

SUMMARY OF PRIVATE CAR TELEMATICS INSURANCE COVER

This is a Policy Summary only and does not contain the full terms and conditions of the contract. Full terms can be found in the Policy Wording.

INSURANCE COMPANY	<p>Markerstudy Insurance Company Limited and/or its co-insurers whose names and addresses are available on request. Authorised Insurers, registered in Gibraltar (Reg. No. 78789).</p> <p>The Company is licensed and based in Gibraltar and is regulated by the Gibraltar Financial Services Commission and subject to a limited regulation by the Financial Conduct Authority and the Prudential Regulation Authority in respect of underwriting business in the UK (No. 206322).</p>
TYPE OF INSURANCE	Private Car Telematics
LEVEL OF COVER	There are 3 different levels of cover. If you have selected Comprehensive (COMP) this covers damage to your insured vehicle by accident, fire, theft & vandalism. If you have selected Third Party Fire & Theft (TPFT) this covers loss of or damage to your insured vehicle by fire (excluding arson & vandalism) & theft. All policies including those issued for Third Party Only (TPO) provide cover for any injury & damage you cause to other people and/or their property.
TERM OF THE POLICY	All policies are issued for 12 months - see Certificate for dates. However continued cover is dependent on the number of available miles not running out.

KEY POLICY FEATURES	
TELEMATICS DEVICE	<p>Cover can only be provided if a telematics device is fitted to your car within the timeframe as agreed with your insurance intermediary.</p> <p>The device must be operational at all times.</p> <p>The telematics device collects information about your car's mileage and how it is being driven.</p>
PURCHASED AND TOP UP MILES	<p>Where endorsement E732 has been applied to your Private Car Insurance Policy, cover is only provided for the number of miles purchased by you when you took your insurance out. The telematics device in the insured vehicle is used to record the number of miles driven by your vehicle and you will be able to monitor the miles you have driven via an internet portal.</p> <p>If you are likely to exceed the mileage declared by you during the current annual period of insurance you will be contacted by your insurance intermediary and offered one of the following options:</p> <ol style="list-style-type: none"> You may purchase top up miles for an additional premium. The premium quoted for the extra top up miles may reflect where, when and how you have been driving. You may leave your vehicle parked for the remainder of the current period of insurance or until such time as you do top up your mileage. <p>Your failure to agree to one of the options detailed above within 7 days will result in the cancellation of cover. If the amount of available miles has been exhausted and no additional miles have been purchased by you the policy will be cancelled with no return of premium.</p>
PREMIUMS	<p>The policy is intended for safe drivers and your premium will be affected by the way that your car is driven and your mileage, as well as where and when you drive.</p> <p>Poor driving behaviour may result in additional terms and in extreme circumstances the withdrawal of cover.</p>
MILEAGE AND DRIVING BEHAVIOUR	<p>You will be able to view feedback on your driving behaviour and mileage driven.</p> <p>You will be sent alerts if you run out of miles and to draw your attention to any extreme driving behaviour such as speeding.</p>
PERSONAL BELONGINGS	<p>Cover up to a maximum of £100 for personal belongings if they are lost or damaged by an accident, fire or theft if located in or on your car. Does not apply to radar detection equipment, money, stamps, tickets, documents, securities, mobile phones, goods, tools or samples carried in connection with any trade or business.</p> <p>Cover does not apply to policies issued in the name of a company or firm. Refer to policy section F for details.</p>
PERSONAL ACCIDENT COVER (COMP only)	<p>Cover applies to yourself, your legally married spouse (if you are married) or your civil partner.</p> <p>A limit of £5,000 per person applies in the event of death or £2,000 per person in the event of loss of limb(s) or loss of eye(s) as a direct result of an accident while travelling in the insured vehicle.</p> <p>Cover does not apply:</p> <ul style="list-style-type: none"> To policies issued in the name of a company or firm; or in respect of death or of bodily injury to the driver at the time of the accident if such person was convicted for driving under the influence of drugs or alcohol at the time of the accident; or for death or bodily injury to any person in the insured vehicle if such person had not complied with the law relating to the use of seat belts. If the death, loss of sight or limb occurs more than 3 months after the accident date. <p>Other limitations apply to this benefit. Refer to policy section E for details.</p>

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<p>NEW CAR COVER (COMP/TPFT)</p>	<p>Your insured vehicle will be replaced with a new one of the same make, model & specification if your insured vehicle is</p> <ul style="list-style-type: none"> • less than 12 months old. • you are the owner & first registered keeper. • your car is stolen and not recovered or is beyond economical repair as a result of a loss covered under Sections A or B of the policy. • the insured vehicle has covered less than 10,000 miles. • a replacement is available within the geographical limits of the policy. <p>If a replacement vehicle of the same make, model and specification is unavailable we will settle the claim on the basis of the market value of the insured vehicle.</p> <p>See 'New car cover Sections A & B' in the Policy Document.</p>
<p>REPLACEMENT LOCKS (COMP only)</p>	<p>If the keys or lock transmitter for your insured vehicle are stolen we will pay up to £300 towards the cost of replacing locks (after the deduction of a £150 excess).</p> <p>This cover is only provided on the basis that it can be established that the keys or transmitter are in the possession of someone who knows the identity of the insured vehicle or its garaging address.</p> <p>See 'Section I - Replacement Locks' in the Policy Document.</p>
<p>IN-CAR ENTERTAINMENT COMMUNICATION AND NAVIGATION EQUIPMENT</p>	<p>A limit of £300 applies to any one occurrence (after the deduction of any excess).</p> <p>For COMP cover the limit is increased to £750 if the equipment forms part of the insured vehicle's original specification. Cover is for permanently fitted items only (radar detection equipment, PDAs and portable satellite navigation equipment is not covered).</p> <p>See 'In-car entertainment, communication and navigation equipment Sections A & B' in the Policy Document.</p>
<p>FOREIGN TRAVEL</p>	<p>Provides the minimum cover which is legally required to use your car in all EU countries and any country which agrees to follow EU directives and is approved by the Commission of the European Union. Full cover is automatically provided in the same countries for up to 30 days in any one year subject to prior notification.</p> <p>Full cover only applies if:</p> <ol style="list-style-type: none"> 1) Your permanent home is in Great Britain, Northern Ireland or the Isle of Man. 2) Your visit is of a temporary nature. 3) The use of the vehicle is for Social Domestic and Pleasure purposes. 4) You have notified your insurance intermediary prior to travel. <p>Refer to policy section J for details.</p>
<p>ACCIDENTAL OR MALICIOUS DAMAGE (COMP only)</p>	<p>The policy does not cover damage to tyres caused by braking, punctures, cuts or bursts. Damage caused by an inappropriate type or grade of fuel being used.</p> <p>Confiscation, requisition or destruction by or under the order of any Government or Public or Local Authority.</p> <p>There is no cover for damage caused deliberately by you or by any person who is in charge of the insured vehicle with your permission.</p> <p>There must be a valid Department for Transport test certificate (MOT) in force for the insured vehicle if one is needed by law. In the absence of a valid Department for Transport test certificate (MOT) when one is needed by law all cover under sections A and B of this insurance is cancelled and of no effect.</p> <p>The policy does not cover any amount you are contractually obliged to pay under any lease or finance agreement, you have entered into, over and above the cost of replacing the insured vehicle.</p> <p>See 'Exceptions to Sections A & B' in the Policy Document.</p>
<p>THEFT DAMAGE (COMP/TPFT)</p>	<p>If your claim is due to theft, attempted theft, malicious damage or vandalism, you must notify the police within 24 hours of discovery of the loss or as near as practical and obtain a crime report number.</p> <p>See 'General Conditions 4' in the Policy Document. The policy will not pay for:</p> <ul style="list-style-type: none"> • claims resulting from 'taking away' incidents where the insured vehicle is taken by your employee or a member of your family or household or a person who is in a close personal relationship with you or a member of your family or household. • claims where the ignition keys have been left in or on the insured vehicle, where the insured vehicle has not been properly locked/secured or where the insured vehicle has a standard-fit alarm/immobiliser which is not operational or is not in use. • claims involving fraud or deception. Some examples are where you are selling your insured vehicle, hand over the keys and later discover that the purchaser's cheque will not be honoured by the bank. • Confiscation, requisition or destruction by or under the order of any Government or Public or Local Authority. • There must be a valid Department for Transport test certificate (MOT) in force for the insured vehicle if one is needed by law. In the absence of a valid Department for Transport test certificate (MOT) when one is needed by law all cover under sections A and B of this insurance is cancelled and of no effect. • any amount you are contractually obliged to pay under any lease or finance agreement, you have entered into, over and above the cost of replacing the insured vehicle. <p>See 'Exceptions to Sections A & B' in the Policy Document.</p>
<p>FIRE DAMAGE (COMP/TPFT)</p>	<p>There is no cover for fire damage resulting from malicious acts or vandalism if the cover under the policy is TPFT.</p> <p>There must be a valid Department for Transport test certificate (MOT) in force for the insured vehicle if one is needed by law. In the absence of a valid Department for Transport test certificate (MOT) when one is needed by law all cover under sections A and B of this insurance is cancelled and of no effect.</p> <p>The policy does not cover any amount you are contractually obliged to pay under any lease or finance agreement, you have entered into, over and above the cost of replacing the insured vehicle.</p> <p>See 'What is not covered Sections A & B' in the Policy Document.</p>

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<p>DRIVING OTHER CARS</p>	<p>Only applies if shown on your Certificate of Motor Insurance (under "Persons or classes of person entitled to drive"). If it applies, this gives third party only cover (which means that if the car is damaged or stolen we will not pay the cost to repair or replace it), for you only, to drive other cars (not belonging to you or hired to you under a hire purchase, lease or rental agreement).</p> <p>Additionally cover will not apply if:</p> <ul style="list-style-type: none"> • you do not have the car owner's 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 geographical limits of this policy; or • the car does not have valid cover in force under another insurance policy; or • the car is not registered within the geographical limits of the policy; 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 <p>• See 'Exceptions to Section C' in the Policy Document.</p>
<p>WINDSCREEN COVER (COMP only)</p>	<p>Unlimited cover is provided via the 24 hour Claims Helpline on 0344 705 8183.</p> <p>A £100 excess applies to all claims for glass/windscreen damage unless the damage is repaired rather than replaced. Repairs will not be subject to an excess.</p> <p>If glass replacement is carried out by anyone other than our approved replacement service, payment under the policy is limited to £75 (after the deduction of any excess) in any one insurance year.</p> <p>There is no cover under this section for sunroofs, glass sunroofs, panoramic windscreens, lights/reflectors or folding rear windscreen assemblies.</p> <p>See 'What is not covered Section H - Glass Damage' in the Policy Document.</p>

<p>UNUSUAL EXCLUSIONS, LIMITATIONS AND EXCESSES</p>	
<p>GENERAL EXCEPTIONS</p>	<p>Cover does not apply if the vehicle is:</p> <ol style="list-style-type: none"> 1. Being used for any purpose that your current Certificate of Motor Insurance does not permit 2. Being driven by any person who is not described in your current Certificate of Motor Insurance as a person entitled to drive 3. In or on any part of any airport which is used for the take off and landing of aircraft 4. Being driven in an unroadworthy condition or has an unsafe load or number of passengers 5. Being driven by a learner driver who is not accompanied by a suitably qualified driver 6. Being driven by anyone who does not comply with the conditions of their driving licence 7. Being driven by anyone who is subsequently convicted of driving under the influence of alcohol or drugs at the time of the accident leading to a claim under the policy. <p>Refer to policy general exceptions 1&7 for full details</p>
<p>EXCESSES (Sections A, B, H & I)</p>	<p>You will have to pay the amounts of excess shown in your policy schedule. The amount will vary depending on the type of damage and under Sections A & B may be increased if your insured vehicle is being driven by a young/inexperienced driver. The amount of young/inexperienced driver excess is determined by the status of the driver at the inception date/last renewal date of the insurance.</p>
<p>TELEMATICS CONDITIONS</p>	<p>The device has attack safeguards and tamper controls.</p> <p>Any unauthorised interference with the device or the GPS/GSM signal will result in the insurance being invalidated.</p> <p>Refer to policy telematics condition 3.</p>

SUMMARY OF PRIVATE CAR TELEMATICS INSURANCE COVER (continued)**WHAT HAPPENS IF I TAKE OUT COVER AND THEN CHANGE MY MIND?**

The policy provides you with a 14 day reflection period to decide whether you wish to continue for the full policy year unless you have made a total loss claim. This is subject to certain terms, including a pro-rata time on risk charge and/or a relevant administration fee of £25. Further details are shown in the full policy wording which is available on request.

CANCELLATION OUTSIDE THE REFLECTION PERIOD

Cancellation after 14 days will be in accordance with General Condition 6 of your Private Car Insurance Policy unless endorsement E589 has been applied. Where endorsement E589 has been applied to your Private Car Insurance Policy, the information below details the changes to General Condition 6 of your policy.

Your annual mileage has been allocated in accordance with the mileage agreed by you and your premium has been discounted accordingly. The cancellation section under General Condition 6 of your policy is hereby amended to take into account the discount you have been given. We will refund the premium on a proportionate basis on either the remaining period of insurance or the number of unused miles, whichever is the lower amount. We will make an administration charge of £50, which will be in addition to any administration charge imposed by your Insurance Intermediary.

These fees will be subject to Insurance Premium Tax where applicable.

A refund will only be allowed providing there have been no claims in the current period of insurance.

Example 1:

- if the policy has been in force for 6 months at the time of cancellation;
- the annual mileage purchased was 6000 miles; and
- you have driven 5000 miles during that 6 month period

the cancellation refund will be 1/6th of the annual premium based on miles driven.

Example 2:

- if the policy has been in force for 6 months at the time of cancellation;
- the annual mileage purchased was 6000 miles; and
- you have driven 6000 miles during that 6 month period

there will be no cancellation refund available (there are no more available miles remaining on the policy regardless of the period of time to the policy expiry date).

Example 3:

- if the policy has been in force for 6 months at the time of cancellation;
- the annual mileage purchased was 6000 miles; and
- you have only driven 2000 miles during that 6 month period

the cancellation refund will be a proportionate amount of the annual premium based on the number of days left to run under the policy (i.e. 180/365ths of the annual amount). Because of the limited number of miles driven the refund is based on the period of time to run to the policy expiry date.

HOW DO I NOTIFY A CLAIM UNDER MY PRIVATE CAR POLICY?

All claims must be reported to the **24 hour Claims Helpline on 0344 705 8183 within 24 hours of the incident**. Correspondence should be sent to our UK service providers, Markerstudy Limited at PO Box 420, Tunbridge Wells, Kent TN2 9LT.

USE OF A NON-APPROVED REPAIRER

If repairs to the insured vehicle are not carried out by our approved repairer the most we will pay toward the cost of labour to repair the insured vehicle will be the labour rate quoted by our approved repairer.

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HOW DO I MAKE A COMPLAINT ABOUT MY PRIVATE CAR POLICY?

At Markerstudy we are dedicated to delivering a first class level of service to all policyholders. However, we accept that things can occasionally go wrong and would encourage you to tell us about any concerns you have so that we can take steps to make sure the service you receive meets your expectations in the future.

If a dispute regarding your policy or claim does arise, and it cannot be resolved by reference to your insurance intermediary/broker please contact our UK Service Providers at:

Markerstudy Customer Relations, PO Box 727, Chesterfield S40 9LH

Tel: 0344 705 0633

Email: complaints@markerstudy.com

In the event that our service providers have not resolved matters within 8 weeks of you writing to them the problem can be referred to the Financial Ombudsman Service. You may go directly to the Financial Ombudsman Service when you first make your complaint, but the Ombudsman will only review your complaint at this stage with our consent. However, we are still required to follow the procedure as stated in full in the policy booklet.

If you have received a final response but are dissatisfied, you have the right of referral to the Financial Ombudsman Service within six months of the date of your final response letter. You may only refer to the Ombudsman beyond this time limit if we have provided our consent.

Whilst we and our UK service providers are bound by the decision of the Financial Ombudsman Service, you are not. Following the complaints procedure above does not affect your right to take legal action.

SEVERAL LIABILITIES NOTICE

The obligations of Markerstudy Insurance Company Limited and its co-insurers under contracts of insurance to which they subscribe are several and not joint and are limited solely to the extent of each insurer's individual subscription. If one of the insurers does not for any reason satisfy all or part of its obligations the other insurers will not be responsible for the defaulting insurer's obligations.

WOULD I RECEIVE COMPENSATION IF MARKERSTUDY INSURANCE COMPANY LIMITED WAS UNABLE TO MEET ITS LIABILITIES?

All Markerstudy Insurance Company Limited policies issued in the UK for individual customers or 'small businesses' are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme if your insurer cannot meet its obligations (e.g. if it goes out of business or into liquidation or is unable to trade).

Further information about compensation scheme arrangements is available from the FSCS (www.fscs.org.uk telephone 0207 741 4100 or 0800 678 1100).