

## Summary about your Early Termination Insurance Policy Underwritten by QBE Insurance (Europe) Limited (QBE)

This document provides only a summary, for full details of all your policy benefits and all terms and conditions you should read the Early Termination Insurance Certificate of Insurance, a copy of which will be provided, by post, after your policy is taken out or at any time on request. On receipt of your Early Termination Insurance Certificate of Insurance you will have time to decide if you wish to cancel the policy – see “Your Right of Cancellation” below.

### Significant Features and Benefits

This insurance is designed to pay the financial shortfall between the amount you require to settle your finance agreement and the market value of your vehicle or, for personal contract hire the termination charge, following your:

- a) being made redundant by your employer or accepting voluntary redundancy; or
- b) driving licence being withdrawn for medical reasons by the issuing authority; or
- c) death; or
- d) or your spouse or common-law partner suffering terminal illness; or
- e) or your spouse or common-law partner suffering disablement or mental illness; or
- f) vehicle being stolen and not recovered; or
- g) vehicle being damaged beyond economic repair and is deemed a total loss by the motor insurer following a valid claim under your motor insurance policy.

The payment of any shortfall is subject to terms and conditions.

Important: Your Policy Schedule will specify which of the above events you are insured for.

### Significant and Unusual Exclusions or Limitations (See sections 3, 8 and 9 of your Certificate of Insurance)

This plan does not cover: -

- any arrears in your payments under your finance agreement or contract;
- your redundancy occurring within the first six months of the policy calculated from the commencement date to the termination date;
- redundancy if you are self-employed or a part time or fixed-term contract worker;
- the total benefit payable under this policy shall not exceed £5,000.
- the occurrence of any circumstances giving rise to a claim which is known or can reasonably be expected to be known by you or your employer at the commencement date;
- your employment ceasing or changing as a result of their driving licence being withdrawn by the issuing authority;
- your employment or salary ceasing as a result of a criminal act gross misconduct dismissal or failure to satisfactorily complete a probationary period;
- any loss or damage or liability insured by any other policy except in respect of any excess amount beyond the limit of that policy, provided that such amount would otherwise be paid under the policy;

The market value of your vehicle is determined by reference to “CAP Black Book” clean value.

**Please note that there are other exclusions and limitations of cover that should be read carefully (See sections 3, 8 and 9 of your Certificate of Insurance)**

### Duration of Cover

The duration of cover will run from the commencement date, as shown in the Policy Schedule, until the earliest of the following dates:

- the insured’s obligations under the finance agreement or contract cease or are transferred to another party; or
- the expiry date of your policy as shown in your schedule;

The period of cover for this insurance shall be no greater than 48 months.

### ELIGIBILITY

You can apply for this insurance if at the date of commencement of the Period of Insurance:-

- You are the registered keeper, owner or hirer of the Insured Vehicle
- You are the insured person and named as the policyholder in the Motor Insurance Policy for the Insured Vehicle
- The term of the finance on the Insured Vehicle is less than or equal to 48 months

### Important Information

#### Your Right of Cancellation (See section 6 of your Certificate of Insurance)

You have a statutory right to cancel the policy within 30 days starting on the later date you enter into the contract, or, if different the date you receive the policy documentation.

To cancel please write to the address shown on your policy schedule. On receipt of your notice of cancellation, we will refund any premiums you have already paid, unless you have already made a claim under your policy.

#### Claims Procedure (See section 11 of your Certificate of Insurance)

If you have reason to claim please report your claim according to the following procedure:

Contact the Scheme Administrator. The claim notification telephone number 0870 757 1680 or write to them at Premia Solutions Ltd, 3 Corunna Court, Corunna Road, Warwick, CV34 5HQ. Full details of how to make a claim are included in the policy.

#### Complaints Procedure

If you are unhappy with the service provided and are concerned about the administration of this a policy or premium or claim enquiry please write to:

The Scheme Administrator  
Premia Solutions Ltd  
3 Corunna Court  
Corunna Road  
Warwick  
CV34 5HQ

If you remain dissatisfied after this please write to:

The Customer Satisfaction Manager,  
Product Protection,  
QBE Insurance (Europe) Limited  
Plantation Place, 30 Fenchurch Street,  
London, EC3M 3BD.  
Tel: 020 7105 4000  
Fax: 020 7105 4019  
Registered in England No. 1761561

If the Company cannot resolve the matter to your satisfaction, they will provide you with a final response so that you can, if you wish, refer the matter to the Financial Ombudsman Service at the following address:

Insurance Division  
The Financial Ombudsman Service  
South Quay Plaza 2  
183 Marsh Wall, Docklands  
London E14 9SR

Making a complaint to the Financial Ombudsman Service does not affect your right to take legal proceedings.

#### Compensation

QBE Insurance (Europe) Limited is covered under the Financial Services Compensation Scheme. This provides compensation in case any of its members are unable, in specified circumstances, to meet any valid claims under their policies. The first £2,000 of a claim is protected in full. Above this threshold, 90% of the remainder of the claim will be met (100% if the insurance is legally compulsory). Compensation is only available to commercial customers in limited circumstances. Further information can be obtained from the Company at the address above, or from the Financial Services Compensation Scheme at the following address:

Financial Services Compensation Scheme  
7<sup>th</sup> Floor, Lloyds Chambers, 1 Portsoken Street, London E1 8BN.  
Tel: 020 7892 7300

#### Directive Required Information

QBE Insurance (Europe) Limited is a private company limited by shares and is authorised and regulated by the Financial Services Authority (FSA) as an insurance company and, with effect from 14 January 2005, to undertake insurance mediation, under Registration Number **202842**

You can check this on the FSA’s Register by visiting the FSA’s website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234

In the event of a complaint please refer to the above procedure.

#### The law and language applicable to the policy.

The law of England and Wales will apply to this contract unless you and the company agree otherwise.

The language used in this policy and any communications relating to it will be English.

#### Company Head Office

The Company’s Home State is the United Kingdom and this policy is underwritten from its London premises located at the address below. The Company’s Head Office and registered address is:

QBE Insurance (Europe) Limited  
Plantation Place, 30 Fenchurch Street, London, EC3M 3BD.  
Tel: 020 7105 4000 (Fax: 020 7105 4019)  
Registered in England No. 1761561