

# Support Vehicle Insurance

## Insurance Product Information Document



Company: Aviva Insurance Limited

Product: Support Vehicle

Registered in Scotland No. 2116. Registered Office: Pitheavlis, Perth PH2 0NH. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm Reference Number 202153.

This document is a summary of the insurance contract. Please see the policy document for the full cover, terms, conditions and limits of the insurance contract.

### What is this type of insurance?

This insurance provides the compulsory cover you require to drive a vehicle on a public highway. It also offers additional benefits depending on the level of cover you choose.



#### What is insured?

The following describes the main cover provided under your policy:

##### Third Party Only

- ✓ Covers you for the amounts you may have to pay to others as a result of an incident involving that vehicle, if you are at fault.
- ✓ Legal liability for death or injury to any other person, including passengers.
- ✓ Legal liability for damage to other people's property up to £20,000,000 when the policy is covering a car, or £1,000,000 when the policy is covering a commercial vehicle.

##### Third Party Fire and Theft

As per Third Party Only, plus:

- ✓ Loss of or damage to your vehicle as a result of fire, theft or attempted theft.
- ✓ Audio equipment is covered up to £750 for non-standard fit or unlimited cover for manufacturers standard fit.

##### Comprehensive

As per Third Party, Fire and Theft, plus:

- ✓ Loss of or damage to your vehicle as a result of accidental or malicious damage.
- ✓ Windscreen cover for up to £1000 subject to a £75 excess.
- ✓ Personal Accident Benefits for you or your spouse for death or loss of limbs/sight up to £5000.

##### Optional Cover (Please refer to your Summary of FJ+ Covers to confirm if cover has been selected)

- Protected No Claim Discount - You won't lose your No Claim Discount after making a claim when you're at fault (unless you make more than two claims in any five-year period).
- Tools, Spares & Protective Clothing 2, 5 or 10 – Cover for up to £2,000, £5,000 or £10,000 of tools, spares and protective clothing only and when directly relevant to the insured vehicle.
- Specialist Trailer 2 or 5 – Covers your trailer in the event of theft and damage as long as the value of the trailer is no more than £2,000 or £5,000.



#### What is not insured?

##### (Main exclusions only)

- ✗ An excess will apply to your policy and will be payable by you in the event of a claim. The excess payable will be shown on your documentation and/or Schedule of Insurance.
- ✗ Third party cover whilst driving a car not owned by, hired or leased to you is NOT provided by this policy.
- ✗ You will not be covered if your vehicle is unsafe, un-roadworthy, in a damaged condition or without a current MOT (if required).
- ✗ Any liability to others whilst your vehicle is on a closed road, or at any motor sports circuit, be it a temporary or permanent venue.
- ✗ There is no cover in force if you carry more than 10kg gas or 10 litres of solvent in total.
- ✗ You are not covered if the vehicle is carrying a load or a number of passengers which is unsafe or greater than the manufacturer's specifications.



#### Are there any restrictions on cover?

- ! You are covered to drive in Europe for a maximum of 30 days per policy period.
- ! You and all drivers must hold a licence that is compatible with the classification of the vehicle.
- ! You must be a UK resident.
- ! The vehicle must be UK registered and be on UK registration plates.

##### Optional Cover

- Protected No Claim Discount - Protecting your no claim discount does not protect the overall price of your insurance policy.
- Tools, Spares & Protective Clothing 2, 5 or 10 – Cover is only in force when the insured items are in agreed locked premises, or inside the locked insured vehicle. An additional excess will apply dependent on the level of cover chosen, please refer to your policy wording.



## Are there any restrictions on cover? **Continued**

### Optional Cover

- Specialist Trailer 2 or 5 – You can only insure one trailer per Support Vehicle and it must have a wheel clamp or physical restraint that secures the trailer to a solid object when not attached to the insured vehicle. A hitch lock alone is not acceptable. An additional excess will apply dependent on the level of cover chosen, please refer to your policy wording.



## Where am I covered?

- ✓ England, Scotland, Wales, Northern Ireland, the Isle of Man and the Channel Islands.
- ✓ You are also covered to visit any European Union (EU) member country, Iceland, Norway or Switzerland (including Liechtenstein).



## What are my obligations?

- You must take reasonable care to give us complete and accurate answers to any questions we ask – whether you're taking out, renewing or making changes to your policy.
- You must tell us about any changes to the vehicle insured (or to be insured) that may increase the amount that needs to be insured or change the limits on your schedule.
- You must tell us about any changes to the people on the policy (including convictions) that may require us to change the terms.
- You must observe and fulfill the terms, provisions, conditions and clauses of this policy - failure to do so could affect your cover.
- You must tell us as soon as reasonably possible of any event that you may wish to make a claim for, and provide all of the information needed to achieve a settlement or pursue a recovery.



## When and how do I pay?

You can pay your premium all at once or monthly by Direct Debit (a variable credit charge will apply).

Payment options should be discussed with your insurance advisor.



## When does the cover start and end?

Cover will start and end on the dates stated on your schedule. Cover is for 12 months unless you are purchasing an optional cover mid-term.



## How do I cancel the contract?

You may cancel your policy by contacting Footman James on 0333 207 6000 or in writing at Castlegate House, Castlegate Way, Dudley, DY1 4TA.

### Cancellation within 14 days

You can cancel your policy within 14 days of receiving your documents or within 14 days of the start date of your policy, whichever is later. If you have not made a claim for a total loss under the policy you will receive a return of any premium you have paid less either a charge for the number of days you have had cover for or £15, whichever is more. All refunds are subject to insurance premium tax.

### Cancellation after 14 days

During the first policy year, if you want to cancel your policy you will receive the following:

Period you have had cover for	Up to one month	Up to two months	Up to three months	Up to four months	Up to five months	Up to six months	Up to seven months	Up to eight months	Over eight months
Percentage of Refund	75%	65%	55%	45%	35%	25%	15%	5%	Nil

In the second policy year onwards, you will receive a pro-rata return of any premium you have paid less a charge for the number of days you have had cover for. All refunds are subject to insurance premium tax. You will also have to pay any cancellation charges made by Footman James. Please see 'Other information you need to know' in your policy documentation for details of these charges.