



Commercial Vehicle
Policy Document

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Welcome

Thank you for choosing to insure with **snnug Insurance**.

You must read this document in conjunction with your policy schedule and Certificate of Insurance. If any information contained in these documents is incorrect, please contact us immediately.

You must also notify us of any other alterations required to your policy as soon as possible.

Contract of Insurance

This document, together with your policy schedule and Certificate of Insurance, is a legally binding contract of insurance between you and us and does not provide anyone else with rights to enforce any part of this contract.

This contract is entered into on the basis that:

- ⊗ You have taken all reasonable care to answer all questions asked honestly, accurately and to the best of your knowledge; and
- ⊗ Any other information given either verbally or in writing by you or on your behalf at the time you applied for insurance is also complete; and
- ⊗ The information supplied has been given honestly and to the best of your knowledge and belief.

We have agreed to insure you subject to the terms, conditions and exclusions contained within this document and in any endorsements attached for the period for which you have paid our premium. This insurance applies within the territorial limits unless we specify otherwise.

Underwritten by QIC Europe Limited – QIC Europe Limited, The Hedge Business Centre, Triq ir-Rampa ta' San Giljan, Balluta Bay, St Julian's STJ 1062, Malta, is authorised and regulated by the Malta Financial Services Authority, Triq l-Imdina, Zone 1, Central Business District, Birkirkara CBD 1010 and is subject to limited regulation by the UK's Financial Conduct Authority and the Prudential Regulation Authority under Firms Registration Number (FRN) 659521. QIC Europe Limited is licensed in accordance with the Insurance Business Act, 1988 (Chapter 403, Laws of Malta) to carry out insurance and reinsurance business.

This contract is subject to English law unless both parties agree otherwise.

This contract is written in English and all communications about it will be conducted in English.

This document has been issued by snnug Insurance under the authority granted by the Underwriting Byelaw (No. 2 of 2003).



Neil Manvell – Motor Underwriter

snnug Insurance is provided by snnug Insurance Services a trading name of KGM Underwriting Services Limited. KGM Underwriting Services Limited is authorised and regulated by the Financial Conduct Authority FCA Firm Reference Number 799643.

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Contacting us

Customer services	0800 032 5638	customerservices@snnug.co.uk
Claims (calling from UK)	0800 032 5637	claims@snnug.co.uk
Claims (calling from overseas)	+44 (0)208 016 4107	

Making a claim

Please call us immediately if there is an incident involving your vehicle.

It is a condition of your policy that you report all incidents to us, even if you are not intending to make a claim. We need to know what happened in the incident regardless of who was responsible.

What to do in the event of an accident, fire or theft:

1. Gather the details of any other party or parties involved (if applicable) including their name, address, vehicle registration number, insurance company, and contact number.
2. Contact our UK based 24/7 claims assist line on 0800 032 5637. (if calling from abroad please dial +44 (0)208 016 4107).
3. Please have your policy number ready when contacting us.
4. Supply any dash camera footage and photographs available of the incident/scene.

Please note: if your vehicle has been involved in an incident involving theft or attempted theft then you must also notify the police immediately and obtain a crime reference number.

If you have Comprehensive cover and have been involved in an accident, we will arrange for the repair of your vehicle with an approved repairer and:

- ⊗ Collect and re-deliver your vehicle to or from your home or place of work;
- ⊗ Supply a small courtesy van to keep you on the road for the duration of repairs (subject to availability and if your vehicle is not beyond economical repair). The courtesy vehicle will be covered by us under this policy subject to the same terms and conditions as your vehicle. Use of the courtesy van is restricted to the United Kingdom and is subject to the approved repairer's terms of use;
- ⊗ Guarantee all repairs for three years.

Important – the above features are only available in the UK through our approved repairer network.

We may also appoint other authorised suppliers to assist in dealing with your claim and we are happy to provide you with their full contact details, and the capacity in which they are acting, upon request to claims@snnug.co.uk.

Making a glass claim (Comprehensive policyholders only)

If you have suffered damage to your front/rear screens or side glass, please contact our approved glass provider on **0800 032 5637**. Please also note:

- ⊗ Cover excludes repair or replacement of a sunroof or other roof glass.
- ⊗ You must pay the standard compulsory windscreen excess (per claim) as shown on your schedule for replacement glass or screen, provided you use our approved glass provider.
- ⊗ If you do not use our approved glass provider, the maximum amount we will pay is £100 after we have deducted your excess.
- ⊗ There will be no excess to pay if the glass or screen can be repaired.

Definitions

The following words or phrases appear throughout this policy booklet and have the same meaning as described below. Therefore you must refer to this section where such words or phrases appear.

You/your

The person named as the 'insured' or 'policyholder' on the policy schedule and Certificate of Insurance.

We/us

snnug Insurance.

snnug Insurance

Is provided by snnug Insurance Services a trading name of KGM Underwriting Services Limited. KGM Underwriting Services Limited is authorised and regulated by the Financial Conduct Authority FCA Firm Reference Number 799643.

Certificate of Insurance

A document which provides legal evidence that minimum insurance cover is in force by law. It also confirms who may drive the insured vehicle, how they may use it and the period of time over which the policy cover applies.

Policy schedule

A document which states the details of you, your vehicle, the insurance cover in force and any endorsements which apply to the policy.

Your vehicle

Any motor vehicle which is stated on your policy schedule and for which we have issued a Road Traffic Act Certificate of Insurance. Or a courtesy vehicle supplied by one of our approved repairers while your vehicle is being repaired as a direct result of damage covered under this policy.

Accessories and spare parts

Standard parts or products specifically designed to be fitted to your vehicle.

Partner

A relationship between two people who live together as a couple.

Civil partner

The person who you have entered into a legal civil partnership with as defined in the Civil Partnership Act 2004. A civil partnership is a formal arrangement that gives same sex partners the same legal status as a married couple.

Compulsory excess

The contribution which you must make towards a claim on this policy.

Endorsements

Statements which are contained in your policy schedule which may change, replace or extend the terms of this policy.

Garage

A permanent enclosed four-sided structure comprising of three brick, stone, steel or concrete built sides with a roof and a securable door entrance which is your private property (i.e. not a communal parking facility).

Green card

A document which is required by certain countries that are not part of the European Union and provides evidence that minimum insurance cover exists as required by law in order to drive in that country.

Market value

The cost of replacing your vehicle with another of a similar make, model, age, mileage and condition as at the time of the loss or damage, up to the value stated in your policy schedule.

Minimum cover

The minimum level of cover provided to satisfy Road Traffic Law in respect of liability for the death of or injury to other people and damage to their property.

Period of insurance

The period of time specified in your policy schedule during which this policy is effective and for which you have paid or have agreed to pay the premium.

Pro-rata

Where a calculation is made proportionately.

Road Traffic Law

The law which governs the driving or use of any motor vehicle within the United Kingdom (including the Road Traffic Act 1988 and all related and subsequent legislation) or any other country to which your policy may cover as defined in the foreign use section of this policy.

Signage

Professional sign-writing, digital printing, graphics, logos or any other specialised artwork fitted to your vehicle.

Territorial limits

England, Northern Ireland, Scotland, Wales, the Isle of Man and the Channel Islands.

Voluntary excess

An amount which you have chosen to pay towards a claim on this policy in addition to the compulsory excess which applies.

Summary of cover

The table below shows the sections of this policy booklet which apply in accordance with the level of cover stated in your policy schedule:

Section description	Cover applicable		
	Comprehensive	Third Party, Fire & Theft	Third Party Only
Section 1 – Liability to others	Yes	Yes	Yes
Section 2 – Loss of or damage to			
Your vehicle:			
A. Accidental damage	Yes	No	No
B. Malicious damage and vandalism	Yes	No	No
C. Fire, self-ignition, lightning or explosion	Yes	Yes	No
D. Theft or attempted theft	Yes	Yes	No
Section 3 – Glass cover	Yes	No	No
Section 4 – Personal belongings	Yes	No	No
Section 5 – Replacement locks	Yes	No	No
Section 6 – Medical expenses	Yes	No	No
Section 7 – Personal accident	Yes	No	No
Section 8 – Foreign use	Yes	Yes	Yes
Section 9 – No claim bonus	Yes	Yes	Yes

The sections entitled '**General exclusions**' and '**General conditions**' within this booklet apply to your policy whatever cover you have.

Your policy schedule provides details of any special cover, excesses, endorsements or exclusions which apply to your policy.

Section 1 – Liability to others

What is covered under this section

11 Driving your vehicle

We will insure you against the amounts that you are legally liable to pay, including legal costs and damages, in the event of:

- ⊗ Death of or bodily injury to other people;
- ⊗ Damage to their property;

As a result of an accident in which any of the following occurs:

- i. Whilst you are driving, using or in charge of your vehicle;
- ii. Whilst any other person is using, driving or in charge of your vehicle, provided that they are permitted to do so as shown on your current Certificate of Insurance and that they have your permission;
- iii. Whilst any person is using (but not driving) your vehicle with your permission, providing that the use is for social, domestic and pleasure purposes (i.e. not used for business purposes);
- iv. Whilst any passenger is travelling in, or getting into or out of your vehicle;
- v. Whilst you are towing a single trailer, caravan or broken-down vehicle which is securely attached to your vehicle (provided you hold the correct driving licence entitlement to do so).

The maximum amount we will pay under Section 1 in respect of property damage is £5,000,000 in respect of any one claim, or a number of claims arising out of the one incident including all associated costs and expenses.

12 Legal personal representatives

We will insure the estate of anyone covered by this policy that dies against any claim that they are legally liable to pay provided that the claim is covered by this policy.

13 Legal defence costs

Provided that an incident occurs which is covered by this policy and we agree in writing first, we will pay for the legal representation of you or any other person we insure under this policy:

- i. At a coroner's inquest, fatal accident inquiry or court of summary jurisdiction;
- ii. Against prosecution for manslaughter or for causing death by careless or dangerous driving.

Exclusions to Section 1 are shown overleaf.

What is not covered under Section 1 – Liability to others

- ⊗ Death of or injury to the person driving your vehicle or in charge of your vehicle for the purpose of driving;
- ⊗ Loss of or damage to your vehicle or any other vehicle that is in your care, custody or control including any trailer, caravan or broken-down vehicle;
- ⊗ Loss of or damage to property owned by, or in the care, custody or control of, you or any other person insured by this policy;
- ⊗ Liability for the death of or injury to any person or loss of or damage to any property caused as a result of the deliberate use of your vehicle:
 - i. To cause damage to other vehicles or property; and/or
 - ii. To cause injury to any person and/or to put any person(s) in fear of injury;
- ⊗ Liability for death of or injury to any employee of the insured person following an accident which occurs during the course of their work except where we must meet the requirements of Road Traffic Law;
- ⊗ Liability for death, injury, loss or damage that arises beyond the limits of the carriageway in respect of the bringing to or taking away the load from your vehicle by any person other than your driver or attendant;
- ⊗ Liability for death, injury, loss or damage that arises out of the use of any tools, goods or personal belongings carried in or on your vehicle.

Section 2 – Loss or damage to your vehicle

What is covered under this section

We will insure your vehicle against damage or total loss caused by an event listed below, provided that the 'Summary of cover' section shows such an event is covered:

- A. Accidental damage;
- B. Malicious damage and vandalism;
- C. Fire, self-ignition, lightning or explosion;
- D. Theft or attempted theft.

Please refer to your policy schedule for the level of cover shown and then to the 'Summary of cover' section on page 8 for details of which events your cover includes.

If you need to report a claim to us, please refer to the section entitled 'Making a claim' at the beginning of this booklet for further information.

If your vehicle has been stolen or damaged by attempted theft then you must notify the police immediately and obtain a crime reference number.

21 Damage

We will pay for the cost of repairing damage caused to your vehicle as a direct result of an event shown above provided that all of the following applies:

- i. This policy covers the event (as above);
- ii. You adhere to the terms and conditions under the heading 'Claims handling' in the 'General conditions' section of this policy booklet;
- iii. We deem the cost of repairing your vehicle to be economical.

As an alternative to repairing your vehicle, we may deem it appropriate to either replace your vehicle with one of a similar specification or pay you a monetary amount equal to the cost of repairing the damage less any policy excess which is applicable (see Section 2.10).

22 Total loss

We will normally declare your vehicle a total loss:

- ⊗ If we deem the cost of repairing your vehicle as uneconomical; or
- ⊗ If your vehicle has been stolen and not recovered.

If your vehicle is declared a total loss as a direct result of an insured event (as above), we will offer you a monetary amount as compensation. The maximum amount we will pay is the market value of your vehicle, less any policy excess which is applicable (see Section 2.10). If you owe us an outstanding amount under this policy when the claim has been made, you must pay this amount in full before we can settle the claim.

23 Vehicle service/repair

We will provide the same level of cover that your policy has under Section 2 whilst your vehicle is in the custody or control of a member of the motor trade for the purpose of being serviced or repaired.

24 Vehicle recovery

We will pay for the reasonable cost of transporting your vehicle to a repairer near to its location if it is damaged following an accident and cannot be driven provided that the damage is covered by this policy.

25 Ownership of your vehicle

If your vehicle is subject to a hire purchase or lease agreement and is declared a total loss, any payments we make will instead be made to the finance or leasing company as specified on your contract with them.

The maximum amount we will pay is the market value of your vehicle, less any policy excess which is applicable (see Section 2.10). If there is still an amount owing to the finance or leasing company after we have settled your claim, then you are responsible for this amount.

26 New vehicle replacement

We will provide you with a new replacement vehicle, if:

- i. You are the first registered owner of your vehicle from new;
- ii. Your vehicle is no more than 12 months old from the date of first registration;
- iii. The repair costs exceed 60% of the market value of your vehicle;
- iv. We are able to replace your vehicle in the UK;
- v. We have permission from any person that has a financial interest in the vehicle;
- vi. Your vehicle is not subject to a lease or contract hire agreement or any other similar arrangement.

27 Signage

We will pay towards the cost of replacement signage following an incident in which your vehicle has been damaged and a valid claim is made under this section of the policy.

The maximum amount we will pay under this section is £500 for any claim arising out of the one incident.

28 Audio equipment

We will pay the cost of replacing the audio equipment in your vehicle with equipment of a similar specification following an incident covered by Section 2 provided that the audio equipment is damaged and was permanently fitted to your vehicle by your vehicle manufacturer.

The maximum amount we will pay for aftermarket equipment is 10% of your vehicle's market value up to a maximum of £500 for any claim arising out of the one incident.

29 Satellite navigation equipment

We will pay the cost of replacing the satellite navigation equipment in your vehicle with equipment of a similar specification following an incident covered by Section 2 provided that the satellite navigation equipment is damaged and was permanently fitted to your vehicle by your vehicle manufacturer.

The maximum amount we will pay for aftermarket equipment is 10% of your vehicle's market value up to a maximum of £500 for any claim arising out of the one incident.

210 Compulsory and voluntary policy excess

If any claim is made under Section 2 you must pay a compulsory policy excess, the amount of which is shown in your current policy schedule. If no amount is stated, you must pay the first £100 towards any claim.

If you have chosen to pay a voluntary excess, this amount is in addition to the compulsory policy excess which applies.

211 **Uninsured driver promise**

If you make a claim for an accident that is not your fault and the driver of the vehicle that hits your car is not insured, you will not lose your no claims bonus or have to pay any excess.

Conditions – we will need

- ⊗ The vehicle registration number and the make and model of the uninsured vehicle;
- ⊗ The uninsured driver's name and address, if possible.
- ⊗ Where available, we need the name and addresses of any independent witnesses to confirm the accident circumstances to help confirm who is liable for the incident.

When you claim, you may have to pay your excess. Also, if when your policy renewal is due investigations are still ongoing, you may lose your no claims bonus temporarily. However, once we confirm the accident was the fault of the uninsured driver, we will repay your excess, restore your no claims bonus and refund any extra premium paid.

This promise is for Comprehensive

policyholders only. Exclusions to Section 2

are shown overleaf.

What is not covered under Section 2

– Loss or damage to your vehicle

- ⊗ The policy excess which applies under this section of the policy;
- ⊗ Wear, tear and depreciation of your vehicle;
- ⊗ Failure, breakdown or breakage of mechanical, electrical, electronic or computer equipment;
- ⊗ Damage to the tyres of your vehicle caused by braking, punctures, cuts and bursts unless as a direct result of an accident covered by this policy;
- ⊗ Damage to your vehicle caused by filling its fuel tank with the incorrect fuel;
- ⊗ Loss or theft of petrol or diesel fuel;
- ⊗ Damage caused by the freezing of liquid in the cooling system of your vehicle unless you have taken all reasonable precautions as recommended by your vehicle manufacturer;
- ⊗ Loss of or damage to your vehicle caused as a result of its legal impounding or destruction by order of any government or public authority;
- ⊗ Loss of or damage to your vehicle caused by a deliberate act by you or any other person insured on this policy;
- ⊗ Loss of or damage to your vehicle if it is taken, used or driven without your permission by a spouse or civil partner, partner, boyfriend or girlfriend, employee or ex-employee, member of the family or household of a permitted driver;
- ⊗ Loss of or damage to your vehicle if it is involved in a theft or attempted theft and the incident has not been reported to the police and a crime reference number obtained;
- ⊗ Loss of or damage to your vehicle if it is unoccupied and any of the following applies:
 - i. It has been left unlocked;
 - ii. It has been left with the keys in, on or in the vicinity of the vehicle;
 - iii. If the keys of your vehicle are not securely stored
e.g. if they are stored or placed in any location or premises to which the public has access or are displayed in view of the public;
 - iv. It has been left with any of the windows or sunroof open;
 - v. If reasonable precautions have not been taken to protect it.
- ⊗ Liability for any further damage which is caused by driving, or attempting to drive, your vehicle if damaged or in an un-roadworthy condition;
- ⊗ Any reduction in the value of your vehicle following damage, whether repaired or not;
- ⊗ The cost of repairing, replacing or improving any parts of your vehicle if they have not been damaged;
- ⊗ The cost of repairing or replacing any non-standard parts or equipment fitted to your vehicle that have not been disclosed to us and agreed as covered by our underwriters;
- ⊗ Damage to your vehicle's windscreen or window glass under this section of the policy;
- ⊗ Damage to your vehicle caused by vermin, insects, mildew or fungus;
- ⊗ Loss of or damage to any portable audio, visual or communication devices, portable computer or gaming equipment, traffic information systems or CB radio equipment fitted to or carried in your vehicle;

- ⊗ Loss of or damage to any tools, goods or personal belongings carried in or on your vehicle;
- ⊗ Compensation for any costs incurred as a result of not being able to use your vehicle following loss or damage;
- ⊗ Any Value Added Tax (VAT) amounts when you are VAT registered;
- ⊗ Costs which exceed the market value of your vehicle or the value declared on your policy schedule if the market value is more.
- ⊗ Loss of or damage to your vehicle by fraud, trickery or deception e.g. by someone claiming to be a buyer, a buying or selling agent, or by you accepting a form of payment which a bank or building society will not authorise;

Section 3 – Glass cover

What is covered under this section

We will pay for the replacement or repair of:

- i. The windscreen of your vehicle following accidental damage, vandalism, theft or attempted theft;
- ii. The side and rear windows of your vehicle following accidental damage, vandalism, theft or attempted theft.

What we will pay

- ⊗ Cover is unlimited, after deduction of your excess, if you use our approved glass provider for repair or replacement glass;
- ⊗ If you do not use our approved glass provider, the maximum amount we will pay is £100 after we have deducted your excess.

If you need to report a glass claim please call **0800 032 5637**.

What you must pay

- ⊗ A standard compulsory windscreen excess applies per claim, the amount of which is shown in your schedule;
- ⊗ If you do not use our approved glass provider you will have to pay your chosen provider direct any amount over £100 after your excess has been deducted.

There is no excess to pay if the damaged glass is repaired, not replaced. Claims made under Section 3 only will not affect your no claims bonus.

What is not covered under this Section 3 – Glass cover

- ⊗ The policy excess which applies under this section of the policy;
- ⊗ Repair or replacement of the sunroof and/or glass roof panels of your vehicle;
- ⊗ Repair or replacement of lights and reflectors.

Section 4 – Personal belongings

What is covered under this section

We will pay for loss of or damage to your personal belongings whilst they are in or on your vehicle following an accident, fire, theft or attempted theft provided that a claim is also made under Section 2 of this policy.

The maximum amount we will pay under Section 4 is £300 following any one incident.

What is not covered under this Section 4 – Personal belongings

- ⊗ Money, bank/credit cards, jewellery, stamps, tickets, documents, and securities (such as share and bond certificates);
- ⊗ Goods, tools and samples connected with any trade or business;
- ⊗ Portable audio, visual or communication devices, portable computer or gaming equipment, traffic information systems or CB radio equipment fitted to or carried in your vehicle:
- ⊗ Personal belongings if any of the doors are unlocked or if any of the windows are left open whilst your vehicle is left unattended;
- ⊗ Any property where damage has been caused by deterioration or wear and tear, whether or not this has been occurred following an incident involving your vehicle;
- ⊗ Any property that is insured under another policy (such as a home contents policy);
- ⊗ The policy excess which applies under this section of the policy.

Section 5 – Replacement locks

What is covered under this section

If your keys and/or lock transmitter of your vehicle are lost or stolen, we will pay towards the cost of replacing:

- i. The door locks;
- ii. The ignition and steering locks;
- iii. The lock transmitter and central locking interface.

Cover under this section is provided on the basis that you can establish, to our satisfaction, that the location of your vehicle is known to any person who is in possession of the lost or stolen keys and/or lock transmitter.

The maximum amount we will pay under Section 5 is £300 following any one incident. Claims made under Section 5 only will not affect your no claim bonus.

Section 6 – Medical expenses

What is covered under this section

If an accident occurs which is covered by this policy, we will pay up to a maximum of £200 for each person in your vehicle for any medical treatment which is required following injury.

Section 7 – Personal accident

What is covered under this section

If an accident occurs that involves you, your spouse or your civil partner, we will pay £2,000 if the following occurs within 3 months of the accident date:

- i. Death: or
- ii. Loss of hand or foot: or
- iii. Loss of sight on one or both eyes.

The maximum amount we will pay under section 7 is £2,000 in any one period of insurance and the death or injury must have occurred as a direct result of an accident covered by this policy.

Payments under this section will be made to you, or to your legal personal representative in the event of your death.

What is not covered under this Section 7 – Personal accident

Any liability for death of or injury to persons:

- ⊗ When the policy is in the name of a company;
- ⊗ Resulting from deliberate action (including and attempts to commit suicide);
- ⊗ When the driver is found to be over the prescribed limit for alcohol;
- ⊗ When the driver is driving whilst unfit through drink or drugs, whether prescribed or otherwise;
- ⊗ Where the accident has occurred outside the territorial limits;
- ⊗ Where a claim can be made under another section of this policy.

Section 8 – Foreign use

What is covered under this section

81 Minimum cover

We will provide the minimum cover which is required by law in:

- ⊗ Any country which is a member of the European Union; and
- ⊗ Any other country which the Commission of the European Union approves as meeting the requirements of Article (8) of EC Directive 2009/103/EC relating to civil liabilities arising from the use of a motor vehicle.

The following table shows which countries the above currently applies to:

Andorra	Estonia	Latvia	Romania
Austria	Finland	Lithuania	Serbia
Belgium	France	Luxembourg	Slovenia
Bulgaria	Germany	Malta	Spain
Croatia	Hungary	Netherlands	Sweden
Cyprus	Iceland	Norway	Switzerland
Czech Republic	Ireland	Poland	
Denmark	Italy	Portugal	

If you travel to any of the above countries you must take your current Certificate of Insurance with you as evidence of compulsory insurance cover. A green card will be provided on request, if compulsory in the country visited.

We do not normally provide cover in any other country outside of those named above; however, we will consider doing so provided that all of the following applies:

- i. You refer this to us in advance of travel;
- ii. We agree to cover you in the countries concerned;
- iii. You pay any additional premium we require for providing this cover.

If we agree to your request we will issue you with a green card as legal evidence of cover.

The cover provided under Section 8.1 is the minimum required by law in the country you are visiting from those stated above or any other country we agree to. Where this cover is less than the minimum cover provided in the United Kingdom, then the minimum cover required in the United Kingdom will apply.

Please note that the above information may change, therefore you must check the latest information with us before you travel.

82 Extended cover

We will insure your vehicle for the same level of cover as shown in your current policy schedule in any of the countries as set out in Section 8.1 provided that all of the following applies:

- i. That travel is for social, domestic and pleasure purposes only;
- ii. That your permanent residence is within the territorial limits;
- iii. That your vehicle is taxed and registered within the territorial limits and is also normally kept within the territorial limits;
- iv. That travel outside of the territorial limits is of a temporary nature (such as a holiday) and does not exceed 30 days in any one period of insurance.

8.2.1 Vehicle transportation

Cover also applies when your vehicle is being transported between any of the countries stated above by rail or any recognised sea route by ferry (including loading and unloading) as long as transportation does not exceed 65 hours in any one journey.

What is not covered under this Section 8 – Foreign use

- ⊗ Loss or damage to your vehicle whilst outside the territorial limits if your vehicle is being used for business purposes;
- ⊗ Loss or damage to any personal belongings or other property carried in the vehicle.

Section 9 – No claims bonus

If a claim has not been made

If a claim has not been made against this policy in the current period of insurance on an annual contract, we will apply a discount on your renewal premium for the next period of insurance which is known as a no claim bonus (please note this does not guarantee that your overall premium will be less than the previous period of insurance).

Your no claim bonus entitlement is not transferable to any other person.

If a claim has been made

If a claim has been made against this policy during the current period of insurance, we will reduce your no claim bonus entitlement as per the applicable scale below:

If your no claim bonus is NOT protected:

NCB level before a claim	NCB level at next renewal following:	
	1 claim	2 claims or more
9	7	0
8	6	0
7	5	0
6	4	0
5	3	0
4	2	0
3	1	0
2	0	0
1	0	0
0	0	0

If your no claim bonus IS protected:

Protecting your no claims bonus does not mean that your premium will not increase following a claim. If you have paid for this option and it is shown in your policy schedule, your no claim bonus entitlement (as at last renewal) is protected unless more than two claims are made against this policy within four continuous periods of insurance. If more than two claims have been made within this four year continuous period then your no claim bonus will be reduced as per the scale below:

NCB level before a claim	NCB level at next renewal following:			
	1 claim	2 claims	3 claims	4 or more claims
9	9	9	7	0
8	8	8	6	0
7	7	7	5	0
6	6	6	4	0
5	5	5	3	0
4	4	4	2	0

If an incident occurs after we have confirmed your renewal premium but before the expiry date of the current period of insurance, we are entitled to take back any additional discount given to you if a claim is made and also reduce your no claim bonus entitlement in accordance with whichever of the above scales apply.

Please note that this is a no claim **not** a no blame bonus. If an incident occurs where another party is responsible and we have to make a payment, your no claim bonus entitlement will be reduced at next renewal in accordance with the applicable scale above unless we successfully make a full recovery of our losses from those responsible, or your no claims bonus is protected.

General exclusions

Use and drivers

We will not pay for any loss, damage, injury, death or any other liability caused in any of the following circumstances whilst your vehicle is being used, driven or in the charge of for that purpose:

- i. For a use not specified or permitted on your Certificate of Insurance;
- ii. For pace-making, competitions, rallies, track days, trials or tests, speed trials or speed tests, whether on a road, track or at an off-road event;
- iii. On the Nurburgring Nordschleife, or any sections of private toll roads without speed limits;
- iv. For racing, formally or informally, against another motorist whether on a road or track;
- v. By any person who is not stated in the 'Persons or classes of persons entitled to drive' section on your Certificate of Insurance unless your vehicle has been stolen;
- vi. By a person who does not hold a valid driving licence or is disqualified from driving;
- vii. By a person who holds a driving licence but is not complying with any terms or conditions that may apply to that licence;
- viii. With a load or a number of passengers which is unsafe or illegal;
- ix. When carrying a load which is not secure;
- x. When you have hired the vehicle to someone else, regardless of the purpose for which that person is using the vehicle.

Deliberate acts

We will not be liable for the death of or injury to any person or the loss of or damage to any property caused as a result of the deliberate use of your vehicle:

- i. To cause damage to other vehicles or property; and/or
- ii. To cause injury to any person and/or to put any person(s) in fear of injury.

Drink and drugs

We will not provide any cover under this policy (other than any obligations we must meet as required by Road Traffic Law), if an accident occurs whilst you or any other insured person:

- i. Is found to be over the prescribed limit for alcohol;
- ii. Is driving whilst unfit through drink or drugs, whether prescribed or otherwise;
- iii. Fails to provide a sample of breath, blood or urine when required to do so, without lawful reason.

Other contracts

We will not pay for any liability you have under an agreement or contract unless you would be liable anyway if the agreement or contract did not exist.

War, earthquake, riot and terrorism

We will not pay for any loss, damage or liability that is directly or indirectly caused by:

- i. War, invasion, act of foreign enemy, hostilities (whether war is declared or not), civil unrest, rebellion, revolution, insurrection or requisition, riot or similar event, confiscation or nationalisation by any government or other authority;
- ii. Earthquake;
- iii. Acts of terrorism as defined in the Terrorism Act 2000 or the equivalent legislation in any other country.

However, we will provide any liability that is required under Road Traffic Law.

Nuclear/radioactive contamination

We will not pay for any loss, damage or liability that is directly or indirectly caused by:

- i. Ionising radiation or contamination by radioactivity from nuclear fuel or nuclear waste;
- ii. Radioactive, toxic, explosive or other dangerous properties of any explosive nuclear equipment.

Pollution

We will not pay for any loss, damage or liability that is directly or indirectly caused by pollution or contamination.

Hazardous goods

We will not pay for any loss, damage or liability that is directly or indirectly caused by the carriage of explosive substances and articles, gases, flammable liquids, flammable solids, self-reactive substances and solid desensitised explosives, substances liable to spontaneous combustion, substances which emit flammable gases on contact with water, oxidising substances, organic peroxides, toxic substances, infectious substances, radioactive material or corrosive substances.

Airport use

We will not pay for any loss, damage or liability arising whilst your vehicle or any other vehicle covered by this policy is in:

- i. Any place where aircraft take off, land or park including any associated service roads;
- ii. A refuelling area, ground equipment areas or the Customs examination areas of international airports.

Sonic bangs

We will not pay for any loss, damage or liability caused directly or indirectly by pressure waves from aircraft or other aerial devices travelling at sonic or supersonic speeds.

Criminal acts

We will not pay for any loss, damage or liability caused whilst your vehicle is being used by you or any other insured person:

- i. In the course or furtherance of a crime; or
- ii. As a means to escape from, or avoidance of, lawful apprehension.

General conditions

Your duty: policy terms and information

We will only provide the cover as set out in this policy if:

- i. You and all other insured persons keep to the terms and conditions as set out in this document and with any endorsements that are stated in your policy schedule;
- ii. All of the information provided on the proposal form or statement of fact declaration and any information provided since, is true to the best of your knowledge and belief, and that you have not misrepresented any such information you have supplied.

If any of the above conditions are not met then we may reject a claim in full, reduce the payment of a claim or your policy may be cancelled or treated as if it never existed.

Motor Insurance Database

It is a condition of this policy that you must inform us immediately if you either change the vehicle insured on this policy or change the registration number of the vehicle insured on this policy for entry on the Motor Insurance Database.

Please note that any breach of this condition may result in the cancellation of your policy or the non-payment of a claim.

Safety and security of your vehicle

You, and any other person insured by this policy, must take all reasonable precautions to:

- i. Keep your vehicle in a safe and roadworthy condition;
- ii. Protect your vehicle from loss or damage;
- iii. Ensure your vehicle has a valid MOT test certificate if required to do so by law.

Other insurance

If any other insurance covers you for the same loss, damage or liability covered under this policy, we will only pay our share of the claim.

Changes in circumstances

You must tell us as soon as possible about any changes to the information you provided at the time of quotation, when you took out this policy, during the policy cover or at renewal. Examples of such changes include but are not limited to:

- i. Changing or selling your vehicle;
- ii. Changing your vehicle registration number;
- iii. Modifying your vehicle from the manufacturer's original specification (this includes accessories and/or spare parts as some may be classed as modifications);
- iv. Changes to the value of your vehicle to that stated on your policy schedule;
- v. Changing the purpose that your vehicle is used for;
- vi. Changing the drivers that are insured on this policy;
- vii. If any of the drivers insured on this policy has their driving licence revoked;
- viii. If any of the drivers insured on this policy are charged or convicted of a motoring or criminal offence (including fixed penalty offences such as speeding);
- ix. If any of the drivers insured on this policy have been involved in any accidents or other incidents (such as fire, theft or malicious damage) related to any motor vehicle, whether the vehicle is insured with us or not and regardless of blame;
- x. If any of the drivers insured on this policy changes their driving licence entitlement (e.g. from a Provisional or EU licence to a Full UK licence);
- xi. If any of the drivers insured on this policy develops a medical condition that may affect their ability to drive;
- xii. If any of the drivers insured on this policy changes occupation or becomes unemployed;

- xiii. If you change your address or the address of where your vehicle is kept overnight.
- xiv. If you do not tell us about any changes then your policy cover may be affected (which may also affect the payment of a claim) or your policy may become invalid.

Claims handling

- i. You must tell us without delay about any event that could lead to a claim.
- ii. You must immediately send us unanswered any letter, claim, writ or summons you receive together with a completed accident report form.
- iii. You must give us all the information and assistance we require to deal with the claim and you or the person driving must not accept responsibility for any claim against you or make any offer or promise to pay a claim.
- iv. You must fully co-operate with any third party service providers we (or anyone else who acts on our behalf) may instruct in order to assist in dealing with the claim (full contact details of such suppliers and the capacity in which they are acting can be provided to you upon request to claims@snnug.co.uk).
- v. We are entitled to take over, defend or settle any claim under this policy in the name of you or any other person covered by this policy and we are entitled to take legal action in any such name to recover any payments we make.
- vi. If you make a claim and your policy is paid by monthly instalments you must still pay the full annual premium due under the credit agreement.
If your vehicle is uneconomical to repair, we will offer you the option of us deducting the remaining balance due from any claims

amount payable to you, or you may make a full payment of any amount outstanding.

Automatic renewal

When your policy falls due for renewal, we may offer renewal terms. We will write to you around 3 weeks before your renewal date with your renewal premium and terms or confirm that we are not offering renewal. Where we invite renewal, for your protection, we will automatically:

- i. Use the card you originally provided us to pay the premium in full to renew your cover, unless you tell us to use an alternative card or payment method, or not to renew.
- ii. Where your policy is paid in monthly instalments, your policy will be renewed via the existing credit agreement. Your credit provider will detail ongoing instalment payments ahead of the renewal date. You have the right to cancel the agreement at any time and if you do not wish to renew your policy please notify us before your renewal date.

Right of recovery

If we are required to pay a claim under Road Traffic Law or the law of any country in which this policy operates (including settling such a claim on a reasonable basis in anticipation of such a liability), which we would not otherwise be liable to pay had the law not existed, we shall be entitled to recover such payments (including the legal costs of reasonably defending the claim) we make from you if you or any other insured person:

- i. Caused the loss directly or indirectly;
- ii. Caused or permitted the vehicle to be driven by an uninsured driver;
- iii. Through act or omission, caused this insurance to be invalid.

Electronic service

In the event that we bring proceedings against you as a result of any act or omission by you in relation to this policy, we may, at our discretion, serve proceedings upon you by email utilising the email address you provided to us when taking out this policy or such other email address you notify to us in writing from time to time. Documents will be provided in an Adobe Acrobat compatible format with a total message.

Fraudulent claims

We will not pay for any loss, damage or liability if you or any other person covered by this policy or anyone acting for you makes a claim that is fraudulent or exaggerated in any way, makes a false statement or provides false or stolen documents to support a claim. In such circumstances we will cancel this insurance contract without refunding any premium and will seek to recover any costs that we have incurred.

Administration fee

We charge a non-refundable fee of £25 for arrangement of a new policy. If you make a change to your policy during the current period of insurance we will charge you a fee of £30. Renewals are subject to a fee of £25.

Cancelling your policy

By us

We have the right to cancel this policy at any time where there is a valid reason for doing so by giving you 7 days' notice in writing. A cancellation letter will be sent to the latest address we have for you and will set out the reason for cancellation. Valid reasons include but are not limited to:

- ⊗ Where we have been unable to collect a premium payment. In this case we will contact you in writing requesting payment by a specific date. If they do not receive the payment by this date, we will issue a cancellation letter. Your policy will be cancelled if payment is not received by the end of the cancellation notice period;
- ⊗ Non-receipt of requested documentation such as a copy of your driving licence or evidence of no claim bonus. In this case we will ask you to provide the documentation by a specified date. If we do not receive the documentation by this date, we will issue a cancellation letter. Your policy will be cancelled if the requested documentation is not received by the end of the cancellation notice period;
- ⊗ Where you have deliberately or recklessly misrepresented any information you have supplied or withheld any information which we have asked for;
- ⊗ Where you have not told us about any changes to the information you provided at the time of quotation, when you took out the policy, during the policy cover or at renewal if these changes may have resulted in an increased risk to us. Examples of changes are listed in the general conditions section under 'Changes in circumstances';

- ⊗ Where we reasonably suspect or have evidence of criminal or fraudulent activity, we may cancel your policy without any notice.
- ⊗ Cancellations outside the cooling off period are subject to a £50 fee excluding insurance premium tax.
- ⊗ Fees are charged in addition to any alteration in your insurance premium.

If we cancel your policy due to non-payment of premium, the cancellation date will be the date stated in the cancellation letter we will send to you.

If we cancel due to non-receipt of any documentation we have requested or non payment of premium, we will refund the unexpired portion of the annual premium you have already paid, less an administration fee of £50, excluding Insurance Premium Tax, unless we have already paid you a claim in the current insurance period.

If a claim has been made in the current period of insurance then we will retain the full premium.

If we cancel due to your deliberate or reckless misrepresentation of any information or you fail to notify us of any change to information, you may not be entitled to any premium refund.

By you

You may cancel this policy at any time by contacting us. If a claim has not been made in the current period of insurance, we will refund the unexpired portion of the annual premium you have already paid less an administration fee of £50 excluding Insurance Premium Tax.

If a claim has been made in the current period of insurance then we will retain the full premium.

Cooling off period – your right of cancellation

Once you have entered into this insurance contract with us, you are entitled to 14 days to decide whether you wish to proceed. This 14 day period will commence from either the inception date of the contract or the date on which you receive the full terms and conditions of the

contract, whichever is later. If you wish to cancel this policy, please contact us advising of your wish to cancel within this 14 day period. Provided a claim has not been made, a pro-rata charge will be made for the period of cover we have provided.

Financial Services Compensation Scheme

In the event that ssnug Insurance is unable to meet its liabilities under this insurance policy, you may be entitled to compensation from the Financial Services Compensation Scheme.

Further information about the scheme is available on the FSCS website at www.fscs.org.uk or you can contact them on 0800 678 1100 or 020 7741 4100.

Complaints

If you wish to make a policy or service complaint, in the first instance, please contact us on **0800 032 5638**. Alternatively, you can write or email us at the addresses below:

By Email complaints@ssnug.co.uk
By post
Complaints
ssnug Insurance
Shurdington Road
Cheltenham Spa
Gloucestershire
GL51 4UE

We will attempt to resolve your complaint as soon as possible within 3 days, however if this is not possible we will get in touch and advise you of next steps. If we are unable to resolve your complaint or you are dissatisfied with our decision you may have the right to refer your complaint to the Financial Ombudsman Service.

The Financial Ombudsman Service is an independent service in the UK for settling disputes between consumers and businesses providing financial services. You can find more information on the Financial Ombudsman Service at www.financial-ombudsman.org.uk.

The Financial Ombudsman Service Exchange Tower
London E14 9SR
Tel: 0800 023 4567 or 0300 123 9 123
E-mail: complaint.info@financial-ombudsman.org.uk

Further details will be provided at the appropriate stage of the complaint process. This procedure is without prejudice to your rights to take legal proceedings.

Privacy and security

Your data

It is necessary to collect your personal data so that underwriters can assess/administrate the terms of your policy, claims or losses. Personal data includes:

- ⊗ Contact data
- ⊗ Profile data
- ⊗ Sensitive personal data
- ⊗ Correspondence data

Please be aware that only where relevant we use and may share your details with approved partner service providers/professional advisers including those that operate, process or share data outside of the European Economic Area and suitable safeguards are in place to ensure data is secure for purposes including but not limited to:

- ⊗ Underwriting
- ⊗ Fraud prevention
- ⊗ Claims management
- ⊗ Complaints handling
- ⊗ Electronic licensing
- ⊗ Continuous insurance enforcement
- ⊗ Law enforcement (prevention, detection, apprehension and/or prosecution of offenders)
- ⊗ The provision of government services aimed at reducing the level of uninsured driving

Any organisations or bodies we share your data with will only use your data for the purposes set out in our privacy policy which can be viewed on our website at www.snnug.co.uk. A paper version is also available upon request.

Before sharing your data with any third party, we will ensure that the third party has the appropriate technical and organisation measures in place to protect your data.

Please see the privacy policy for details of your rights not covered more specifically in this notice.

Data Protection Notice

This Data Protection Notice explains what personal information is collected and how this is used. It tells you about the registers and databases that we and others have in place that help to detect and prevent fraudulent applications and claims, and must be shown to any party related to this insurance. In accepting this insurance it will be understood that you have read and accepted the terms of this Data Protection Notice.

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

We will process your details in accordance with the Data Protection Act and/or other applicable legislation in force.

You are entitled to receive a copy of the information we hold about you. If you require a copy of your data or have any questions please contact:

The Compliance Officer

snnug Insurance
St James
House
27-43 Eastern
Road Romford
Essex RM1 3NH
Email: dataprotection@snnug.co.uk

For more information on the Data Protection Act you may also write to the Office of the Information Commissioner at:

Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF
Tel: 0303 123 1113 or 01625 54 57 45
Email: mail@ico.gsi.gov.uk

Motor Insurance Database

Information relating to your insurance policy will be added to the Motor Insurance Database (MID) which is managed by the Motor Insurers' Bureau (MIB). The MID and the data stored on it may be used by certain statutory and/ or authorised bodies including the police, the DVLA, the DVANI, the Insurance Fraud Bureau and other bodies permitted by law for purposes not limited to but including:

- ⊗ Electronic licensing;
- ⊗ Continuous insurance enforcement;
- ⊗ Law enforcement (prevention, detection, apprehension and/or prosecution of offenders);
- ⊗ The provision of government services and/or other services aimed at reducing the level and incidence of uninsured driving.

Fraud prevention

In order to keep premiums as low as possible for all of our customers, we participate in a number of industry initiatives to aid the prevention and detection of crime, especially insurance related fraud. We pass information to the Claims and Underwriting Exchange Register and the Motor Insurance Anti-Fraud and Theft Register operated by the Motor Insurers' Bureau (MIB). We may search these registers and any other relevant databases in order to make decisions regarding the provision and administration of insurance and, when you make a claim, to validate your claims history or that of any person or property likely to be involved in the claim.

If you are involved in a road traffic accident (either in the UK, the EEA or certain other territories), insurers and/or the MIB may search the MID to obtain relevant information. Persons (including their appointed representatives) pursuing a claim in respect of a road traffic accident (including citizens of other countries) may also obtain relevant information which is held on the MID.

It is vital that the MID holds your correct registration number. If it is incorrectly shown on the MID you are at risk of having your vehicle seized by the police. You can check that your correct registration number details are shown on the MID at www.askmid.com.

As part of our anti-fraud processes, information will be passed to third party credit reference agencies for the purposes of identity verification only. As part of the identity verification process, your information will be checked against a range of databases/registers and a 'soft footprint' will be left on your credit file for a period of 12 months. Unlike standard credit checks, soft footprints do not affect your credit score and you are the only person who can view them on your credit report.



snnug Insurance
Shurdington Road
Cheltenham Spa
Gloucestershire
GL51 4UE
Tel: 0800 032 5638
Email: customerservices@snnug.co.uk
www.snnug.co.uk

snnug Insurance is provided by snnug Insurance Services a trading name of KGM Underwriting Services Limited. KGM Underwriting Services Limited is authorised and regulated by the Financial Conduct Authority FCA Firm Reference Number 799643.