

# Commercial Vehicle Insurance

## Insurance Product Information Document



**Company: CPD Underwriting Solutions Limited**

**Product: CPD VanCare**

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This is an Insurance Product Information Document and does not contain the full terms of the policy which can be found in the full policy documentation.

### What is this type of Insurance?

This is a Comprehensive Commercial Vehicle Motor Insurance policy.



#### What is Insured?

- ✓ Loss, theft or damage to your vehicle (Section 1 and 2) up to the Market Value of your vehicle, including:
- ✓ Glass in your windscreen and windows.
- ✓ Audio Equipment in your vehicle up to £1,000.
- ✓ Replacement Locks for your vehicle up to £1,250.
- ✓ Personal Possessions in your vehicle (excl tools) up to £250.
- ✓ Courtesy vehicle during repair.
- ✓ New Vehicle Replacement.
- ✓ European Cover (Foreign Use).
- ✓ Medical Expenses up to £250.
- ✓ Misfuelling.
- ✓ Unlimited cover for your legal liability for death and bodily injury.
- ✓ Damage to third party property up to £10,000,000.
- ✓ Emergency Medical Treatment.
- ✓ 24 hour emergency helpline following an accident.
- ✓ Vehicle Recovery if after an incident which is covered under this policy we will pay the reasonable cost of protecting your vehicle and removing it to the nearest Authorised Repairer.
- ✓ Trailer Cover (under Section 3) as standard. Available for cover under sections 1 and/or 2 up to a maximum trailer value of £5000, please ask your broker for further details and cost of this cover.
- ✓ Driving other vehicles benefit – subject to acceptance criteria.
- ✓ Legal appointed representatives (under Section 3).
- ✓ Vehicle sharing for non profit or the business of carrying passengers.
- ✓ Servicing and parking cover provided whilst your vehicle is in the custody or control of a member of the motor trade, hotel, restaurant or car park or similar establishment for parking purposes only.
- ✓ Indemnity for principal.
- ✓ Uninsured Driver Promise.
- ✓ Overnight accommodation following a claim.
- ✓ Travel Expenses following a claim.
- ✓ Vandalism Promise.

**Protected no claim bonus (optional)** – 1 claim in 1 year or 2 claims in 3 years. Please ask your broker for further details and the cost of this cover.



#### What is not Insured?

- ✗ Fire/explosion damage to private garage whilst vehicle is within.
  - ✗ Temporary hire vehicle if vehicle is stolen and unrecovered.
  - ✗ Legal advice helpline.
  - ✗ Pre Existing Damage.
  - ✗ Money and Goods (including credit cards, cash, stamps, documents, tools or equipment carried in connection with any trade or business).
  - ✗ Loss of or damage to the vehicle where possession is obtained by fraud, trick or false pretences.
  - ✗ Any excess shown in your Endorsements and/or Schedule.
  - ✗ Loss or damage to your vehicle by theft or attempted theft where all locks have not been engaged, windows have been left open or keys left in or on the vehicle Breakdown Assistance away from home.
  - ✗ Breakdown Assistance at home.
  - ✗ Nationwide vehicle recovery after breakdown.
  - ✗ European Breakdown Assistance.
  - ✗ Suspension of cover.
- We will not pay for any claims arising from the following:
- ✗ War, invasion, terrorism or civil war, except as necessary to meet the requirements of the Road Traffic Acts.
  - ✗ Riot or civil commotion outside Great Britain.
  - ✗ Pressure waves caused by aircraft travelling at the speed of sound, or faster.
  - ✗ Ionising radiation, radioactivity, nuclear fuel, nuclear waste or nuclear equipment.
  - ✗ A contract that says you are liable for something which you would not otherwise have been liable for.
  - ✗ Pollution or contamination unless it is directly caused by a sudden identifiable, unintended and unexpected incident and it occurs entirely at a specific time and place during the period of insurance.
  - ✗ Earthquake.
  - ✗ Any loss, damage or liability incurred while your vehicle is being used in any of the following ways:
    - In a race, formally or informally against another motorist.
    - On a motor racing track.
    - On a de-restricted toll road including on the Nürburgring.
    - At an off road event and/or green laning.
    - On an airfield.
  - ✗ Decisions made by a court outside the territorial limits unless we have agreed cover there.
  - ✗ Loss of use or other indirect loss such as travel costs or loss of earnings
  - ✗ Use in or on restricted areas of airports, airfields or military bases.
  - ✗ Any injury, legal liability, loss or destruction of or damage to any property or any associated loss or expense that arises directly or indirectly as a result of:
    - grinding, cutting, welding or soldering operations and/or;
    - use of blow lamps or torches on or in your vehicle.



## Are there any restrictions on cover?

- ! For claims under Section 1 and/or 2 of your policy, if your vehicle is repairable as a result of damage sustained that is covered by this policy and the repairer chosen by you is not one of our Authorised Repairers, then an additional excess will apply. This excess will apply in addition to any other excesses and is indicated on your Policy Endorsements.
- ! Extension of your policy cover for European Cover (Foreign Use) is limited to a maximum of 45 days and your main permanent home is in the UK.
- ! Courtesy Vehicle is only available during repair to your vehicle following an insured accident, when using an approved repairer.
- ! The audio equipment limit specified is only for non manufacturer equipment that is permanently installed.
- ! We will at our option make a payment of cash or repair or reinstate or replace parts, following loss of or damage to the vehicle.
- ! If a tracking device is required (indicated by policy endorsement), or, you declare that your vehicle is fitted with an approved tracking/satellite device, we will not supply cover under Section 2 of your policy in respect of Theft or Attempted Theft unless a copy of the installation certificate is sent to us on submission of a claim, the device was activated at the time of the loss, all subscriptions are paid and up to date, and, the tracking/satellite device is notified within four hours of the discovery of the loss.



## Where am I covered?

- ✓ British Isles and any member country of the European Union, Iceland, Norway, Switzerland and Serbia (please refer to your policy documentation for any restrictions and exclusions that apply).



## What are my obligations?

- You must provide honest, accurate and complete information to us or your insurance broker as required.
- You must tell us immediately about any changes such as, but not limited to, change of drivers, change of vehicle or modifications to the vehicle, criminal or motoring convictions, change of occupation or where the vehicle will be kept. If you have given us inaccurate information this can affect your policy in one or more of the following ways (please refer to the General Terms and Conditions in your Policy Wording for full details):
  - We can charge you the appropriate additional premium.
  - If a claim has been intimated, we may adopt a proportional approach to settle the claim.
  - Void the policy back to its inception as if it never existed and repay the premiums paid and seek to recover from you any money paid towards any claims received including costs or expenses we have incurred.
  - If we would have applied different terms to your policy, we can treat your policy as if those different terms apply.
- You must advise of any incident which may result in a claim as soon as possible by contacting our Claimline and send us immediately any writ, summons, letter or communication which you receive in connection with any incident.
- You must not admit to, negotiate on, promise to pay or refuse any claim unless you have written permission from us.
- Your vehicle must be kept in a roadworthy and good condition.
- You must pay your premium.
- Pay any excess applicable as per your Policy Schedule and Endorsements.
- Any person driving the vehicle must have your permission to do so and have the appropriate Insurance cover and relevant driving licence place to do so.
- You must ensure that the vehicle is locked when it is unattended by you or any drivers permitted to drive the vehicle.

You must fulfil your obligations and comply with all terms and conditions, as far as possible; otherwise we may not be able to deal with your claim.



## When and how do I pay?

- You pay your broker, this may be a one off payment or your broker may be able to arrange credit facilities if required.



## When does the cover start and end?

- Your policy covers you for 12 months from the date you request your policy to be started. This date will be shown within your Policy Schedule.



## How do I cancel the contract?

**Cancellation Rights (cooling off period):** If you decide that you do not want to accept the policy (or any subsequent renewal of the policy by us), please contact your insurance broker using the details provided on the covering letter within 14 days of receiving the policy documentation (or for renewals, within 14 days or your policy renewal date). We will only charge you on a pro rata basis for the time we have been on cover subject to a minimum premium of £35 (plus insurance premium tax). The balance of the premium will be returned to you, but there will be no refund where you are cancelling the policy following a claim in the period of insurance.

**Cancelling your Policy after 14 days:** You may be entitled to a refund of premium providing no claim has been made during the current period of insurance. This will be calculated on a proportionate basis and include a deduction of £35 to cover administrative costs of processing the insurance. These charges will be subject to Insurance Premium Tax where applicable.

In any of the above cancellation circumstances, you may also be charged a fee by your insurance broker for the cancellation of your insurance.

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# Commercial Vehicle Insurance

## Customer Information

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### **Making a Claim**

#### **In the Event of a claim please contact:**

Broker Direct Plc who administer the policy on behalf of CPD:-

- Deakins Park, Deakins Mill Way, Egerton, Bolton, BL7 9RW.
- Claims Telephone number: 01204 600303.

**Complaints Process:** We are dedicated to providing you with the high standards of service you have the right to expect. If your complaint relates to your policy or claim, please contact your insurance broker who should be able to assist. If your insurance broker cannot resolve the complaint please contact Broker Direct on 01204 600200 or at Broker Direct Plc, Deakins Park, Deakins Mill Way, Egerton, Bolton, BL7 9RW.

If Broker Direct is unable to resolve the complaint to your satisfaction (and if eligible), you can ask the Financial Ombudsman to review your case. This is a free and unbiased service.

Telephone: 0800 023 4567 (Landlines) 0300 123 9123 (Mobile)

Email: [enquiries@financial-ombudsman.org.uk](mailto:enquiries@financial-ombudsman.org.uk)

Post: Financial Ombudsman Service, Exchange Tower, London, E14 9SR.

**Financial Services Compensation Scheme:** Accredited Insurance (Europe) Limited – UK Branch (who underwrites the policy) is covered by the Financial Services Compensation Scheme (FSCS) which means that you may be entitled to compensation if we are unable to meet our obligations to you. Further information is available at [www.fscs.org.uk](http://www.fscs.org.uk) or by contacting the FSCS directly on 0800 678 1100.