

This document is a summary of cover highlighting the main features and benefits as well as the general conditions and exclusions of this policy. Full terms and conditions can be found in the policy wording. You will also receive a policy schedule showing the specific details of your policy and the cover(s) you have selected. Please take some time to read the policy documents when you receive them. It is important that you tell us as soon as possible if any of the information is incorrect.

What is this type of insurance?

This Combined Gap insurance policy provides cover for the policyholder up to the limit of indemnity in the event the vehicle is declared a total loss. The insurance pays the difference between the motor insurer's settlement at the point of loss and the purchase price you paid for your vehicle. If you purchased the vehicle under a finance agreement and the outstanding finance balance at the point of total loss is greater than the original purchase price, this policy pays the difference between the motor insurer's settlement and the outstanding finance balance.

What is insured?

- ✓ vehicles up to a value of £125,000 can be insured;
- ✓ policy periods from 2 to 5 years available;
- ✓ vehicle values over £75,000 have a maximum claims limit of £25,000;
- ✓ £500 policy excess is also covered;
- ✓ if you opt for new for old under your Underlying policy following a total loss, the balance of cover can transfer to your new vehicle;
- ✓ purchase price also includes factory and dealer fitted accessories endorsed by the manufacturers.

The cover you have chosen is shown on your schedule

What is not insured?

- ✗ vehicles aged over 8 years at time of purchase of the policy;
- ✗ claims for vehicles purchased more than 365 days after the sales agreement;
- ✗ claims must be notified to us verbally within 24 hours and in writing within 30 days of the total loss;
- ✗ vehicles used in competitions and rallies, hire and reward, driving tuition, racing and pace making, speed testing and reliability trials;
- ✗ kit cars, Invalid carriages, vehicles used solely for delivery/courier purposes, and commercial vehicles that weigh over 3.5 tonne;
- ✗ American, Australian and Canadian vehicles unless built for the UK market;
- ✗ vehicles not listed in glasses guide;
- ✗ claims where the damage to your vehicle occurred after the driver is intoxicated with alcohol or has taken illegal drugs;
- ✗ claims where the damage to your vehicle occurred as a result of driving illegally;
- ✗ any amount of claim that exceeds market value at time of purchase of the vehicle;
- ✗ VAT is excluded if you are registered for VAT;
- ✗ claims for riot and civil commotion.



Are there any restrictions on cover?

- ! This insurance requires to be insured under a comprehensive motor insurance policy or an international motor insurance card (Green Card) for the duration of this policy;
- ! Cover must be purchased within 365 days of taking ownership of the vehicle, be registered and used in the UK and be less than 8 years old on the date of purchase of this policy;
- ! If the underlying motor insurer makes a deduction for the condition of the vehicle or contributory negligence, this policy will also apply the same amount or percentage deduction as the insurer;
- ! Any vehicle left unattended must have all security devices and immobiliser activated and be in full working order. (All doors need to be locked and keys removed from the vehicle);
- ! This policy cannot be transferred to anyone else or another vehicle and cover ends if the vehicle is sold.



Where am I covered?

You are covered in respect of damage to your property which occurs in the United Kingdom, Channel Islands and the Isle of Man and up to a maximum of 90 days in any 12 month cover period in the European Union, Iceland, Norway, Switzerland, Liechtenstein and Andorra, provided that the cover provided by your motor insurer is an equivalent level of cover as you would have enjoyed in the United Kingdom.



What are my obligations?

You must provide full and accurate information to all questions asked. Your answers must be true to the best of your knowledge and belief. Your answers will form part of the statement of facts on which your policy will be based. If you become aware that information you have given us is inaccurate or has changed, you must inform us as soon as possible. Failure to do this may invalidate your policy and claims may not be paid.



When and how do I pay?

The company from whom you have purchased this insurance will advise you the methods by which you can pay your premium.



When does the cover start and end?

Your cover will start and end on the dates stated in your policy documents.



How do I cancel the contract?

If you decide that for any reason, this policy does not meet your insurance needs then please return it within 30 days from the date of purchase or the day on which you receive your policy documentation, whichever is the later. On the condition that no claims have been made or are pending, the premium will be refunded in full. If you wish to cancel after the 30 day cooling off period, please contact us. Please note that an Insurer retention fee is applicable to this policy and is deducted from any return of premium.

Your Insurer

This insurance is underwritten by UK General Insurance Limited on behalf of Great Lakes Insurance SE. Great Lakes Insurance SE is a German insurance company with its headquarters at Königinstrasse 107, 80802 Munich. UK Branch office: Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ.

UK General Insurance Limited are authorised and regulated by the Financial Conduct Authority. Great Lakes Insurance SE, UK Branch, is authorised by Bundesanstalt für Finanzdienstleistungsaufsicht and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority. This can be checked on the Financial Services Register at <https://register.fca.org.uk> or by calling them on 0800 111 6768 or 0300 500 8082.

Making a claim

If you need to make a claim, please call us on **0333 043 1328** quoting “Combined Gap Insurance” or email claims@coplus.co.uk

Or you can write to us at:
Coplus
Floor 2
Norfolk Tower
48-52 Surrey Street
Norwich
NR1 3PA

Complaints

We hope that you are completely happy with this policy and the service that you receive, however if you do have any reason to make a complaint, please follow the procedure below.

Complaints regarding the sale of the policy

If your complaint relates to the sale of this policy, please contact your insurance broker.

Complaints regarding claims

If your complaint relates to a claim, please contact us at:

Motorplus Complaints Department
MB&G Insurance Services Ltd
Cobalt Business Exchange
Cobalt Park Way
Wallsend
NE28 9NZ
Telephone: 0191 258 8187

If your complaint about your claim cannot be resolved by the end of the third working day, your complaint will be passed to:

Customer Relations Department
UK General Insurance Limited
Cast House
Old Mill Business Park
Gibraltar Island Road
Leeds
LS10 1RJ

Tel: 0345 218 2685 or Email: customerrelations@ukgeneral.co.uk

If for any reason it is not possible for us to reach an agreement, you have the right to make an appeal to the Financial Ombudsman Service. This applies if you are an individual, or in a business capacity if your annual turnover is up to EUR 2,000,000 (or equivalent in sterling) and you have fewer than 10 members of staff. You can contact the Financial Ombudsman Service at:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR
Telephone: 0800 023 4 567 or Email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

What happens if we can't meet our liabilities?

Great Lakes Insurance SE is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme, if it cannot meet its obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim with no upper limit. You can get more information about compensation scheme arrangements from the FSCS or visit www.fscs.org.uk.

Coplus is a trading name of Motorplus Limited. Registered in England and Wales with Company No. 03092837.

Head Office: Floor 2, Norfolk Tower, 48-52 Surrey Street, Norwich NR1 3PA.

Registered Office: Speed Medical House, Eaton Avenue, Buckshaw Village, Chorley, Lancashire PR7 7NA.

Motorplus Limited is authorised and regulated by the Financial Conduct Authority (309657).

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