

Ultimate Protection Combined RTI / GAP Insurance

INSURANCE PRODUCT INFORMATION DOCUMENT

MB&G INSURANCE

Company: MB&G Insurance

Product: Combined RTI / GAP Policy

This document is a summary of cover highlighting the main features and benefits as well as the general conditions and exclusions of this policy. Full terms and conditions can be found in the policy wording. You will also receive a policy schedule showing the specific details of your policy and the cover(s) you have selected. Please take some time to read the policy documents when you receive them. It is important that you tell us as soon as possible if any of the information is incorrect.

What is this type of Insurance?

This cover will pay you in the event of a total loss of your vehicle happening resulting in your vehicle being written off by your comprehensive motor insurance policy insurers.



What is insured?

The difference between:

- a. The invoice (or early settlement amount – only if the vehicle is subject to a finance agreement and the early settlement amount is greater than the invoice price),
And
- b. The value of the vehicle at the date of total loss which will be the greater of:
 - i. the vehicle insurance settlement
 - ii. the market value.



What is not insured?

The benefit will not be paid for a Total Loss of the Vehicle if:

- ✗ It is subject to a lease agreement or is used for hire or reward of whatsoever nature, or as a taxi
- ✗ It has been modified other than in accordance with the manufacturer's specifications; or
- ✗ It is stolen by any person who has access to the vehicles keys

The benefit will not be paid if the Total Loss:

- ✗ Is caused when the vehicle is driven, with your general consent, by someone who does not hold a valid driving licence or is in breach of the conditions of that driving licence
- ✗ Results from You, or any other person with your general consent driving the vehicle, when intoxicated or under the influence of drugs and/or alcohol



Are there any restrictions on cover?

- ! Vehicle insurance must be in place from the start date until the date of the Total Loss
- ! Benefit will not be paid if your vehicle insurance claim has been declined or you have not received the Vehicle Insurance Settlement



Where am I covered?

Cover is offered for England, Scotland, Wales, Northern Ireland, the Isle of Man and the Channel Islands. The Vehicle is also covered in the European Union for a maximum of 60 days in any 12 months of cover.



What are my obligations?

You must provide full and accurate information to all questions asked. Your answers must be true to the best of your knowledge and belief. Your answers will form part of the statement of facts on which your policy will be based. If you become aware that information you have given us is inaccurate or has changed, you must inform us as soon as possible. Failure to do this may invalidate your policy and claims may not be paid.



When and how do I pay?

You can pay your premium as a one-off payment by credit or debit card or in monthly instalments.



When does the cover start and end?

Your cover will start and end on the dates stated in your policy documents.



How do I cancel the contract?

If you decide that for any reason, this policy does not meet your insurance needs then please return it within 14 days from the date 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, the premium will be refunded in full. If you wish to cancel after the 14 day cooling off period, please contact the organisation from whom you bought your policy.

Your Insurer

This insurance 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.

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. This can be checked on the Financial Services Register at <https://register.fca.org.uk>

Making a claim



If you need to make a claim, please obtain a claim form no later than 7 days after the event by calling the claims administrator on **0191 259 6378**

On all conversations and correspondence please tell us you are insured by MB&G Direct and provide the reference number shown in the policy wording along with the unique policy number from your policy schedule. This will help us to validate your policy details and deal with your claim as quickly as possible.

Complaints

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:

COMPLAINTS REGARDING THE SALE OF THE POLICY

In the first instance, please contact MB&G Direct directly. If they are unable to resolve your complaint before the end of the third working day they will pass it to:

UK General Insurance Limited
Cast House, Old Mill Business Park, Gibraltar Island Road, Leeds, LS10 1RJ
T: 0345 218 2685
E: customerrelations@ukgeneral.co.uk

COMPLAINTS REGARDING CLAIMS

Mechanical Breakdown & General Insurance Services Limited
Cobalt Business Exchange, Cobalt Park Way
Newcastle Upon Tyne NE28 9NZ
T: 0191 258 8141

On all correspondence please tell us you are insured by MB&G Direct and provide the reference number shown in the policy wording along with the unique policy number from your policy schedule. This will help us to validate your policy details and deal with your query as quickly as possible.

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 up to €2million and fewer than ten employees. You may contact the Financial Ombudsman Service at:

The Financial Ombudsman Service
Exchange Tower, London E14 9SR
T: 0800 023 4 567 or 0300 123 9 123
E: complaint.info@financial-ombudsman.org.uk

The above complaints procedure is in addition to your statutory rights as a consumer.

What happens if we can't meet our liabilities?

Great Lakes Insurance SE is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme, if it 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 or visit www.fscs.org.uk.