Motor Trade Road Risks Insurance

Insurance Product Information Document

Company: DUAL Corporate Risks Limited   Product: Eridge Motor Trade Policy

Your policy is administered by Eridge Underwriting. Eridge Underwriting is a trading name of DUAL Corporate Risks Limited. DUAL Corporate Risks Limited is authorised and regulated by the Financial Conduct Authority under firm reference number 312593, registered in England and Wales, Companies House Registration Number 4160680.

This Insurance Product Information Document is a summary of the main coverage and exclusions of your policy and is not personalised to your specific needs. Complete pre-contractual and contractual information on the product is provided in your policy documents.

What is this type of insurance?

This is a comprehensive Motor Trade Road Risks insurance policy which provides cover against damage to your or your customers motor vehicle or damage caused by such motor vehicle.

What is insured?

- ✓ Accidental and malicious damage to your motor vehicle up to the indemnity limit specified on your Schedule.
- ✓ Customer vehicles whilst in your custody or control for motor trade purposes.
- ✓ Loss or damage to your motor vehicle caused by fire, theft or attempted theft up to the indemnity limit specified on your Schedule.
- ✓ Replacement locks and keys to your motor vehicle as a result of loss or theft, up to the value of £500.
- ✓ We will cover you for legal liabilities for the death of or injury to any person or damage to their property as a result of you driving your motor vehicle.
- ✓ Loss or damage to permanently fitted audio and/or communication equipment up to a value of £250.

What is not insured?

- ✗ Your policy excesses. You must pay the appropriate excess for each claim you make.
- ✗ Loss or damage to your motor vehicle if it is left unattended and all openings have not been closed and locked.
- ✗ Loss or damage to telephones, radio transmitters or receivers, removable satellite navigation equipment and money.
- ✗ An accident where you or the named driver are found to be under the influence of alcohol or drugs.
- ✗ Windscreen and/or glass cover. All claims will be dealt with under the Accidental Damage section of the Policy and subject to the Policy Excess.
- ✗ Death or injury caused by suicide, self-injury or while under influence of drugs or alcohol.
- ✗ Motor vehicles driven under Trade Plates unless notified to us.
- ✗ Loss or Damage caused by misfuelling.

Are there any restrictions on cover?

- ! Permitted drivers and use are as stated in your certificate of motor insurance.
- ! The total maximum amount payable for accidental damage, fire and/or theft in any one period of insurance is £100,000.
- ! Liabilities to third party property are limited to £2 million for property damage.
- ! The maximum number of motor vehicles permissible under this policy at any one time if fifteen.

Where am I covered?

- ✓ You are covered for use of your car within the United Kingdom (Great Britain, Northern Ireland, the Isle of Man, the Channel Islands and transit between any of these countries) for the length of your policy.
- ✓ You are also covered for up to 28 days in any one policy period to any country of the EU and Andorra, Bosnia & Herzegovina, Iceland, Liechtenstein, Norway, Serbia and Switzerland.
- ✓ You may wish to extend your policy to give Comprehensive cover to a country.
  To do this you must:
  - Inform your broker before you travel abroad.
  - Obtain our agreement to cover you in that country.
  - Pay any premium as required or agree to any terms we may apply.

What are my obligations?

- You must check that the policy you have applied for provides adequate cover for your needs.
- You must provide us with honest, accurate and complete information and inform us without delay of any changes in your situation.
- In the event of an accident you must inform us immediately, even if you are not to blame.
- All vehicles insured on your Motor Trade Policy and all trade plates owned by you should be added to the MID (Motor Insurance Database) including:
  - All permanent vehicles registered to, owned by or lease to you, or any motor vehicle regularly covered under your policy for motor trade business
  - Taxed stock vehicles held longer than 14 days

When and how do I pay?

Payment for your motor insurance is arranged between yourself and your insurance broker. They will be able to advise you on the acceptable payment methods.

When does the cover start and end?

This cover lasts for one year and the dates of cover are specified on your Policy Schedule

How do I cancel the contract?

Cancelling your policy within first 14 days

You have 14 days to decide if this policy meets your requirements. If you are not satisfied you can cancel within 14 days of the policy starting or within 14 days of receiving your documents (whichever is the later). We will charge a premium for the period we have been insuring you plus an administration charge of £25.00 plus insurance premium tax. If any claim or accident giving rise to a claim has occurred there will be no refund of premium.

Cancelling your policy after 14 days

If no claims have been made in the current period of insurance, we will refund any premium paid less a charge for the number of days for which cover has been given and an administration fee of £70.00 plus insurance premium tax. We will not refund any premium paid if you have made a claim or if one has been made against you.

To make a claim, call 0333 555 5920

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Additional Information

Policy Information

This is additional information regarding your insurance policy with Eridge Underwriting, with comprehensive cover. Your insurer is Zurich Insurance Company Ltd, and your policy is administered by Eridge Underwriting.

Policy Administration Fees

The following fees are applicable to all Eridge policies and are separate from any that is charged by your insurance intermediary. Please approach your insurance intermediary for details of any fees that they may charge. All fees are subject to insurance premium tax.

New Business	Renewal	Permanent Changes	Cancellation within 14 days	Cancellation after 14 days
£20.00	£20.00	£32.00	£25.00	£70.00

How to Make a Claim

You must report the accident immediately to our claims helpline on 0333 555 5920 and provide us with all the information you obtained at the scene. This allows us to deal with your claim effectively.

Eridge Underwriting Insurance Product

Complaints Procedure

Our commitment to customer service

We are committed to providing a high level of customer service. If you feel we have not delivered this, we would welcome the opportunity to put things right for you.

Who to contact in the first instance

Many concerns can be resolved straight away. You should in the first instance contact your Insurance Intermediary who sold you this Policy as they will generally be able to provide you with a prompt response to your satisfaction.

If you remain dissatisfied, you should contact:

Complaints
Eridge Underwriting
PO Box 726
Tonbridge
TN9 9WB

Many complaints can be resolved within a few days of receipt

If we can resolve your complaint to your satisfaction within the first few days of receipt, we will do so. Otherwise, we will keep you updated with progress and will provide you with our decision as quickly as possible.

Next steps if you are still unhappy

If you are not happy with the outcome of your complaint, you may be able to ask the Financial Ombudsman Service to review your case.
We will let you know if we believe the ombudsman service can consider your complaint when we provide you with our decision. The service they provide is free and impartial, but you would need to contact them within 6 months of the date of our decision.

More information about the ombudsman and the type of complaints they can review is available via their website http://www.financial-ombudsman.org.uk./

You can also contact them as follows:
Post: Financial Ombudsman Service, Exchange Tower, London, E14 9SR
Telephone: 08000 234567 (free on mobile phone and landlines)
Email: complaint.info@financial-ombudsman.org.uk

If the Financial Ombudsman Service is unable to consider your complaint, you may wish to obtain advice from Citizens Advice (or a similar service) or seek legal advice.

The Financial Services Compensation Scheme (FSCS)

We are covered by the Financial Services Compensation Scheme (FSCS) which means that you may be entitled to compensation if we are unable to meet our obligations to you. Further information is available on http://www.fscs.org.uk/ or by contacting the FSCS directly on 0800 678 1100.