

PREMIER PICL

Commercial Vehicle Policy



SEE IMPORTANT CARDS INSIDE BACK COVER
(detach - keep safely in your vehicle NOW)

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Definitions

The following key words or phrases, which are listed in alphabetical order, have the same meaning whenever they appear, and will always be shown with an initial capital letter so as to remind You of their importance.

Certificate of Motor Insurance – Evidence of the existence of motor insurance as required by law and which forms part of the Motor Policy. It specifies the Insured Vehicle, who may drive and the purposes for which it may be used.

Endorsement – A change to Your policy details which forms part of the Motor Policy.

Entertainment and Communication Equipment – Any radio, cassette, compact disc or other audio equipment, phone or communication equipment or visual navigation equipment permanently fitted to Your Vehicle.

Excess – The first amount You will have to pay towards the cost of a claim for loss of or damage to Your Vehicle, whether or not the incident giving rise to the claim is Your fault.

Malicious Damage – Damage caused to Your Vehicle as a result of an intentional or reckless act.

Market Value – The cost, in the reasonable opinion of an independent motor engineer, of replacing Your Vehicle with one of the same make, model and pre-loss or damage condition, specification, mileage and age.

Motor Policy – The documents consisting of Your signed Proposal Form and Declaration or Statement of Insurance, Your Premier Motor Policy, Schedule, Your Certificate of Motor Insurance and any Endorsements.

Period of Insurance – The period shown in Your Schedule and Certificate of Motor Insurance for which We have agreed to cover You and for which You have paid or agreed to pay a premium.

Proposal Form and Declaration – The form signed by You which gives details of You and any other drivers, Your Vehicle and all material information relevant to the cover which You have requested.

Retail Customer – An individual who is acting for purposes which are outside his or her trade, business or profession.

Schedule – The document giving details of the Insured, the Insurer, the policy number, the Insured Vehicle, the level of cover and the premium and which forms part of the Motor Policy.

Statement of Insurance – The document giving details of the Period of Insurance, Your cover, the premium and the policy number. The Statement of Insurance includes all the information You provided when Your quotation was prepared and forms the basis of Your contract.

Unattended – When You or any passenger is not present inside Your Vehicle.

United Kingdom/UK – England, Scotland, Wales, Northern Ireland, the Isle of Man and the Channel Islands (including transit by sea, air, rail or within and between these places).

We/Us/Our/Premier/the Company/the Underwriters – Premier Underwriting Ltd, registered office: 37 Commercial Road, Poole, Dorset BH14 0HU. Registered in: England No. 3760475, authorised and regulated by the Financial Conduct Authority. For and on behalf of the insurer, Premier Insurance Company Limited, PO Box 1338, First Floor Grand Ocean Plaza, Ocean Village, Gibraltar (registered no. 100875), which is authorised and regulated by the Gibraltar Financial Services Commission and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority for the conduct of UK business. Details about the extent of Premier Insurance Company's regulation by the Financial Conduct Authority and Prudential Regulation Authority are available from Premier on request.

You/Your/the Insured – The person named as the policyholder in both Your Schedule and Your Certificate of Motor Insurance.

Your Vehicle/the Insured Vehicle – The vehicle described in Your Schedule, or any replacement vehicle, details of which have been notified to and accepted by Us, and for which You have a Certificate of Motor Insurance showing the registration mark.

Your Insurance

This document is a legally binding contract of insurance between You and Us and is based on the information You provided in Your signed Proposal Form and Declaration or Statement of Insurance.

We have agreed to insure You under the terms, conditions and exclusions contained in this Motor Policy, Schedule, Certificate of Motor Insurance and any Endorsements. The insurance provided by this document covers any liability, loss or damage that occurs during any Period of Insurance for which You have paid or agreed to pay the premium. It is not intended that the Contracts (Rights of Third Parties) Act 1999 should confer any additional rights under this Motor Policy in favour of any third party.

Your cover is effective in the United Kingdom and abroad as specified in the "Driving Abroad" section of Your Premier Motor Policy.

So that You fully understand what You are covered for, please read Your Premier Motor Policy, Schedule, Certificate of Motor Insurance and any Endorsements.

You should pay particular attention to the General Exclusions and General Conditions contained within Your Premier Motor Policy.

You must notify Us as soon as possible of any changes which affect Your Motor Policy and which have occurred either since the cover started or since the last renewal date. If You do not tell Us about relevant changes, Your Motor Policy may not be valid or may not cover You fully.

Examples of changes You must notify to Your Insurance Advisor, or to Us:

In respect of You or any person named as a driver under this Motor Policy:

- A change of Your address or where Your Vehicle is kept overnight
- A change of or additional occupation
- A change to the use of Your Vehicle
- A change to the main driver of Your Vehicle
- Any drivers You wish to add to or remove from Your Motor Policy
- Any convictions not already notified to Us, including fixed penalties or pending prosecutions
- Any accidents, claims, losses or damages to any vehicle, whether or not a claim was made and regardless of blame
- Any physical or mental condition, disability or infirmity requiring notification to the Driving and Vehicle Licensing Agency
- The prescription of permanent medication

In respect of Your Vehicle:

- If You intend to change Your Vehicle, including getting an additional vehicle.
- Any modifications to Your Vehicle (where it has been altered from the manufacturer's specification). This includes changes to the:
 - Appearance (cosmetic changes), such as alloy wheels or paint
 - Bodywork, such as body kits or spoilers
 - Suspension or brakes or engine
 - Performance of the vehicle, such as the engine management system or exhaust
 - Audio/entertainment system

Note: The above examples are not exhaustive. If in doubt, please notify Your Insurance Advisor.

Please take care to ensure all questions have been answered honestly and to the best of Your knowledge. If You don't answer the questions correctly, Your Motor Policy may be invalid, or Your claim rejected or not fully paid.



Paul Gray

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How to read Your Premier Motor Policy

This is Your Premier Motor Policy.

Your Cover

Your Premier Motor Policy, Your Schedule, Your Certificate of Motor Insurance and any Endorsements explain what is and what is not covered.

We must advise You that any Motor Policy, whether cover is Comprehensive, Third Party Fire and Theft or Third Party Only is subject to certain exclusions and conditions. It is therefore essential that You are fully aware of what is and what is not covered by this Motor Policy and what exclusions and conditions apply.

We have designed the Premier Motor Policy to help You understand the cover provided. On many pages, to assist You, We have divided the text under the following headings:-

“What is covered”

This text is printed in black and gives detailed information on the cover provided.

“What is not covered”

This text is printed in green opposite “What is covered” to draw Your attention to what is not covered.

“What is the most We will pay”

This text is also printed in green opposite “What is covered” and indicates the maximum amount We will pay for the cover described.

The General Exclusions to Your Premier Motor Policy are also printed in green as these also indicate “What is not covered”.

Policy Sections which apply to You

The level of cover which applies to You, whether Comprehensive, Third Party Fire and Theft or Third Party Only, is shown on Your Schedule.

If You have **Comprehensive** cover, refer to Sections 1, 3, 4 and the General Conditions and General Exclusions.

If You have **Third Party Fire and Theft** cover, refer to Sections 2, 3, 4 and the General Conditions and General Exclusions.

If You have **Third Party Only** cover, refer to Section 4 and the General Conditions and General Exclusions.

Please read Your Premier Motor Policy, Schedule, Certificate of Motor Insurance and any Endorsements carefully to ensure that Your cover meets Your requirements and the details are correct.

Your Premier Motor Policy, Schedule, Certificate of Motor Insurance and any Endorsements are legal documents – please keep them in a safe place.

Use of Your Vehicle

Your Vehicle will only be covered if You are using it in a way agreed on Your Certificate of Motor Insurance, or any Endorsements.

SECTION 1 – COMPREHENSIVE COVER

A - LOSS OR DAMAGE

What is covered

Loss of or damage to Your Vehicle

We will pay for loss of or damage to Your Vehicle.

We will also pay for loss of or damage to Your Vehicle's spare parts and accessories as long as they are kept in or on Your Vehicle and fall within the maximum amount We will pay.

Windscreen Cover

We will pay for:

- the breakage of glass in the windscreen or windows of Your Vehicle
- scratching of its bodywork caused solely by this breakage

If this is the only damage You claim for and the cost of the claim is equal to or less than the maximum amount We will pay, Your No Claim Discount will not be affected.

Entertainment and Communication Equipment

We will pay up to £250 for loss of or damage to Your vehicle's permanently fitted Entertainment and Communication Equipment, whilst kept in Your Vehicle.

LOSS OR DAMAGE

What is the most We will pay

Loss of or damage to Your Vehicle

We will not pay:

- *more than the Market Value of Your Vehicle at the time of the loss or damage or the amount which You insured it for; whichever is the less;*
- *the amount of any repair or replacement which improves Your Vehicle beyond its condition before the loss or damage;*
- *more than the last list or quoted price for any parts or accessories which have become unobtainable or are no longer manufactured;*
- *for the cost of any fuel kept in Your Vehicle.*

We may use warranted parts or recycled parts which are not supplied by the manufacturer of the vehicle but will be of a similar standard. If suitable replacement parts are not available We will pay the manufacturer's last list price, together with reasonable fitting costs.

Windscreen Cover

We will not pay more than the Market Value of Your Vehicle at the time of the loss or damage or the amount which You insured it for; whichever is the less.

The maximum amount We will pay is limited to £175 unless the windscreen or window(s) repair or replacement is arranged by Us using the Premier 24 Hour Glass Service (see page 21).

If this is the only damage You claim for, Your No Claim Discount will not be affected.

What is not covered

Excess – You will have to pay the applicable Excess as shown on Your Schedule and/or Certificate of Motor Insurance for any claim for the repair or replacement of any windscreen or window(s).

Sun roofs, roof panels, lights and/or reflectors even if they are made of glass.

Entertainment and Communication Equipment

We will not pay more than the value of the Entertainment and Communication Equipment at the time of the loss or damage, after making a reasonable deduction for wear and tear.

YOU MUST ALSO REFER TO THE GENERAL CONDITIONS AND THE GENERAL EXCLUSIONS ON PAGES 13-18 OF YOUR PREMIER MOTOR POLICY

Payment of Claims for Loss or Damage

We will, at Our reasonable option:

- pay the cost of repairs or pay You in cash the amount of any loss or damage where repair can be economically made; or
- replace Your Vehicle with a vehicle of the same Market Value or pay You in cash for the loss or damage where Your Vehicle is stolen and not recovered or damaged beyond economical repair. The stolen or damaged vehicle will then belong to Us.

If to Our knowledge Your Vehicle belongs to someone else or is the subject of a hire purchase or leasing agreement, payment for the total loss or destruction of Your Vehicle will normally be made to the legal owner whose receipt will be a full and final discharge to Us.

If Your Vehicle is disabled due to damage covered by this Section, We will pay:

- the reasonable cost of protecting and removing Your Vehicle to the nearest repairer
- the reasonable cost of delivery following repair to Your address in the United Kingdom

What is not covered

1. *Excess* – You will have to pay the amount shown below in respect of each claim for loss of or damage to Your Vehicle.

<u>Driver Age</u>	<u>Amount You Pay</u>
17-20	£300
21-24	£200
25 or over and inexperienced	£150
25 or over and experienced	£100

Inexperienced applies to any driver who has not held a full UK licence for at least one year.

These Excesses are in addition to any other Excesses shown in Your Schedule.

2. *Loss of use of Your Vehicle.*
3. *Depreciation, wear and tear.*
4. *Mechanical, electrical and electronic faults, breakdown, malfunction, failure or breakage.*
5. *Damage to tyres caused by the application of brakes or by punctures, cuts or bursts.*
6. *Loss of value of Your Vehicle following repair.*
7. *Loss of or damage to Your Vehicle caused directly or indirectly through theft by deception.*
8. *Loss of or damage to Your Vehicle arising from theft, when it is left Unattended and the ignition keys are left in or on Your Vehicle.*
9. *Loss of or damage to:*
 - *telephones, television equipment or two-way radio transmitters or receivers.*
 - *money, stamps, tickets, documents, securities, lottery tickets, raffle tickets, promotional vouchers or Air Miles vouchers.*
 - *goods, tools or samples carried in connection with any trade or business.*
 - *property that is covered under any other policy.*
10. *Loss of or damage to Your Vehicle arising from confiscation or requisition or destruction by or under order of any Government or Public or Local Authority.*
11. *The unauthorised taking away of Your Vehicle by a family member or anyone who normally lives with You.*
12. *Loss or damage arising from Theft or attempted Theft while any window or sunroof is left opened or if any door is not locked.*

B - ADDITIONAL BENEFITS

What is covered

Medical Expenses

If You or Your passengers are injured as a direct result of an accident involving Your vehicle, We will pay medical expenses for each person injured.

What is not covered

13. *Loss of or damage caused by an inappropriate type or grade of fuel or from the use of substandard lubricants or parts.*
14. *Loss of or damage caused by chewing, scratching, tearing or fouling by domestic pets, or caused by vermin, insects, mildew or fungus.*
15. *Loss of or damage caused intentionally by You or any member of Your family, or loss or damage someone else causes with Your permission or encouragement.*
16. *Loss of or damage caused to Your Vehicle, if at the time of the incident, it was under the custody or control of anyone with Your permission who is not covered under this Motor Policy.*
17. *Loss of or damage to Your Vehicle by Malicious Damage unless this has been reported to the police and a crime reference number obtained.*
18. *Any damage to Your Vehicle caused by frost unless You took reasonable precautions.*
19. *Any increase in damage as a result of Your Vehicle being moved under its own power following an accident.*
20. *Any storage charges unless You tell Us about them and We agree in writing to pay for them.*

B - ADDITIONAL BENEFITS

What is the most We will pay

Medical Expenses

We will pay medical expenses up to £100 for each person injured as a direct result of an accident involving Your vehicle.

Personal Accident Benefit

If You or Your husband or wife or Your civil partner (as defined in the Civil Partnership Act 2004) are injured solely and directly as the result of an accident involving Your vehicle, or whilst getting into, travelling as a passenger in, or getting out of Your vehicle. We will pay the following amount if, within 90 days of the accident, the injury results in:

Death £2000

Total and irrecoverable loss of all sight in one or both eyes..... £1000

Loss of use of one or more limbs £1000

Service or Repair

The cover You have under this Motor Policy applies to You while Your Vehicle is in the custody of the Motor Trade for service, repair, maintenance or testing. While Your Vehicle is in the custody of the Motor Trade We will ignore any limitations as to driving or use as shown in Your Certificate of Motor Insurance.

SECTION 2 – THIRD PARTY FIRE AND THEFT COVER

A - LOSS OR DAMAGE

What is covered

Loss of or damage to Your Vehicle

We will pay for loss of or damage to Your Vehicle caused by:

- Fire
- Theft

We will also cover Your Vehicle's spare parts and accessories in the same way as long as they are kept in or on Your Vehicle and fall within the maximum amount We will pay.

Personal Accident Benefit

The maximum We will pay is £2000 per person following any one accident.

What is not covered

We will not pay the Personal Accident Benefit for death or injury:

- *if the injured person is aged 70 years or more at the time of the accident.*
- *if caused by deliberate self-injury, suicide or attempted suicide or any injury arising wholly or in part from natural disease or weakness in any form.*
- *if at the time of the accident, the injured person has any alcohol or drug content in the blood/urine in excess of the legal limit.*
- *under more than one policy.*

LOSS OR DAMAGE

What is the most We will pay?

Loss of or damage to Your Vehicle

We will not pay:

- *more than the Market Value of Your Vehicle at the time of the loss or damage or the amount which You insured it for; whichever is the less;*
- *the amount of any repair or replacement which improves Your Vehicle beyond its condition before the loss or damage;*
- *more than the last list or quoted price for any parts or accessories which have become unobtainable or are no longer manufactured;*
- *for the cost of any fuel kept in Your Vehicle.*

YOU MUST ALSO REFER TO THE GENERAL CONDITIONS AND THE GENERAL EXCLUSIONS ON PAGES 13-18 OF YOUR PREMIER MOTOR POLICY

Entertainment and Communication Equipment

We will pay up to £100 for loss or damage to Your Vehicle's permanently fitted Entertainment and Communication Equipment caused by Fire or Theft.

Payment of Claims for Loss or Damage

We will, at Our reasonable option:

- pay the cost of repairs or pay You in cash the amount of any loss or damage where repair can be economically made; or
- replace Your Vehicle with a vehicle of the same Market Value or pay You in cash for the loss or damage where Your Vehicle is stolen and not recovered or damaged beyond economical repair. The stolen or damaged vehicle will then belong to Us.

If to Our knowledge Your Vehicle belongs to someone else or is the subject of a hire purchase or leasing agreement, payment for the total loss or destruction of Your Vehicle will normally be made to the legal owner whose receipt will be a full and final discharge to Us.

If Your Vehicle is disabled due to damage covered by this Section, We will pay:

- the reasonable cost of protecting and removing Your Vehicle to the nearest repairer
- the reasonable cost of delivery following repair to Your address in the United Kingdom

Entertainment and Communication Equipment

We will not pay more than the value of the Entertainment and Communication Equipment at the time of the loss or damage, after making a reasonable deduction for wear and tear.

What is not covered

1. *Excess – You will have to pay the first £100 in respect of each claim for loss of or damage to Your Vehicle. This Excess is in addition to any other Excesses shown in Your Schedule.*
2. *Loss of use of Your Vehicle.*
3. *Depreciation, wear and tear.*
4. *Mechanical, electrical and electronic faults, breakdowns, malfunction, failure or breakage.*
5. *Loss of value of Your Vehicle following repair.*
6. *Loss of or damage to Your Vehicle caused directly or indirectly through theft by deception.*
7. *Loss of or damage to Your Vehicle arising from theft when it is left Unattended and the ignition keys are left in or on Your Vehicle.*
8. *Loss of or damage to:*
 - *telephones, television equipment or two-way radio transmitters or receivers;*
 - *money, stamps, tickets, documents, securities, lottery tickets, raffle tickets, promotional vouchers or Air Miles Vouchers;*
 - *goods, tools or samples carried in connection with any trade or business;*
 - *property that is covered under any other policy;*
9. *Loss of or damage to Your Vehicle arising from confiscation or requisition or destruction by or under order of any Government or Public or Local Authority.*
10. *The unauthorised taking away of Your Vehicle by a family member.*

11. *Loss or damage arising from Theft or attempted Theft while any window or sunroof is left open or if any door is not locked.*
12. *Loss or damage caused to Your Vehicle, if at the time of the incident, it was under the custody or control of anyone with Your permission who is not covered under this Motor Policy.*
13. *Loss or damage to Your Vehicle by theft or attempted theft unless this has been reported to the police and a crime reference number obtained.*
14. *Any storage charges unless You tell Us about them and We agree in writing to pay for them.*

SECTION 3 – THEFT OF KEYS

THEFT OF KEYS

What is covered

If the keys or key fob for Your Vehicle are stolen, We will pay the cost of replacing:

- the keys or key fob
- the door locks
- the ignition and steering lock

We will also pay the cost of re-coding or, if necessary, replacing any alarm system Your Vehicle has.

THEFT OF KEYS

What is the most We will pay?

The most We will pay under Section 3 is £500 for any one incident.

SECTION 4 – ALL TYPES OF COVER

A - LEGAL LIABILITY TO OTHERS

What is covered

Your legal liability to other people

We will pay all amounts that You are legally liable for in respect of:

- death of or bodily injury to any other person;
- damage to the property of any other person up to £1million.

arising from any one incident involving the use on a road, or other public place in the United Kingdom of:

- Your Vehicle
- any trailer or one mechanically propelled vehicle which is not driveable whilst attached to Your Vehicle in accordance with the manufacturer's recommendations or if accidentally detached during the course of a journey.

LEGAL LIABILITY TO OTHERS

What is not covered

Your legal liability to other people

1. *We will not provide cover for the legal liability of any person We insure under this Motor Policy if there is any other insurance in force that covers the same liability.*
2. *Death of or bodily injury to any person arising out of that person's employment except where it is necessary to meet the requirements of the Road Traffic Acts or any other laws that may apply to motor insurance.*
3. *Under this section, We will not cover loss of or damage to:*
 - *Your Vehicle or any other property belonging to or in the care of any person We cover under this Motor Policy.*
 - *Any trailer or vehicle either attached or accidentally detached during the course of a journey.*
4. *Anyone who is not driving, but who makes a claim, if they knew the driver did not hold a valid driving licence.*
5. *We will not be liable for death, bodily injury or loss or damage to property caused or arising beyond the limit of any carriageway or thoroughfare in connection with:*
 - a) *the bringing of the load to any motor vehicle for loading thereon, or*
 - b) *the taking away of the load from any motor vehicle after loading therefrom by any person other than the driver or the driver's mate of such vehicle.*

What is covered

The legal liability of other people

We will also cover the following people for their legal liabilities to others in the same way as We cover You:

- any person permitted by Your current Certificate of Motor Insurance to drive Your Vehicle.
- any person using, but not driving Your Vehicle with Your permission for social, domestic or pleasure purposes.
- any passenger travelling in or getting into or out of Your Vehicle.
- Your employer or business partner while You are driving or using Your Vehicle on their business, provided this is permitted by Your Certificate of Motor Insurance.
- Your spouse's employer or business partner while Your spouse is driving or using Your Vehicle on their business, provided this is permitted by Your Certificate of Motor Insurance.
- the legal representative(s) of any deceased person We cover under this Motor Policy in respect of legal liability incurred by the deceased person.

Emergency Treatment Fees

We will pay any charges as required by the Road Traffic Acts for emergency medical assistance following an accident involving a Vehicle which We cover.

DRIVING ABROAD

We will extend Your cover in the United Kingdom to apply to any country which is a member of the European Union and any other country which agrees to follow European Union Directives on motor insurance and is approved by the Commission of the European Union, provided that:

- Your permanent home is in the United Kingdom.
- Your visit(s) is/are of a temporary nature; i.e. for a maximum period of 90 days in any one Period of Insurance.
- You are using Your Vehicle for social, domestic or pleasure purposes only.

If You exceed the 90 day period without Our permission, cover is reduced to the minimum You need under European Union Directives on motor insurance while Your Vehicle is in the countries as above.

If We agree beforehand and You pay any extra premium We need, You may extend Your insurance to apply while You are using Your Vehicle abroad for business purposes.

Cover includes transit between countries within the territorial limits by air, rail or recognised sea routes which take 65 hours or less under normal circumstances.

We will cover the reasonable cost of the return of Your Vehicle to Your address in the United Kingdom in the event of loss or damage covered by this Motor Policy if:

- it is not possible to economically repair Your Vehicle prior to Your intended return to the United Kingdom.
- following its loss, Your Vehicle is recovered after Your return to the United Kingdom.

Contact Your insurance advisor if a named driver wishes to take Your Vehicle abroad without You (or Your spouse if insured on this Motor Policy).

Spanish Bail Bond

Our representatives (in Spain) can act to release You or Your Vehicle if You or Your Vehicle are held after an accident.

Our representatives can pay up to £1,000 to do this, but You must refund to Us any monies paid under this Section.

Autorizamos a la Oficina de Aseguradores de Automóviles de Madrid o sus representantes designados a actuar en nombre de nuestro Asegurado para obtener la liberación del vehículo y/o del Asegurado y/o de la persona autorizada para conducir el mismo de detención oficial como consecuencia de un accidente.

A tal efecto, la Oficina de Aseguradores de Automóviles de Madrid o sus representantes designados queda autorizada por el presente para establecer garantías o depósitos hasta £1,000 o €1500 en concepto de fianza penal. (La finalidad de esta garantía no es aplicable en casos de multas).

Northern Ireland

If You are permanently resident in Northern Ireland, cover is extended to include temporary use of Your Vehicle in the Republic of Ireland provided this is permitted by Your Certificate of Motor Insurance.

Customs Duty

We will pay any Customs Duty for which You are legally liable in respect of Your Vehicle after it has been imported into any country which is a member of the European Union or which agrees to follow European Union Directives on motor insurance as a direct result of any loss or damage covered by this Motor Policy.

YOU MUST ALSO REFER TO THE GENERAL CONDITIONS AND THE GENERAL EXCLUSIONS ON PAGES 13-18 OF YOUR PREMIER MOTOR POLICY

NO CLAIM DISCOUNT

We will allow a discount against Your renewal premium if no claim has been made or arisen or if no claim is likely to be made under this Motor Policy during the previous 12 month Period of Insurance.

The amount of the discount You will receive will be in accordance with Our scale of No Claim Discount applicable at the time of renewal.

If We have to make a payment which We have not yet been able to recover or which We cannot recover from any other party involved in the incident, a claim will count against Your No Claim Discount, even if You are not at fault.

Claims which do not affect Your No Claim Discount:

- any claim for payment of Emergency Treatment Fees as required by the Road Traffic Acts
- any claim where We have obtained a full recovery of any costs
- any windscreen claim paid in accordance with the Windscreen Cover under Section 1 of this Motor Policy

EXTENSIONS TO YOUR MOTOR POLICY

Any extensions only apply if referred to in Your Schedule and are subject otherwise to the terms, exceptions and conditions of this Motor Policy.

Protected No Claims Discount

Your No Claim Discount will not be reduced provided not more than one claim is made under Your Motor Policy in any two successive years.

YOU MUST ALSO REFER TO THE GENERAL CONDITIONS AND THE GENERAL EXCLUSIONS ON PAGES 13-18 OF YOUR PREMIER MOTOR POLICY

ENDORSEMENTS APPLICABLE TO YOUR MOTOR POLICY

The following Endorsements will only apply if referred to in Your Schedule and are subject otherwise to the terms, exceptions and conditions of this Motor Policy.

Endorsement 1 – Indemnifying the Police Authority – premises only

We will provide indemnity under Section 4 of this Motor Policy to the Police Authority You are employed by whilst Your Vehicle is entering, leaving or standing in or about any premises under Your employer's authority, provided that Your employer is not entitled to indemnity under any other policy and complies with the provisions of this Motor Policy as applicable.

Endorsement 2 – Drivers under 25 years of age

No cover applies in respect of drivers under the age of 25.

Endorsement 3 – See special attached Endorsements.

SUSPENSION OF YOUR MOTOR POLICY

You may suspend Your Motor Policy by sending Us written notice and returning to Us Your current Certificate of Motor Insurance. Suspension of Your Motor Policy will take effect from the date We receive Your Certificate of Motor Insurance.

A credit of 75% of the unused premium will be deducted from the renewal premium offered by Us, provided the period of suspension is in excess of one month and no claims have occurred during the current Period of Insurance. The credit will not be given as a cash refund and cannot be used to extend the existing renewal date.

GENERAL CONDITIONS: The General Conditions apply to Your whole Motor Policy

This insurance does not give rights to any person other than You unless We say differently elsewhere in this document. Anyone claiming cover under this Motor Policy must abide by all the conditions in this document and any Endorsements. We will only provide cover if You have paid the premium.

1. ACCIDENT AND CLAIMS PROCEDURE

If any accident, injury, loss or damage occurs, You must:

- inform Premier Claims Service by telephone, giving full details, as soon as is reasonably possible (further details are given on page 19).
- send every communication You receive in connection with the claim to Premier Claims Service, unanswered as soon as possible after You receive it.
- notify Premier Claims Service as soon as You become aware of any pending prosecution, Coroner's inquest, or fatal accident inquiry involving any person covered by this Motor Policy.
- not admit to, negotiate on, promise to pay or refuse any claim unless You have written permission from Us or Premier Claims Service.
- not act in any way to prejudice Our interests.
- provide Us and/or Premier Claims Service with all reasonable assistance We may need

YOU MUST ALSO REFER TO THE GENERAL CONDITIONS ON PAGES 14-16 AND THE GENERAL EXCLUSIONS ON PAGES 17-18 OF YOUR PREMIER MOTOR POLICY

2. HANDLING THE CLAIM ON YOUR BEHALF

We or Premier Claims Service can take over and conduct in Your name or in the name of any other person covered by this Motor Policy:

- the defence or settlement of any claim
- legal proceedings in Your name at Our expense and for Our benefit to recover any payments made under this Motor Policy

You or the person whose name We use must co-operate with Us on any matter affecting this insurance.

3. MAKING A CLAIM

Information on how to make a claim is given on page 19.

In the event of a claim covered by this Motor Policy, You must still pay the premium. If payment is not made, We or Our authorised insurance advisors:

- may cancel this Motor Policy in accordance with General Condition 11 and seek payment of the outstanding balance of premium;
- may refuse to pay any claim arising from an occurrence on or after the due date of the premium;
- reserve the right to deduct any outstanding premium from the claim payment, if the claim is for loss of or damage to Your Vehicle which is covered by this Motor Policy;
- may recover from You the outstanding balance of premium or seek reimbursement from You of any claim payment which has already been made.

4. RIGHT OF RECOVERY

(a) If the law of any country in which this Motor Policy operates obliges Us to pay a claim which We would not otherwise have paid in the United Kingdom, We reserve the right to recover this amount from You or from the person who incurred the liability.

(b) Subject to paragraph 4(c) below You agree to indemnify Us in full in relation to any amount We pay to a third party (whether by agreement, operation of the Road Traffic Act 1988, or similar enactment including article 75 of the Articles of Association of the Motor Insurance Bureau) in satisfaction of a loss, or claimed loss arising out of the use of Your Vehicle.

(c) You are not required to indemnify Us where We have made a payment to a third party pursuant to an agreement if the liability or alleged liability giving rise to the agreement is one covered by the terms of this Motor Policy.

5. FRAUDULENT CLAIMS

If a claim is made which You or anyone acting for You knows to be false, or if You give Us incorrect information or fraudulent documents, We will not pay the claim, cover under this insurance will not be valid and You will lose any premium You have paid.

6. OTHER INSURANCE

If, at the time You make a valid claim under this Motor Policy, there is any other insurance covering the same loss, damage or liability, We will only pay any amount above that provided by the other insurance. This condition does not make Us responsible for any amount We would not otherwise have paid under any section of this Motor Policy.

7. CARE OF YOUR VEHICLE

You or any person covered by this Motor Policy must take all reasonable steps to keep Your Vehicle in a roadworthy condition at all times and protect it from loss or damage. You must lock and secure Your Vehicle when You leave it. We can examine Your Vehicle at any reasonable time.

YOU MUST ALSO REFER TO THE GENERAL CONDITIONS ON PAGES 13 AND 15-16 AND THE GENERAL EXCLUSIONS ON PAGES 17-18 OF YOUR PREMIER MOTOR POLICY

8. CHANGES TO INFORMATION RELEVANT TO YOUR COVER

You must notify Us as soon as possible of any changes which affect Your Motor Policy and which have occurred either since the cover started or since the last renewal date. If You do not tell Us about relevant changes, Your Motor Policy may not be valid or may not cover You fully.

9. CANCELLING DURING THE INITIAL PERIOD OF COVER - RETAIL CUSTOMERS ONLY

Please note that Your Motor Policy may not be cancelled unless Your Certificate of Motor Insurance is returned by You, to Us or Your insurance advisor, as part of Your notice of cancellation.

If You are a Retail Customer You have a right to cancel the insurance policy evidenced by Your Certificate of Motor Insurance. In order to exercise this right of cancellation You must advise Us or Your insurance advisor within 14 days of the start of Your Motor Policy or (if later) the day on which You receive the policy documentation and supporting information.

If You exercise Your right to cancel the insurance policy, You will be required to pay 'pro rata' rates for the period of time You have had insurance cover. Additional charges may include a proportion of any commission paid to Your insurance advisor and a proportion of any fees charged by Your insurance advisor, sufficient to cover Your insurance advisor's costs.

10. MID-TERM CANCELLATION OF EXISTING POLICIES

Please note that Your Motor Policy may not be cancelled unless Your Certificate of Motor Insurance is returned by You, to Us or Your insurance advisor, as part of Your notice of cancellation.

Where agreed by Us, any 'mid-term' cancellation or suspension of the insurance policy evidenced by Your Certificate of Motor Insurance, will operate only from the date of return by You of Your Certificate of Motor Insurance to Us or Your insurance advisor.

Provided no claims have been made in the current Period of Insurance You will be charged for the time You have had insurance cover based on the short period rates as shown below. Additional charges may include a proportion of any commission paid to Your insurance advisor and a proportion of any fees charged by Your insurance advisor, sufficient to cover Your insurance advisor's costs.

Period not exceeding	8days	15days	1month	2months	3months	4months	5months	6months	7months	8months	over 8months
Proportion of premium refunded	85%	75%	70%	60%	50%	40%	35%	30%	20%	10%	Nil

It is a requirement of the Road Traffic Act 1988 that You return Your Certificate of Motor Insurance if Your Motor Policy is being cancelled.

11. THIS MOTOR POLICY MAY ALSO BE CANCELLED:

- i) by Us or Our authorised insurance advisors by giving You seven days notice in writing where there is a valid reason for doing so. We will send Our cancellation letter to Your last known address and will set out the reason for cancellation in Our letter. If We do cancel Your Motor Policy, You must immediately return to Us Your current Certificate of Motor Insurance and once We have received it, You will be entitled to a refund of the unexpired portion of Your premium. Valid reasons for cancellation may include but are not limited to:
- Where You fail to supply requested validation documentation (i.e. proof of No Claims Discount, proof of address, copy driving licence etc).
 - Where You are required in accordance with the terms of this Policy Booklet to co-operate with Us, or send Us information or documentation and You fail to do so in a way that materially affects Our ability to process a claim, or Our ability to defend Our interests.
 - Where We reasonably suspect fraud.
 - Use of threatening or abusive behaviour or language, or intimidation or bullying of Our staff or suppliers.
- ii) by Us or Our authorised insurance advisors by giving You seven days notice in writing if You do not pay the premium or any instalment of the premium. We will send Our cancellation letter to Your last known address and will set out the reason for cancellation in Our letter. If We do cancel Your Motor Policy for this reason, We will not refund any instalments You have already paid. You must return to Us Your current Certificate of Motor Insurance.

GENERAL EXCLUSIONS: The General Exclusions apply to Your whole Motor Policy

What is not covered

1. USE AND DRIVING WHICH WE DO NOT COVER

Your Motor Policy does not cover any accident, injury, loss, damage or liability when any vehicle covered by this Motor Policy is:

- being used for any purpose that Your Certificate of Motor Insurance does not permit.
- in the charge of or being driven by any person who is not described in Your Certificate of Motor Insurance as a person entitled to drive.
- in the charge of anyone who is disqualified from driving, or who has not held, or who by law is prevented from holding or getting a driving licence.
- being driven by any person who does not comply with the terms and conditions of the driving licence held.
- in an unsafe or unroadworthy condition or, where such regulations require, does not have a current M.O.T. certificate.
- carrying a load or a number of passengers which is unsafe or greater than the manufacturer's specifications.
- in or on that part of any airport, aerodrome, airfield or military base which is used for the take off and landing of aircraft, including the movement of aircraft on the ground and aircraft parking aprons and the associated service roads, refuelling areas and ground equipment parking areas.
- towing a trailer which is unsafe or has an unsecured load.
- being used for a purpose for which it is not insured (as long as You do not make a profit, Your employer can pay an allowance for the number of miles You drive, or a passenger can contribute towards the cost of fuel).
- being used for any competition, rally, trial, track day, performance test, race or speed trial (whether between motor vehicles or otherwise). This exclusion applies even if the event is not on a public road and regardless of whether it is authorised by the police or another relevant authority.

2. NOTIFICATION OF A CHANGE OF VEHICLE

This Motor Policy does not cover a vehicle unless:

- We already have details of the vehicle; or
- details are given to Us if You change Your Vehicle before or on the date You acquire the Vehicle and We accept them.

3. LIABILITY WHICH RESULTS FROM AN AGREEMENT

This Motor Policy does not cover any liability You have accepted by agreement or contract, unless that liability would have existed without the agreement.

4. WAR RISKS, RIOT AND CIVIL COMMOTIONS, ACTS OF TERRORISM AND EARTHQUAKE

This Motor Policy does not cover any consequence of:

- war, revolution, or similar event.
- riot or civil commotion happening in Northern Ireland or outside the United Kingdom.
- any loss, damage, injury or legal liability caused directly or indirectly by terrorism or any similar event. This exclusion does not apply to cover We must provide under the Road Traffic Acts or any other laws which apply to motor insurance. This exception does not apply to Sections 1, 2 or 3 of this Motor Policy.
- earthquake.

5. RADIOACTIVE CONTAMINATION AND SONIC BANGS

This Motor Policy does not cover loss or damage caused directly or indirectly by:

- ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from burning nuclear fuel.*
- the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component.*
- pressure waves from aircraft or flying objects.*

6. POLLUTION

This Motor Policy does not cover loss or damage by pollution or contamination, however caused, other than cover needed by the Road Traffic Acts or any other laws which apply to motor insurance.

7. CARRYING OF HAZARDOUS MATERIALS

This Motor Policy shall not apply in respect of claims arising out of the ownership, operation, maintenance or use of any vehicle the principle use of which is:

- the transportation of high explosives such as nitro-glycerine, dynamite or any other similar explosive.*
- the bulk transportation of liquefied petroleum or gasoline (use of a tank truck for the transportation of fuel for the original Insured's own use is not excluded).*
- the transportation of chemicals or gases in liquid, compressed or gaseous forms.*

8. DELIBERATE ACTS

This Motor Policy does not cover loss of, destruction or damage to any property or any resulting loss or expense arising from any deliberate act by You or any person using or driving Your Vehicle.

ADVICE FROM PREMIER ON HOW TO MAKE A CLAIM

The information on pages 19-21 does not form part of Your Motor Policy. It is intended as a guide in the event that You need to make a claim.

Important Notice - All accidents and claims **MUST** be reported within 24 hours, whether You want to make a claim or not, and whether Your fault or not. Failing to report an accident or claim can expose You to charges and expenses for which You are personally liable, and could result in Your insurance being invalid.

Who will deal with Your claim?

We have authorised Premier Claims Service to deal with Your claim on Our behalf. You should therefore refer all correspondence and telephone enquiries to them.

What to do after an accident

- a) You must stop – it is a serious offence not to do so.
- b) You must give Your name and address to anyone involved in the incident, together with details of Your Vehicle and Us.
- c) If You are unable to notify the police at the scene of the accident, You must report it to them as soon as possible, and in any case within 24 hours.
- d) Obtain the details of all witnesses.
- e) Note the details of the third party, including the registration number of the vehicle, the name of their insurance company and their policy number.
- f) Take pictures of the accident scene with Your mobile phone.
- g) Sketch a rough diagram of the accident scene.
- h) Do not admit liability, seek settlement or offer to negotiate.
- i) Report the accident to Premier Claims Service as soon as possible (see contact details below).

How do You notify Premier of Your claim?

You must notify all accidents/incidents to Premier within 24 hours using the telephone numbers listed below (their address is also shown on page 21).

Damage to Your Vehicle

If Your Motor Policy covers You for the cost of repairs to Your Vehicle as the result of an accident, a fire or a theft, You should do one of the following:

1. If Your cover is Comprehensive

- (a) Contact Premier Claims Service on **0845 013 1518**.
Premier have a repair service which consists of a select nationwide network of repairers who will:
 - arrange for Your damaged vehicle to be collected.
 - repair Your Vehicle and re-deliver it to You.
 - guarantee all repair work for 3 years.

Please note:

The Premier Repair Service is not available if:

- Your Vehicle has been stolen and has not been recovered; or
- Your Vehicle has been damaged beyond economical repair; or
- Your Vehicle was damaged whilst Your Motor Policy was extended for use abroad

If Your Vehicle has been stolen, it will be necessary to send a copy of Your driving licence to Premier Claims Service (see page 21 for contact details).

Send any communication You receive in connection with Your claim to Premier Claims Service at the address on page 21. You must not admit liability or deal with any correspondence Yourself.

If You do not wish to use the Premier Repair Service still telephone the above number and You will receive advice on what to do next.

If Your Vehicle is potentially beyond economical repair, it is probable that it will have to be inspected. Premier Claims Service will take the action necessary.

2. If Your cover is Third Party Fire and Theft

Contact Premier Claims Service on **08000 969 629** and the claims staff will advise on what course of action to take.

If Your Vehicle has been stolen, it will be necessary to send a copy of Your driving licence to Premier Claims Service (see page 21 for contact details).

Send any communication You receive in connection with Your claim to Premier Claims Service at the address on page 21. You must not admit liability or deal with any correspondence Yourself.

Please note: Even if You are not covered for damage to Your Vehicle, You should still advise Premier Claims Service of the incident and You must confirm whether anyone else was involved in the incident who may have suffered any injury or damage to their property.

3. If Your cover is Third Party Only

Contact Premier Claims Service on **08000 969 629** and the claims staff will advise You on what course of action to take.

Send any communication You receive in connection with Your claim to Premier Claims Service at the address on page 21. You must not admit liability or deal with any correspondence Yourself.

Please note: You should still advise Premier Claims Service of the incident and You must confirm whether anyone else was involved in the incident who may have suffered any injury or damage to their property.

IMPORTANT NOTICE - ALL ACCIDENTS AND CLAIMS **MUST** BE REPORTED WITHIN 24 HOURS, WHETHER YOU WANT TO MAKE A CLAIM OR NOT, AND WHETHER YOUR FAULT OR NOT. FAILING TO REPORT AN ACCIDENT OR CLAIM CAN EXPOSE YOU TO CHARGES AND EXPENSES FOR WHICH YOU ARE PERSONALLY LIABLE, AND COULD RESULT IN YOUR INSURANCE BEING INVALID.

Windscreen or Window Claims

If the windscreen or window(s) of Your Vehicle are damaged, You should:

- a) telephone Premier's 24 Hour Glass Service Centre direct on the number shown below. You will need Your current Certificate of Motor Insurance and Your Schedule ready to confirm that You are covered for this damage.

PREMIER 24 HOUR GLASS SERVICE – 0845 075 1966

- b) You will be given advice on whether Your windscreen can be repaired rather than replaced. If it is possible to have Your windscreen repaired, Premier will be invoiced directly up to the amount You are covered for. You will be required to pay the Excess stated on Your Schedule and/or Certificate of Motor Insurance for the repair of the windscreen.
- c) If it is not possible to repair Your windscreen or if the damage is to the windows of Your Vehicle, Premier Glass Service will instead arrange for it to be replaced. Premier will be invoiced directly up to the amount You are covered for. You will be required to pay the Excess stated on Your Schedule and/or Certificate of Motor Insurance for the replacement of the windscreen or body glass.

Please note: If You are not covered for windscreen damage, You can still use the Premier Glass Service and receive a substantial discount on any standard stock item, provided payment is received at the time of the replacement.

Premier Claims Service

**PO Box 119
Cheltenham
GL51 4YD**

DATA PROTECTION NOTICE

We are required to send You this information to comply with the Data Protection Act 1998 and/or the Gibraltar Data Protection Act 2004. It explains how We may use Your details and tells You about the systems We have in place that allow Us to detect and prevent fraudulent applications and claims. The savings that We make help Us to keep premiums and products competitive.

You have a right to access personal information held about You by Us. For details relating to information held about You please contact Us at Premier Underwriting Limited, 37 Commercial Road, Poole, Dorset, BH14 0HU. For details relating to information held about You on the Claims Underwriting Exchange (CUE) and the Motor Insurance Anti-Fraud and Theft Register (MIAFTR) please visit www.insurancedatabases.co.uk. For details relating to information held about You by the Driver and Vehicle Licensing Agency (DVLA) please visit www.dvla.gov.uk.

HOW WE WILL USE YOUR DATA

This notice explains how We may use the details You provide Us with. You should always show this Data Protection Notice to anyone covered or proposed to be covered under this Motor Policy.

Insurance underwriting purposes

To examine the potential risk in relation to Your (and/or a third party's) prospective policy, so that We can:

- consider whether to accept the relevant risk;
- make decisions about the provision and administration of insurance and related services for You (and members of Your household);
- validate Your (or any person or property likely to be involved in the policy or claim) claims history (at any time including upon application for insurance), in the event of an accident or a claim, or at a time of renewal;
- provide Your (or any person included on the Proposal Form) Driving Licence Number (DLN) to the DVLA to confirm Your (or the relevant person included on the Proposal Form) licence status, entitlement and relevant restriction information and endorsement/conviction data. Searches may be carried out prior to the date of the insurance policy and at any point throughout the duration of Your Motor Policy including at the mid-term adjustment and renewal stage. A search of the DLN with the DVLA should not show a footprint against Your (or another relevant person included on the Proposal Form) driving licence;
- search Your (or any person included on the Proposal Form) 'No Claims Discount' (NCD) details against a NCD database to obtain information in relation to Your NCD entitlement. Such searches may be carried out against Your (or the relevant person included on the Proposal Form) DLN, name, date of birth, Vehicle Registration Mark (VRM) and/or postcode. A search of the DLN against the NCD database should not show a footprint against Your (or another relevant person included on the Proposal Form) driving licence. Searches may be carried out at point of quote and if an insurance policy is inception at the renewal stage.

Management information purposes

To analyse insurance and other markets for the purposes of:

- portfolio assessment;
- risk assessment;
- performance reporting;
- management reporting;

Anti-fraud purposes

To detect and prevent fraudulent claims and/or activities by:

- sharing information about You with other organisations and public bodies including the police;
- tracing debtors or beneficiaries, recovering debt, managing Your accounts and/or insurance policies;
- undertaking fraud searches. Insurers pass information to the CUE Register and where appropriate MIAFTR, administered by Insurance Database Services Limited (IDSL).

This helps insurers check information and prevent fraudulent claims. When We deal with Your request for insurance We may search these registers.

- making searches to credit reference agencies, including checking voters roll information. We may also ask credit reference agencies to provide a credit score computation. Where automatic credit scoring is used, acceptance or rejection of Your application/renewal will not solely depend on these results.
- undertaking searches against Your (or any person included on the Proposal Form) DLN against details held by the DVLA to confirm Your licence status, entitlement and restriction information and endorsement/conviction data. This helps insurers check information to prevent fraud and reduce incidences of negligent misrepresentation and non-disclosure. A search of the DLN with the DVLA should not show a footprint against Your (or another relevant person included on the Proposal Form) driving licence.
- searching Your (or any person included on the Proposal Form) NCD details against a NCD database to obtain information in relation to Your NCD. Such searches may be carried out against Your (or the relevant person included on the Proposal Form) DLN, name, date of birth, VRM and/or postcode. A search of the DLN against the NCD database should not show a footprint against Your (or another relevant person included on the Proposal Form) driving licence.

Compliance with legal obligations and responsibilities:

- Claims management – In the event of a claim We may need to disclose information with any other party involved in that claim such as third parties involved in the incident, their insurer, solicitor or representative and medical teams, the police or other investigators. We also may have to investigate Your claims and conviction history;
- Motor Insurance Database (MID) - Information relating to Your insurance policy will be added to the MID, managed by the Motor Insurers' Bureau (MIB). MID and the data stored on it may be used by certain statutory and/or authorised bodies including the police, the DVLA, the DVANI, the Insurance Fraud Bureau and other bodies permitted by law for purposes not limited to but including:
 - Electronic Licensing
 - Continuous Insurance Enforcement
 - Law enforcement (prevention, detection, apprehension and/or prosecution of offenders)
 - The provision of government services and/or other services aimed at reducing the level and incidence of uninsured driving
- If You are involved in a road traffic accident (either in the UK, the European Economic Area or certain other territories), insurers and/or the MIB may search the MID to obtain relevant information.
- Persons (including his or her appointed representatives) pursuing a claim in respect of a road traffic accident (including citizens of other countries) may also obtain relevant information which is held on the MID. It is vital that the MID holds Your correct registration number. If it is incorrectly shown on the MID You are at risk of having Your vehicle seized by the Police. You can check that Your correct registration number details are shown on the MID at www.askmid.com;
- Complaints management - If You make a complaint about the service We have provided, We may be obliged to forward details about Your complaint, including Your personal information, to the relevant ombudsman.

HOW YOUR DATA WILL BE PROCESSED

- Information which is supplied to IDSL and MID can include details such as Your name, address and date of birth together with details of any injury arising from a claim.
- Your data may be transferred to any country, including countries outside of the European Economic Area, for any of the purposes mentioned above.
- Under the conditions of Your Motor Policy, You must tell Us about any incident (such as an accident or theft) which may or may not give rise to a claim. When You tell Us about an incident, We will pass information relating to it to IDSL.
- If You require Your data please write to the Data Controller, at the address shown above.
- Your personal data will not be used for marketing. It will only be shared within organisations involved with the administration of Your insurance policy or as otherwise set out in this Data Protection Notice.
- We will pass details of Your NCD to certain organisations to be recorded on a NCD database. This will occur if information requires updating or correcting at any stage, and also at the renewal stage of Your Motor Policy and upon or after the cancellation of Your Motor Policy prior to the expiry date.

OUR COMMITMENT TO YOU ABOUT OUR SERVICES - RESOLUTION OF COMPLAINTS

We are committed to providing You with a high quality service and We want to make sure that We maintain this at all times. If You feel that We have not provided a first class service and Your complaint relates to the terms and/or conditions of Your Motor Policy or to a claim under Your Motor Policy, please write to Us, quoting the policy number shown in Your Schedule, at the following address:

The Managing Director
Premier Underwriting Limited
37 Commercial Road
Poole
Dorset
BH14 0HU

We will either acknowledge Your complaint within 5 working days of receipt, or offer You Our final response if We have concluded Our investigations within this period.

If We acknowledge Your complaint, We will advise You who is dealing with it and when We expect to respond. We aim to respond fully within 8 weeks. However, if We are unable to provide a final response within this period We will write to You before this time and advise why We have not been able to offer a final response and how long We expect Our investigations to take.

If You remain unhappy with Our final response, or We have not managed to provide a final response within 8 weeks of Your complaint, You may refer Your complaint to the Financial Ombudsman Service for help and advice.

There are several ways You can contact them:

Phone: 0800 023 4567 or 0300 123 9 123

Email: complaint.info@financial-ombudsman.org.uk

Post: Insurance Division Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London E14 9SR

Please always quote Your Motor Policy number as it will help Us to deal with Your enquiry or complaint promptly.

Contacting the Financial Ombudsman Service will not affect Your right to take legal action against Us.

Law applicable to this Motor Policy

Unless We have agreed otherwise with You, this insurance is governed by the law applying in the particular country in the United Kingdom You live in. If there is any dispute over which law is to apply to this insurance it will be English law. We will not cover any payments that are awarded by a court in a country outside of the United Kingdom unless Your cover has been extended to that country under the Driving Abroad section of this Motor Policy (see page 11).

DETACH HERE

**TO BE
HANDED TO
THE OTHER
PARTY IN THE
EVENT OF AN
INCIDENT**

PREMIER CLAIMS SERVICE OFFER YOU:

FAST, EFFICIENT CLAIMS SERVICE

FREE COURTESY VEHICLE

FULLY GUARANTEED REPAIRS

HELP IF NEEDED WITH OTHER ASPECTS OF
YOUR CLAIM

JUST CALL **08000 969 629**

PLEASE QUOTE OUR POLICY NUMBER WHEN
CALLING.

IF YOU HAVE BEEN INVOLVED IN AN
ACCIDENT WITH A PREMIER CUSTOMER,
WHICH WAS NOT YOUR FAULT, WE WILL
AUTHORISE YOUR REPAIR TO ONE OF OUR
APPROVED REPAIR NETWORK, AND PROVIDE
A COURTESY VEHICLE FOR THE DURATION OF
THE REPAIRS. FOR MORE INFORMATION, CALL
08000 969 629



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THE REPAIRS. FOR MORE INFORMATION, CALL
08000 969 629



DETACH HERE

**IF YOU HAVE
AN ACCIDENT**

**24 HOUR HELPLINE
PREMIER CLAIMS SERVICE**

What to do after an accident:

- a) You must stop - it is a serious offence not to.
- b) Give Your name and address to anyone involved in the incident, together with details of Your Vehicle and pass them one of the cards on the left.
- c) Notify the police either at the scene or within 24 hours.
- d) Show Your Certificate of Motor Insurance to the police if they need to see it.
- e) You must notify Premier on the number shown below immediately.
- f) Do not admit to, negotiate on, promise to pay or refuse any claim unless You have written permission from Us.

IMPORTANT NOTICE - ALL ACCIDENTS AND CLAIMS **MUST** BE REPORTED TO THE POLICE/PREMIER WITHIN 24 HOURS, WHETHER YOU WANT TO MAKE A CLAIM OR NOT, AND WHETHER YOUR FAULT OR NOT. FAILING TO REPORT AN ACCIDENT OR CLAIM CAN EXPOSE YOU TO CHARGES AND EXPENSES FOR WHICH YOU ARE PERSONALLY LIABLE, AND COULD RESULT IN YOUR INSURANCE BEING INVALID.

If Your cover is **Comprehensive** -

Telephone **0845 013 1518**

If Your cover is **Third Party Only or Fire & Theft** -

Telephone **08000 969 629**

For windscreen or window repair/replacement

(see Policy for details of cover) -

Telephone **0845 075 1966**

**KEEP THESE CARDS IN
YOUR VEHICLE - THEY
MAY SAVE YOU MONEY**



Premier Underwriting Limited
Registered Office: 37 Commercial Road,
Poole, Dorset BH14 0HU
Registered No. 3760475

Premier Underwriting Limited is authorised and regulated by the Financial Conduct Authority.

Premier Insurance Company Limited
PO Box 1338
First Floor Grand Ocean Plaza
Ocean Village, Gibraltar

Premier Insurance Company Limited is authorised and regulated by the Gibraltar Financial Services Commission and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority for the conduct of UK business.

PUL/PICL/CV/0414