



## **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 Comprehensive (COMP), Third Party, Fire and Theft (TPFT) and Third Party Only (TPO) Farm and Estate Motor Vehicle insurance cover.

## **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, Section 3 - Foreign use, Section 4 - Medical expenses, Section 5 - Personal accident benefits, Section 6 - Personal belongings, Section 7 - Loss of keys and replacing locks, Section 8 - Unauthorised use and Section 9 - Unlicensed drivers.

### **THIRD PARTY, FIRE AND THEFT - TPFT**

Section 1 - Liability to others, Section 2 - Loss of or damage to your vehicle (except accidental or malicious damage, flood damage or vandalism) and Section 3 - Foreign use.

### **THIRD PARTY ONLY - TPO**

Section 1 - Liability to others and Section 3 - Foreign use.

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

### **SECTION 1**

If your vehicle is an agricultural or commercial vehicle, the most we will pay for property damage is £1,000,000 for any one claim or claims arising out of one incident. The most we will pay for costs and expenses arising from property damage is £5,000,000 for any one claim or claims arising out of one incident.

If your vehicle is a private car, the most we will pay for property damage is £1,000,000 for any one claim or claims arising out of one incident. The most we will pay for costs and expenses arising from property damage is £5,000,000 for any one claim or claims arising out of one incident.

The most we will pay for legal fees under the duty of care benefit is £1,000,000.

### **SECTION 2**

You must pay an amount towards any claim that you make under section 2 of your insurance. This is called the 'excess' and more than one excess may apply to a claim. Details of all excesses, including windscreen, will be shown in your policy document and/or on your policy schedule. Where cover is agreed by our underwriters, an additional excess will apply while your vehicle is being driven by a young or inexperienced driver.

If your insurance ends due to the total loss of your vehicle, you will not receive a refund of premium. If you pay your premium on the Equity Red Star instalment plan, the amount you owe for the years premium will be taken from the claim payment.

There is a £500 limit for permanently fitted audio, visual, communication, guidance or tracking equipment that did not form part of your vehicle when it was originally made.

The new vehicle replacement benefit only applies if your vehicle is a private car or a commercial vehicle with a gross vehicle weight of 3.5 tonnes or less.

We may use recycled or non-original parts and equipment when repairing your vehicle.

We will not provide any cover for the loss of or damage to your vehicle or its contents by theft or attempted theft or an unauthorised person taking and driving it if it has been left unlocked, left with the keys in it, left with the windows open or reasonable precautions have not been taken to protect it.

If your vehicle is taken without consent by a member of your immediate family or a person living in your home, we will not provide any cover for the loss of or damage to the vehicle unless that person is convicted of theft.

### **SECTION 3**

If your vehicle is a private car or a commercial vehicle with a gross vehicle weight of 3.5 tonnes or less, we will allow 60 days full policy cover while you are using your vehicle in the European Union, Andorra, Croatia, Iceland, Norway, Serbia or Switzerland (including Liechtenstein).

Your permanent home must be in Great Britain, Northern Ireland, the Channel Islands or the Isle of Man and your visit to these countries must be temporary.

#### **SECTION 4**

There is a £500 limit for the medical expenses of anyone that is injured while they are in your vehicle as a result of an accident involving your vehicle.

#### **SECTION 5**

Personal accident benefits are only given to the driver of an insured vehicle and are restricted to accidents resulting from travelling in, or getting into or out of the vehicle. We will pay up to £10,000 for death, the loss of any limb or permanent blindness in one or both eyes. The most we will pay in any one accident is £10,000.

#### **SECTION 6**

There is a £500 limit on personal belongings cover. This benefit does not apply to money, goods or samples connected with your work, property insured under any other contract or property that was not reasonably protected.

#### **SECTION 7**

We will pay up to £1,000 if the keys for your vehicle are lost or stolen and have not been recovered. This cover only applies if the address where the vehicle is kept would be known to any person that has your keys or lock transponder and you let the police know about the loss as soon as it is discovered.

#### **SECTION 8**

We will provide cover if an employee uses your vehicle without your authority but are not liable to insure the employee.

#### **SECTION 9**

We will only insure an unlicensed driver where a licence is not required by law.

### **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 0845 602 3396. If the claim is for windscreen damage, please call 0845 602 3378.

### **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 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.

### **PREVENTING AND DETECTING FRAUD AND CLAIMS HISTORY**

If false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies to prevent fraud and money laundering.

Further details explaining how the information held by fraud prevention agencies may be used can be obtained by going onto our website, [www.equityredstar.co.uk](http://www.equityredstar.co.uk), clicking 'About Us' and then clicking 'Insurance Fraud'.