

A.R.B.

A.R.B.
UNDERWRITING LIMITED

POLICY BOOKLET

Motor Insurance Policy

Motor Insurance Policy

FOR PRIVATE & COMMERCIAL VEHICLES

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Please note that your Contract with us and from which your Policy has been prepared is based upon the information on the Proposal Form that you have signed. Your contract is made up of the Proposal

Form, this booklet, the Schedule and the Certificate of Motor Insurance and Insurance Disc. You should carefully read these documents and contact your Broker if any of the information is incorrect or if you have any queries. It is advisable to keep all insurance documents in a safe place for future reference.

ARB Underwriting Ltd. is regulated by the Central Bank of Ireland
Registered No. 168567. Registered Office: ARB House, 9 Blackrock Business Park, Carysfort Avenue, Blackrock, Co Dublin.

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Important Information

Please read this *Policy*, the *Schedule* (including *Endorsements*) and the *Certificate of Motor Insurance* very carefully. Together with the information *you* gave *us* in the *Proposal Form* or *Statement of Fact*, and declarations that *you* have made, they form the *Contract of Motor Insurance*. *You* should pay particular attention to the *General Exclusions*, the *General Conditions* and any *Endorsements* that apply.

The words that appear in *italics* throughout this *Policy* are defined on pages 5 and 6 and have the same meaning wherever they appear.

Please tell *your* Insurance Broker immediately if *you* have any questions, the cover does not meet *your* needs, or any part of *your* insurance documentation is incorrect.

Cooling-off Period – Right to Cancel

You, the *consumer, have the right to cancel this *policy* within 14 days of the inception or renewal date or the date *you* receive these *policy* documents without penalty and without giving any reason.

To do this, *you* must advise *us* (or *your* insurance broker) and return the *Certificate of Motor Insurance* and Insurance Disc.

If *you* choose to cancel this *policy* during the “cooling-off period”, *you* will have to pay a proportional amount of premium for the period of time *you* had insurance cover; provided no claim has occurred since the inception or renewal date.

* In accordance with the Distance Marketing Directive (Directive 2002/65/EC), a consumer is a natural person acting for purposes outside his/her trade, business or profession.

DATA PROTECTION NOTICE

It is important that *you* read this Data Protection Notice or that someone explains it to *you*. The Notice must be shown to any party related to the insurance. It explains how *we* may use *your* details and tells *you* about the systems and registers that *we* and others have in place, which allow *us* to detect and prevent fraudulent applications and claims. *You* must tell *us* about any incident (such as an accident, fire or theft) whether or not a claim is likely to result. When *you* tell *us* about such an incident, information relating to it will be passed to the registers. *We* may search these databases when *you* apply for insurance, at renewal or in the event of an incident or claim, to validate *your* claims history or that of any other person or property likely to be involved in the *policy* or claim. *We* may share information about *you* with other companies in *our* group or those providing services to *us*.

Preventing and detecting fraud claims history

In order to prevent and detect insurance-related fraud, *we* may do the following at any time

- Share information about *you* with other companies within *our* group or those providing services to *us*,
- Check and/or file *your* details with fraud prevention agencies and databases and if *you* give *us* false or inaccurate information and *we* suspect fraud, *we* will record this.

If *you* have any questions, or would like more information about Data Protection, please write to the Office of the Data Protection Commissioner, Canal House, Station Road, Portllington, Co. Laois, R32 AP23. Email: info@dataprotection.ie

Under the conditions of the Data Protection Act 1998, *you* are entitled, if *you* pay a fee, to receive a copy of the information *we* hold about *you*.

OUR SERVICE

We aim to provide a high standard of service, but if *you* are not satisfied, please contact

Motor Manager
ARB House
9 Blackrock Business Park
Carysfort Avenue
Blackrock
Co Dublin
E-mail: motor@arb.ie

We will do the following:

- Tell *you* what action we will take and who will be responsible for handling *your* enquiry,
- Acknowledge written enquiries, or any received by e-mail, usually within two working days,
- Give details of *your* enquiry to a senior person at the relevant department, usually within two working days.

You will hear from the relevant department in response to *your* enquiry, either in writing or over the phone, usually within ten working days. Where a full response cannot be given for any reason, *you* will be told what action will be taken, when *you* will hear again and whom *you* can contact in the meantime with any questions. When necessary, we will explain the situation in writing.

If *you* are still not satisfied and want to make a complaint, *you* can do so at any time by referring the matter to The Financial Services Ombudsman Bureau, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2. Tel: +353 1 662 0899 Fax: +353 1 662 0890. This does not affect any right of legal action *you* may have against the Company.

YOUR POLICY

This *Policy*, the *Schedule*, the *Certificate of Motor Insurance*, information *you* gave us in the *Proposal Form or Statement of Fact* and declarations that *you* have made, form a legally binding *Contract of Motor Insurance* between *you* and us. The *Contract of Motor Insurance* is a contract personal to *you* and *you* cannot transfer it to anyone else.

We agree to insure *you* under the terms of the *Contract of Motor Insurance* against any liability, loss or damage that occurs within the *Geographical Limits* during the *Period of Insurance* for which *you* have paid, or agree to pay, the premium.

You must read this *Policy*, the *Schedule* and the *Certificate of Motor Insurance* together. The *Schedule* tells *you* which sections of the *Policy* apply and identifies any *Endorsements*. Please check all three documents carefully to make sure that they give *you* the cover *you* want and that *you* comply with all the relevant terms and conditions, including any *Endorsements*.

Unless we have agreed otherwise with *you*, this insurance is governed by Irish Law.

All monies which become or may become payable by us under this *Policy* shall in accordance with Section 93 of the Insurance Act 1936 be payable and paid in the Republic of Ireland. The appropriate Stamp Duty will be paid in accordance with the provisions of Section 113 of the Finance Act 1990 (as amended).

DEFINITIONS

The following words or phrases have the same meaning wherever they appear and are shown in "italics" throughout this *Policy*.

Certificate of Motor Insurance – Legal evidence of *your* insurance. It is one part of the *Contract of Motor Insurance*. It shows the vehicle we are insuring, who may drive the *Insured Vehicle*, what it may be used for and the *Period of Insurance*.

Contract of Motor Insurance - The *Policy*, the *Schedule* (including *Endorsements*), the *Certificate of Motor Insurance*, the information *you* gave us in the *Proposal Form or Statement of Fact* and declarations that *you* have made, all form the *Contract of Motor Insurance*.

Endorsement - Something which alters *your* insurance cover. *Your* cover will be affected by any *Endorsement* that is shown on the *Schedule*. (Such *Endorsements* may add exclusions to the cover or require *you* to take action such as fitting approved security). More than one *Endorsement* may apply. If *you* do not comply with any *Endorsements*, the *Contract of Motor Insurance* may no longer be valid and we may refuse to deal with any claim.

Excess - The amount *you* have to pay towards each claim *you* make under the *Contract of Motor Insurance*. There may be more than one *Excess*, part of which may be voluntary (where *you* have chosen to take an excess to receive a discount on *your* premium).

General Conditions - These describe *your* responsibilities, general information and the procedures that apply in certain situations, such as when there is a claim or the *Contract of Motor Insurance* is cancelled.

General Exclusions - These describe the things that are not covered by the *Contract of Motor Insurance*. They are in addition to the exclusions shown under the headings 'What is not covered' in each of the Sections detailing the cover provided.

Geographical Limits - The Republic of Ireland, Northern Ireland, Great Britain, the Isle of Man and the Channel Islands or in the course of transit from the above to any European ports by sea or whilst being transported on the Channel Tunnel shuttle.

Insured Vehicle - The vehicle shown on the current *Schedule* and *Certificate of Motor Insurance*.

Insured Driver - *You* and any person named on the *Schedule* and/or *Certificate of Motor Insurance*.

Market Value - The cost of replacing the *Insured Vehicle* at the date of the accident or loss with one of a similar make, model, age, condition and mileage. *We* will usually ask an engineer to give *us* advice about the *Market Value* of the *Insured Vehicle*, refer to guides of vehicle values and any other relevant sources. *We* will not pay VAT or excise tax if *you* are registered. In assessing the *Market Value*, *you* should consider the amount that could reasonably have been obtained for the *Insured Vehicle* if *you* had sold it immediately before the accident, loss or theft.

Period of Insurance - The length of time covered by the *Contract of Motor Insurance*, as shown on the current *Schedule* and *Certificate of Motor Insurance*.

Policy - This booklet which sets out the details of cover and all the terms and conditions that apply. It is one part of the *Contract of Motor Insurance*.

Proposal Form - The document filled in by *you*, or on *your* behalf at the time the insurance was arranged and on which *we* have relied when agreeing to offer the *Contract of Motor Insurance*. If *you* do not give *us* full information at the start, and tell *us* about changes, the *Contract of Motor Insurance* may no longer be valid and *we* may refuse to deal with any claim.

Statement of Fact - The form that shows the information that *you* gave *us* or that was given on *your* behalf at the time *you* applied for insurance. *We* have relied on the information provided on this form when entering into this contract.

Schedule - Forms part of the *Contract of Motor Insurance* and confirms details of *you*, the *Insured Vehicle* and the cover that applies. It is one part of the *Contract of Motor Insurance*.

We, our, us - The Insurer or Insurers named as the Vehicle Insurer on the *Certificate of Motor Insurance*.

You, your - The person named as the Insured on the *Schedule* or as the *Policyholder* on the *Certificate of Motor Insurance*.

YOUR COVER

The current *Schedule* shows what *you* are covered for. The different kinds of cover are Comprehensive (COMP), Third Party Fire and Theft (TPFT) or Third Party Only (TPO).

USE

The *Contract of Motor Insurance* only covers *you* if *you* use the *Insured Vehicle* in the way described in *your Certificate of Motor Insurance* (under 'Limitations as to Use') and any *Endorsements*.

Section 1

Liability to Others: Third Party Cover

What is covered

We will insure *you* against everything (except as hereinafter excluded) *you* legally have to pay to people who claim for damages, costs and expenses if they arise from a claim caused by an accident while an *Insured Driver* is driving, loading or unloading (directly from an *Insured Vehicle*) or in charge of the *Insured Vehicle*, if an *Insured Driver* kills or injures other people. We will also insure *you* for *your* legal liability for damage to their property (including any related indirect loss). We will also insure *you* while the *Insured Vehicle* is towing a caravan, trailer or broken-down car, so long as the towing is allowed by law and the caravan, trailer or broken-down car is attached properly to the *Insured Vehicle* by towing equipment made for this purpose.

What is not covered

- Loss or damage to the *Insured Vehicle*, caravan, trailer or broken-down car.
- Any amount above €20,000,000 for damage to other people's property (including any related indirect loss) if the *Insured Vehicle* is a Private Motor Vehicle.
- Any amount above €2,500,000 per vehicle for damage to other people's property (including any related indirect loss) if the *Insured Vehicle* is a Commercial Vehicle or a small Public Service Vehicle.
- Property belonging to (or in the care of) *you* or *your* passengers or in any caravan, trailer or broken-down car.
- Death or injury to the person driving or in charge of the *Insured Vehicle* or to any person being carried in or on, or getting into or out of, a caravan, trailer or broken-down car.
- Legal liability when *you* are towing the caravan, trailer or broken-down car for profit.
- If *your* current *Certificate of Motor Insurance* states that business use is allowed, liability for death or injury to any employee of the person insured, arising during the course of their employment, except where needed by law.
- Liability for death, injury or damage resulting from using the *Insured Vehicle* or any machinery attached thereto as a tool of trade.
- Loss or damage to any bridge, weighbridge, viaduct, road or other surface over which the vehicle is driven, or anything under the surface caused by the weight or vibration of the *Insured Vehicle* or its load.
- Liability for death, injury or damage when the *Insured Vehicle* is not on a public road and is in the process of being loaded or unloaded by any person other than the driver or attendant of the *Insured Vehicle*.
- Loss, damage or liability caused by pollution or contamination as a result of any load seeping from the *Insured Vehicle*, or any load spilling from or shifting in the *Insured Vehicle*.

Insuring Others

What is covered

We will also insure the following people under this Section

- Any person employed by a motor garage or similar business, which *you* do not own, which has possession of the *Insured Vehicle* for the purpose of maintenance, repair, testing or servicing.
- Any person *you* allow to use the *Insured Vehicle* as long as *your* current *Certificate of Motor Insurance* states that they can and they are not excluded from driving by an *Endorsement* shown in the *Schedule*.
- Any person (other than the person driving) being carried in, or getting in or out of, the *Insured Vehicle* or any person who causes an accident while they are travelling in, or getting in or out of, the *Insured Vehicle*.
- *Your* employer or business partner (but only if *your* current *Certificate of Motor Insurance* states that business use is allowed).
- If anyone covered by the *Contract of Motor Insurance* dies, we will cover their legal representative to deal with any claims made against that person's estate.

What is not covered

- Legal liability if *your* current *Certificate of Motor Insurance* does not cover the person using the *Insured Vehicle* or if the person using the *Insured Vehicle* is excluded from driving or using the *Insured Vehicle* as a result of the *General Exclusions*, *General Conditions* and *Endorsements*.
- Legal liability if *your* employer or business partner is using the *Insured Vehicle* and *your* current *Certificate of Motor Insurance* does not state that business use is allowed.

Costs of Legal Representation -

What is covered

If we agree in writing first, we may pay for the following legal fees if they arise from a claim caused by an accident that is covered under this *Policy*;

- The solicitor's fee for representing anyone we insure at a court of summary jurisdiction, fatal accident enquiry or coroner's inquest.
- The reasonable costs of legal services we arrange for defending *you* against a charge of manslaughter or causing death by dangerous driving.

What is not covered

- The legal costs associated with an appeal of a prosecution, by a Policyholder, unless we have given prior written consent.
- Any costs which have not first been agreed in writing by *us* or arising from a claim caused by an accident which is not covered under this *Policy*.
- Any costs where we have chosen to stop payments or arising from a claim which is not covered as a result of the *General Exclusions, General Conditions and Endorsements*.

European Union (EU) Compulsory Cover -

What is covered

We will provide the minimum insurance necessary to allow *you* to use the *Insured Vehicle*;

- in any country which is a member of the EU; and
- in any other country which has made arrangements to meet the minimum insurance needed in the EU.

What is not covered

- Cover that is more than the legal minimum that applies to the country concerned.

Driving other cars -

What is covered

If it is stated on your *Certificate of Motor Insurance* that *you* may drive any private car which is not owned by *you* or hired to *you* under a rental, hire purchase or lease agreement then we will provide cover, under this section of the *policy* only, whilst *you* are driving that car.

This extension applies to the policyholder only. Cover does not apply in respect of any other driver named under this *policy*.

Additionally, Driving Other Cars cover will not apply if:

- *you* do not have the car owners permission to drive the car; or
- this *policy* is issued in the name of a company or firm; or
- the insured vehicle is sold, disposed of, declared a total loss or is stolen and not recovered; or
- the car *you* are driving is owned by or provided by an employer or business partner; or
- *you* drive the car outside of the Republic of Ireland; or
- the car does not have valid cover in force under another insurance *policy*; or
- the car is not registered within the Republic of Ireland; or
- the car *you* want to drive has been seized or confiscated by or on behalf of, any government or public authority; or
- the car is over 3,500 kg Maximum Authorised Mass (MAM); or
- the car is being used in respect of *your* business or profession; or
- the car is fitted with more than 7 seats in total

Section 2

Accidental Damage (excluding fire and theft)

What is covered

We will cover *you* for loss or damage to the *Insured Vehicle*. This includes standard accessories fitted by the manufacturer at time of production.

What is not covered

1. Any loss or damage which is listed below as being excluded by Section 3 of this Policy will also be excluded under this Section 2 of the Policy. However, loss or damage resulting from an act of malicious damage or vandalism will be covered under this Section 2 of the Policy.

2. The following additional exclusions also apply to this Section 2 of the Policy:
 - Damage to tyres caused by wear and tear, braking, punctures, cuts or bursts.
 - Damage caused by frost, unless *you* have taken reasonable care to stop the damage happening and have followed the manufacturer's instructions to avoid liquid freezing in *your* vehicle.
 - Any amount in excess of 10% of current market value in respect of repairs and labour costs incurred as a direct result of the *Insured Vehicle* being filled with the wrong fuel or contaminated fuel.
 - Any amount above €190 for fitted in-car entertainment equipment.
 - The amount noted as *Excess* on the *Schedule* effective at the time of any incident.
 - Any amount above €1500 in respect of Fire Brigade charges (in line with the Fire Services Act 1981) for putting out a fire in *your* vehicle if said fire gives rise to a valid claim under *your policy*, or for removing the driver or passengers from *your* vehicle using cutting equipment.

Section 3

Fire and Theft

What is covered

We will cover *you* for loss or damage to the *Insured Vehicle* that is caused by fire, lightning, explosion, theft or attempted theft. This includes standard accessories fitted by the manufacturer at the time of production.

What is not covered

- Any vehicle which is not the *Insured Vehicle* and any loss or damage if *you* do not have cover under this section.
- Wear and tear, mechanical, electrical, electronic and computer failure, breakdowns or breakage.
- Compensation for *you* not being able to use the *Insured Vehicle*, any delay where we have to get new parts or accessories or they are unavailable, or the value of the *Insured Vehicle* reducing for any reason.
- Any other indirect loss.
- Any extra parts or accessories beyond the amount for which *you* have insured the *Insured Vehicle*.
- Loss or damage if *you* have not taken reasonable care to protect the *Insured Vehicle*, (see 'Care of the Vehicle' under the *General Conditions*), or if it has been left unlocked or with the keys in it or attached to it.
- Loss or damage from repossessing the *Insured Vehicle* and returning it to its rightful owner, or from any agreement or proposed transaction for selling or hiring the *Insured Vehicle* or someone taking it by fraud, trickery or deception.
- Loss or damage arising from the *Insured Vehicle* being taken or driven by a person who is not an *Insured Driver* but is a member of the *Policyholder's* family or household, or being taken or driven by an employee or ex-employee.
- Loss or damage caused deliberately by *you* or any person driving the *Insured Vehicle* with *your* permission.
- Loss or damage resulting from using the *Insured Vehicle* or any machinery attached to it, as a tool of trade.
- Loss or damage caused deliberately by *you* or any person driving the *Insured Vehicle* with *your* permission.
- Malicious damage.
- Any additional damage resulting from the *Insured Vehicle* being moved by *you* after a fire or theft.
- Any amount above €190 for fitted in-car entertainment equipment.
- Any storage charges unless *you* tell us about them and we agree in writing to pay for them.
- Keys, remote control or security devices (whether lost or stolen).
- Tapes, cassettes, compact and mini discs, Citizens-Band radios, phones or phone equipment, portable sat nav equipment or games consoles.
- VAT if *you* are registered.
- The amount noted as *Excess* on the *Schedule* effective at the time of any incident.
- Tools of trade.
- Any amount above €1500 in respect of Fire Brigade charges (in line with the Fire Services Act 1981) for removing the driver or passengers from *your* vehicle using cutting equipment.

SETTLING CLAIMS - SECTIONS 2 & 3

Theft

We will treat the *Insured Vehicle* as stolen if it has not been recovered 30 days after *you* reported the theft to *us*. It must still be missing when we pay *your* claim. *You* must report the theft to the police as soon as it is discovered and provide *us* with *your* vehicle keys and all the documentation we ask for when *you* make *your* claim. If the *Insured Vehicle* is stolen and *you* later get it back, or discover where it is, *you* must tell *us* straight away.

Repairs after an accident or theft

We will pay the reasonable cost of protecting the *Insured Vehicle* and getting an authorised agent to take it to the nearest suitable repairer or another safe place if *you* cannot drive the *Insured Vehicle* after an accident or theft. We will not pay the cost of any transport outside the Republic of Ireland unless we agree to do so first. If we think that the estimate for repairing the *Insured Vehicle* is unreasonable, we may ask for it to go to another repairer and may move the *Insured Vehicle* to the repairer of *our* choice.

We may arrange a safe place to keep the *Insured Vehicle* while it is waiting to be repaired or otherwise dealt with.

You must not remove the *Insured Vehicle* if this could cause further damage (we will not pay for damage caused in this way). *You* must obtain *our* permission before ordering any new part/accessory or paying for any transport outside the Republic of Ireland.

How we may pay your claim

We may:

- pay for the damage to be repaired;
- give *you* an amount to replace the lost or damaged car or item; or
- replace *your* vehicle or any item.

The most we will pay

We will pay the least of:

- the *Market Value* of the *Insured Vehicle* less the *Excess* just before the loss or damage happened (with no additional payments for accessories or spare parts);
- the amount for which *you* insured the car for less the *Excess*; or
- the cost of repairing the *Insured Vehicle* less the *Excess*.

If any lost or damaged part or accessory is no longer available, the most we will pay will be:

- the cost shown in the manufacturer's last price list; and
- the reasonable cost of fitting.

We will not pay for the whole cost of any repair or replacement which leaves the *Insured Vehicle* in a better condition than it was before the loss or damage. If this happens, *you* will have to pay part of the cost of the repair or replacement.

Total Loss (Write Off)

If we choose to pay *you* the *Market Value* of the *Insured Vehicle*, or the amount for which *you* insured it, *you* must send *us*

- the *Certificate of Motor Insurance* and disc,
- the Vehicle Registration Document and
- either National Car Test Certificate (NCT) or the Department of the Environment (DOE) Test Certificate if the *Insured Vehicle* needs one,
- the keys and any other documents we ask for before we pay *your* claim.

Once *you* accept *our* offer or we have paid a claim (or both), the *Contract of Motor Insurance* ends, and the *Insured Vehicle* becomes *our* property. We will not refund any unused premium nor will we refund any premium when we have paid a claim. If we identify any fraudulent, false or exaggerated claim such claims will not be paid and the *Policy* will be cancelled.

Financial Interest

If the *Insured Vehicle* is part of a hire purchase or leasing agreement, or belongs to someone else, we will settle *your* claim to the legal owner. When we pay them the claim will be settled.

Spare Parts Clause for Japanese or Far Eastern Imports

If Section 2 or Section 3 of this *policy* are operative and *your* vehicle, following a valid claim under Section 2 or Section 3 of this *policy*, requires replacement of parts which are not obtainable or are out

of stock from the manufacturers' European representatives or agents, then *you* will bear the additional cost of such replacement parts over and above the price listed in the manufacturers price list at the time of the loss.

Section 4

No Claims Discount

- (a) Should no claim arise under this Policy during any one complete year of insurance or during a number of consecutive complete years, the Insured upon renewing the Policy shall be entitled to a discount from the renewal premium.
- (b) (i) Any one claim arising out of fire or theft (or any attempt thereat) in one year of insurance shall not result in the discount presently applying being stepped back at the next renewal.
- (ii) Any one claim other than fire or theft arising in one year of insurance, shall result in the discount presently applying being stepped back by two levels at the next renewal.
- (iii) In the event of two or more claims of any type arising in one year of insurance no discount will be allowed at the following renewal.
- (c) If the Policy provides cover for accidental breakage of the windscreen or of the windows of the Insured Vehicle any claims in respect of such damage will not affect the No Claims Discount.

You cannot transfer *your* No Claims Discount to anyone else.

We may withhold the No Claims Discount in full or part if there are any claims that have not been settled. If *we* recover all *our* money, the No Claims Discount would apply again. If, where the option is available, *you* decide to pay an additional premium, *you* may protect *your* no claim bonus. Provided the necessary *Endorsement* appears on *your* *Schedule* and subject to the terms of the *Endorsement*, *you* can incur two fault claims in a three year period without affecting *your* No Claims Discount.

Deferment Clause (applicable to Section 4)

If any claim in the expiring Period of Insurance has been disregarded in calculation of the No Claim Discount shown in a renewal Schedule the Insurer may at its option treat such claim as having arisen during the Period of Insurance shown in the renewal Schedule.

Section 5

Driving Abroad

Unless *you* ask *us* to extend *your* cover (Additional Cover Abroad), and pay any extra premium needed, the cover for using the *Insured Vehicle* abroad is very restricted. It does not include loss or damage to the *Insured Vehicle* and, depending on the country concerned, may be very limited with regard to *your* legal liability to others.

Minimum Insurance

What is covered

We will provide the minimum insurance that applies to the country concerned to allow *you* to use any vehicle covered by this Insurance in:

- Any country which is a member of the EU; and
- Other countries that have made arrangements to meet the minimum insurance set by the EU.

The minimum cover automatically provided by the *Contract of Motor Insurance* varies from country to country.

What is not covered

- Accidental Damage, fire and theft to the *Insured Vehicle*
- Customs or Excise Duties.

Additional Cover Abroad

What is covered

If *you* let *us* know before *you* go abroad, and *you* pay any extra premium *we* need, *we* will extend the cover for the *Insured Vehicle* to give the same level of cover *you* have in the Republic of Ireland. The first 14 days of any trip will not incur a charge. *We* will usually give *you* an international motor insurance certificate (Green Card). The insurance will then apply:

- to any country for which *we* have agreed to provide cover; and

- while the *Insured Vehicle* is being transported by rail, sea or air between countries for which you have cover. If you are travelling by sea, it must be by a recognised sea route and the journey should not take longer than 65 hours.

What is not covered

- Any loss or damage if you have not asked for extra cover and have not paid any premium needed.
- The *Insured Vehicle*, unless it is being used for purposes described in the *Certificate of Motor Insurance*.
- Customs or Excise Duties.
- Using the *Insured Vehicle* abroad for more than a quarter of the *Period of Insurance* or in excess of four weeks at any one time.

Claims

If the *Insured Vehicle* is involved in an accident, or subject to crime, you must tell us immediately.

Section 6

Windscreen and Windows

What is covered

We will pay to repair a chipped or cracked windscreen or window glass* in the *Insured Vehicle*, or replace a windscreen or window glass* in the *Insured Vehicle* that cannot be repaired, subject to the excess (if applicable). If this is the only damage you are claiming for, your No Claims Discount will not be affected.

{*window glass is defined as front and rear screen plus side windows}

If the windscreen or window is being replaced by an approved repairer, the excess noted on your *Schedule of Insurance* will apply.

If the windscreen or window is being repaired, no excess will apply.

The maximum amount we will pay is €380, less the excess (if applicable), in any one *Period of Insurance*, if the windscreen or window glass is replaced or repaired by one of our approved repairers. Refer to your broker for details.

If any other repairer/supplier carries out the repair or replacement, the maximum amount we will pay is €100 and no excess will apply in this circumstance.

What is not covered

- Any loss or damage if you do not have cover under this Section.
- Any loss or damage as a result of malicious intent, theft or attempted theft.
- Damaged or broken glass in any *Insured Vehicle* that is being insured on a temporary cover basis.
- Damaged or broken glass in sunroofs, panoramic glass, canopy glass, moon roofs, wrap around glass, glass in hood or continuous glass panels.
- Dealer glass which is a specific request by you. Dealer glass denotes glass which is dealer sourced as per your request, when OE or OEM standard glass is in stock with an approved repairer. Where OE or OEM equivalent glass is not available for fitment, dealer glass is permitted at no extra cost to you.
- Damaged or broken mirror glass or lights or lenses or internal glass;
- Extra costs for the work to be undertaken outside normal hours, unless the windscreen is shattered, or the driver's visibility, or the security of the *Insured Vehicle*, is affected.
- The extra cost of replacing glass that is not in accordance with the manufacturer's specification for the *Insured Vehicle*;
- VAT, if you are registered.

Section 7

Personal Effects

What is covered

We will indemnify you against loss of or damage to personal effects while in or on the *Insured Vehicle* by fire or by theft (or attempted theft) or by accidental means. Provided that:

- (a) the total liability shall be limited to €350 in respect of any one occurrence
- (b) compensation due to any person other than the Policyholder shall be paid direct to such other person whose receipt shall be a full discharge

Exceptions

We shall not be liable in respect of loss of or damage to:

- (i) money stamps tickets documents or securities
- (ii) goods or samples carried in connection with any trade or business
- (iii) loss of or damage to radio telephones satellite navigation systems televisions or DVD/Video Recorders, their component parts or ancillary equipment or parts unless permanently attached to the Vehicle and declared to and accepted by us.

Section 8

Temporary Replacement Car

What is covered

If the *Insured Vehicle* is out of use as a result of loss or damage insured under this *Policy* we will indemnify you in respect of any hiring charges incurred in obtaining a temporary replacement car from any recognised self drive hire operator. The indemnity under this Section is limited to €200 in respect of any one occurrence and shall not apply where the only damage sustained is breakage of glass in the windscreen or windows.

The indemnity and benefits granted by this *Policy* (other than Section 9) shall not apply in respect of the car hired under the provision of this Section.

Section 9

Personal Accident

What is covered

If the *Insured Vehicle* is involved in an accident while an *Insured Driver* is driving, and as a result of that accident, the *Insured Driver* is:-

- killed, or
- suffers total loss of one of more limbs, or
- suffers permanent blindness in one or both eyes

we will pay compensation to the *Insured Driver* or to his/her legal representatives, up to a maximum of €5000 per accident.

The car accident must have involved the *Insured Vehicle* and must have directly caused the aforementioned death, loss of limb(s) or permanent blindness, within a period of three (3) months of the date of the accident.

What is not covered

- Compensation will not be paid if the *Insured Driver* was driving any vehicle other than the *Insured Vehicle*.
- Compensation will not be paid if you do not have cover under this Section
- Compensation will not be paid to the *Insured Driver* if he/she failed to keep the law regarding the use of seat belts.
- Compensation will not be paid if the death or bodily injury was caused by:
 - (i) suicide or attempted suicide, or
 - (ii) self-injury, or
 - (iii) drugs or alcohol, or
 - (iv) ingestion of illegal substances or any substance which may include hallucinogenic conditions, or
 - (v) disease, or
 - (vi) physical sickness or disability.
- If we insure the *Insured Driver* under any other *Contract of Motor Insurance*, we will only pay the compensation under one contract.

Section 10

Vehicle Sharing Extension

If you receive payments or contributions from passengers you are carrying in your vehicle for social or other similar purposes as part of a vehicle sharing agreement, we will not regard this as the carriage of passengers for hire or reward, provided

- The total payments or contributions received do not involve an element of profit,

- *your* vehicle is not constructed or adapted to carry more than 7 passengers excluding the driver,
- the passengers are not being carried for any business purpose.

Please ask *your* insurance broker or agent before entering into a vehicle sharing agreement if *you* have any doubt as to whether the agreement is covered by this *Policy*.

Section 11

General Exclusions

These *General Exclusions* apply to the whole of the *Contract of Motor Insurance* and describe the things that are not covered. These apply as well as the exclusions shown under 'What is not covered' in each of the Sections detailing the cover provided.

The *Contract of Motor Insurance* does not cover claims arising from any of the following.

- 1 Any accident, injury, loss or damage that happens while the *Insured Vehicle* is:
 - used for a purpose for which it is not insured;
 - driven or in the charge of anyone who is not described in the *Certificate of Motor Insurance* as a person entitled to drive or who is excluded from driving by any *Endorsements* or covered by another insurance;
 - driven or in the charge of anyone who does not have a valid driving licence or who is disqualified from driving, who has not held a driving licence or who is prevented by law from holding one;
 - driven or in the charge of anyone who does not meet the terms and conditions of their driving licence or all the conditions of the *Contract of Motor Insurance*;
 - on rails or not on "terra-firma" unless being transported by train, sea or air ferries;
 - kept or used in an unsafe or unroadworthy condition or without a current National Car Test Certificate (NCT) or Department of Environment (DOE) Test Certificate if one is needed;
 - kept or used in any way that breaks any Security requirements imposed by an *Endorsement*;
 - used to carry passengers or goods in a way likely to affect the safe driving and control of the vehicle;
 - used to carry passengers unless they are being carried in fitted seats which have been permanently and securely installed in the *Insured Vehicle*;
 - used in or on restricted areas of airports, airfields or military bases.
- 2 Any liability that *you* have agreed to accept unless *you* would have had that liability anyway.
- 3 Anyone who does not meet all the conditions of the *Contract of Motor Insurance*.
- 4 Any use connected with the motor trade, unless this use is described in the *Certificate of Motor Insurance* (under Limitations as to Use).
- 5 Hiring out the *Insured Vehicle* for money unless this use is described in the *Certificate of Motor Insurance* (under Limitations as to Use).
- 6 The *Insured Vehicle* being used on any form of racetrack or off-road activity or racing of any description or being used in any contest, competition, rally or speed trial.
- 7 Any accident, injury, loss or damage caused directly or indirectly by:
 - war, invasion, act of foreign enemy, hostilities (whether war is declared or not), civil unrest, revolution, act of terrorism, riot or similar event;
 - earthquake;
 - ionising radiation or radioactive contamination from nuclear fuel, or nuclear waste, or any risk from nuclear combustion or equipment;
 - pressure waves caused by aircraft and other flying objects;
 - carrying any dangerous substances or goods.
- 8 Any liability, loss or damage caused by explosion, sparks or ashes from the *Insured Vehicle*, or from any trailer or machinery attached to, or detached from, it.
- 9 Any liability, loss or damage that happens outside the *Geographical Limits* or any proceedings brought against *you* outside the *Geographical Limits* unless they result from using the *Insured Vehicle* in a country which *we* have agreed to extend this insurance to cover
- 10 Any liability, injury, loss or damage resulting from anything sold, transported or supplied by *you* or on *your* behalf.

- 11 Any liability, injury, loss or damage caused directly or indirectly by:
- pollution; or
 - contamination;
- unless the pollution or contamination is directly caused by one incident at a specific time and place during the *Period of Insurance* and is:
- sudden;
 - identifiable;
 - not deliberate; and
 - unexpected.

We will consider the pollution to have happened at the time that the incident took place.

- 12 If an accident occurs and the *Insured Driver* was driving in an unsafe manner, the cover we provide for that accident is limited to Section 1 Liability to Others: Third Party Cover
- 13 Any accident, injury, loss, damage, cost or expense, except insofar as that which is covered under Section 1 Liability to Others: Third Party Cover or for which *our* obligations under the Road Traffic Acts require *us* to be liable:
- directly or indirectly caused by, resulting from or in connection with any act of terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss,
 - directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, suppressing or in any way relating to an act of terrorism.

For the purpose of this exclusion, an act of terrorism means an act, including but not limited to the use of violence and/or threat thereof, of any person or group(s) of persons, whether acting alone or on behalf or in connection with any organisation(s) or government(s), committed for political or other purposes including the intention to influence any government and/or to put the public or any section of the public in fear. If we allege that by reason of this exclusion, any loss, damage, cost or expense is not covered by this *Policy*, the burden of proving to the contrary shall be upon *you*. In the event that any portion of this exclusion is found to be invalid or unenforceable, the remainder shall remain in full force and effect.

- 14 Any claim and/or expenses arising out of
- any incident involving the driving of the following vehicles by any driver whose driving is covered by this *policy*
 - buses or coaches
 - motorcycles (other than on an individual insured basis)
 - public service emergency vehicles,
 - ownership, operation, maintenance or any other use of any vehicle for which the principal use is for the carriage of high explosives, inflammable liquids, chemical or other hazardous materials,
 - obligatory reinsurances,
 - *Excess of Loss* insurances and/or reinsurances except policies with a self-insured deductible,
 - Motor Trade Internal Risks.
- 15 Death or injury to any person travelling in or on any trailer attached or detached from any *Insured Vehicle*.
- 16 Electronic Date Recognition Exclusion (EDRE)
- This *policy* does not cover any loss, damage, cost, claim or expense, whether preventative, remedial or otherwise, directly or indirectly arising out of or relating to:
- (a) the calculation, comparison, differentiation, sequencing or processing of data involving the date change to the year 2000, or any other date change, including leap year calculations, by any computer system, hardware, program or software and/or any microchip, integrated circuit or similar device in computer equipment or non-computer equipment, whether *your* property or not;
 - (b) any change, alteration, or modification involving the date change to the year 2000, or any other date change, including leap year calculations, to any such computer system, hardware, program or software and/or any microchip, integrated circuit or similar device in computer equipment or non-computer equipment, whether *your* property or not.

This clause applies regardless of any other cause or event that contributes concurrently or in any sequence to the loss, damage, cost, claim or expense.

- 17 In respect of any loss damage breakage or destruction to any property or consequential loss or liability directly or indirectly caused by or contributed to by or arising from
- (i) the failure or inability of any electronic equipment to
 - (a) correctly recognise any data or
 - (b) correctly capture save retain manipulate interpret or process any data information data command or instruction whether or not such had been programmed into such equipment
 - (ii) interruption of or interference with data in electronic equipment or corrupted transmission or corruption of data
 - (iii) the transmission or impact of any Virus, Worm, Logic Bomb, Trojan Horse or the like
 - (iv) unauthorised access to a system or data

For the purpose of this Exception data means information represented or stored electronically including but not limited to code series of instructions operating system software programs and firmware.

Section 12

General Conditions

The following *General Conditions* apply to the whole of the *Contract of Motor Insurance*. These describe *your* responsibilities, general information and the procedures that apply in certain situations, such as when there is a claim. If *you* do not meet the terms and conditions of the *Contract of Motor Insurance*, it could make the cover invalid or mean we may refuse to pay *your* claim.

a. Keeping to the Policy Terms

Your premium is based on the information *you* gave *us* when *your* cover started and when *you* renew it. If *your* circumstances change, *you* must tell *us* as soon as possible. If *you* are not sure whether *you* need to tell *us* about certain facts, *you* should give *us* the information anyway, or contact *your* Insurance Advisor for advice. *You* should keep a record of the information *you* give in relation to the *Contract of Motor Insurance*. If *you* did not or do not give full and accurate information, the *Contract of Motor Insurance* may be invalid and we may refuse to deal with any claim *you* might make. This insurance will only apply if:

- the person claiming has kept to all the terms and conditions of the *Contract of Motor Insurance*;
- the premium has been paid;
- all the information *you* have given and upon which the contract is based is correct and complete.

b. Notification of Claims (including windscreen claims)

Please refer to CLAIMS ADVICE at the end of this booklet and the Section on Settling Claims under Sections 2 and 3.

You must do the following:

after any accident, injury, loss or damage, whether a claim is to be made or not:

- All accidents involving possible injury, loss or damage must be reported to *us* within 48 hours of occurrence. Any writ summons or impending prosecution must be sent and/or notified to *us* immediately and a claim form and all relevant documentation must be submitted within 7 days from the date of occurrence.
- ring *your* insurance advisor immediately, (if *you* do not tell *us* immediately about incidents which might result in claims, we may not pay *your* claim);
- send *us* a fully completed claim form within 7 working days of the accident or loss whether *you* are to blame or not;
- send *us*, unanswered, every letter *you* receive about a claim as soon as *you* can;
- tell *us* as soon as *you* know about any prosecution, coroner's inquest or fatal accident inquiry;
- do not discuss any claim unless *you* have *our* permission to do so in writing;
- do not do anything to harm *our* interests (such as admitting liability or negotiating a settlement) without *our* written permission; and
- give *us* and anyone acting on *our* behalf all the help we may need to deal with a claim, including providing all the documents we ask for and going to court to give evidence if necessary.

c. Dealing with Claims

We can:

- take over, defend or settle any claims in *your* name or that of any other person insured by the *Contract of Motor Insurance* and can deal with the claim in any way that we think is appropriate;

- take action (which we will pay for) in *your* name or that of any other person insured by the *Contract of Motor Insurance*, to get back money we have paid under the *Contract of Motor Insurance*; and
- ask for any information, help and co-operation we need from *you* or any other person insured by the *Contract of Motor Insurance*.

d. Fraudulent, false and exaggerated claims or information

We are committed to identifying and acting against all types of fraud. If the *Proposal*, declaration or any supporting documentation is found to be untrue or false or if *you*, or anyone acting for *you*, makes a claim in a fraudulent or false way, or where we have been given any documents which are false or stolen, we will cancel *your policy* and we will not return any premium. We will prosecute any person who is involved in fraudulent activity against us.

e. Right of recovery

If the law of any country which the *Contract of Motor Insurance* covers requires us to make payments which, but for that law, we would not otherwise have paid, *you* must repay the amount to us.

If any claims or other monies are paid to *you* by mistake for any reason, or a claim has been paid which we later find to be fraudulent, false or exaggerated, *you* must repay the amount paid to us.

If we have refunded any premium following cancellation, we can take any money *you* owe us from any payment we make.

f. Care of the Vehicle

If required by law, the *Insured Vehicle* must be covered by a valid National Car Test (NCT) Certificate or Department of Environment (DOE) Test Certificate. *You* must take all reasonable precautions to avoid loss of or damage to the *Insured Vehicle*. For example, *you* should remove it to a safe place as soon as possible if it breaks down. *You* should also take all reasonable care of the keys to the *Insured Vehicle* to prevent them being lost or stolen.

You must always take the keys out of the ignition and remove them completely when the *Insured Vehicle* is left at any time whatsoever (regardless of whether the vehicle is still within *your* sight) and make sure *you* do not leave belongings on display. *You* should close all the windows and sunroofs and lock all the doors. Alarms, immobilisers and tracking devices should be turned on when fitted. *Endorsements* may apply to *your* cover, setting out other requirements relating to immobilisers, alarms and tracking devices. In these cases, we will need to see evidence that an approved alarm, immobiliser or tracking device has been fitted. These devices must always be on and working whenever the *Insured Vehicle* is left unattended.

If *you* do not take reasonable care of the *Insured Vehicle* and meet any security requirements, the *Contract of Motor Insurance* may no longer be valid and we may not pay any claim. *You* or any other person covered by this insurance must do the following:

- Protect the *Insured Vehicle* from loss or damage.
- Keep the *Insured Vehicle* in an efficient and roadworthy condition.
- Not move or drive the *Insured Vehicle* in a way likely to affect safe driving or control or in a way that could cause loss or damage to it.
- Not move or drive the *Insured Vehicle* after an accident, fire or theft if to do so may cause additional damage.
- Allow us to examine the *Insured Vehicle* at any reasonable time.

g. Cancelling your Policy

You may cancel the *Contract of Motor Insurance* at any time by telling us or *your* Insurance Advisor in writing and sending us *your Certificate of Motor Insurance* and Windscreen Disc. If *you* or someone else has not made a claim in the current *Period of Insurance*, we work out the time *you* have been covered less any new business or renewal fee and use the period from the date the insurance started to the date we receive *your Certificate of Motor Insurance* and Windscreen Disc.

We will not refund any of *your* premium if the *Contract of Motor Insurance* is cancelled following a claim whether settled or not.

We or our authorised agent may cancel the *Contract of Motor Insurance* by giving *you* seven days notice in writing to *your* last known address. We do not have to give any reason for cancelling the contract. If we do this, we will refund part of *your* premium for the *Period of Insurance* left after the cancellation date, less any new business or renewal fee, as long as *you* or someone else has not made a claim under this *Policy*. If we or our authorised agent cancel the *Contract of Motor Insurance*

because *you* have not paid the premiums on time, we will not refund any part of the premium *you* have already paid.

In all cases, *you* must return the *Certificate of Motor Insurance* and Windscreen Disc to *us* as soon as *you* receive notice of cancellation. *We* will not pay any refund until *we* receive the *Certificate of Motor Insurance* and Windscreen Disc, or if *you* or someone else has made a claim under the *Contract of Motor Insurance*. If *you* produce a cancelled *Certificate of Motor Insurance* and Windscreen Disc to any person with the intention of deceiving that person into accepting it as genuine, *you* may be prosecuted. There may be a cancellation fee of €20 applicable to any refunds.

In the event that there has been a loss or incident likely to give rise to a claim during the current *Period of Insurance*, and premium amounts are outstanding, *we* may at *our* discretion reduce any claims payment by the amount of outstanding or overdue premiums that *you* owe *us*.

h. Other Insurance

If *you* claim for anything that is covered by another insurance, *we* will only pay any amount *you* cannot get back from the other insurance up to the limits of the *Contract of Motor Insurance*.

i. Drivers' Obligations

We will NOT cover *you* under this *Policy* in the event of any accident, claim, loss, damage or injury where:

- There has been any breach in the terms, exceptions and conditions of the *Policy*
- The *Insured Vehicle* is used in a manner which is contrary to the manufacturers' design, including the carriage of passengers that exceeds the recommended or designed seating capacity.
- The *Insured Vehicle* is driven by an *Insured Driver* who does not hold a Licence to drive the *Insured Vehicle* or having held such licence is disqualified from holding or obtaining such licence.
- The *Insured Vehicle* is used for a purpose contrary to the Limitations as to Use on the *Certificate of Insurance* and/or the use declared on the *Proposal Form*.
- *You* allow *your* vehicle to be driven by a person not covered under this *Policy*.

j. Altering your Insurance Cover

You must tell *us* as soon as possible about any changes which affect *your* insurance. If *you* do not, *your* insurance may not cover *you* fully or at all. *You* should contact *your* Insurance Advisor for advice about changes. *You* may have to pay an extra premium.

k. Suspension of Cover

Cover under all Sections of this *Policy* may be suspended by telling *us* or *your* Insurance Adviser and returning the *Certificate of Motor Insurance* and Insurance Disc to *us* or *your* Insurance Adviser.

We will refund a pro-rata premium for the period cover is suspended, less a €20 fee, provided:

1. no claim or loss has been made in the current *Period of Insurance*.
2. cover is suspended for at least 30 days and for not more than 90 days.

l. Vehicle Laid Up

Cover under Section 1 of the *Policy* may be suspended by telling *us* or *your* Insurance Adviser and returning the *Certificate of Motor Insurance* and Insurance Disc to *us* or *your* Insurance Adviser.

We will refund 70% of the pro-rata premium for the period cover is suspended, less a €20 fee.

Any return premium due to *you* under Suspension of Cover or Vehicle Laid Up is subject to:

1. no claim or loss has been made in the current *Period of Insurance*
and
2. cover is suspended for at least 30 days and for not more than 90 days.

If the Suspension or Laid Up period exceeds the expiry date of the *Policy* then full cover will be reinstated from the renewal date.

m. Our right to contact you

We reserve the right to contact *you* directly, or through *our* authorised agent, at any time in order to satisfy any legal obligation placed on *us* to do so.

Section 13

Endorsements

- BA: Breakdown Assistance**
Breakdown Assistance cover is included as standard under this policy if noted on your schedule of insurance as issued by us. If applicable, refer to your Breakdown Assistance Policy Booklet for terms and conditions.
- EN01: Protect No Claims Discount**
In accordance with Section 4 (paragraph 4) of *your policy* your No Claims Discount will not be reduced in the event of no more than 2 fault claims occurring under *your policy* during any 3 year period preceding the expiry date of the current *Period of Insurance*. Claims under Section 6 of the *Policy* are not taken into account.
- EN02: Tracker & Immobiliser/Alarm Warranty**
It is a condition precedent to liability that cover under Section 3 of *your Policy* is suspended unless;
The *Insured Vehicle* is fitted with an Immobilising Device, and that evidence of installation has been submitted and accepted by *us*, and that the device is activated when the vehicle is left unattended.
And
The *Insured Vehicle* is fitted with a Tracking Device, and evidence of installation has been submitted and accepted by *us*, and that a valid Air Time contract is in operation at all times.
- EN03: Insurers**
The insurers of this *policy* are named on *your current Certificate of Motor Insurance*.
- EN06: Windscreen Cover**
Section 6 of this *Policy* operates when the cover selected is Third Party Fire & Theft, and Windscreen Cover has been selected and the appropriate premium has been paid.
- EN07: Complaints**
You may refer any complaint *you* may have to the Motor Manager, at the following address:
Motor Manager
ARB House
9 Blackrock Business Park
Carysfort Avenue
Blackrock
Co Dublin
E-mail: motor@arb.ie
Should *you* remain dissatisfied *you* are entitled to take *your* complaint to:
Zenith Insurance PLC
846-848 Europort
Gibraltar
If *you* are not satisfied with the results of *our* investigation, *you* have the right to refer *your* complaint to an independent authority for consideration. *Your* complaint should be referred to:
The Financial Services Ombudsman Bureau,
3rd Floor, Lincoln House,
Lincoln Place,
Dublin 2.
- END1: Young and Inexperienced Drivers**
The additional *excess* shown below applies to all young and inexperienced persons. Unless otherwise stated in an *Endorsement* to this *policy*, the *excess* applies only to claims for accidental damage to the *Insured Vehicle*. An additional *excess* of €100 applies if the driver or last person in charge of the vehicle for the purpose of driving is aged 25 or over and is inexperienced. Inexperienced means a person who does not hold a full ROI / EU driving licence or has held such a licence for less than 1 year.

CLAIMS ADVICE

There are some important notes that *you* should be aware of if *you* are involved in an accident or *your* vehicle is stolen.

Accident

- Give *your* name, address and insurance details to any attending Garda or police officer and any other party involved in the accident.
- Get the name, address, phone number, vehicle registration and any other information *you* can from the other driver or drivers, passengers, witnesses and any attending Garda or police officer.
- Note the exact location and any relevant road signs and markings.
- If there is an injury and *you* did not give *your* details at the scene, report the incident to the Gardai within 24 hours.

Theft

- Report the theft to the Gardai immediately and take a note of the Garda's name, number, station and crime book reference number if applicable.
- If *you* know where the vehicle is after its theft, make sure that it is safe and secure.

After any accident or theft, report the incident immediately to *your* Insurance Advisor.

Repairs

If *you* have Accidental Damage or Fire and Theft cover as detailed in Sections 2 & 3 and:

if the vehicle can still be driven

- After telling *your* Insurance Advisor about the incident *you* will receive an Accident or Theft Report Form which *you* should complete and return as soon as possible with two estimates for repair.
- We will give permission for the repairs to be carried out after reviewing the estimates provided.
- *You* must not authorise repairs without *our* written permission.

if the vehicle cannot be driven

- We will arrange for a repairer to collect the vehicle and for an engineer to inspect it.
- *You* should remove all *your* personal belongings, documents, goods and tools of trade as we may move the vehicle to a safe place while it is waiting to be repaired or otherwise dealt with.

Excess/VAT

- *You* must pay the relevant *Excess* or VAT (if *you* are registered) direct to the repairer when *you* collect the vehicle.



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