



## ABOUT THIS DOCUMENT

Please note that this policy summary does not contain the full terms and conditions of the contract of insurance, which can be found in the insurance document.

## INSURER

Equity Red Star is managed by Equity Syndicate Management Ltd which is authorised and regulated by the Financial Services Authority. Our registration number is 204851.

## TYPE OF INSURANCE AND COVER

Equity Red Star offers the following Public & Private Hire insurance covers.

- \* Third Party Only (TPO)
- \* Third Party, Fire & Theft (TPFT)
- \* Comprehensive (COMP)

## COVER SPECIFIC FEATURES AND BENEFITS (referenced to the numbered sections contained in the insurance document)

### Third Party Only - TPO

Section 1 - Liability to others  
Section 3 - Foreign use

### Third Party, Fire and Theft - TPFT

Section 1 - Liability to others  
Section 2 - Loss of or damage to your vehicle (not including accidental or malicious damage and vandalism or windscreen cover)  
Section 3 - Foreign use

### Comprehensive - COMP

Section 1 - Liability to others  
Section 2 - Loss of or damage to your vehicle (not including windscreen cover)  
Section 3 - Foreign use

## SIGNIFICANT OR UNUSUAL EXCLUSIONS OR LIMITATIONS (BY SECTION)

### SECTION 1

The most we will pay for property damage is £5,000,000 for any one claim or claims arising out of one incident.

### SECTION 2

You must pay an amount towards any claim that you may make under Section 2 of the insurance. This amount is called the 'excess'. More than one excess may apply to a claim, but details of all excesses will be shown in Section 2 of the insurance document (or in the schedule).

There is a £400 limit on cover for permanently fitted audio or telephone equipment (including taxi meters and two-way radios) which is not the manufacturer's standard fitted equipment (less any excess you must pay).

If your vehicle is damaged while a young or inexperienced person (including you) is driving you will have to pay the following excesses (on top of the other amount that you must pay).

Drivers	Amount
Under 21 years of age.	£300
Aged 21 to 24 years of age.	£200
25 or over but who have not held, for 12 months or more, a full EU driving licence.	£200

Loss of or damage to your vehicle or its contents by theft or attempted theft or an unauthorised person taking and driving it will not be covered if it has been left unlocked, left with the keys in it, left with the windows, roof panel or the roof open (in the case of a convertible vehicle) or reasonable precautions have not been taken to protect it.

### SECTION 3

Foreign use is limited to trips we have agreed to cover and which you have paid an additional premium for.

### PERIOD OF INSURANCE

The insurance offered is a 12-month contract, which may be renewed each year. Renewal will be subject to the terms and conditions that apply at the time of renewal.

### CANCELLATION

You may cancel the insurance at any time by sending us written notice and returning the certificate of insurance. The charges that will apply are detailed in the General conditions section of the insurance document.

### Your right to change your mind

As long as your vehicle has not been written off as a result of a claim under the insurance, you may cancel the insurance, without giving reason, by sending us written notice and returning the certificate of insurance within 14 days of it starting or (if later) within 14 days of you receiving the insurance documents. We will make a charge equal to the period of cover you have had, but this charge will be subject to a minimum amount of £25 + Insurance Premium Tax (IPT).

### HOW TO CLAIM

If a claim or possible claim occurs you must report it to us as soon as possible. Please phone our 24-hour helpline on 0844 800 1931.

### COMPLAINTS

If you have any cause to complain about your insurance, or us, please contact the intermediary who administers your insurance on our behalf.

If your intermediary cannot resolve your complaint, you should write to the Chief Executive of Equity Red Star at Library House, New Road, Brentwood, Essex, CM14 4GD. When you do this, quote your insurance document number as it will help us to deal with your complaint promptly.

After this action, if you are not satisfied with the way your complaint has been handled, you may ask the Policyholder & Market Assistance department at Lloyd's to review your case. The address is Policyholder & Market Assistance, Lloyd's Market Services, One Lime Street, London EC3M 7HA.

If you remain dissatisfied after contacting Lloyd's, you can then refer your case to the Financial Ombudsman Service (FOS). The address is The Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR.

This procedure does not affect your right to take legal action if necessary.

### FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)

If Equity Red Star is unable to meet its liabilities under this insurance, you may be entitled to compensation from the FSCS. A claim is protected for 90% without any upper limit. For compulsory types of insurance the claim will be met in full. You can get further information about the compensation scheme arrangements from the FSCS. Information can be obtained on request, or by visiting the FSCS website at [www.fscs.org.uk](http://www.fscs.org.uk).

### LANGUAGE AND LAW APPLYING TO THE INSURANCE

This insurance is written in English and all communications about it will be in English. Unless we have agreed otherwise with you, English law will apply to this insurance.