

## COMPLETE HIRE VEHICLE INSURANCE PRODUCT INFORMATION DOCUMENT

(Full policy terms and conditions of the insurance contract can be found in your policy wording)

### WHAT IS THIS TYPE OF INSURANCE?

Proximo CHV provides an accident response service and protects you against legal costs to claim back losses that are not covered by your motor insurance policy if your vehicle is damaged by an accident that is not your fault. In addition, where you require a replacement vehicle after an accident that is wholly your fault we can cover the costs of a hire vehicle. Cover applies for solicitors and barrister's fees, court costs and your opponent's costs if the court awards costs against you. You can also access a free 24/7 personal legal advice helpline and our consumer legal services website which allows you to create legal documents on line - such as a free will.



### WHAT IS INSURED?

Examples of the losses you have a legal right to claim back from the insurer of the person at fault include;

- ✓ the excess payable under your comprehensive motor insurance policy, or
- ✓ your vehicle repair costs if you are insured only for Third Party, Fire and Theft,
- ✓ compensation for personal injury if you and/ or any one in or on your vehicle is injured,
- ✓ the cost of hiring a replacement vehicle while yours is being repaired,
- ✓ alternative travel costs if you use public transport because your vehicle cannot be driven;
- ✓ compensation for damage to personal property that is in or on your vehicle.
- ✓ Legal defence for a motoring prosecution.
- ✓ License protection relating to your taxi drivers license.
- ✓ Contract disputes relating to the use or ownership of the insured vehicle.
- ✓ Help from an accountant if HMRC investigate your personal tax affairs.



### WHAT IS NOT INSURED?

- ✗ Claims that do not have a 51% chance or more of success. (this does not apply to replacement vehicle)
- ✗ Your vehicle being damaged before your cover starts.
- ✗ Costs that you incur without our consent or which exceed the sum we would pay a law firm from our panel.
- ✗ Driving whilst uninsured, disqualified or whilst under the influence of alcohol or illegal drugs.
- ✗ Parking offences.
- ✗ Tax avoidance fraud, late or careless tax returns.



### ARE THERE ANY RESTRICTIONS ON COVER?

- ! Claims must be reported to us during the period of insurance.
- ! The most the insurer will pay is £100,000 for all claims arising from the same accident.
- ! We will choose your lawyer from our panel unless there is a conflict of interest or the point has been reached at which proceedings need to be issued.
- ! No more than 2 claims for replacement hire vehicles per period of insurance where the accident was wholly your fault.
- ! Disputes relating to an amount under £100.



#### WHERE AM I COVERED?

You are covered for accidents in the UK, Isle of Man and Channel Islands, EU countries, Norway and Switzerland.



#### WHAT ARE MY OBLIGATIONS?

- You must report your claim to us as soon as possible after the accident and during the period of insurance, using the phone number shown in your policy.
- You must co-operate with us and the person we appoint to conduct your claim.
- You must act to keep the costs of your claim as low as possible and must agree to a reasonable offer to settle it.



#### WHEN AND HOW DO I PAY?

The person who sells your Proximo CHV policy will tell you whether you need to pay a separate premium for this cover or whether it is automatically included in the sum you pay for your motor insurance policy. If you are charged a separate premium it can be paid by the same method at the same time as you pay for your motor insurance.



#### WHEN DOES COVER START AND END?

Cover starts and ends at the same time as your motor insurance policy.



#### HOW DO I CANCEL THE CONTRACT?

Where your premium for Proximo CHV has been included within your motor insurance premium, it cannot be cancelled independently from your motor insurance policy and the contract will run for as long as that policy stays in force. If you have paid an additional premium for Proximo CHV, you can cancel within the first 14 days of receiving your policy and obtain a full refund provided that we have not accepted a claim. Tell the person who sold your policy to you that you wish to cancel. They will decide what refund, if any, is due for the time you have not used if you cancel after the first 14 days.