

Tools in Transit Insurance Policy Summary



Introduction

Some important facts about your Tools in Transit Insurance are summarised below. This summary does not describe all the terms and conditions of the policy. To ensure full understanding of the cover provided by this policy it is recommended that this document is read alongside the policy wording.

Insurer

This insurance policy has been arranged by Rhino Trade Insurance Services in conjunction with Vantage Protect Ltd and is underwritten by UK General Insurance Limited on behalf of Great Lakes Insurance SE. Great Lakes Insurance SE is a German insurance company with its headquarters at Königinstrasse 107, 80802 Munich. UK Branch office: Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ. Rhino Trade Insurance Services is a trading style of Vantage Protect Limited. Vantage Protect Ltd and UK General Insurance Limited are authorised and regulated by the Financial Conduct Authority. Great Lakes Insurance SE, UK Branch, is authorised by Bundesanstalt für Finanzdienstleistungsaufsicht and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority.

Type of insurance and cover provided

This Tools in Transit insurance policy offers the following cover:

This policy will cover	This policy will not cover
<p>This policy includes the following benefits which are explained in detail in the policy document:</p> <p>We will pay up to the limits shown on your Policy Schedule for the cost of repair, reinstatement or replacement in the event that property belonging to <i>You</i> or for which <i>You</i> are responsible is lost, destroyed or damaged whilst being loaded in or upon, carried by, temporarily housed in or upon, or being unloaded from <i>Your</i> vehicle.</p> <p>Cover extends to incidents occurring in the United Kingdom of Great Britain, Northern Ireland, Isle of Man and the Channel Islands.</p> <p>Claims are subject to an excess which is selected when you purchase your policy and is stated on the Policy Schedule.</p>	<ul style="list-style-type: none">• The excess which is payable by the insured;• Loss of sheets, ropes, packing materials, damaged securing chains or toggles;• Money and securities;• Jewellery, watches, furs, cameras, radios, televisions, record players, cassette players, video and other electronic equipment;• Personal belongings of the insured or of any vehicle drivers or attendants;• Property carried by or dispatched by the insured for hire or reward;• Damage to property arising as a result of packing which was inadequate to withstand normal handling during transit;• Damage caused to property in open vehicles owned or operated by the insured caused by atmospheric or climatic conditions unless the property is protected by vehicle sheets;• Damage to property caused by or arising from wear, tear, depreciation, deterioration, mildew, moth, vermin, manufacturer's defect, mechanical or electrical breakdown, failure or derangement unless external damage has occurred;• Property forming part of or attaching to the insured vehicle;• Claims where you have failed to check on property left in an unattended vehicle for more than 48 hours;• Claims that arise from your negligent act.• Claims for theft from the vehicle unless there is evidence of forcible and violent entry and/or exit.

Important conditions - vehicle security requirements

Where property is left in an unattended vehicle:

All doors, windows and other openings must be left closed, securely locked and properly fastened and any additional security measures (e.g. vehicle alarm, where present) must be activated.

Where property is left in the vehicle overnight (between the hours of 10:00pm and 6:00am):

The vehicle must be secured as described above and must:

- be garaged in a building which is securely closed and locked or parked in a compound secured by locked gates; or

- the vehicle must be parked on *Your* driveway off-road adjacent to *Your* house.

The overnight requirement shall not apply whilst you are undertaking work at a customer's premises between the hours of 10:00pm and 6:00am. The unattended vehicle requirement shall apply at all times whenever your vehicle is unattended.

Where property is left in an unattended vehicle for long periods of time:

You must carry out a security check of the unattended vehicle every 48 hours whilst property is contained within it. If you are unable to check the vehicle every 48 hours you must remove the property from the vehicle.

Limit of indemnity

The maximum amount payable by the insurer in respect of any one claim and in aggregate for all claims made during any period of insurance, selected when you purchase your policy and stated on the Policy Schedule

Excess

The amount payable by the insured in respect of each and every claim arising out of any one event, selected when you purchase your policy and stated on the Policy Schedule

Duration of cover

Twelve calendar months from the date of inception of this policy, as detailed on the Policy Schedule.

Cancellation right

If you decide that for any reason, this Policy does not meet your insurance needs then please return it to Vantage Protect Ltd within 14 days from the day of purchase or the day on which you receive your policy documentation, whichever is the later. On the condition that no claims have been made or are pending, we will then refund your premium in full.

Thereafter you may cancel the insurance cover at any time by informing Vantage Protect Ltd however no refund of premium will be payable.

We shall not be bound to accept renewal of any insurance and may at any time cancel any insurance document by giving 14 days notice in writing where there is a valid reason for doing so. A cancellation letter will be sent to you at your last known address. Valid reasons may include but are not limited to:

- a) Where *We* reasonably suspect fraud
- b) Non-payment of premium
- c) Threatening and abusive behaviour
- d) Non-compliance with policy terms and conditions
- e) *You* have not taken reasonable care to provide complete and accurate answers to the questions *We* ask.

If we cancel the policy and/or any additional covers you will receive a refund of any premiums you have paid for the cancelled cover, less a proportionate deduction for the time we have provided cover.

Where our investigations provide evidence of fraud or misrepresentation, we may cancel the policy immediately and backdate the cancellation to the date of the fraud or the date when you provided your administrator / your agent with incomplete or inaccurate information. This may result in your policy being cancelled from the date you originally took it out and we will be entitled to keep the premium.

If your policy is cancelled because of fraud or misrepresentation, this may affect your eligibility for insurance with us, as well as other insurers, in the future.

Making a claim

Claims should be notified to Ryan Direct Group by calling **01455 852113**, emailing **specialistclaims@directgroup.co.uk** or by writing to:

Ryan Direct Group Limited
Specialist Claims
PO BOX 1192
Doncaster
DN1 9PU

How to make a complaint

It is the intention to give *You* the best possible service but if *You* do have any questions or concerns about this insurance or the handling of a claim *You* should follow the Complaints Procedure below:

1. Complaints regarding the sale of the policy:

Please contact *Your* agent who arranged the Insurance on *Your* behalf.

2. Complaints regarding claims:

Please contact in the first instance:

The Nominated Complaints Handler
Customer Relations
PO BOX 1193
Doncaster
DN1 9PW

Tel: 0344 893 1022

Email: customer.relations@directgroup.co.uk

If your complaint in either case cannot be resolved by the end of the third working day it may be referred to the underwriters of this policy UK General Insurance Limited on behalf of Great Lakes Insurance SE at Cast House, Old Mill Business Park, Gibraltar Island Road, Leeds, LS10 1RJ, email: customerrelations@ukgeneral.co.uk. Tel: 0345 218 2685

If it is not possible to reach an agreement, you have the right to make an appeal to the Financial Ombudsman Service. This also applies if you are insured in a business capacity and have an annual turnover of less than €2 million and fewer than ten staff. *You* may contact the Financial Ombudsman Service at:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Tel: 0300 123 9 123 or 0800 023 4 567

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

Website: <http://www.financial-ombudsman.org.uk/>

The above complaints procedure is in addition to your statutory rights as a consumer. For further information about your statutory rights contact your local authority Trading Standards Service or Citizens Advice Bureau.

If you have purchased the insurance policy online, you may also raise your complaint via the EU Online Dispute Resolution Portal at <http://ec.europa.eu/consumers/odr/>. This will forward your complaint to the correct Alternative Dispute Resolution scheme. For insurance complaints in the UK this is the Financial Ombudsman Service. However, this may be a slower route for handling your complaint than if you contact the Financial Ombudsman Service directly.

Compensation Scheme

Great Lakes Insurance SE is covered by the Financial Services Compensation Scheme (FSCS). *You* may be entitled to compensation from the scheme if Great Lakes Insurance SE cannot meet its obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim with no upper limit. *You* can get more information about compensation scheme arrangements from the FSCS by visiting www.fscs.org.uk or call us on 0800 678 1100 or 020 7741 4100. .

Governing Law

Unless some other law is agreed in writing, this policy is governed by English law. If there is a dispute, it will only be dealt with in the courts of England or of the country within the United Kingdom in which your main residence is situated.

