Insurance Product Information Document

Haven Insurance Company Limited (Haven Insurance) is established in Gibraltar (registration number 85914) and authorised by the Gibraltar Financial Services Commission.

HAVEN INSURANCE

Product: Motor Fleet - Comprehensive

Full Terms and Conditions of the policy can be found in the policy booklet and key facts on our website www.haven.gi, these documents should be read in conjunction with your policy schedule, endorsements, and certificate.

This is a summary of what you can expect from your Motor Fleet Insurance Policy underwritten by Haven Insurance, should you proceed to purchase the policy.

What is this type of Insurance?

This is a commercial contract providing an insurance policy for comprehensive cover on your motor fleet. This means your vehicles are covered for accidental damage, damage caused by fire, lightning, explosion, theft and attempted theft. This policy satisfies the requirements of the Road Traffic Act.

What is insured?

Cover for you

- ✓ Medical expenses for you and your passengers up to £100 each when injured in an incident (subject to a maximum of £400 per incident).
- ✓ Loss or damage to your personal belongings whist in your vehicle, up to £100 per incident (this doesn't include tools, goods or work samples, money or credit cards, further exclusions apply).

Claims by third parties

- ✓ Claims by third parties if we determine you are at fault for the incident. This includes cover to third party vehicles or property (up to a maximum of £20 million) as well as compensation for death or injury (unlimited).

Cover for your vehicles

- ✓ Loss or damage to your vehicles after an incident.
- ✓ Loss of or damage to your vehicles caused by fire, lightning, explosion, theft and attempted theft.
- ✓ Vehicle accessories up to a total value of £250.
- ✓ Windscreen and window repair or replacement if you have chosen this cover.

What is not insured?

- × Wear and tear, mechanical or electrical breakdown of your vehicles.
- × Using your vehicles outside the terms of your driving licence.
- × Using your vehicles outside countries which are members of the European Union or countries that have satisfied the EC Directive 2009/103/EC on Insurance of Civil liabilities arising from the use of Motor Vehicles (No 72/166/EEC).
- × Anyone using your vehicles who is not a named driver.
- × Using the vehicles for a purpose not specified in the certificate or schedule.
- × Driving under the influence of alcohol or drugs.
- × Theft of your vehicles if stolen by deception, for example someone posing as a buyer.
- × Theft of your vehicles if your keys have been left in or on your vehicle.
- × Damage to your vehicles caused by using the wrong fuel or lubricants.
- × Hire or haulage unless you have requested this cover.
- × Carrying loads greater than the maximum capacity of the vehicle.
- × Incidents arising from loading or unloading your vehicles.
- × Policy excesses.
- × Value Added Tax (VAT) on the cost of repairs, replacement goods or any monetary settlement made by us if you are VAT registered and entitled to recover VAT.
- × Claims arising from charging an electrically powered vehicle if, the cable is not supplied by the manufacturer or is not the standard heavy duty cable, and is not connected directly into the charging unit and your vehicle itself during charging.

Are there any restrictions on cover?

! You are only covered for the class of use stated in your policy schedule.

Where am I covered?

- ✓ You have comprehensive cover for your vehicles within Great Britain, Northern Ireland, Isle of Man and the Channel Islands.
- ✓ As well as the minimum cover required by law, you can also use your vehicles abroad with comprehensive cover for up to 28 days within the European Union or countries that have satisfied the EC Directive 2009/103/EC, providing you let us know before you travel and subject to an additional premium. You will only be covered for social, domestic and pleasure use while abroad.

What are my obligations?

Before cover starts

- Disclose all facts accurately and in full.
- Let us know if you have any medical conditions discloseable to the DVLA.
- Ensure the cover offered is right for you and take note of any significant or unusual policy conditions or exclusions.

Once you have purchased the policy

- Check your certificate and schedule are correct, paying particular attention to the vehicle registration numbers, the class of use and the drivers listed as insured.
- Provide a copy of your driving licence or your licence summary check code and any other documents requested to validate your policy.

During the policy

- Let us know if you make any changes that may affect the policy, this could include your name, address or occupation, the class of use you require the vehicles for, a change in your business description or the vehicles insured, or any modifications to the vehicles insured.
- Take reasonable steps to protect your vehicles and ensure they are kept in a roadworthy condition with an up to date MOT and valid vehicle tax.

In the event of a claim

- Never admit liability at the scene.
- Once you are in a safe position, exchange contact details with everyone involved including witnesses, and take note of vehicle registration numbers involved.
- If safe to do so, take pictures of the vehicles, registration numbers and any passengers, as well as the incident scene.
- If any party is injured, call the emergency services.
- Notify the claims department within 72 hours of the incident to avoid incurring a late reporting excess.
- Pay any excesses applicable to the policy.

When and how do I pay?

The premium can be paid in full by cash, credit or debit card as a one off payment. Your insurance broker may be able to offer you a payment plan by monthly direct debit.

When does my policy start and end?

Your insurance policy will start on DD/MM/YYYY at 00:00 and end on DD/MM/YYYY at 00:00.

How do I cancel the contract?

You can cancel the policy at any time by contacting your insurance broker. Cancellation may be subject to broker administration fees.

If **no** claims have been made on the policy (by you or a third party) and there are no open claims at the point of cancellation, you will receive a refund for the remaining days of cover less any broker administration fees.

If a claim has been made by you or a third party:

- If the claim has been settled and we determine you were at fault or partially at fault for the incident, we will retain what you have paid so far, and the remainder of the full annual premium will be due.
- If the claim has been settled as 'notification only' or we determine you were **not** at fault for the incident, you will receive a refund for the remaining days of cover, less any broker administration fees.