

# Comprehensive Commercial Vehicle Insurance

## Insurance Product Information Document

Company: Markerstudy Insurance Services Limited

Product: Commercial Vehicle

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This document provides a summary of the key information relating to this motor insurance policy and should be read in conjunction with your Policy Wording, Policy Schedule, Certificate and proposal form or statement of fact to ensure you understand the full terms and conditions that apply. [MHRCVCOMP02/24]

### What is this type of insurance?

**MISL MHR Commercial Vehicle** - Motor Insurance policies provide the level of cover you are required, by law, to have to drive your vehicle on the road. This Comprehensive policy also provides cover for damage to your vehicle following an accident, fire or theft.



### What is Covered?

- ✓ Legal liability for death or injury to any other person, including passengers
- ✓ Legal liability for damage to other people's property up to £5,000,000
- ✓ Loss or damage caused accidentally, or as a result of malicious damage, fire and theft up to the market value
- ✓ Windscreen repair / replacement
- ✓ Personal Accident Benefits: For you any named driver or your partner (see policy wording for definition) for death, loss of limb(s)/eye(s) or total disablement up to the sum of £5,000
- ✓ Medical expenses. Up to £250 per person
- ✓ Personal belongings. Up to £250
- ✓ Foreign use. For up to 30 days in total in any period of insurance
- ✓ Courtesy van for a period not exceeding 14 days or the duration of the repair whichever occurs first
- ✓ In-vehicle entertainment & navigation equipment – unlimited if fitted as standard or up to £500 if not fitted as standard
- ✓ Replacement locks up to a value of £500 if your vehicle key or the card entry system for the insured vehicle is lost or stolen
- ✓ Uninsured driver promise. Following an accident that is caused by an uninsured motorist we will refund the cost of your excess and restore your No Claim Discount.
- ✓ Vandalism promise. If you make a claim caused as a result of vandalism, you will not lose your No Claim Discount.
- ✓ Emergency transport & accommodation. If you are not able to drive as a result of an incident covered under section A or B we will assist in getting you and up to 8 passengers to your home or planned destination. Alternatively, we will pay for one night's accommodation at a maximum cost of £80 per person to a maximum of £500 or supply a temporary hire car up to 1100cc for a maximum of 24 hours.
- ✓ Child car seat cover. If you have a child car seat fitted to the vehicle that is involved in a covered loss, we will cover the cost of replacing the seat even if there is no damage to it.



### What is Not Covered?

- ✗ You will be responsible for the first part of any claim –this is known as the "Excess". The Excess will be shown on your Schedule or in the Document of Insurance and can be advised to you by your insurance intermediary.
- ✗ Loss or damage when your vehicle is left unattended if the last person in charge of your vehicle before the loss or damage happened is not shown on your certificate of motor insurance as allowed to drive.
- ✗ Damage to or loss of your vehicle or its accessories when your vehicle is left unattended unless your vehicle is fully secured.
- ✗ Loss or damage resulting from incorrectly maintaining or fueling the insured vehicle by not following manufacturer instructions.
- ✗ Loss of or damage to tyres caused by braking, punctures, cuts or bursts.
- ✗ Loss or damage caused deliberately by you or any person who is in charge of the insured vehicle with your permission.
- ✗ Any liability to others, or loss or damage to any van covered by this insurance when the van is being driven in an unsafe, unroadworthy or damaged condition or does not have a valid MOT certificate when needed or the van is carrying a load or a number of passengers which is unsafe or greater than the manufacturer's specifications.
- ✗ Mechanical, electrical, electronic, computer or computer software breakdowns, failures, faults or breakages.
- ✗ The loss of, or damage to, your van resulting from fraud, deception or attempted fraud or deception or by the use of a counterfeit or other form of payment which a bank or building society will not authorise.
- ✗ Loss of or damage caused by someone taking the insured vehicle without your permission, unless the incident is reported to the police and assigned a crime reference number and you do not subsequently withdraw that statement.
- ✗ Damage caused by frost unless you took precautions to protect the insured vehicle.
- ✗ Any fraudulent act knowingly carried out by you or any driver named on the certificate of motor insurance.



## Are there any restrictions on my cover?

Please refer to your policy documentation for full details of restrictions

- ! We will not provide any cover under this insurance (other than that required by the Road Traffic Acts), if an accident occurs whilst you or any other insured person whilst driving; a) Is found to be over the lawful limit for driving with alcohol; or b) Is driving whilst unfit through drink or drugs, whether prescribed or otherwise; or c) Fails to provide a sample of blood, urine or breath when required to do so, without a lawful reason. In addition, we will recover from you or the driver all sums paid (including legal costs) whether in settlement or under a judgment of any claim arising from an accident.
- ! Where an excess applies you will be required to pay this in the event of a related claim. Excesses are shown on your schedule or in the Document of Insurance
- ! Courtesy vans are not always available but we will always do our utmost to provide you with assistance and where possible supply a van within 48 hours following collection of the damaged vehicle. Some specialist repairers or repairers not on our approved repairer panel may not be able to provide you with a courtesy van. You are not entitled to a courtesy van if it is believed your vehicle is beyond economical repair. Courtesy vans must be cared for by you and as such you will be responsible for any damage, unauthorised use and any penalties associated with its use
- ! Loss or Damage in respect of theft or attempted theft of your vehicle may be excluded unless your vehicle is kept as you declared at inception or renewal or following a change of address ie: garaged or on private property
- ! Your policy cover may be inoperative and of no effect if your vehicle is driven in excess of the annual mileage you have disclosed at the inception or renewal of your policy. Please refer to your insurance intermediary for confirmation of cover
- ! Loss or damage in respect of theft or attempted theft of your vehicle may be excluded if you have an alarm, immobiliser or tracking device fitted to your vehicle and it is not operative. Please refer to your insurance intermediary for confirmation of cover.



## Where am I covered?

You are covered to drive in:

- ✓ UK
- ✓ Any member country of the European Union for up to 30 days in total in any period of insurance
- ✓ Andorra, Iceland, Liechtenstein, Norway, Switzerland, Serbia for up to 30 days in total in any period of insurance

You must notify your insurance intermediary of the details of any journey outside of the UK prior to travelling.



## What are my obligations?

- At the start of the policy you must give complete and accurate answers to any questions we may ask you
- Premiums must be paid on time
- If you need to make a claim you must provide us with full details as soon as possible
- You must tell us about any changes to your details as soon as possible as failure to advise us may invalidate your insurance and any claim may be refused.



## When and how do I pay?

Payment will be required when you take the policy out, or by instalment if your insurance intermediary can arrange this for you.



## When does my cover start and end?

Cover lasts for one year and the dates of cover are specified in your Policy Schedule.



## How do I cancel my contract?

You may cancel your insurance contract at any time by contacting your insurance intermediary.

We will make a deduction for any administration costs we have incurred and these charges may be in addition to any cancellation charges levied by your insurance intermediary.

Full cancellation details are contained within your Document of Insurance, a copy of which is available from your insurance intermediary.