

keyfacts



ABOUT THIS DOCUMENT

Please note that this policy summary does not contain the full terms and conditions of the contract of insurance, which can be found in the insurance document.

INSURER

Equity Red Star Motor Policies at Lloyd's, managed by Equity Syndicate Management Ltd, which is authorised and regulated by the Financial Services Authority.

TYPE OF INSURANCE AND COVER

Equity Red Star Motor Policies at Lloyd's offers the following Motor Caravan insurance covers.

* Comprehensive (COMP)

Cover specific features and benefits (referenced to the numbered sections contained in the insurance document)

Comprehensive - COMP

Section 1 - Liability to others

Section 2 - Loss of or damage to your vehicle

Windscreen cover

New car replacement

Section 3 - Medical expenses

Section 4 - Personal accident benefits

Section 5 - Personal belongings

Section 6 - Garage

Section 7 - Loss of vehicle excise licence

Section 8 - Foreign use

SIGNIFICANT OR UNUSUAL EXCLUSIONS OR LIMITATIONS (BY SECTION)

Section 1

The most we will pay for property damage is £20,000,000 for any one claim or claims arising out of one incident. The most we will pay for costs and expenses arising from property damage is £5,000,000 for any one claim or claims arising out of one incident.

Section 2

You must pay an amount towards any claim that you may make under Section 2 of the insurance. This amount is called the 'excess'. More than one excess may apply to a claim, but details of all excesses will be shown in Section 2 of the insurance (or in the schedule).

No voluntary excess is available. The following **compulsory** vehicle excesses apply:

Vehicle Value

Accidental Damage Fire & Theft Excess

Up to £25,000	£100
£25,001 - £30,000	£200
£30,001 - £35,000	£250
£35,001 - £40,000	£300
£40,001 - £60,000	£400

The excess payable towards an authorised windscreen claim will be £50.

There is a £400 limit on cover for permanently fitted audio or telephone equipment which is not the manufacturer's standard fitted equipment (less any excess you must pay).

New car replacement applies to vehicles less than one year old that are damaged so that repairs will cost more than 50% of the manufacturer's Recommended Retail Price.

If your vehicle is damaged while a young or inexperienced person (including you) is driving you will have to pay the following excesses (on top of the other amount that you must pay).

Drivers	Amount
Under 21 years of age.	£300
Aged 21 to 24 years of age.	£200
25 or over but who have not held, for 12 months or more, a full EU driving licence.	£200

Loss of or damage to your vehicle or its contents by theft or attempted theft or an unauthorised person taking and driving it will not be covered if it has been left unlocked, left with the keys in it, left with the windows, roof panel or the roof open (in the case of a convertible vehicle) or reasonable precautions have not been taken to protect it.

It is a condition of this insurance that an efficient fire extinguisher is kept in your vehicle.

There is a £1000 limit on cover for tents and awnings lost or damaged by storm, fire, flood or theft. For cover to apply, the value of the tents and awnings must be included in the total value of the vehicle.

Section 3

There is a £500 limit (per person) on Medical expenses.

Section 4

Personal Accident benefits are only given to the policyholder and their husband or wife (while under 70 years of age), and are restricted to accidents resulting from travelling in, or getting into or out of, private motor vehicles. The limits to the amounts that we will pay are as follows.

Type of injury	Amount we will pay
Death	£3,500
Loss of any limb	£1,500
Permanent blindness in one or both eyes	£1,500

The most we will pay is £3,500 in any one period of insurance.

Section 8

Foreign use is limited to trips of up to 90 days and will only apply where your permanent home is in Great Britain, Northern Ireland, the Channel Islands or the Isle of Man.

PERIOD OF INSURANCE

The insurance offered is a 12-month contract, which may be renewed each year. Renewal will be subject to the terms and conditions that apply at the time of renewal.

CANCELLATION

You may cancel this insurance at any time by telling us in writing and sending back your certificate of motor insurance and the schedule. We will then return the unused part of your premium from the date we receive your certificate. If a claim has been made in the current period of insurance, we will not give you a refund.

Your right to change your mind:

As long as your vehicle has not been written off as a result of a claim under the insurance, you may cancel the insurance, without giving reason, by sending us written notice and returning the certificate of insurance within 14 days of it starting or (if later) within 14 days of you receiving the insurance documents. We will make a charge equal to the period of cover you have had, but this charge will be subject to a minimum amount of £25 + Insurance Premium Tax (IPT).

HOW TO CLAIM

If a claim or possible claim occurs you must report it to us as soon as possible. Please phone our 24-hour helpline on 0870 6081937 or if the claim is solely for windscreen damage please call 0870 6081934.

COMPLAINTS

If you have any cause to complain about your insurance, or us, please contact your intermediary who administers the insurance on our behalf.

Having contacted your adviser, if you are still not satisfied with the way a complaint has been dealt with, you should write to the Chief Executive of Equity Red Star at Library House, New Road, Brentwood, Essex CM14 4GD. When you do this, quote your insurance document number, as it will help us to deal with your complaint promptly.

After this action, if you are still not satisfied with the way a complaint has been dealt with, you should refer your case to the Complaints Department at Lloyd's. The address is Complaints Department, Lloyd's, One Lime Street, London EC3M 7HA.

Having followed this procedure your complaint can be referred to the Financial Ombudsman Service (FOS). The address is The Financial Ombudsman Service, South Quay Plaza II, 183 Marsh Wall, London E14 9SR (These procedures do not affect your right to take legal action if necessary).

FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)

If Equity Red Star Motor Policies at Lloyd's is unable to meet its liabilities under the insurance, you may be entitled to compensation from the FSCS. The first £2000 of a claim is protected in full and 90% of the remainder of the claim will be met. You can get further information from us or the Financial Services Authority (FSA).

LAW APPLYING TO THE INSURANCE

Unless we have agreed otherwise with you, English law will apply to this insurance.