints **we** receive seriously and aim to resolve all our customers' problems promptly. To ensure **we** provide the kind of service **you** expect **we** welcome your feedback. **We** will record and analyse your comments to make sure **we** continually improve the service **we** offer.

### What will happen if you complain:

- **We** will acknowledge your complaint promptly; and
- **We** aim to resolve all complaints as quickly as possible.

Most of our customers' concerns can be resolved quickly but occasionally more detailed enquiries are needed. If this is likely, **we** will contact **you** with an update within 10 working days of receipt and give **you** an expected date of response.

### What to do if you are unhappy

If **you** are unhappy with any aspect of the handling of your insurance **we** would encourage **you**, in the first instance, to seek resolution by contacting your insurance adviser.

If **you** are unhappy with the outcome at your complaint, **you** may refer the matter to the Financial Ombudsman Service at:

The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

Telephone:

**0800 023 4567** (Calls from UK landlines and mobile are free) or  
**0300 123 9123**

Or simply log on to their website at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

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







Mercedes-Benz Insurance Services UK Limited, Registered in England No 03510012.

Registered office: Delaware Drive, Tongwell, Milton Keynes, England, MK15 8BA. Authorised and Regulated by the Financial Conduct Authority under firm reference 311715, you can check this on the Financial Services Register by visiting the FCA's website, [www.fca.org.uk](http://www.fca.org.uk).

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The motor insurance policy is underwritten by Aviva Insurance Limited. Registered in Scotland, No. 2116.

Registered office: Pitheavlis, Perth, PH2 0NH. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

The Legal Assistance Section and the incident recovery service are administered by Auxillis Limited and their registered office is Redmond House, Fern Court, Bracken Hill Business Park, Peterlee, County Durham SR8 2RR.

Auxillis Limited is authorised and regulated by the Financial Conduct Authority (FCA Number 312423) it is managed on behalf of AmTrust Europe Limited by Arc Legal Assistance Ltd, who are authorised and regulated by the Financial Conduct Authority (FCA Number 305958).

The registered office AmTrust Europe Limited is 10th Floor Market Square House, St Jame's Street, Nottingham, NG16FG, Registered Number: 1229676.

AmTrust Europe Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority, financial services number: 202189. These details can be checked on the Financial Services Register at [www.fca.org.uk](http://www.fca.org.uk)

You can check the information for Mercedes-Benz Insurance services UK Limited and any of the insurers or companies mentioned above by checking the FCA register by visiting the FCA website <https://register.fca.org.uk/> or by contacting the FCA on 0800 111 6768.

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