

POLICY SUMMARY

This page shows the key facts that the Financial Services Authority has asked us to bring to your attention. They are not the full terms and conditions. These are detailed in the rest of the policy booklet. This summary does not form part of your contract of insurance.

The Insurers

This insurance is underwritten 100% by Lloyd's Syndicate 5820. The Lloyd's Managing Agent for Lloyd's Syndicate 5820 is Jubilee Managing Agency Ltd.

The main points about Private Car GAP Protection

This is a Financial Gap insurance for private cars. The premium can be paid as a single amount or spread over the term of your Finance Agreement (collected with your monthly repayment for your Finance Agreement). The insurance is designed to help you clear the shortfall between the amount paid under your comprehensive motor insurance and the balance outstanding under your Finance Agreement if your vehicle is a total loss. The maximum payable is £6,000.

The full benefits of the cover can be found in Section Two of the policy booklet.

What Private Car GAP Protection doesn't cover?

Like all policies of this type there are some things that **Private Car GAP Protection** does not cover. Importantly, these include:

- If the motor insurer replaces your vehicle or refuses to make a total loss insurance settlement.
- Modified vehicles or vehicles used for competition.
- Any Excess on your motor Insurance policy that is greater than £250.
- If the total loss of your vehicle is caused by your own deliberate act or results from use of alcohol or drugs.

All the policy exclusions are explained in full in Section Three of the policy booklet.

Private Car GAP Protection is available only in respect of Finance Agreements with us that are no longer than 60 months. Cover applies only if you are the registered keeper of the vehicle and you must take out comprehensive motor insurance on it. It must be under 5 years old when cover starts. Please see "To Qualify for Cover" in Section One of the policy booklet which tells you the full eligibility requirements.

Time to reconsider after you apply ("cooling-off period")

If, having applied for **Private Car GAP Protection**, you decide that you do not want the insurance after all, simply write to us within 14 days of your policy starting and all cover will be cancelled. Any premium paid will be refunded to you, provided no claim has been made.

How long cover lasts and how to cancel

Cover will last for the full term of your Finance Agreement with us. It will end earlier if you sell the vehicle or if your comprehensive motor insurance, or the Finance Agreement end early for any reason, or if a claim is paid. We recommend that you review your personal circumstances periodically to make sure this insurance is still suitable for you. However, you should be aware that there is no refund for cancellation of the policy once the cooling-off period has expired. If you do not exercise your right to cancel, the policy will continue for the full term. The Insurers cannot cancel your policy mid-term without your permission or change the terms and conditions of cover.

How to claim

If you need to make a claim simply ring 01444 450 550 during normal office hours. Further details about claiming can be found in Section Six of the policy booklet.

How to complain

If you wish to make a complaint about any aspect of your policy you should contact the Insurers. You can do this by contacting their appointed Scheme Administrators. Please write to: The Managing Director, Cassidy Davis Insurance Services Limited, 21 Perrymount Road, Haywards Heath, West Sussex RH16 3TP. Tel 01444-450550. Fax 01444-458234.

The Insurers have internal complaints handling procedures that are available on request. In the event that you remain dissatisfied you can refer the matter to the Complaints Department at Lloyd's. The contact details are; Complaints Department, Lloyd's, One Lime Street, London EC3M 7HA. Tel 020 7327 5693. Fax 020 7327 5225. E-mail complaints@lloyds.com

Complaints that cannot be resolved by the Complaints Department may be referred to the Financial Ombudsman Service. Further details will be provided at the appropriate stage of the complaints process.

This complaints procedure is without prejudice to your right to take legal proceedings.

Compensation

Lloyd's insurers are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the Scheme if a Lloyd's insurer is unable to meet its obligations to you under this contract. If you are entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of this contract. Further information can be obtained from the Financial Services Compensation Scheme (7th Floor Lloyds Chambers, Portsooken Street, London E1 8BN) by phone on 020 7892 7300 and on their website at www.fscs.org.uk