

Telematics Car Insurance Terms and Conditions

Overview

This document is applicable to all products provided by My Policy Limited and should be read in conjunction with our General Terms of Business Agreement; you can access a copy at www.mypolicy.co.uk. You should read the Terms of Business with other insurance documentation, including the information issued to you by My Policy Limited and any information provided to you by your insurance intermediary and your Insurance Company.

At My Policy, we focus on providing customers telematics-based motor insurance products. Our primary aim is to act honestly, fairly and professionally and in the customer or potential customer's best interest. To achieve this, we give customers information they might need to understand its relevance in a timely manner so a customer can make an informed decision. The objective of the information in this document is to explain the terms and conditions which apply to the Telematics products we provide; the information in this document gives you detailed information about specific Telematics insurance terms which form your contract of insurance.

Definitions

My Policy, We or Us means My Policy Limited and where applicable another Insurance Intermediary approved by us as a distributor of our products.

Customer, You, Insured, Policyholder means the customer.

General Data Protection Regulations

Detailed information about our approach to processing data can be found in our Privacy Notice. You can access a copy at www.mypolicy.co.uk.

How does telematics work?

A feature of a Telematics policy provided by My Policy is the ability to view information relating to your driving style through our website; it is safe, secure, and simple. A dashboard view allows you to proactively manage your driving behaviour, shows you your mileage and ultimately allows you to control how your premium may be influenced. This feature is best illustrated using examples, for instance, if you exceed the declared annual mileage, you will be able to view online information on the dashboard specifically relating to the number of miles used, enabling you to manage the future number of miles you might use rather than pay for extra mileage.

Another example is the ability for you to learn from poor driving behaviours. If your dashboard records any 'high risk' journeys you can review the specific reasons such as speed or excessive braking. You can then modify your driving for any future journeys.

Main Benefits

Your Telematics policy through My Policy provides several key benefits including:

- Feedback on your driving and suggestions on how to improve your driving;
- Tracking services to help locate your vehicle if it is stolen;
- Improved claims handling as telematics data can provide independent, objective evidence in the event of an accident;
- If no claims have been reported during the current period of insurance, this may be reflected in your renewal premium.

How is the telematics device installed?

When you buy a motor insurance policy from us, you will either have a telematics device that is professionally fitted by our third-party installation network or you will be sent a device that you will fit yourself. The information you supply to us will dictate which type of telematics device is most suitable for you, for example: cars made before 2002 may not be compatible with our self-install device.

You will know which type of device you will be required to have when you purchase your policy online.

Different fees and charges may apply depending on which type of device you have, for full details please see the Fees and Charges section on pages 6&7.

Professionally installed device

We may tell you that your telematics smart box will need to be installed by our third-party installation network. This is a small telematics device, about the size of a smartphone that tracks your driving.

You will need to make an appointment to have your device installed. You will then be contacted to have your appointment confirmed. You must get your device fitted within 7 days of the start of your policy, otherwise your policy will be cancelled (see "Failing to install the Telematics Smart Box within 7 days section").

You need to make sure everyone who drives the car, such as your partner, is aware that the device is installed. The person who installs the device will also take a photo of your car. We will use this to check it matches the description you gave us.

See page 12 for full telematic device terms and conditions.

Self-install device (plug in)

We may tell you that you will need to install your own telematics smart box. If this happens you will be sent a telematics plug in device by post. This device is about the size of a matchbox that plugs into your car's OBD port (this stands for On Board Diagnostics). Full instructions on how to install it will be included with the device.

Installing the device is simple and should only take a few minutes, once it's plugged in for the first time, the device will automatically activate.

You must plug in your device as soon as you receive it, failure to do this within 7 days from the start date of your policy will result in cancellation of your policy (see "Failing to install the Telematics Smart Box within 7 days section").

You need to make sure everyone who drives the car, such as your partner, is aware that the device is installed.

At the end of your policy we will contact you with instructions on how to send the device back to us, including a pre-paid returns label.

See page 17 for full plug in telematic device terms and conditions.

Telematics Smart Box Installation & Maintenance

Neither the Insurer nor My Policy Limited can be held responsible for any defects relating the Telematics Smart Box e.g. defects in its design, materials, or workmanship. Any warranty provided by the manufacturer of the Telematics Smart Box does not apply to any item which is part of the insured vehicle and which is used in conjunction with the Telematics Smart Box (e.g. the battery for the insured vehicle). The maintenance of such items is the responsibility of the policyholder.

Unusual restrictions

Unusual conditions are generally deemed to be those which are not usually associated with a normal car insurance policy but are specific to the operation of a telematics policy. We want to make sure you are fully aware of these, such as buying more miles if are likely to use up the annual estimated mileage. Full details of these conditions are explained throughout this document.

Your Telematics car insurance does not contain any specific restrictions concerning curfews unlike other telematics policies which typically place restrictions on where or when a vehicle can be driven. However, your Telematic Smart Box data will provide information of all journeys including those times when driving represents a higher risk, such as at weekends and late at night and this usage shall form part of your overall driving score. We therefore advise more caution at these times.

My Policy will explain any specific restrictions before you take out your policy and each time you renew your policy.

You will also be able to access information about your journeys through the online dashboard, such as information relating to mileage, usage and driver scores. We strongly suggest you use the information to manage your driving as ultimately, driving behaviour influences the premium you pay.

IMPORTANT - excessive speed conditions

When your car is driven in a dangerous or unacceptable manner and statutory speed limits are exceeded the following conditions shall apply:

| Conditions | Action |
|--|--|
| +45 mph is recorded in a 30mph zone +60 mph is recorded in a 40mph zone +75 mph is recorded in a 50mph zone +90 mph is recorded in a 60mph zone <i>(Above are all examples of where the road speed limit has been exceeded by more than 50%)</i> <i>(this will result in your insurance policy being cancelled)</i> | Your telematic smart box will trigger a notification to us and we will notify you that a process of cancellation has started. |
| Speed in excess of 100mph is recorded <i>(this will result in your insurance policy being cancelled)</i> | Your telematic smart box will trigger a notification to us and we will notify you that a process of cancellation has started. |

The Telematic Smart Box data will trigger a notification to us, and we will contact you. If the excessive speed limits detailed above are recorded, your policy will be cancelled regardless of the allowable number of high-risk journeys, because the vehicle was driven in a dangerous manner at speeds shown above. We will notify you of this in writing by sending a 7-day notice of intended cancellation to the email address you have provided.

Changes to your premium

It is important to understand that any material changes notified to your insurer may impact the premium you are required to pay.

Material changes in this context are matters such as telling us about a pending motoring conviction, a change in your occupation, and/or you start using the vehicle for something other than what you told us previously. It is anything that is relevant to the insurers providing cover for the risk you want insured.

To illustrate this point, if you purchased several mileage top-ups during the lifecycle of your policy it will affect the yearly amount of premium you might be expected to pay at renewal time.

In the same way, if you have made or notified us of a claim or other changes in your circumstances these will be considered when we calculate renewal of your policy and as we and your insurers gather more data, we will adjust our rating models on an ongoing basis. As is common with most insurers this will affect our assessment of future risks and premium payable.

My Policy will provide you with a premium statement and highlight any unusual conditions relating to premium.

Mileage (this affects the premium you pay)

Your premium is significantly influenced by the number of miles you consume during the lifecycle of your policy as your initial premium is typically calculated based on the annual mileage you declare at the outset. Your Telematics Smart Box will monitor your mileage and you can view the amount you have consumed as well as your predicted annual mileage via your online dashboard.

Based on your mileage usage, the Telematic Smart Box will generate details of whether you are predicted to exceed the declared annual mileage. If within the first 30 days of inception or renewal, you are predicted to exceed your annual mileage by 100% or more, we will contact you to discuss your options and you will need to purchase a minimum of 50% of the predicted excess amount.

Example: You declare an annual mileage of 6,000 and are predicted to need an extra 6,000. This will mean that your total annual mileage is likely to be 12,000 or more. You will be required to purchase a minimum of 3,000 additional miles to enable your policy to continue.

We may deem that the policy may be unsuitable for your needs and this could result in cancellation. If you do not contact us, you will be issued with a 7-day notice of intended cancellation by email.

If your predicted mileage is likely to exceed the monthly average amount of miles (this is based on the amount you declared as your annual mileage) you must top up your mileage allowance to enable your policy to continue.

| Examples <i>(the exact amount your premium might increase depends strictly on individual circumstances)</i> | Action |
|--|--|
| 25% of the amount declared is consumed within the first 2 months of taking out a policy <i>(based on predictions this will typically result in a 50% -75% increase in your annual premium)</i> | Your Telematics Smart Box will trigger a notification to us, and we will notify you that your mileage consumption is under review |
| 90% of the amount declared is consumed within the first 3 months of taking out a policy <i>(based on predictions this will typically result in a 60% -75% increase in your annual premium)</i> | Your Telematics Smart Box will trigger a notification to us, and we will notify you that you must top-up your miles |
| 100% of the amount declared is consumed <i>(based on predictions this will typically result in a 75% - 100% increase in your annual premium)</i> | Your Telematics Smart Box will trigger a Notification to us, and we will notify you that you must top-up your miles¹ |

¹Should you exceed your annual mileage allowance and not purchase additional mileage (top-up miles) within 7 days your policy will be cancelled.

Driving Scores

What data does the Telematic Smart Box measure?

- Acceleration

- Braking
- Speed
- Cornering
- Time of use
- Mileage
- Types of roads used e.g. motorways, country lanes
- Location of vehicle

The Telematic Smart Box measures all of the above information but it is not limited to just those. For example, combining some of the above together means the box can also help us measure individual driving styles and pinpoint the individuals who are most likely to practice them so we can alert them to reduce the risk that they pose to themselves and other road users.

The Telematic Smart Box will generally collect all of the above information including real-time data as you drive. What must be considered is that the Telematic Smart Box cannot distinguish between drivers.

In short, we will continuously measure and record how the vehicle is being driven and where appropriate, report this information to you. It is your duty to make all persons who will drive the insured vehicle aware of the Telematic Smart Box and the implications of their driving behaviour.

All scoring will go against the Policyholder and not the alleged driver at the time.

IMPORTANT - Driver Score Implications

Journeys are scored between +10 and -10 and categorised into three levels. The table below details the score implication process:

| Score | Action |
|---|---|
| +1 to +10 means a GOOD score is recorded <i>(+10 is the best possible score)</i> | No action is taken because driving behaviour recorded is within an acceptable range. |
| 0 TO -5 means a BELOW AVERAGE score is recorded <i>(a score within this range will trigger an action)</i> | E-mail and or SMS notification recommending you view your online dashboard to help you improve your driving score. |
| -6 TO -10 means HIGH RISK score is recorded <i>(a score within this range will trigger an action)</i> | E-mail and or SMS notification recommending you view your online dashboard to help you improve your driving score. Serious consideration to this score should be given <i>(see relevant product tables below)</i> |

| Conditions | Action |
|--|---|
| 2 HIGH RISK scores <i>(within a rolling 30-day period)</i> | MEANS WE ARE MONITORING PERFORMANCE <i>(multiple high-risk journeys may result in an additional 'high-risk' premium).</i> |
| 3 HIGH RISK scores <i>(within a further rolling 30-day period)</i> | MEANS YOU WILL INCUR A £100 PENALTY <i>(failure to communicate will result in a statutory notice of cancellation).</i> |
| A FURTHER HIGH RISK score <i>(within 30 days)</i> | MEANS WE START A PROCESS OF CANCELLATION |

Assessment at Renewal

We will review your telematics data at each renewal cycle. This analysis will influence the renewal terms offered and conditions imposed. We will not be able to offer any new business rates because of this analysis. My Policy will explain the charges, conditions and limitations that apply including any unusual characteristics separately and as part of your renewal notification.

IMPORTANT - Fees and Charges

As referenced in our General Terms of Business Agreement, Telematics policies are subject to specific fees and charges and these are set out in the table below.

| Type | Amount (professionally installed device) | Amount (plug in device) |
|--|--|---|
| RENEWAL FEE <i>(covers the cost incurred by us in connection with arranging the renewal of your policy, including the provision of collecting and processing data from the Telematic Smart Box)</i> | £ 75.00 <i>(the fee is not refundable after the 14-day cooling-off period)</i> | £ 75.00 <i>(the fee is not refundable after the 14-day cooling-off period)</i> |
| ARRANGEMENT FEE <i>(To set up the insurance policy, including the fitting/installation of the Telematic Smart Box; the collection, processing and transmitting of the telematic data)</i> | £350.00 <i>(This is non-refundable if you cancel your policy post 30 days)</i> | £350.00 <i>(This is non-refundable if you cancel your policy post 30 days)</i> |
| CHANGE OF VEHICLE (REINSTALL CHARGE) <i>(covers the cost of reinstalling a Telematic Smart Box in the event of a change of vehicle)</i> | £150.00 <i>(the fee is not refundable once the reinstallation process for the Telematic Smart Box has started)</i> | £25.00 <i>(please note if you require a new device when you change your vehicle e.g. you have sold or scrapped the car with the device still inside you will be charged £80.00 to replace the device when replacing your vehicle)</i> |
| INVESTIGATING, DAMAGED OR TAMPERING CHARGE¹ <i>(covers the cost of damaged or any tampered equipment)</i> ¹ <i>Suspicious tampering with or blocking the signal from the Telematic Smart Box will trigger a process of investigation which may result in the cancellation of your policy.</i> | £ 150.00 | £0.00 |
| APPOINTMENT CANCELLATION CHARGE <i>(covers the cost of a "failed" pre-arranged appointment, see page 9 for full details)</i> | £50.00 | £0.00 |

| Type: Cancellation Fees | Amount: professionally installed device | | | | | | | | | | | | | | | | | | | | |
|--|--|---|--|-----------------------------|--|---|---------------|----------|--------|---------------|----------|--------|-----------|--------|-----|---------------------------------|-----------------------------|---------------|---|-----------|--|
| <p><i>(reasonably covers the costs we incur when a policy is cancelled; this will be charged in addition to a cost for the time on cover).</i></p> <p><i>You are free to cancel your policy at any time during the lifecycle of the policy. Different charges apply at different stages starting when your policy commences regardless whether we cancel, or you do. Please consider carefully the total cost of cancelling your policy.</i></p> | <table border="1" data-bbox="810 219 1441 521"> <thead> <tr> <th data-bbox="818 219 986 398">Cancellation (New Policies)</th> <th data-bbox="994 219 1217 398">If your telematics device has been fitted*</th> <th data-bbox="1225 219 1441 398">If you have not had your telematics device fitted</th> </tr> </thead> <tbody> <tr> <td data-bbox="818 398 986 432">Up to 14 days</td> <td data-bbox="994 398 1217 432">£247.00*</td> <td data-bbox="1225 398 1441 432">£75.00</td> </tr> <tr> <td data-bbox="818 432 986 465">14 to 30 days</td> <td data-bbox="994 432 1217 465">£247.00*</td> <td data-bbox="1225 432 1441 465">£75.00</td> </tr> <tr> <td data-bbox="818 465 986 521">30 days +</td> <td data-bbox="994 465 1217 521">£75.00</td> <td data-bbox="1225 465 1441 521">N/A</td> </tr> </tbody> </table> <p data-bbox="810 533 1265 555">*This is a reduced Arrangement Fee as shown above</p> <table border="1" data-bbox="810 555 1441 734"> <thead> <tr> <th data-bbox="818 555 1129 589">Cancellation (Renewed policies)</th> <th data-bbox="1137 555 1441 589">Cancellation fee applicable</th> </tr> </thead> <tbody> <tr> <td data-bbox="818 589 1129 667">Up to 14 days</td> <td data-bbox="1137 589 1441 667">Cancellation fee £0 Renewal fee of £75.00*</td> </tr> <tr> <td data-bbox="818 667 1129 734">14 days +</td> <td data-bbox="1137 667 1441 734">Cancellation fee of £75.00 Renewal fee of £75.00*</td> </tr> </tbody> </table> <p data-bbox="794 768 1401 835">*cost of arranging the renewal of your policy, including collecting and processing data from the Telematic Smart Box, please note this fee is non-refundable once your policy has been renewed.</p> | | | Cancellation (New Policies) | If your telematics device has been fitted* | If you have not had your telematics device fitted | Up to 14 days | £247.00* | £75.00 | 14 to 30 days | £247.00* | £75.00 | 30 days + | £75.00 | N/A | Cancellation (Renewed policies) | Cancellation fee applicable | Up to 14 days | Cancellation fee £0 Renewal fee of £75.00* | 14 days + | Cancellation fee of £75.00 Renewal fee of £75.00* |
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| Type: Cancellation Fees | Amount: plug in device | | | | | | | | | | | | | | | | | | | | |
| <p><i>(reasonably covers the costs we incur when a policy is cancelled; this will be charged in addition to a cost for the time on cover).</i></p> <p><i>You are free to cancel your policy at any time during the lifecycle of the policy. Different charges apply at different stages starting when your policy commences regardless whether we cancel, or you do. Please consider carefully the total cost of cancelling your policy.</i></p> | <table border="1" data-bbox="810 936 1441 1227"> <thead> <tr> <th data-bbox="818 936 986 1115">Cancellation (New Policies)</th> <th data-bbox="994 936 1217 1115">If your telematics device has been fitted*</th> <th data-bbox="1225 936 1441 1115">If you have not had your telematics device fitted</th> </tr> </thead> <tbody> <tr> <td data-bbox="818 1115 986 1149">Up to 14 days</td> <td data-bbox="994 1115 1217 1149">£75.00</td> <td data-bbox="1225 1115 1441 1149">£75.00</td> </tr> <tr> <td data-bbox="818 1149 986 1182">14 to 30 days</td> <td data-bbox="994 1149 1217 1182">£75.00</td> <td data-bbox="1225 1149 1441 1182">£75.00</td> </tr> <tr> <td data-bbox="818 1182 986 1227">30 days +</td> <td data-bbox="994 1182 1217 1227">£75.00</td> <td data-bbox="1225 1182 1441 1227">N/A</td> </tr> </tbody> </table> <table border="1" data-bbox="810 1261 1441 1440"> <thead> <tr> <th data-bbox="818 1261 1129 1294">Cancellation (Renewed policies)</th> <th data-bbox="1137 1261 1441 1294">Cancellation fee applicable</th> </tr> </thead> <tbody> <tr> <td data-bbox="818 1294 1129 1373">Up to 14 days</td> <td data-bbox="1137 1294 1441 1373">Cancellation fee £0 Renewal fee of £75.00*</td> </tr> <tr> <td data-bbox="818 1373 1129 1440">14 days +</td> <td data-bbox="1137 1373 1441 1440">Cancellation fee of £75.00 Renewal fee of £75.00*</td> </tr> </tbody> </table> <p data-bbox="794 1473 1401 1541">*cost of arranging the renewal of your policy, including collecting and processing data from the Telematic Smart Box, please note this fee is non-refundable once your policy has been renewed.</p> | | | Cancellation (New Policies) | If your telematics device has been fitted* | If you have not had your telematics device fitted | Up to 14 days | £75.00 | £75.00 | 14 to 30 days | £75.00 | £75.00 | 30 days + | £75.00 | N/A | Cancellation (Renewed policies) | Cancellation fee applicable | Up to 14 days | Cancellation fee £0 Renewal fee of £75.00* | 14 days + | Cancellation fee of £75.00 Renewal fee of £75.00* |
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| 14 days + | Cancellation fee of £75.00 Renewal fee of £75.00* | | | | | | | | | | | | | | | | | | | | |

When must I fit the Telematics Device?

The Telematics Smart Box must be fitted to your vehicle within seven days of the start of your policy and must remain operational for the entire time your policy is in force, including any subsequent renewal.

Failing to install the Telematics Smart Box within 7 days

If the Telematics Smart Box is not installed within 7 days, we will contact you (using the contact details you have provided). We will explain that your policy will be cancelled in 7 days because either, you have failed to fit or failed to arrange for an engineer to fit the Telematics Smart Box within 7 days. We will confirm this to you by e-mail providing you with a 7-day notice of cancellation.

If the Telematics Smart box is not installed because **you** fail to attend the appointment, or the vehicle is not as you described when you took out your policy, you will be charged a £50.00 fee for the failed appointment.

This fee will either need to be paid in full or added to your current direct debit within seven days of the failed appointment. If you do not arrange payment within this timeframe, your policy will enter cancellation and we will confirm this to you by issuing a 7-day notice of cancellation via email.

You can be charged a £50 failed appointment fee for the following reasons:

- Failure to attend the appointment.
- If you cancel an appointment with less than 24 hours' notice.

Upon the engineer attending the appointment they discover:

- The vehicle is not as you described when you took out your policy, for example the vehicle has been modified and these modifications have not been disclosed to us or your insurer.
- The vehicle is not fully functional, for example there is a warning light on the dashboard.
- It is not safe for the engineer to carry out the installation, for example, due to the condition of the vehicle or the vehicle is not parked in an accessible and safe location, or there is inadequate space for the passenger door to open.

This is not an exhaustive list.

Cancellation

You are entitled to cancel your policy for any reason both within the statutory 14-day cooling-off period and outside of it. During the 14-day cooling off period cancellations will be subject to a charge for the period of cover you have used. For cancellations outside of this period, we have listed the specific cancellation terms that your insurer will apply when calculating refunds. We also reserve the right to cancel this agreement at any time and if we do so, we will notify you in writing by sending a 7-day notice of intended cancellation to the email address you have provided.

Additionally, the fees described in our Fees and Charges Table on page 8 will also apply and we reserve the right to deduct any amount due from any premium refund that may be due to you.

Should you wish to cancel your policy, you can do so by contacting us on 0330 100 2337 or sending us a cancellation declaration which can be found at www.mypolicy.co.uk (please note we cannot backdate a cancellation).

Highway Insurance Policies

In the first 50 days of the start of your policy

Where you choose to cancel under the Cancelling your Policy (Outside the Cooling-off Cancellation Right) section of the policy wording the method of calculating any refund due has been replaced with the method below. A refund will not be provided if you or someone else has made a claim in the current period of insurance.

If your policy is cancelled within the first 50 days of the start date, we will work out the refund on a pro-rata basis less a premium charge of £25 + Insurance Premium Tax to cover our administration costs.

After 50 days any premium refund will be calculated based on the number of miles remaining less a premium charge of £25 + Insurance Premium Tax to cover our administration costs.

If you have exceeded your declared annual mileage, there will be no refund of premium.

Example (1 to 50 days):

You purchase a policy based on an allowance of 10,000 miles but wish to cancel having used 9,000 of them, the insurer will calculate a refund of the premium based on the remaining period of insurance.

Example (51 days+):

You purchase a policy based on an allowance of 10,000 miles but wish to cancel having used 9,000 of them. In this example, the insurer will calculate a refund of the premium based on the remaining (unused) 1,000 miles.

Axa Insurance

The following Cancellation terms replace the cancellation terms found in your AXA Car insurance policy under the heading 'Cancellation'

An amount of premium will be retained in respect of the insurance cover used. Any premium refund will be calculated based on either the remaining time left on the policy, or the number of miles remaining, whichever is **lowest**. The remaining amount of premium will be refunded to you, after the insurer has deducted any applicable fees (please see your policy booklet for details).

If you have notified a claim under the policy (apart from Windscreen Repair or Replacement) or exceeded your declared annual mileage, there will be no refund of premium.

Example:

You purchase a policy based on an allowance of 10,000 miles but wish to cancel having used 9,000 of them. In this example, the insurer will calculate a refund of the premium based on the remaining (unused) 1,000 miles.

Ageas

An amount of premium will be retained in proportion to the time you have been on cover. The remaining amount of premium will be refunded to you, after the insurer has deducted any applicable fees (please see your policy booklet for details). If you have notified a claim under the policy (apart from Windscreen Repair or Replacement), there will be no refund of premium.

Example:

You purchase a policy based on an allowance of 10,000 miles but wish to cancel having used 9,000 of them in the first two months of the policy commencing. In this example, the insurer will calculate a refund of the premium based on the remaining period of insurance.

Mulsanne Insurance Policies

The following cancellation terms replace the cancellation terms found in your policy booklet under the heading 'Cancellation'

If your policy is cancelled within the first 50 days of the start date, we will work out the refund on a pro-rata basis less a premium charge of £20 (plus Insurance Premium Tax (IPT) where applicable) to cover our administration costs.

After 50 days any premium refund will be calculated based on either the remaining time left on the policy, or the number of miles remaining, whichever is **lowest**. The remaining amount of premium will be refunded to you less a premium charge of £20 (plus Insurance Premium Tax (IPT) where applicable) to cover our administration costs. If you or someone else has made a claim in the current period of insurance or if you have exceeded your declared annual mileage, there will be no refund of premium.

Example (1 to 50 days):

You purchase a policy based on an allowance of 10,000 miles but wish to cancel having used 9,000 of them, the insurer will calculate a refund of the premium based on the remaining period of insurance.

Example (51 days+):

You purchase a policy based on an allowance of 10,000 miles but wish to cancel having used 9,000 of them. In this example, the insurer will calculate a refund of the premium based on the remaining (unused) 1,000 miles.

Paying by Instalments

Assuming you are paying by instalments, your instalment payments will cease and if you incur any eligible claims you will either have to continue with the instalment payments until the premium is paid in full or we may, at our discretion, deduct the outstanding instalments due from any claim payment made.

If the premium refund from your insurer does not fully cover the amount of unpaid instalments, you will be responsible for payment of any shortfall.

Cancellation by us

We reserve the right to cancel your policy when there is a valid reason to do so. Valid reasons include, but are not limited to:

- You misrepresent or fail to disclose information that is relevant to your insurance.
- You have not verified your policy, and/or provided documentation requested by us or your insurer (such as a copy of your driving licence or evidence of no claim bonus);
- You or anyone else covered by this insurance has not met the terms and conditions of the insurance;
- You have not had your Telematics Smart Box fitted or you have not plugged in your self-install device (see Failing to install the Telematics Smart Box within 7 days section);
- You have not paid when due, a premium on an instalment plan;
- A change in your circumstances means we can no longer provide cover;
- You do not keep the vehicle at the insured address/address' overnight for the majority of the time;
- If the vehicle has been seized or impounded by the Police prior to the start of your policy;
- Speeding events (refer to Excessive Speed Conditions section);
- The policy is unsuitable for you (refer to Mileage (this affects the premium you pay)) section;
- You don't purchase the additional miles when all purchased miles have been used up (refer to Mileage (this affects the premium you pay))" section;
- You fail to communicate with us when we communicate with you regarding high-risk driving (refer to IMPORTANT excessive speed conditions section);
- You harass any member of our staff or show abusive or threatening behaviour towards them.

No Claims Bonus Protection

Depending on your eligibility, you may be able to protect your no claims bonus. Please see your policy booklet for details of the relevant criteria and step back procedures. No claims bonus protection allows you to make one or more claims before your number of no claims bonus years falls. No claims bonus protection does not protect the overall price of your insurance policy. The price of your insurance policy may increase following an accident or claim even if you were not at fault.

The tables below show the average percentage discount for each number of no claims bonus years for each insurer on our panel:

Highway Insurance Policies

| Number of Years No Claims Discount | Average NCD discount in 2020 |
|------------------------------------|------------------------------|
| 1 Year NCD | 32.00% |
| 2 Years NCD | 40.00% |
| 3 Years NCD | 40.00% |
| 4 Years NCD | 41.00% |
| 5 Years NCD | 40.00% |
| 6 Years NCD | 39.00% |
| 7 Years NCD | 38.00% |
| 8 Years NCD | 39.00% |
| 9 Years or more NCD | 38.00% |

Axa Insurance Policies

| Number of Years No Claims Discount | Average NCD discount in 2019 |
|------------------------------------|------------------------------|
| 1 | 14.00% |
| 2 | 15.00% |
| 3 | 24.00% |
| 4 | 27.00% |
| 5 | 34.00% |
| 6 | 36.00% |
| 7 | 42.00% |
| 8 | 51.00% |
| 9 | 58.00% |

Ageas Insurance Policies

| Number of Years No Claims Discount | Average NCD discount In 2019 |
|------------------------------------|------------------------------|
| One Year NCD | 4.20% |
| Two Years NCD | 14.70% |
| Three Years NCD | 21.70% |
| Four Years NCD | 25.60% |
| Five Years NCD | 30.20% |
| Six Years NCD | 30.20% |
| Seven Years NCD | 33.80% |
| Eight Years NCD | 33.80% |
| Nine Years NCD | 42.50% |
| Ten Years NCD | 42.50% |

End.

Installed Telematics Device Terms and Conditions¹

¹*to be read in conjunction with the My Policy Limited General Terms of Business Agreement.*

Law & Language:

These terms and conditions are the subject to the jurisdiction of the English Courts. We will use the English Language for all communications, any and all contractual parts, and any information we are required to supply to you before and during the duration of the contract.

Acceptance:

For your own benefit and protection, you should read all of the information within this document carefully. If you do not agree to any part of the information, please tell us. We assume that you accept the terms of this agreement unless we hear from you.

Installation:

It is a condition of your insurance Policy (arranged under the terms of your contract with My Policy Limited) that you have a fully operational **Telematics Device** (alternatively known as a Black Box) installed in the **Insured Vehicle**. The **Telematics Device** will be fitted by our approved engineers who are fully competent to carry out the work to the required standard. It is your responsibility to obtain permission from all parties who may have an interest in the **Insured Vehicle** (e.g. a hire purchase or leasing company) before the **Telematics Device** is installed.

The **Telematics Device** must be installed in the **Insured Vehicle** within 7 days of the policy commencement date, and within 7 days of any subsequent change of vehicle under the policy. If a **Telematics Device** is not installed during this period, your insurer will commence a process to cancel the policy in accordance with your policy cancellation conditions. If you do not attend your installation appointment, or you cancel the appointment with less than 24 hours' notice, a fee of £50.00 will become payable for failure to attend or cancellation of the appointment.

At the time of installing the **Telematics Device**, you must provide the installation engineer with proof of identity and ownership of the Insured Vehicle – specifically photo identity, such as a Driving Licence or Passport, and the Vehicle Registration Document (V5).

The installation Engineer will only install the **Telematics Device** at a location deemed safe to do so by the engineer. The Engineer may request you move your vehicle to a more suitable location should one be available. Failure to position the Insured Vehicle in a safe place will prevent installation and a fee of £50.00 will become payable for failure to attend or cancellation of the appointment.

Interruptions to the collection of data:

The collection and transmission of data by the **Telematics Device** may occasionally be impaired or interrupted by operational and/or atmospheric conditions, power failures, or other causes, conditions or events beyond our reasonable control or the capabilities of the **Telematics Device**². We will rectify any interruptions to the transmission of the data where it is possible for us to do so. If you do not communicate with us when we contact you to arrange a service call, this could result in cancellation of your policy.

²My Policy Ltd. And / or LexisNexis Risk Solutions UK Limited including any subsidiary or third-party subcontractor, cannot be held liable for any losses incurred as a result of a device or service failure.

Faulty Device:

If we suspect that the device is faulty we will contact you to repair or replace the **Telematics Device** free of charge. If during the period that your policy is in force, you suspect that the **Telematics Device** is defective for any reason you must notify My Policy as soon as possible, who will make arrangements to correct the fault. If the fault cannot be repaired remotely, we or our approved engineers, will agree a time and location to repair (or replace) the **Telematics Device**. If you do not attend the appointment, or you cancel the appointment with less than 24 hours' notice, a fee of £50.00 will become payable for failure to attend or cancellation of the appointment.

Neither My Policy Ltd nor LexisNexis Risk Solutions UK Limited will repair (or replace) any item which is part of the **Insured Vehicle** and which is used to enable the operation of the **Telematics Device** and/or in conjunction with it (e.g. the vehicle battery) as such items are your responsibility to maintain in good working order. The **Telematics Device** uses the battery power supply meaning there will be a nominal voltage drain on your battery even when the vehicle is not being used.

Removal or replacement of the Telematics Device:

If the policy is cancelled (or the **Insured Vehicle** is replaced) we will cease to process any and all data within three (3) working days from receipt of policy cancellation instruction.

You must contact My Policy should you require removal of the **Telematics Device**.

My Policy Limited reserve the right to replace the **Telematics Device** at our option and expense at any time with any other **Telematics Device** providing you with at least the same functionality. This will enable us to ensure the **Telematics Device** is updated if there are technological changes or improvements. We will only exercise this right:

- i. when replacing a defective **Telematics Device** and or;
- ii. replacing a **Telematics Device** more than 3 years old by giving 21 days' notice

In the event of loss of or damage to the **Telematics Device** as a result of an insured incident, your insurer will pay for the repair or, at our option, the replacement of the **Telematics Device**, subject to the terms and conditions of your Policy

Tampering with the Telematics Device:

The Telematics Device is and remains at all times the property of LexisNexis Risk Solutions UK Limited. You, or any person acting on your behalf, must not tamper with, dismantle, or attempt to remove any part of the **Telematics Device** or tamper with the GPS/GSM signal that is emitted from the **Telematics Device**. Only our approved engineers may install, remove, modify or repair the **Telematics Device**.

The **Telematics Device** has tamper controls and attack safeguards which will trigger the intelligent alert system in the event of any unauthorised tampering with the **Telematics Device**. An investigation will be initiated and a physical inspection of the **Telematics Device** by an approved engineer will be required if the intelligent alert system is triggered. Failure to attend an appointment to allow inspection of the **Telematics Device** (or you cancel the appointment with less than 24 hours' notice) will mean a fee of £ 50.00 will become payable for failure to attend or cancellation of the appointment.

If you do not attend a subsequent inspection appointment your Insurance Policy may be cancelled. Tampering with the **Telematics Device** may invalidate your insurance and result in a cancellation of your Insurance Policy. You may then struggle to find insurance after cancellation of a policy by an insurer.

If following an investigation you, or anyone acting on your behalf, is found to have tampered with the **Telematics Device** your policy may be cancelled and you will be required to pay for any reasonable costs we have incurred including removing, repairing or replacing the defective **Telematics Device** or parts thereof.

Any damage or loss caused by any form of tampering or non-permitted interaction with the **Telematics Device** is not covered by this Insurance Policy.

Theft Tracking

The **Telematics Device** has GPS/GSM tracking functionality. If the **Insured Vehicle** is stolen you must activate the tracking facility as follows:

- i. report the theft to the Police and obtain a Police Incident number
- ii. Contact My Policy or your insurers to report the claim.

If the Police recover the vehicle, they may take it to a secure compound for further investigation and you may be required to pay Police recovery and storage charges. Please obtain a receipt for any such payments and submit as part of your claim.

Use of the Telematics Device Data

It is very important that you read and understand how your **Telematics Device** data will be used. My Policy Limited will collect and share your **Telematics Device** data with your insurer, My Policy Limited and LexisNexis Risk Solutions UK Limited.

By agreeing to this document and the **Telematics Device** installation, you are consenting to this use of the **Telematics Device** data. It is your responsibility to provide a copy of this document to any named driver on your insurance policy and any other person who drives your vehicle. You should contact My Policy should you require removal of the **Telematics Device**.

LexisNexis Risk Solutions UK Limited and Data Privacy

The section describes the extent to which any personal data we collect from you, or that you provide to us, will be processed. Please ensure you read and understand how we will use the personal data collected from the Insured Vehicle.

For the purposes of the General Data Protection Regulations (GDPR), the data controller is LexisNexis Risk Solutions UK Limited of 1000 Lakeside House, North Harbour, Northern Road, Portsmouth, PO6 3EZ.

Information LexisNexis Risk Solutions UK Limited may collect from you

LexisNexis Risk Solutions UK Limited may collect and process the following data about you:

Submitted Information: information that you provide *by filling in forms – both online, in store or over the phone by email or by other means*. This includes information provided at the time of registering the **Telematics Device** or requesting further services. You may also be asked for information including recent locations to help us with any queries that may raise.

Device Information: Once the **Telematics Device** is installed in your vehicle LexisNexis Risk Solutions UK Limited will use the **Telematics Device** to capture data from your vehicle including location and distance travelled. The GPS co-ordinates from the **Telematics Device** will enable them to collect and process information about the location of your vehicle.

Additional information:

- If you contact us, we may keep a record of that correspondence.
- *Your insurer will submit to us personal information relating to you, including but not limited to: Vehicle make, model, VIN and serial number, home and risk address, telephone number and email address, date of birth,*

details of named drivers, gender and marital status.

Where your data is stored

At any time during the lifecycle of your policy LexisNexis Risk Solutions UK Limited may transfer your information safely and securely to their agents or subcontractors who may provide a service to LexisNexis Risk Solutions UK Limited in another country which may be outside the European Economic Area. LexisNexis Risk Solutions UK Limited will ensure that they agree to treat your information with the same level of protection as they do. For the purpose of continued use, LexisNexis Risk Solutions UK Limited will remain the data controller.

Although LexisNexis Risk Solutions UK Limited will do our best to protect your personal data, they cannot give a guarantee as to the security of data your **Telematics Device** transmits to them; any transmission is ultimately at your own risk. Once they receive your information, they will use strict procedures and security features to try to prevent unauthorised access.

How LexisNexis Risk Solutions UK Limited uses your information

LexisNexis Risk Solutions UK Limited will use the data from the **Telematics Device** to:

- Provide further clarification as to the circumstances of a claim if you make a claim under the policy provided by your insurer.
- Identify the location of your vehicle if you are using our theft tracking services.
- To provide you with any additional services requiring use of your telematics data or device that we may offer you and you may agree to take up both during and after your period of your insurance.

LexisNexis Risk Solutions UK Limited will only disclose information collected by the **Telematics Device** to others in the following circumstances:

- *Where you have provided your agreement.*
- *To their agents or subcontractors for operational reasons.*
- *If we are required by law to disclose the information, such as to a regulator or if they are issued with a court order.*

LexisNexis Risk Solutions UK Limited may also use aggregate driving data for research and development purposes for example:

- Assessing the environmental impact of road and vehicle usage, including analysis of idle time spent at junctions.
- Analysis of the causes of, and forces involved in, crashes and other road accidents/incidents.
- Establishing and analysing trends amongst the UK and other territorial area populations regarding each of the purposes set out above.
- Researching and refining techniques for analysing motor vehicle telematics data.
- To assign your device to another insurance policy at your request.
- To provide continued theft tracking.
- To be held in aggregate to allow us to compare/translate your current score between varying telematics products for pricing and analysis at your request. Your request may include using aggregator services where you have indicated you have held a telematics policy previously.

LexisNexis Risk Solutions UK Limited may provide third parties with such aggregate information.

Disclosure of your information

LexisNexis Risk Solutions UK Limited may disclose your personal information to any member of its group, which means their subsidiaries, their ultimate holding company and its subsidiaries, as defined in section 1159 of the Companies Act 2006.

LexisNexis Risk Solutions UK Limited will disclose on request your personal information (Including data from the **Telematics Device**) to My Policy Ltd and to your insurer.

LexisNexis Risk Solutions UK Limited may also disclose your personal information to third parties if:

- They sell or buy any business or assets, in which case they may disclose your personal data to the prospective seller or buyer of such business or assets.
- They or substantially all their assets are acquired by a third party, in which case personal data held by them about their customers will be one of the transferred assets.
- They are under a duty to disclose or share your personal data to comply with any legal or regulatory obligation or request.
- To:
 - Install, service, disable or carry out checks of the **Telematics Device**;
 - Enforce or apply LexisNexis Risk Solutions UK's Terms of Use and other agreements or to investigate potential breaches; or
 - Protect the rights, property, or safety of My Policy Ltd and LexisNexis Risk Solutions UK Limited, its customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Access to information

The GDPR gives you the right to access information held about you. Your right of access can be exercised in accordance with that Act in the first instance please refer to the **Privacy Notice** issued to you by My Policy.

Changes to how we collect and process data:

From time to time either My Policy Ltd or LexisNexis Risk Solutions UK Limited may make changes to their data collection and processing procedures, any such changes will be disclosed to you before they occur. You will be required to read and accept these alterations.

End

Self-Install Telematics Device Terms and Conditions²

²*to be read in conjunction with the My Policy Limited General Terms of Business Agreement*

Law & Language:

These terms and conditions are the subject to the jurisdiction of the English Courts. We will use the English Language for all communications, any and all contractual parts, and any information we are required to supply to you before and during the duration of the contract.

Acceptance:

For your own benefit and protection, you should read all of the information within this document carefully. If you do not agree to any part of the information, please tell us. We assume that you accept the terms of this agreement unless we hear from you.

Installation:

It is a condition of your insurance Policy (arranged under the terms of your contract with My Policy Limited) that you have a fully operational **Telematics Device** (alternatively known as a Black Box) installed in the **Insured Vehicle**.

You will be sent a telematics plug in device via post. This device is about the size of a matchbox that plugs into your car's OBD port (this stands for On Board Diagnostics). Full instructions on how to install will be included with the device.

Installing the device is simple and should only take a few minutes, once it's plugged in for the first time, the device will automatically activate.

You must plug in your device as soon as you receive it, failure to do this will result in cancellation of your policy.

The **Telematics Device** must be installed in the **Insured Vehicle** within 7 days of the policy commencement date, and within 7 days of any subsequent change of vehicle under the policy. If a **Telematics Device** is not installed during this period, your insurer will commence a process to cancel the policy in accordance with your policy cancellation conditions.

Interruptions to the collection of data:

The collection and transmission of data by the **Telematics Device** may occasionally be impaired or interrupted by operational and/or atmospheric conditions, power failures, or other causes, conditions or events beyond our reasonable control or the capabilities of the **Telematics Device**³. We will rectify any interruptions to the transmission of the data where it is possible for us to do so. If you do not communicate with us when we contact you to rectify any interruptions, this could result in cancellation of your policy.

³*My Policy Ltd. And / or TrakM8 Ltd including any subsidiary or third-party subcontractor, cannot be held liable for any losses incurred as a result of a device or service failure.*

Faulty Device:

If we suspect that the device is faulty we will contact you to replace the **Telematics Device**. If, during the period that your policy is in force, you suspect that the **Telematics Device** is defective for any reason you must notify My Policy as soon as

possible, who will make arrangements to correct the fault. If the fault cannot be repaired remotely we will replace the device.

Neither My Policy Ltd nor TrakM8 Ltd will repair (or replace) any item which is part of the **Insured Vehicle** and which is used to enable the operation of the **Telematics Device** and/or in conjunction with it (e.g. the vehicle battery) as such items are your responsibility to maintain in good working order. The **Telematics Device** uses the battery power supply meaning there will be a nominal voltage drain on your battery even when the vehicle is not being used.

Removal or replacement of the Telematics Device:

My Policy Limited reserve the right to replace the **Telematics Device** at our option and expense at any time with any other **Telematics Device** providing you with at least the same functionality. This will enable us to ensure the **Telematics Device** is updated if there are technological changes, or improvements. We will only exercise this right:

- i. when replacing a defective **Telematics Device** and or;
- ii. replacing a **Telematics Device** more than 3 years old by giving 21 days' notice
- iii. if you change your vehicle and your new car is not compatible with our self-install device.

Heartbeat from the Telematics Device

The Telematics Device needs a mobile data signal to send us your journey data. If you live in an area with poor signal or park in an underground car park your journey data will catch up when you get to an area with signal. If you get back into an area of full GPS signal and your journeys are still not showing on your dashboard then you will need to get in touch with us. If we are not receiving a heartbeat from the Telematics Device we will send you an automated notification. We may also give you a call to check that things are okay.

If your telematics device goes longer than seven days without a heartbeat your policy may enter cancellation.

Tampering with the Telematics Device:

The Telematics Device is and remains at all times the property of TrakM8 Ltd. You, or any person acting on your behalf, must not tamper with, dismantle, or attempt to remove any part of the **Telematics Device** or tamper with the GPS/GSM signal that is emitted from the **Telematics Device**.

The **Telematics Device** has tamper controls and attack safeguards which will trigger the intelligent alert system in the event of any unauthorised tampering with the **Telematics Device** and an investigation will be initiated.

Tampering with the **Telematics Device** may invalidate your insurance and result in a cancellation of your Insurance Policy. You may then struggle to find insurance after cancellation of a policy by an insurer.

If following an investigation you, or anyone acting on your behalf, is found to have tampered with the **Telematics Device** your policy may be cancelled and you will be required to pay for any reasonable costs we have incurred repairing or replacing the defective **Telematics Device** or parts thereof. After the initial install, if you remove or drive your insured vehicle without the device plugged in, this will be considered as tampering and your policy may be cancelled.

Any damage or loss caused by any form of tampering or non-permitted interaction with the **Telematics Device** is not covered by this Insurance Policy.

Theft Tracking

The **Telematics Device** has GPS/GSM tracking functionality. If the **Insured Vehicle** is stolen you must activate the tracking facility as follows:

- i. Report the theft to the Police and obtain a Police Incident number;
- ii. Contact My Policy and your insurer to report the claim.

If the Police recover the vehicle, they may take it to a secure compound for further investigation and you may be required to pay Police recovery and storage charges. Please obtain a receipt for any such payments and submit as part of your claim.

Use of the Telematics Device Data

It is very important that you read and understand how your **Telematics Device** data will be used. TrakM8 Ltd will collect and share your **Telematics Device** data with your insurer, My Policy Limited and Minerva.Science Limited.

By agreeing to this document and the **Telematics Device** installation, you are consenting to this use of the **Telematics Device** data. It is your responsibility to provide a copy of this document to any named driver on your insurance policy and any other person who drives your vehicle. You should contact My Policy should you require removal of the **Telematics Device**.

TrakM8 Ltd and Data Privacy

This privacy policy tells you what to expect when Trakm8 collects and processes your personal data;
<https://www.trakm8.com/driver-privacy-policy>

Changes to how we collect and process data:

From time to time either My Policy Ltd or TrakM8 Ltd may make changes to their data collection and processing procedures, any such changes will be disclosed to you before they occur. You will be required to read and accept these alterations.

End