

Policy Handbook

Agreed Valuation GAP Insurance

What You Need to Know

May 2023

If you need to make a claim on your policy, in the first instance please call 024 7652 7849

Policy Summary

Agreed Valuation GAP Insurance. Underwritten by Arch Insurance (UK) Limited. This policy summary does not contain full details and conditions of your insurance – these are located in your policy wording.

Where headings are shown in *blue italics* in this policy summary, full details can be found in your policy wording using the same headings. To help you locate these within the policy wording, please refer to the contents section detailing the main sections of the policy.

Type of Insurance and Cover

Agreed Valuation GAP insurance.

Eligibility

You are eligible for this insurance, provided at date of commencement and during the period of insurance your vehicle:

- Is a car or light commercial vehicle up to 3500kg gross weight and is permanently registered in the United Kingdom.
- Is insured by a comprehensive motor insurance policy covering damage, fire and theft, issued by an insurer authorised in the United Kingdom.
- Is not included under the section entitled *Excluded Vehicles*.
- Is not used for any of the uses specified in the *Excluded Vehicle Uses* section.
- Has never appeared on the total loss register.
- Has a market value of £2,500 at the date of commencement.
- Is under 8 years old at the date of commencement.
- Has covered less than 80,000 miles at the date of commencement.

and

- You are the legal owner of the vehicle insured under this policy.

Significant Features and Benefits

What is Covered

Subject to exclusions this insurance covers the amount by which the agreed valuation (as defined in the policy wording) exceeds the insured value you receive from the motor insurance policy following the total loss of your vehicle in the UK.

The original purchase price may be used as the basis of valuation if you purchased this insurance cover within 30 days of your vehicle purchase and you purchased your vehicle from a VAT registered motor trader.

Significant or Unusual Exclusions or Limitations

What is Not Covered and *General Conditions*

- Your vehicle must be serviced in accordance with the manufacturer's requirements during the period of insurance. You must keep all service invoices as these will be needed when making a claim.
- Any claim that occurs when you are not the legal owner and keeper of the vehicle.

- Any claim that occurs when your vehicle is not covered under a comprehensive policy of motor insurance, covering damage, fire and theft or covers your vehicle for third party, fire and theft, issued by an insurer authorised in the United Kingdom.
- Any claim where the motor policy insurer offers to provide a replacement vehicle in settlement of your claim, whether you accept it or not.
- Any claim where the motor insurance policy insurer has offered to repair the vehicle but you have requested the claim to be dealt with on a total loss basis.
- Any claim by accident where the driver of the vehicle is under the influence of alcohol, drugs not prescribed by a registered medical practitioner or drugs prescribed by a registered medical practitioner where a warning against driving has been given.
- Any replacement, loss, damage or liability that can be claimed from a more specific insurance.
- Your vehicle is included under the section entitled *Excluded Vehicles*.
- Claims arising as a result of using the vehicle for any of the *Excluded Vehicle Uses*.
- Wear and tear.
- In the case of any claim where you accept an offer of insurance settlement of less than the market value of your vehicle on the date on which your vehicle is deemed to be a total loss by the motor insurance provider, we will settle your claim using the market value on this date.
- If you have purchased your vehicle from a VAT registered motor trader within 30 days of taking this cover, we will not cover any additional costs shown on the vehicle purchase invoice for anything other than the purchase of your vehicle. This includes but is not limited to, motor insurance, servicing and maintenance plans, warranty, payment protection and recovery, road fund licence and accessories fitted other than by the manufacturer, or any outstanding finance carried over from a previous credit agreement including cash back.
- The policy will end on payment of a valid claim.
- Any replacement, loss, damage or liability that can be claimed on a more specific insurance.
- Under no circumstances can this policy be transferred to any other person or vehicle.

Duration

The cover duration is variable. You may need to review this cover periodically to ensure it remains adequate for your needs. Please refer to your policy schedule which will show the duration of cover applicable.

Cancelling Your Policy

You have the right to cancel this policy at any time during the period of insurance.

If you have paid a premium for the cover and you cancel within 30 days of the receipt of the policy documentation, or the commencement date, whichever is later, we will make a full refund of premium provided no claim has been made.

Where a claim has been made within the first 30 days then the value of the claim will be deducted from your refund. Should this reduce the balance to zero then no refund will be payable to you.

If you cancel after the first 30 days of receipt of the policy documentation, or the commencement date, whichever is later, and no claims have been made you will be entitled to a pro rata refund for the complete unexpired months remaining of the policy after the deduction of our administration fee of £30 + VAT. If a claim has been made there will be no refund of premium.

Please refer to the [Cancelling Your Policy](#) section for full cancellation terms and conditions.

How to Claim

You are required to contact the claims office so that the claims procedure can be fully explained to you. To make a claim, please telephone the claims office on telephone number 024 7652 7849.

Making a Complaint

Any complaint you may have should in the first instance be addressed to Global Insurance Management Limited.

If you have received a final written response to your complaint and it is still not resolved, you can approach The Financial Ombudsman Service. Referral to the Financial Ombudsman will not affect your right to take legal action.

Full details of addresses and contact numbers can be found in the [Making a Complaint](#) section of the policy wording.

Financial Services Compensation Scheme (FSCS)

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme in the unlikely event we cannot meet our obligations to you. This depends on the type of insurance and the circumstances of the claim. Further information about the compensation scheme arrangements is available from the FSCS (www.fscs.org.uk).

Contents

• Understanding Your Policy	3	• Excluded Vehicle Uses	5
• Definitions	3	• Claims Conditions and How to Make a Claim	5
• What is Covered	4	• General Conditions	6
• Other Benefits	4	• Cancelling Your Policy	7
• What is Not Covered	4	• Making a Complaint	7
• Excluded Vehicles	5	• Data Protection / Fair Processing	8
		• Transfer of Your Policy Form	9

If you need to make a claim on your policy, in the first instance please call 024 7652 7849.

Understanding Your Policy

This policy is underwritten by Arch Insurance (UK) Limited, which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. FCA reference number 229887. Registered Office 5th Floor, 60 Great Tower Street, London EC3R 5AZ. Registered in England and Wales: No. 04977362

This policy is administered by Global Insurance Management Limited in its capacity as the agent of Arch Insurance (UK) Limited. Global Insurance Management Ltd is authorised and regulated by the Financial Conduct Authority. This can be checked on the FCA's register by visiting the FCA's website at <https://register.fca.org.uk>.

Please refer to **your** policy schedule for confirmation of the cover **you** have been supplied with or have purchased.

Please read this policy carefully and make sure **you** understand and fully comply with it's terms and conditions. Failure to do so may jeopardise the payment of any claim which might arise and could lead to the policy becoming void. Please ensure **you** keep it in a safe place so **you** can read it again if **you** need to.

Your attention is drawn to the complaints procedure in the section entitled Making a Complaint.

The Policy

Your policy is evidence of **your** contract of insurance with **us**. **You** should read it carefully and keep it in a safe place.

In return for having accepted **your** premium **we** will, in the event of a **total loss** occurring in the **period of insurance**, provide insurance as described in the following pages and referred to in **your** schedule.

The policy contains details of the insurance cover **you** have been supplied with or have purchased, what is excluded from cover and the conditions of this insurance. The policy should be read in conjunction with the policy schedule.

The Policy Schedule

This must be kept with the policy and contains **your** details, details of the **vehicle**, details of the cover provided to **you** under this policy and the **period of insurance**. Please check that the information contained in the policy schedule is correct and that it meets **your** requirements. If it does not, please immediately contact the **administrator** or the **agent** who arranged this insurance for **you**.

Rights of Third Parties

A person who is not a party to this policy has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this policy but this does not affect any right or remedy of a third party which exists or is available apart from that Act.

Definitions

*Any word or expression to which a specific meaning has been attached will bear the same meaning throughout this insurance and will appear in **bold**.*

- Administrator** means Global Insurance Management Ltd whose address is 7th Floor, Eaton House, 1 Eaton Road, Coventry, CV1 2FJ. Customer services telephone number: 024 7652 7842.
- Agent** means the party, person or company who has arranged this insurance on **your** behalf.
- Agreed valuation** means the value of the **vehicle** based on the retail valuation in the Glass's Guide for a vehicle of the same age, make, model trim level, recorded mileage and overall condition at the **date of commencement**. **We** reserve the right to have an independent valuation undertaken should the specification not be available within Glass's Guide or it is suspected that the condition of **your vehicle** is such that this would affect the value. There will be no value allowance for non standard fittings, other than a reduction should any non-standard fittings be considered to have a detrimental effect on retail prospects and or value. Glass's Guide is a motor trade publication recognised and used extensively throughout the motor vehicle industry to value used vehicles.
- Claims office** means Global Insurance Management Ltd whose address is 7th Floor, Eaton House, 1 Eaton Road, Coventry, CV1 2FJ. Claims telephone number: 024 7652 7849.
- Date of commencement** means the initial/original start date of this cover, stated on **your** policy schedule.
- Date of loss** means the date of the incident to the **vehicle**, in respect of which a **total loss** is subsequently paid under the **motor insurance policy**.
- Insured value** means the amount **you** received under the **motor insurance policy** in respect of the **vehicle** as a result of a **total loss**.
- Market value** is based on the mid point between the retail and trade valuations in the Glass's Guide for a vehicle of the same age, make, model trim level, recorded mileage and overall condition on the **date of loss**. **We** reserve the right to have an independent valuation undertaken should the specification not be available within Glass's Guide or it is suspected that the condition of **your vehicle** is such that this would affect the value. There will be no value allowance for non standard fittings, other than a reduction should any non-standard fittings be considered to have a detrimental effect on retail prospects and or value. Glass's Guide is a motor trade publication recognised and used extensively throughout the motor vehicle industry to value used vehicles.
- Motor insurance policy** means a policy of motor insurance which is maintained throughout the **period**

of insurance, is issued by an insurer authorised in the United Kingdom and covers **your** vehicle in respect of accidental damage, fire and theft (comprehensive policy) or covers **your vehicle** for third party, fire and theft (in which case **we** will only make a payment if **you** receive a **total loss** settlement from either **your** insurer or the third party's insurer).

10. **Original purchase price** means the purchase price **you** paid for the **vehicle** from a VAT registered motor trader (including manufacturer fitted accessories that were fitted at the time of manufacture) but excluding any amount financed above the **agreed valuation** of **your vehicle**.
11. **Period of insurance** means the length of time that this policy operates as stated on the policy schedule.
12. **Total claim limit** means the maximum amount that can be claimed on the policy during the **period of insurance**. Please refer to **your** policy schedule for further details.
13. **Total loss** means when a claim has been made under the **motor insurance policy** and the claim has been settled, with the **vehicle** salvage forfeited and a total loss payment made in full and final settlement.
14. **Vehicle** means only the vehicle as stated on the policy schedule. Please refer to the Excluded Vehicles section for details of vehicles excluded from cover.
15. **We/Us/Our** means Arch Insurance (UK) Limited, which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. FCA reference number 229887. Registered Office 5th Floor, 60 Great Tower Street, London EC3R 5AZ. Registered in England and Wales: No. 04977362.
16. **Wear and tear** means the gradual deterioration associated with the use, age and mileage of the **vehicle**.
17. **You/your** means the policyholder named on the policy schedule.

What is Covered

This insurance is designed to pay for the financial shortfall between the amount **you** receive from the **motor insurance policy**, or the **market value** of the **vehicle**, whichever is the greater, in the event of **your vehicle** being a **total loss** following damage, fire or theft in the UK and the **agreed valuation** at **date of commencement** as stated on **your** policy schedule.

The **original purchase price** may be used as the basis of valuation if **you** purchased this insurance cover within 30 days of **your** purchase of the **vehicle** from a VAT registered motor trader.

Subject to the conditions and exclusions set out in this policy, **you** are covered up to the **total claim limit** as shown on **your** policy schedule.

Market value is based on the mid-point between the retail and trade valuations in the Glass's Guide for a vehicle of the same age, make, model, trim level, recorded mileage and overall condition. Glass's Guide is a motor trade publication recognised and used throughout the motor vehicle industry to value used vehicles.

Policy Limits

Total claim limit

Please refer to **your** policy schedule for the **total claim limit** applicable to this policy.

This policy will end on payment of a valid claim.

Other Benefits

This insurance also includes the following benefits, subject to the General Conditions, Claims Conditions and What is Not Covered by this policy.

Motor Insurance Excess

This policy covers motor insurance excess up to an amount of £250.00.

Overseas Use

This policy covers overseas use for a maximum of 60 days consecutively during the **period of insurance**, subject to the General Conditions, Claims Conditions and what is Not Covered by this policy.

If **you** wish to speak to the **claims office** whilst abroad, please telephone (00) 44 247 6527849.

What is Not Covered

The following are excluded from cover provided under this policy:

1. Any **total loss** where the fault or incident leading to **total loss** occurred before the **date of commencement** of this policy.
2. Any incidence of malicious damage or theft, which is not accompanied by a valid and substantiated crime reference number.
3. Any **total loss** where the **vehicle** is stolen by any person having access to the keys of the **vehicle** unless the keys are obtained using forcible and violent means.
4. Any **total loss** by accident where the driver of the **vehicle** is under the influence of alcohol, drugs not prescribed by a registered medical practitioner or drugs prescribed by a registered medical practitioner where a warning against driving has been given.
5. Any **total loss** which is not subject of a claim payment under the damage, fire or theft sections of a **motor insurance policy**.
6. Any additional costs shown on **your vehicle** invoice for anything other than the purchase of **your vehicle**. This includes, but is not limited to, motor insurance, servicing and maintenance plans, warranty, payment protection, recovery, road fund licence, accessories fitted other than by the manufacturer.
7. Any amount deducted by the **motor insurance policy** insurer in respect of but not limited to salvage, excess over £250, **wear and tear** or any damage previously sustained to the **vehicle** in any incident not resulting in the **vehicle** being declared a **total loss**.
8. Any claim arising from a **total loss** where **you** have accepted a replacement vehicle under terms offered by the **motor insurance policy**.
9. Any costs incurred in excess of, or outside of, the liability under this insurance. It is **your** responsibility to meet any costs in excess of, or rejected as not being **our** liability.
10. Any costs resulting from using **your vehicle** for any use in the Excluded Vehicle Uses section.
11. Any costs arising from depreciation or in the value of the **vehicle** other than as specified in the What is Covered section.
12. **You** are not covered for any other costs that are indirectly caused by the event which led to **your**

claim, unless specifically stated as covered in this policy.

13. Any liability where the **vehicle** is found to be unfit for the purpose for which it was intended, is not as described or is not of satisfactory quality.
14. Any liability in respect of **your vehicle** after the policy has been transferred to a replacement vehicle.
15. VAT where **you** are VAT registered.
16. Any **total loss** of any nature arising directly or indirectly, in whole or in part, due to any misuse, act or omission which is wilful, or unlawful on **your** part.
17. Any **total loss** incurred whilst **your vehicle** is outside the United Kingdom for more than 60 days consecutively.
18. Any **total loss** due to any computer or other equipment, data processing service product, microchip, micro processor, integrated circuit, embedded chip or similar device, computer software program or process or any other electrical or electronic system directly or indirectly caused by computer viruses.
19. Any **total loss** due to the failure, or fear of failure, or inability of any equipment or any computer program, whether or not **you** own it, to recognise or to interpret correctly or process any date as its true calendar date, or to continue to function correctly beyond that date.
20. Any **total loss** where the replacement, loss, damage or liability is claimable on a more specific insurance or guarantee.
21. **Wear and tear.**
22. Under no circumstances can this policy be transferred to any other person or vehicle.

Excluded Vehicles

The following vehicles and uses are excluded from cover provided under this policy.

Vehicles:

- Not designed and manufactured to UK specifications.
- Modified from the manufacturer's specification.
- Which include any experimental equipment, whether or not supplied by the manufacturer.
- Owned temporarily or otherwise by a lease company or business formed for the purposes of selling or servicing motor vehicles.
- Designed to carry more than 8 people including the driver.
- Over 3500kg gross weight.
- Which are classified as non passenger cars, motor-caravans, caravans, kit cars or replica cars.
- Specifically designed for primary sale in Northern, Southern and Central America.
- Powered by rotary engine, hydrogen fuel cell, Liquid Petroleum Gas (LPG) or Compressed Natural Gas (CNG).
- With a market value of less than £2,500 at inception of this policy.
- Over 8 Years old or have travelled more than 80,000 miles at the date of inception.
- Which have previously appeared on the total loss register.

Excluded Vehicle Uses

Any vehicle used for competition, trial (other than treasure hunts), track days, rally, racing, greenlaning, pace making

or off road use. Any vehicle used for hire or reward, transportation of goods, driving school, delivery courier and emergency or recovery services.

Claims Conditions and How to Make a Claim

You must comply with the following conditions and instructions to have the full protection of **your** policy. If **you** do not comply with them **we** may, at **our** option:

- Cancel the policy.
- Refuse to deal with **your** claim.
- Reduce the amount of the claim payment.

Offer of Settlement

Please do not accept an offer of settlement in respect of a total loss from the **motor insurance policy** until you have contacted the **claims office**. If **you** accept the offer of settlement before **you** have contacted the **claims office** of less than the market value of the **vehicle** **we** reserve the right to settle **your** claim using the market value of **your vehicle**, adjusted for condition, age and mileage.

Market value is based on the mid-point between the retail and trade valuations in the Glass's Guide for a vehicle of the same age, make, model, trim level, recorded mileage and overall condition. Glass's Guide is a motor trade publication recognised and used throughout the motor vehicle industry to value used vehicles.

Protect the Damaged Vehicle

You must take all reasonable steps to safeguard the **vehicle** in the event of damage occurring to **your vehicle**.

Malicious Damage and Theft

In the case of malicious damage or theft, **you** must report the incident to the police and advise the **claims office** of **your** valid crime reference number.

Fraudulent Claims and Cancellation

If **you** or anyone acting on **your** behalf:

- makes a false, fraudulent or exaggerated claim;
- supports a claim with false or fraudulent documents, devices or statements, even if the claim itself is genuine; and/or
- makes a claim for loss which was deliberately caused by **you** or anyone acting on **your** behalf

We shall, at **our** absolute discretion:

- refuse to pay the whole of the claim;
- recover from **you** any sums which **we** have already paid in connection with the claim; and/or
- terminate the Policy with effect from the date when the fraud was committed.

We shall not refund any premium if we know or have reasonable grounds to suspect that fraud has been committed.

Insurance Act / Duty of Fair Presentation

Information **you** have given **us** [Consumer/CIDRA]

In deciding to accept this insurance and in setting the terms and premium, **we** have relied on the information **you** have given **us**. **You** must take care when answering any questions **we** ask by ensuring that all information provided is accurate and complete.

If **we** establish that you deliberately or recklessly provided **us** with false or misleading information **we** will treat this insurance as if it never existed and decline all claims and **we** will not return the premium paid.

If **we** establish that **you** carelessly provided **us** with false or misleading information it could adversely affect **your** insurance and any claim. For example **we** may:

- Treat this insurance as if it had never existed and refuse to pay all claims and return the premium paid. **We** will only do this if **we** provided **you** with insurance cover which **we** would not otherwise have offered; or
- amend the terms of **your** insurance. **we** may apply these amended terms as if they were already in place if a claim has been adversely impacted by your carelessness; or
- Charge **you** more for **your** insurance or reduce the amount **we** pay on a claim in the proportion the premium **you** have paid bears to the premium **we** would have charged **you**; or
- Cancel **your** insurance in accordance with the “**Cancelling this insurance**” section.

We or **your** insurance broker will write to **you** if **we**:

- Intend to treat this insurance as if it never existed; or
- Need to amend the terms of **your** insurance; or
- Require **you** to pay more for **your** insurance.

Non-Assignment

You may not assign or transfer any rights under the policy without **our** prior written consent.

Sanctions

We shall not be deemed to provide cover and **we** shall not be liable to pay any claim or provide any benefit under the policy to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose **us** to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.

Transfer of Rights

We may at **our** sole option take any steps in **your** name against any person to recover any money **we** pay in settlement of **your** claim. **You** must give **us** all assistance necessary.

Making a Claim

If a **total loss** occurs **you** must report **your** claim according to the following procedure.

All claims must be made as soon as reasonable and in any case, no more than 30 days after it becomes apparent that **your vehicle** will be declared a **total loss** by the **motor insurance policy** provider.

Contact the Claims Office

You are required to contact the **claims office** so that the claims procedure can be fully explained to **you**.

The claim notification telephone number is 024 7652 7849. Calls are recorded and monitored.

Claims Authorisation

For claims authorisation, **you** must confirm:

- **Your** policy number and **vehicle** details.
- The exact mileage of **your vehicle** at the time of **total loss**.
- The cause of **total loss**.
- The outstanding **finance agreement** settlement figure.

A claim form will be sent to **you** for completion and return.

Payment

No benefit shall become payable under this policy until **we** have received proof to **our** satisfaction of:

- Payment of the claim for **total loss** under the **motor insurance policy** stating the insurance settlement figure.
- The market value as at the **date of loss**.
- Cause of **total loss**.
- Valid crime reference number in the case of malicious damage or theft.
- Evidence of the **outstanding balance**, remaining term, interest charges, and any reduction available for early redemption.
- The original invoice detailing the **original purchase price**.
- Any other evidence which may be reasonably required by **us**.

The **administrator** will not be held responsible for any costs incurred due to a delay in acquiring or submitting details.

If **you** are not the legal owner of the **vehicle we** will make the payment in the event of a claim to the legal owner.

If any part of **your** claim is declined **you** may request the reason in writing. Please contact the **claims office**.

Use of an Engineer

At notification of any claim, or following receipt of the estimate, the **claims office** reserves the right to instruct an engineer to inspect **your vehicle** before authorising any claim.

When this right is exercised **we** shall have no liability for any loss incurred by **you** arising from any possible delay. Any decision on liability will be withheld until the engineer's report is received.

Salvage

We accept no liability for the disposal of **your vehicle** or any parts of it in any event.

Overseas Use

In the event of **total loss** outside of the United Kingdom, all terms, conditions and exclusions of this policy apply.

General Conditions

You must comply with the following conditions to have the full protection of **your** policy. If **you** do not comply with them **we** may, at **our** option:

- Cancel the policy.
- Refuse to deal with **your** claim.
- Reduce the amount of the claim payment.

1. Vehicle Checks

Between services **you** must ensure that the regular vehicle checks are carried out, as recommended by the manufacturer

and stated in the servicing handbook, for example: fluid level checks.

2. Changes in Your Circumstances

You must notify **us**, as soon as possible, of any of the following changes to **your** circumstances, as these may affect this insurance: change of address, change of registration number, change of use or ownership of the **vehicle**. **We** will then advise **you** of any change in terms.

3. Vehicle Registration

Your vehicle must be permanently registered in the UK during the **period of insurance** and insured by a **motor insurance policy** issued by an insurer authorised in the UK during the **period of insurance**.

4. In the Event of Your Death

In the event of **your** death, the remaining benefit of this policy may be transferred to **your** spouse or partner if they become the owner of the **vehicle** insured under this policy. Proof in the form of a death certificate and change of registered keeper will be required before any remaining benefit will be transferred. Under no other circumstances can this policy be transferred to another person.

Cancelling Your Policy

You may cancel this policy at any time, if **you** received this policy free of charge there will be no refund of premium.

Statutory Cancellation Rights

If **you** have paid a premium for the cover and **you** cancel within 30 days of the receipt of the policy documentation, or the commencement date, whichever is later, **we** will make a full refund of the premium provided no claim has been made.

Where a claim has been made within the first 30 days then the value of the claim will be deducted from **your** refund. Should this reduce the balance to zero then no refund will be payable to **you**.

You should contact the **agent** to arrange the premium refund. The **agent** will refund **your** premium to **you** after authorisation from **us**. After receipt of **your** instructions no further claim payments will be made for any incident likely to result in a valid claim being made, whether notified to **us** or not at the time of **us** receiving **your** instructions.

Cancellation Outside The Statutory Period

If **you** cancel this policy after the first 30 days of receipt of the policy documentation, or the commencement date, whichever is later, and no claims have been made **you** will be entitled to a pro rata refund for the complete unexpired months remaining of the policy after the deduction of **our** administration fee of £30 + VAT. If a claim has been made there will be no refund of premium.

You may cancel this policy by providing notice to the **agent**:
Telephone Number: 028 9104 2370.

Address: GAP Insurance Department, Hughes Insurance, 4 Jubilee Road, Newtownards, Co. Down, BT23 4WN

Email Address: Customer.Service@hughesinsurance.co.uk

After receipt of **your** instructions no further claim payments will be made for any incident likely to result in a valid claim being made, whether notified to **us** or not at the time of **us** receiving **your** instructions.

Where **you** have agreed an instalment plan to pay for this cover, **your agent** may deduct the outstanding amount due

to them from any refund received from **us**. **Your agent** will confirm any amount owed to them prior to actioning **your** request.

Cancellation By Us

We reserve the right to cancel the policy by providing 90 days prior written notice by registered post to **your** last known address. If **we** cancel **your** policy **we** will retain an amount of premium for the number of expired months cover and refund the balance calculated on the complete unexpired months to **you**, at **your** last known address.

Making a Complaint

We aim to provide the highest standard of service to every customer. If our service does not meet your expectations, we want to hear about it so we can try to put things right. All complaints we receive are taken seriously. The following will help us understand your concerns and give you a fair response.

Making Your Complaint

If **your** complaint relates to a claim on your policy, please contact:

Claims Office, Global Insurance Management Limited, 7th Floor, Eaton House, 1 Eaton Road, Coventry, CV1 2FJ.

Tel: 024 7652 7849

Email: claims@globalim.co.uk

If **your** complaint relates to **your** policy, please contact:

Customer Services, Global Insurance Management Limited, 7th Floor, Eaton House, 1 Eaton Road, Coventry, CV1 2FJ.

Tel: 024 7652 7842

Email: complaints@globalim.co.uk

When **you** make contact please provide the following information:

- **Your** name, address and postcode, telephone number and e-mail address (if **you** have one);
- **Your** policy and/or claim number, and the type of policy **you** hold;
- The reason for **your** complaint.

Any written correspondence should be headed 'COMPLAINT' and **you** may include copies of supporting material.

Should **you** remain dissatisfied following **our** final written response, **you** may be eligible to refer **your** case to the Financial Ombudsman Service (FOS).

The FOS is an independent body that arbitrates on complaints about general insurance products. **You** have six months from the date of **our** final response to refer **your** complaint to the FOS. This does not affect **your** right to take legal action.

If **we** cannot resolve **your** complaint **you** may refer it to the Financial Ombudsman Service at the address given below.

The Financial Ombudsman Service,
Exchange Tower, London, E14 9SR

Tel: 0300 123 9123 or 0800 023 4567

Email: complaint.info@financial-ombudsman.org.uk

Our Promise to You

We will:

- Acknowledge all complaints promptly.
- Investigate quickly and thoroughly.
- Keep **you** informed of progress.

- Do everything possible to resolve **your** complaint.
- Use the information from complaints to continuously improve **our** service.

Telephone calls may be recorded or monitored. Call costs may vary depending on **your** service provider.

Financial Services Compensation Scheme (FSCS)

We are covered by the Financial Services Compensation Scheme (FSCS). **You** may be entitled to compensation from the scheme in the unlikely event we cannot meet **our** obligations to **you**. This depends on the type of insurance and the circumstances of the claim. Further information about the compensation scheme arrangements is available from the FSCS (www.fscs.org.uk).

Data Protection / Fair Processing

We and the **Administrator** are the data controller(s) (as defined by the Data Protection Act 2018 and all applicable laws which replace or amend it, including the General Data Protection Regulation) who may collect and process **your** personal information.

For full details of what data **we** collect about **you**, how **we** use it, who **we** share it with, how long **we** keep it and **your** rights relating to **your** personal data, please refer to **our** Privacy Notice which will be available on our website <https://www.archcapgroup.com/privacy-policy/>

If **you** do not have access to the Internet, please write to the Group Data Protection Officer (address below) with **your** address and a copy will be sent to **you** in the post.

In summary:

We and the **Administrator** may, as part of **our** agreement with **you** under this contract, collect personal information about **you**, including:

- Name, address, contact details, date of birth and cover required
- Financial information such as bank details
- Details of any claim

We and the **Administrator** collect and process **your** personal information for the purpose of insurance and claims administration.

All phone calls may be monitored and recorded and the recordings used for fraud prevention and detection, training and quality control purposes.

Your personal information may be shared with third parties which supply services to **us** or which process information on **our** behalf (for example, premium collection and claims validation, or for communication purposes related to **your** cover). **We** will ensure that they keep **your** information secure and do not use it for purposes other than those that **we** have specified in **our** Privacy Notice.

Some third parties that process **your** data on **our** behalf may do so outside of the European Economic Area ("EEA"). This transfer and processing is protected by EU Model Contracts which aim to provide the equivalent level of data protection to that found in the EU.

We and the **Administrator** will keep **your** personal information only for as long as we believe is necessary to fulfil the purposes for which the personal information was

collected (including for the purpose of meeting any legal obligations).

We and the **Administrator** will share **your** information if **we** are required to by law. **We** may share **your** information with enforcement authorities if they ask **us** to, or with a third party in the context of actual or threatened legal proceedings, provided **we** can do so without breaching data protection laws.

If **you** have any concerns about how **your** personal data is being collected and processed, or wish to exercise any of **your** rights detailed in **our** Privacy Notice, please contact:

Group Data Protection Officer

Arch Managing Agency Limited
5th Floor
60 Great Tower Street
London
EC3R 5AZ
UK
Email: DPO@archinsurance.co.uk

Transfer of Your Policy Form

Agreed Valuation GAP Insurance

In the event **your** motor insurance policy insurer replaces **your** vehicle under the terms and conditions of their policy for a vehicle that is like for like, there will be no transfer fee.

In the event of **your** death, the remaining benefit of this policy may be transferred to **your** spouse or partner if they become the owner of the vehicle insured under this policy, and the contract hire company has agreed to transfer the agreement to them unchanged. Proof in the form of a death certificate, change of registered keeper and confirmation from **your** contract hire company showing the contract being transferred, will be required before any remaining benefit will be transferred. Under no other circumstances can this policy be transferred to another person.

All You Need To Do

Fill in the details as set out below and return this Transfer of Your Policy Form within 30 days of replacing the vehicle along with written confirmation from **your** contract hire agreement provider to transfer to:

Global Insurance Management Limited, 7th Floor, Eaton House, 1 Eaton Road, Coventry, CV1 2FJ.

You will be sent a replacement policy schedule detailing **your** new vehicle which should be read and kept with **your** policy. Please contact the administrator's Customer Services Department should **you** require any information on 024 7652 7842.

Policy Number:	Vehicle registration Number:
Name:	
Address:	
Address:	
Date of registration of the replacement vehicle:	Replacement vehicle registration number:
Purchase price of replacement vehicle: £	Mileage of replacement Vehicle:

Please provide documentary confirmation from the vehicle insurance policy provider confirming the vehicle has been replaced under their cover.

Documentary confirmation can be in the form of a letter or faxed header from the relevant party replacing the vehicle confirming the original registration and the new vehicle details. A copy of the sales invoice for the replacement vehicle needs to be forwarded with this Replacement Vehicle Form.

If the vehicle has been financed Arch Insurance (UK) Limited will not be liable for any increase in finance owing due to an upgrade in vehicle.

Your signature

Date