



## 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 Van Advance Assist Vehicle Motor insurance covers.

\* Comprehensive (COMP)

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

### Comprehensive - COMP

Section 1 - Liability to others

Section 2 - Loss of or damage to your vehicle

Windscreen cover

New vehicle replacement

Section 3 - Personal accident benefits

Section 4 - Foreign use

UK breakdown and recovery service - Roadside assistance, recovery and home breakdown

## 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). Where our recommended repairer is used, the excess payable towards an authorised windscreen claim will be £50.

There is a £400 limit on cover for permanently fitted audio or telephone equipment which is not the manufacturer's standard fitted equipment (less any excess you must pay).

New vehicle replacement applies to vehicles less than one year old that are damaged so that repairs will cost more than 60% of the manufacturer's Recommended Retail Price. The insurance must be in the name of an individual.

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

Personal Accident benefits are only given to the policyholder and their husband, wife or civil partner (while under 70 years of age), and are restricted to accidents resulting from travelling in, or getting into or out of, private motor vehicles. The limits to the amounts that we will pay are as follows.

Type of injury	Amount we will pay
Death	£5,000
Loss of any limb	£1,500
Permanent blindness in one or both eyes	£1,500

The most we will pay is £10,000 for any one period of insurance.

#### SECTION 4

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

UK breakdown and recovery service:

The cost of any ferry fares or toll fees is not covered.

The cost of any parts, components or materials used to repair the vehicle is not covered.

Service cannot be provided if the vehicle is off road or cannot be reached due to snow, mud, sand or flood.

The vehicle must not knowingly be driven in an unsafe or unroadworthy condition or until recommended repairs have been carried out.

#### 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 or if the claim is solely for windscreen damage please call 0844 561 1934.

#### 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.