

Key Protection Insurance

UNDERSTANDING YOUR POLICY

Key Protection Insurance has been designed to reduce the distress and worry of losing your keys, as well as the expense.

Please read this document carefully and make sure You understand and fully comply with its terms and conditions. Failure to do so may jeopardise the payment of any claim which might arise and could lead to the Policy becoming void. Please ensure You keep it in a safe place so You can read it again if You need to.

This policy is underwritten by Red Sands Insurance Company (Europe) Limited. Registered Office: Red Sands Insurance Company (Europe) Limited, Level 3, Ocean Village Business Centre, 23 Ocean Village, Promenade, Gibraltar, registered in Gibraltar number: 87598.

Subject to payment of the appropriate premium for this policy of cover, Red Sands Insurance Company (Europe) Limited (The Underwriter) agrees to provide the following Key Protection Insurance cover. Your policy schedule, which includes the signed declaration and the undertaking to pay the premium, is the basis of the contract and forms part of the policy. We strongly recommend that you read this section and understand the extent of cover, conditions that apply and the claim procedure that must be followed in the event of a claim.

COVER

- 1) 24 hours, 365 days a year nationwide coverage.
- 2) Keys lost or stolen abroad.
- 3) Three days Vehicle hire [up to £25 including VAT per day] when stranded by the theft or loss of your Vehicle's keys.
- 4) £25 towards any call-out charge when your keys are locked in your vehicle or broken in the lock of your vehicle.
- 5) £10 reward paid directly to the finder.
- 6) Up to £350 for any vehicle key lost or stolen and vehicle lock replacement, for the duration of the policy.

HOW DO YOU OBTAIN YOUR KEY FOB?

At the time of delivery of your vehicle you will obtain your key fob from the dealership where you purchased your vehicle from / or / allow 28 days for your key fob to be sent to the address on the Proposal Form, if you do not receive it at delivery of your vehicle. The period of insurance in this case for Key Protection will be extended by 28 days from the purchase date on the Proposal Form to allow for the key fob to be delivered.

CONDITIONS

You must comply with the following conditions to have the full protection of your policy. If you do not comply with them we may at our option: cancel the policy; refuse to deal with your claim or reduce the amount of any claim payment.

- 1) All lost and stolen keys must be reported to Key Protection within 48 hours of discovery of their loss or theft
- 2) Lost and stolen keys must be reported within 48 hours of discovery of their loss or theft to the Police, with the crime reference number retained.
- 3) The total claims in the period of insurance including Vehicle hire not to exceed the limit in the policy schedule.
- 4) To claim for key and lock replacement five days must be allowed after registering the loss of your keys with AutoProtect. If the keys are not found in this period a claim can be made up to £350 including Vehicle hire. If keys are found within the five days no claim can be made for key or lock

replacement. In the situation of keys being stolen then immediate authorisation for lock and key replacement will be given. The claim will be paid on receipt of a Police report sheet and appropriate bills, up to the maximum limits.

- 5) Vehicle hire authorisation must be obtained from AutoProtect prior to use, with three days being the maximum at up to £25 including VAT per day. Vehicle hire will be authorised immediately as a result of lost or stolen keys when you are stranded and have no access to your Vehicle. If authorisation is not obtained prior to the Vehicle hire then the claim cannot be paid.
- 6) All receipts for Vehicle hire, key and lock replacement and call-outs must be forwarded to AutoProtect.
- 7) If keys are not lost or stolen then no claim will apply.
- 8) The policy only covers the registered Policy holder's keys which are attached to the key fob

FRAUD

You must not act in a fraudulent manner. If You, or anyone acting for You,

- make a claim under the policy knowing the claim to be false, or fraudulently exaggerated in any respect; or
- make a statement in support of a claim, knowing the statement to be false in any respect; or
- submit a document in support of a claim, knowing the document to be forged or false in any respect; or
- make a claim in respect of any loss or Damage caused by Your wilful act, or with Your connivance, Then :
- We shall not pay the claim
- We shall not pay any other claim which has been made or will be made under the policy
- We may at our option declare the policy void
- We shall be entitled to recover from You the amount of any claim already paid under the policy
- We shall not make any return of premium
- We may inform the police of the circumstances

CLAIMS PROCEDURE

- 1) All lost and stolen keys must be reported to AutoProtect and the Police within 48 hours of the discovery of their loss or theft and any crime reference numbers retained.
- 2) Check the circumstances are covered by the Policy, then telephone AutoProtect immediately stating the Policy Number if possible, on:
0871 384 1168
- 3) AutoProtect will help arrange assistance from a qualified local locksmith and help You find alternative transport if required.
- 4) Vehicle hire authorisation must be obtained from AutoProtect prior to use.
- 5) Where lost or stolen keys are reported found, AutoProtect will contact the owner to arrange collection and will pay the finder £10 reward direct with no contribution from you.
- 6) You pay for the services and then send all appropriate bills including the Police report if required to AutoProtect claims department.
- 7) When the vehicle is left unattended, all security devices and immobilisers must be activated, doors locked and keys removed from the vehicle.

GENERAL EXCLUSIONS

- 1) Claims will not be accepted for any losses that will be met under the terms and conditions of any Motor Insurance Policy.
- 2) Claims will not be accepted in respect of any acts of vandalism or malicious damage, or attempted theft.
- 3) Any claim for replacing locks when only parts need changing will not be covered.
- 4) Claims will not be accepted for damage to locks by wear and tear, mechanical or electrical breakdown, cleaning, repairing, restoring or anything which happens gradually will not be covered.

CANCELLATION

We may cancel this policy by sending 14 days' notice in writing direct to you by recorded delivery to your last known address. If there has been no claim (or claim pending) during the current period of insurance We will calculate the premium for the period you have been insured and refund any balance. If a claim has been submitted during the current period of insurance no refund will be given.

You may cancel this policy by sending 14 days' notice in writing to the AutoProtect by recorded delivery. If you cancel this policy there is no refund.

COMPLAINTS PROCEDURE

We realise that things can go wrong and there may be occasions when You feel that We have not provided the service You expected. When this happens We want to hear about it so that We can try to put things right. If You have cause for complaint it is important You know We are committed to providing You with an exceptional level of service and customer care.

Step One – contact the Administrator:

The Managing Director
AutoProtect (MBI) Limited
Cambridge House
Cambridge Road
Harlow
Essex CM20 2EQ
Tel: 0871 384 1167
Fax: 01279 457910

We expect that the majority of complaints will have been quickly and satisfactorily resolved at this stage but if You remain dissatisfied You can take the issue further.

Step Two – If You are still dissatisfied:

In the unlikely event that the matter is still not resolved, Your complaint can be referred to:
The Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London E14 9SR

Please note You have six months from the date of the Administrator's final response in which to refer Your complaint to the Ombudsman. Referral to the Ombudsman will not affect Your right to take legal action against Us. The complaints procedure above does not affect any legal right You may have to take action against Us.

COMPENSATION SCHEME

Red Sands Insurance Company (Europe) Limited, who underwrite this insurance are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme if Red Sands Insurance Company (Europe) Limited cannot meet their obligations. This depends upon the type of insurance

and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim. Further information is available from the Financial Services Authority of the FSCS. The FSCS can be visited on the web at www.fscs.org.uk or by contacting the FSCS on 020 7892 7300.

DATA PROTECTION

For the purposes of the Data Protection Act 1998 the Data Controller in relation to any personal data You supply is AutoProtect. AutoProtect may use Your data to keep You informed by post, telephone or other means, of any products or services which may be of interest to You. If You do not wish to receive information from AutoProtect please write to;

The Data Protection Officer
AutoProtect (MBI) Limited
Cambridge House
Cambridge Road
Harlow
Essex CM20 2EQ

With limited exceptions and on payment of an administration fee, You have the right to access and if necessary rectify information held about You. If You wish to make such an inspection, please write to AutoProtect. AutoProtect will use Your data to set up and administer the Policy, including underwriting and the handling of any claim that may arise, and send Your data in confidence for processing to other companies and repairers, including those located outside the European Union. It may also be disclosed to regulatory bodies for the purposes of ensuring compliance and crime prevention.