

# To report a claim, call:



0344 381 4420



0344 381 4463



0344 381 4461



0344 381 4462

**Lines are open 24/7 all year round**

UK manned call centre

## IMPORTANT

You must report all claims whether or not it is your fault and whether you intend to make a claim or not.

You should call to report your claim as soon as possible and within 12 hours of the incident occurring.

## Legal Cover

Your policy includes free legal cover. If you've had an accident that was not your fault, your legal cover could help you with;

- Repairs for your vehicle
- A like for like hire car
- Compensation for injury
- Recovery of other losses, such as loss of earnings

More information about legal cover can be found at: [www.adrianflux.co.uk/legal-expenses](http://www.adrianflux.co.uk/legal-expenses)  
Our claimsline handlers will discuss your legal cover with you.

## Reporting Fraudulent claims

If you suspect insurance fraud, you can call the Insurance Fraud Bureau's Cheatline on **0800 422 0421**.

You can also report insurance fraud online at [www.insurancefraudbureau.org/report](http://www.insurancefraudbureau.org/report)

24/7

Claims Line

0844 888 7360



# DRIVE

Motor insurance policy





# Your motor policy

## Welcome to RSA

We'd like to welcome you to RSA and thank you for choosing us to take care of your car insurance. We would also like to wish you an enjoyable and hassle-free period of motoring.

When you deal with us, you can be sure everything will be simple and straightforward. You will have direct access to knowledgeable, friendly staff who will give you a quick and efficient service. We are committed to providing a first-class service to our customers and you can help us do this by letting us know if you are dissatisfied in any way.

We suggest that soon after receiving your policy you familiarise yourself with the contents of this policy booklet, and read the section headed 'What you should do if there is an accident or theft'. Whilst we hope you never need the information it is better to be prepared for the unexpected.

If you want to make a claim, make changes to your policy, or if you have any other queries, your insurance consultant will be able to help you.

You must also tell us as soon as possible of any changes to the information that you have provided to us. If you do not, your policy may not be valid.

We will not make any payment, or provide any other help or benefits under this policy, and will not return any premium to you, if you commit fraud in connection with your application for this insurance or with any changes to this policy.

## Your motor policy

This is **your** RSA motor **policy** booklet.

The information **you** provided, and the declaration **you** agreed to, along with this **policy** booklet, **your schedule** and **your certificate of motor insurance** are all part of **your policy**. Please read them all to avoid any misunderstandings.

**Your policy** sets out the contract between **you** and **us**, and in return for the premium **we** will cover **you** during the **period of insurance** under the terms set out in **your policy**. This **policy** booklet, together with **your schedule**, gives **you** the details of what **your policy** does and does not cover. Please pay special attention to those pages describing the Conditions and Exceptions which apply to **your** whole **policy**. It also contains information about our 24-hour helplines, how to make a claim and what **you** can do to make **your car** more secure.

Under the laws of the United Kingdom (England, Scotland, Wales and Northern Ireland) both **you** and **we** may choose the law which applies to this contract, to the extent permitted by those laws. Unless **you** and **we** agree otherwise, **we** have agreed with **you** that the law which applies to this contract is the law which applies to the part of the United Kingdom in which **you** live, or, if **you** live in the Channel Islands or the Isle of Man, the law of whichever of those two places in which **you** live.

**We** and **you** have agreed that any legal proceedings between **you** and **us** in connection with this contract will only take place in the courts of the part of the United Kingdom in which **you** live, or, if **you** live in either the Channel Islands or the Isle of Man, the courts of whichever of those two places in which **you** live.

**We** hope **you** are happy with **your policy**. If **you** are not, please send **us** the **certificate of motor insurance** within 14 days of **you** receiving **your policy** documents. **We** will then give **you** back **your** money provided there have been no claims under the policy and **you** confirm that **you** are not aware of any incident which may give rise to a claim under this policy.

# Contents

Please note that not all of the sections listed below will apply to your policy. Those which do apply are shown in your schedule.

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## Policy definitions

The words defined below will have the same meaning wherever they are shown in **your policy** in bold print.

### Accessories

Accessories are defined as:

- child safety seats;
- roof racks;
- roof boxes; and
- cycle carriers.

### British Isles

The British Isles are:

- Great Britain;
- the Republic of Ireland;
- Northern Ireland;
- the Isle of Man;
- the Channel Islands; and
- journeys by water, air or rail within or directly between any of these areas.

### Certificate of motor insurance

The document which proves that **you** have insurance with **us** and is in respect of this **policy** in line with road traffic laws.

### Driver

Anyone who is shown on **your certificate of motor insurance** as being entitled to drive **your car** and has **your** permission to drive it.

### Excess

The amounts shown in **your schedule(s)** which **you** must pay when **you** make a claim which is covered by **your policy**.

### In-car equipment

In-car equipment is:

- a radio, cassette, compact disc player or other audio equipment;
- a phone or other communication equipment;
- navigation equipment designed primarily for use in **your car**; and
- television or other visual entertainment equipment including video cassette recorders, DVD players and games consoles.

The equipment, except for portable navigation equipment, must be permanently fitted in **your car**.

### Key(s)

Key(s) means any device used for starting **your car** or using its locking mechanism or immobiliser.

### Loan car

Any car supplied to **you** under an agreement between **us** and one of **our** approved repairers or a hire car company.

<b>Market value</b>	The cost of replacing <b>your car</b> with a car of the same make, model, specification, mileage and age, which is in the same condition as <b>your car</b> was immediately before the loss or damage <b>you</b> are claiming for.
<b>No claim discount</b>	A discount from <b>your</b> premium in return for <b>you</b> not making a claim.
<b>Period of insurance</b>	The length of time for which <b>your policy</b> runs as specified in <b>your schedule(s)</b> .
<b>Policy</b>	<p><b>Your</b> policy is made up of:</p> <ul style="list-style-type: none"> <li>• The record of information that <b>you</b> have provided to <b>us</b>;</li> <li>• this policy booklet;</li> <li>• <b>your schedule(s)</b>; and</li> <li>• <b>your certificate of motor insurance</b>.</li> </ul>
<b>Schedule</b>	<p>The document which describes:</p> <ul style="list-style-type: none"> <li>• <b>you</b>;</li> <li>• any other <b>driver</b>; and</li> <li>• any special details of <b>your policy</b> such as <b>excesses</b>, <b>policy</b> limits or special terms and conditions.</li> </ul>
<b>Territorial limits</b>	<p>These are:</p> <ul style="list-style-type: none"> <li>• the <b>British Isles</b>;</li> <li>• any country which is a member of the European Union; and</li> <li>• any other country which meets the motor insurance Directives of, and is approved by, the European Commission.</li> </ul> <p>journeys by water, rail or air between or within any of these countries, as long as:</p> <ul style="list-style-type: none"> <li>• <b>your car</b> is transported by a commercial carrier; and</li> <li>• if transport is by water, the route taken does not last more than 65 hours under normal circumstances.</li> </ul>
<b>Terrorism</b>	Terrorism means using or threatening violence or action against people, property, business or everyday life for political, religious or ideological reasons.
<b>We, us, our</b>	Royal & Sun Alliance Insurance plc and anyone we may appoint to act on our behalf.
<b>You, your</b>	<p>The person named as the policyholder in:</p> <ul style="list-style-type: none"> <li>• your <b>certificate of motor insurance</b>; and</li> <li>• your <b>schedule</b>.</li> </ul>

**Your car**

The car:

- whose details have been reported to and accepted by **us**; and
- whose registration number is shown in **your certificate of motor insurance** and **your schedule**.

This includes any **in-car equipment** fitted as standard by the manufacturer.

**Your partner**

The partner, husband or wife of the policyholder living at the same address as the policyholder and sharing financial responsibility. This does not include business partners or associates.

# How to make your car more secure

Important things to remember to keep **your car** safe.

- Whenever there is no-one in **your car**, lock **your car** doors, shut the windows and sun roof. Don't forget to lock **your** garage as well. A few seconds is all it takes for a thief to steal **your car** or its contents.
- Take care where **you** park **your car**. If **you** have a garage at home, please use it. When **you** are away from home, try to use secure car parks. If this isn't possible, avoid parking in back streets or quiet areas because these are ideal working conditions for a thief. If **you** have to leave **your car** outside at night, always try to park in a well-lit and busy area.
- Don't leave valuables on show - even when **you** are in the **car**. Thieves have been known to reach through passenger windows when the **car** is not moving.
- Satellite Navigation equipment is very attractive to thieves and could be costly for **you** to replace. When it is not being used, or when there is no-one in **your car**, keep any portable satellite navigation equipment, including any removable fittings which may attract a thief (such as suction cups), in a locked boot or locked glove compartment of **your car**.
- Take **your key(s)** out of the ignition when there is no-one in **your car** (for example, at a petrol station), even if it is only for a few seconds. If the **key(s)** are in, or in the vicinity of, **your car** and **your car** is stolen, whether **your car** is on the public highway or not, **your policy** will not cover the theft or any damage.
- Fit extra security measures, such as a steering wheel lock or handbrake lock. Better still, consider fitting an engine immobiliser, alarm system, or a tracking device.
- Take care where **you** put **your car keys** once they are removed from the **car**. When **you** are away from home, keep them with **you** at all times. Do not leave them unattended - for example, in a coat or purse. When **you** are at home, try and keep them away from **your** front door, as thieves have been known to 'fish' through the letter box to get hold of them.
- An effective way to beat the car thief is to have **your** windows permanently etched. A thief will then think twice about stealing **your car** as it will be costly for them to replace the glass. Book a visit to **your** local branch of Autoglass, show them **your** current **certificate of motor insurance** and have **your car's** registration or chassis number etched onto **your** glass.

# What you should do when circumstances change

## If you change your car

If **you** change **your car** please tell **your** insurance consultant. They will let **you** know about any change in **your** premium and will send **you** an updated **schedule** and **certificate of motor insurance**.

They will need to know the full details of **your** new **car** (for example, its make and model, registration number and engine size). They will also need to know whether the **car** is registered or owned in another person's name and if it has been modified.

Whenever **you** get a new **car**, **you** must get a cover note or a new **certificate of motor insurance** before **you** drive it. **You** must also return the old **certificate of motor insurance** to **us**.

## If you want to change drivers

**Your** current **certificate of motor insurance** shows who is covered to drive **your car**. If **you** want to change any of the names, please contact **your** insurance consultant straight away.

## If you change address

Please contact **your** insurance consultant with full details of **your** new address, including the postcode, as soon as **you** know it. They will then let **you** know about any change in **your** premium and send **you** an updated **schedule**.

## If you want to drive another car

**Your policy** may cover **you**, only, for driving other cars which do not belong to **you** (provided **your certificate of insurance** shows that **you** have this cover). However, cover is restricted to third party liability only and does not provide cover for loss or damage to other cars **you** are driving.

The Driving Other cars cover to this **policy** does not apply to any car belonging to **your partner**.

This limited cover can be very useful in an emergency, but if **you** are planning to drive someone else's car regularly **you** should be named on their insurance policy.

## If you need to use your car for towing

**Your policy** provides cover for legal liabilities while **you** are towing, but it doesn't provide cover for loss or damage to the items being towed. **You** will need to arrange separate cover for those items if **you** need loss or damage cover for them.

## If any other circumstances change

**You** must tell **your** insurance consultant immediately

- if **you** get an extra car or change **your car** for another one;
- if there is a change in use of **your car** (for example, **you** require business use);

**You** must tell **your** insurance consultant as soon as reasonably possible if any other circumstances change, for example:

- if **you** or any other **driver** has been convicted of any motoring offence including fixed penalty offences, or has any prosecutions outstanding;
- if **you** or any other **driver** has been involved in any accidents, losses or thefts, regardless of whether a claim was made;
- if **you** or any other **driver** has been convicted of an offence of fraud or dishonesty (e.g. shop lifting, credit card fraud, tax evasion) or have possible prosecutions outstanding;
- if **you** or any other **driver** develops a notifiable health condition or an existing condition worsens. A notifiable health condition is one which must be referred to the DVLA (please refer to the DVLA D100 leaflet or [www.direct.gov.uk/motoring](http://www.direct.gov.uk/motoring) for a full list of notifiable conditions) Examples of notifiable conditions are Epilepsy or insulin controlled Diabetes;
- if the main **driver** of **your car** changes;
- if the registered keeper or owner of **your car** changes;
- if the place where **your car** is usually kept changes;
- if any modifications are made to **your car** (e.g. any changes which may affect **your car's** performance).
- if the number of vehicles in **your** family changes;

If **you** are not sure whether to report a change, please contact **your** insurance consultant.

### How your no claim discount works

**You** earn **no claim discount** for each year of cover during which **you** do not claim. The discount increases each year up to the maximum on **your** scale. A single claim, if **you** are 'at fault' (or if **we** cannot recover full losses from another person's insurer) will reduce **your no claim discount**.

However, if **you** have applied and been accepted for **no claim discount** protection cover, **your** discount will not be affected unless **you** have more than two 'at fault' (or if **we** cannot recover full losses from another person's insurer) claims in five years. Upon the occurrence of a third claim **your no claim discount** will be reduced.

### Reduction of cover to 'Laid up' status

If **you** ask **us** to, and depending on **your** existing level of cover, **we** will reduce **your** cover to loss and damage (**section 3**) or fire and theft (**section 2**) and give **you** a refund as long as:

- **your car** is kept in a locked garage and is not used for at least 30 consecutive days,
- **you** provide **us** with notice before **you** stop using **your car** and return **your certificate of motor insurance** to **us**,
- **you** have not made a claim during the current **period of insurance**.

Whilst **your** cover is laid up **you** will have no cover to use **your car** on a road or public highway. **We** can only maintain this level of cover until **your** next renewal.

**You** can, after 30 days, ask **us** to reinstate **your** cover and **we** will calculate the additional premium then due.

# Section I

## Legal liability to others

This section only applies if it is listed in **your schedule**.

### What we cover

#### A. What we cover

**We** cover legal responsibility for:

- killing or injuring someone; or
- damaging property (**we** will pay up to £20,000,000. This limit includes legal costs for any claim or claims arising from one incident);

After an accident involving:

- **your car**
- a trailer that is attached to **your car**, or
- any other vehicle that **your certificate of motor insurance** allows **you** to use in the **British Isles**.

#### B. Who we cover

**We** cover **you**:

- using **your car**
- using any other vehicle that **your certificate of motor insurance** allows **you** to use in the **British Isles**.

**We** cover the following other people:

- any **driver** using **your car**;
- anyone **you** allow to use (but not drive) **your car** for social, domestic and pleasure purposes,
- anyone who is a passenger in **your car**
- any employer of a **driver** shown on **your certificate of motor insurance**, as long as **your certificate of motor insurance** allows the use **your car** is put to,
- the legal representatives of any person who dies and who would have been covered under this section.

### What we do not cover

**We** do not cover the following:

1. Loss of or damage to **your car** or any other property which is owned by or in the care of anyone making a claim under this section.
2. Legal liability for death of or physical injury to anyone as a result of their job, except as required under road traffic laws.
3. Legal liability in connection with any vehicle which belongs to or is hired to the employer or business partner of **you** or **your partner**, if there is any other insurance policy covering the same liability.
4. The legal liability of anyone who is not driving but who is claiming cover if they know that the **driver** does not have a valid licence to drive **your car**.
5. The legal liability of anyone other than **you**, if they are entitled to cover under any other insurance policy.
6. Legal liability, except as required under road traffic laws, as a result of using a vehicle on any part of an airport or airfield provided for aircraft movement, parking or maintenance.
7. **We** will not be liable for any consequence of **terrorism** unless **we** have to meet the requirements of any road traffic legislation.

## What we cover

### C. Cover for legal costs and expenses

We cover **you** and those people in **Section I Part B** for the following for any incident which might involve legal liability under **your policy**.

- The costs of defence against a charge of manslaughter or causing death by dangerous driving. **You** must have **our** written permission before agreeing to these costs.
- Solicitors' fees at a coroner's inquest, fatal inquiry or magistrates' court. **You** must have **our** written permission before agreeing to these costs.
- Other legal fees, costs and expenses which **we** have agreed to in writing.

### D. Cover abroad

We provide the minimum cover required by law to allow **you** to use **your car** in any of the following countries.

- Any country which is a member of the European Union.
- Any other country which meets the motor insurance Directives of, and is approved by, the European Commission.

### E. Emergency treatment fees

We will pay the cost of any emergency medical treatment required under road traffic laws.

If **we** pay emergency treatment fees, this will not affect **your no claim discount**.

## What we do not cover

See previous page for details of what **we** do not cover under this section.

## Section 2

# Fire and theft

This section only applies if it is listed in **your schedule**.

### What we cover

We cover loss or damage caused by fire, lightning, explosion, theft or attempted theft to:

- **your car**;
- **in-car equipment**;
- **accessories** and spare parts which are fitted into or onto **your car** or kept in **your** private garage;
- a trailer (if **your schedule** shows that **you** have this cover); and
- a **loan car**.

If we give **you** a **loan car**, we will cover it as if it was covered under **Section 3** and **Section 4**.

For claims conditions relating to this section please read '**How we will settle a claim under Sections 2, 3 and 4**'.

### What we do not cover

We do not cover the following:

1. Any **excess** shown under 'Fire' or 'Theft Excess' in **your schedule** for any loss or damage to **your car** which is caused by fire theft or attempted theft.

These **excesses** will not apply if **your car** is in **your** locked private garage at the time of the fire, theft or attempted theft.

2. Loss of value.
3. Wear and tear.
4. Loss of use.
5. Loss or damage to a part that breaks or fails and any resulting loss or damage caused to any other parts.
6. Damage to tyres caused by punctures, cuts or bursts.
7. Loss or damage resulting from **your car** being taken, without **your** permission, by:
  - **your partner**;
  - **your** boyfriend or girlfriend;
  - **your** children;
  - anyone who normally lives with **you**; or
  - a member of **your** family.
8. Any loss or damage to **your car** if:
  - **your car** is unlocked;
  - **your car** windows or sunroof are open; or
  - **your car key(s)** are in, or in the vicinity of, **your car**;when there is no-one in it.

### What we do not cover

9. Loss or damage caused by deception.
10. Loss or theft of portable satellite navigation equipment when there is no-one in **your car**, unless it is stored out of sight in either a locked boot or glove compartment.

## Section 3

# Loss and damage

This section only applies if it is listed in **your schedule**.

### What we cover

#### A. Loss and damage

We cover loss of or damage to:

- **your car**;
- **in-car equipment**;
- **accessories** and spare parts which are fitted into or onto **your car** or kept in **your** private garage;
- a trailer (if **your schedule** shows that **you** have this cover); and
- a **loan car**.

#### B. New car replacement

If **you** buy **your car** new and within 12 months it is:

- stolen and not recovered; or
- damaged and the repair cost is more than 60% of its current new list price including VAT (where appropriate);

**we** may replace it with a new car of the same UK specification.

#### C. Emergency overnight accommodation

We will pay up to the amount shown as 'Overnight accommodation' in **your schedule** for necessary expenses for emergency accommodation if **you** or any other **driver**:

- cannot use **your car** during a journey as a result of loss or damage which **we** cover;
- cannot reach **your** destination.

For claims conditions relating to this section please read '**How we will settle a claim under Sections 2, 3 and 4**'.

### What we do not cover

We do not cover the following:

1. Any **excess** shown under 'Accidental Damage Excess' in **your schedule** for any loss or damage to **your car**.

This **excess** will not apply to loss or damage caused by fire, theft and attempted theft.

2. Any additional **excess** shown in **your schedule** for young or inexperienced **drivers** for any loss or damage while **your car** is being driven by them or in their care.

This **excess** will not apply when **your car** is in the care of:

- a garage or similar motor trade organisation for servicing or repair; or
- a hotel or restaurant for the purpose of parking.

3. Any **excess** shown under 'Fire' or 'Theft Excess' in **your schedule** for any loss or damage to **your car** which is caused by fire, theft or attempted theft.

These **excesses** will not apply if **your car** is in **your** locked private garage at the time of the fire, theft or attempted theft.

4. Loss of value.
5. Wear and tear.
6. Loss of use.
7. Loss or damage to a part that breaks or fails and any resulting loss or damage caused to any other parts.

## What we cover

### D. Loss of road tax

If **your car** is stolen and unrecovered, or damaged and **our** engineer confirms the vehicle is a total loss, **we** will pay for any road tax that is still left that **you** are not able to recover from the licensing authorities.

## What we do not cover

8. Damage to tyres caused by punctures, cuts or bursts.
9. Loss or damage resulting from **your car** being taken, without **your** permission, by:
  - **your partner**;
  - **your** boyfriend or girlfriend;
  - **your** children;
  - anyone who normally lives with **you**; or
  - a member of **your** family.
10. Any loss or damage to **your car** if:
  - **your car** is unlocked;
  - **your car** windows are open; or
  - **your car key(s)** are in, or in the vicinity of, **your car**;
 when there is no-one in it.
11. Loss or damage caused by deception.
12. Loss or theft of portable satellite navigation equipment when there is no-one in **your car**, unless it is stored out of sight in either a locked boot or glove compartment.

### Important note:

Exceptions 1 to 12 apply to all of this section.

## Section 4

# Windscreen cover

This section only applies if it is listed in **your schedule**.

### What we cover

**We** cover loss of or damage to the windscreen, windows and glass sunroof of **your car** or of any **loan car** and any damage to the bodywork which is caused by the broken glass.

If **you** only make a claim under this section it will not affect **your no claim discount**.

For claims conditions relating to this section please read '**How we will settle a claim under Sections 2, 3 and 4**'.

### What we do not cover

Any **excess** shown under 'Windscreen or Window Glass Excess' in **your schedule** for:

- any claim which is only for replacing glass;
- any scratching of the bodywork which is caused by the broken glass.

This **excess** will not apply if the damage to the windscreen, windows or glass sunroof is repaired.

# How we will settle a claim under sections 2, 3 and 4

## A. The maximum amounts we will cover

We will provide cover up to the following amounts.

1. For **your car**, either;
  - a) the **market value**; or
  - b) the cost of a replacement new car (**Section 3B**).
2. For **in-car equipment** – if the equipment has been fitted as standard by **your car's** manufacturer, **we** consider it to be part of **your car** and so no separate limit applies. Otherwise, **we** will pay up to the amount shown as 'In-car equipment cover' on **your schedule**.
3. For **your car's accessories** and spare parts – the manufacturer's last published retail price. **We** will also provide cover for any child safety seats which are fitted to **your car** at the time of an incident, even if there is no apparent damage.
4. For any trailer – the amount shown on **your schedule**.
5. For emergency accommodation – up to the amount shown as 'Overnight accommodation' on **your schedule**.

## B. How we will settle your claim

If the loss or damage is covered under **your policy**, **we** will settle **your** claim as explained below.

### I. Your car and trailer

If **your car** is lost or damaged **we**:

- may choose to repair the damage or pay the amount of loss or damage. **We** may decide to use suitable parts or **accessories** which are not supplied by the original manufacturer.
- If **your car** is lost and never found, or if in **our** view, it cannot be repaired for a reasonable cost, **we** will pay either:
  - a) the **market value**; or
  - b) the cost of a replacement new car (**Section 3B**).
- **We** will deal with a claim for loss or damage to a trailer in the same way, as long as cover for the trailer is shown on **your schedule**.

## 2. In-car equipment, the windscreen, windows and glass sunroof

If the **in-car equipment**, windscreen, windows or glass sunroof are lost or damaged, **we** will:

- pay for the damage to be repaired (if repairs can be made for a reasonable cost); or
- if repairs cannot be made for a reasonable cost, or if the item is lost and never found, **we** will arrange replacement with property of similar quality and value.

## 3. Loan car

If a **loan car** is lost or damaged, **we** will settle the claim with the repairer or hire car supplier under the terms of **your policy** and under any agreement **you** have with the repairer, hire car supplier or **us** relating to the **loan car**.

Any claim for loss or damage to a **loan car** will affect **your no claim discount** as if **you** were claiming for loss or damage to **your car**. Any **excess** which would apply to **your car** if **you** had comprehensive cover will also apply to a **loan car**.

## C. Hiring and other agreements

If **you** have a hire purchase agreement or vehicle leasing agreement for **your car**, **we** will pay any claim to **your car's** legal owner.

## D. Protecting, removing and delivering your car

If the loss or damage is covered under **your policy**, **we** will pay the reasonable costs of:

- taking **your car** to the nearest repairer if it cannot be driven; and
- delivering **your car** to **your** address in the **British Isles** after it has been repaired.

## Section 5

### Travel accident plan – definitions

This section only applies if it is listed on **your schedule**. These definitions take precedence over any individual **policy** definition.

<b>Air travel</b>	Getting into, travelling in or getting out of any fully licensed passenger-carrying aircraft as a passenger, but not as a member of the crew, or for the purposes of carrying out work in or on the aircraft.
<b>Bodily injury</b>	Sudden and accidental physical injury, excluding any sickness, disease or degenerative medical process.
<b>Private motor vehicle</b>	<p>Any vehicle which is built or adapted to:</p> <ul style="list-style-type: none"> <li>• carry not more than 9 passengers (including the driver);</li> <li>• carry or haul a load and with a fully laden weight (including the weight of any trailer or semi-trailer) of not more than 3500 Kg.</li> </ul> <p>Agricultural vehicles are not included.</p>
<b>Private motor vehicle pedestrian or passenger accident</b>	<p>An accident happening anywhere in the world to <b>you</b>:</p> <ul style="list-style-type: none"> <li>• when getting into, driving in, riding in or getting out of any <b>private motor vehicle</b>;</li> <li>• when struck by any kind of vehicle whilst as a pedestrian or pedal cyclist on a public thoroughfare;</li> <li>• when boarding, travelling in or getting off any bus, train, taxi, ship, ferryboat or hovercraft as long as <b>you</b> are a fare-paying passenger; or</li> <li>• during <b>air travel</b>.</li> </ul>
<b>Public thoroughfare</b>	Any road or track built for motor vehicles to use but to which the public at large has a right of way.

## Section 5

# Travel accident plan Part I – What we cover

This section only applies if it is listed in **your schedule**.

### What we cover

We will pay **your** estate the amount shown in the **schedule** if, during any **period of insurance**, as the result of a **private motor vehicle pedestrian or passenger accident**, **you** suffer **bodily injury** which, within 52 weeks, is the only cause of death.

### What we do not cover

This section does not provide cover for **bodily injury** suffered:

- while **you** are driving, if **you** do not hold a current and valid driving licence to drive the **private motor vehicle**;
- while **you** are driving with more than the legally permitted level of alcohol in the blood;
- as the result of, or which is contributed to by, **you** having taken a drug unless taken on proper medical advice and not for the treatment of drug addiction;
- while **you** are motorcycling (including mopeds) as a rider or passenger;
- while **you** are taking part in or practising for racing, rallies, trials or speed tests;
- arising directly or indirectly from war, hostilities, terrorism, revolution, military power or civil commotion;
- arising directly or indirectly from **your** drug addiction or solvent abuse or excessive alcohol intake;
- arising directly or indirectly or resulting from **your** own illegal or criminal act;
- arising directly or indirectly or resulting from deliberately injuring yourself, or putting yourself in needless danger except in an attempt to save human life
- as the result of committing or attempting to commit suicide.

## Section 5

# Travel accident plan Part 2 – Conditions

### A. Claims conditions

In the event of a **private motor vehicle pedestrian or passenger accident**, **we** must be told as soon as possible. Initially this can be by phone or in writing from **your** representative, who may be a relative, close friend, solicitor or executor of **your** estate.

Any delays in telling **us** will affect the speed with which **we** can deal with the claim.

If necessary, examination by **our** medical advisors must be allowed. Any other evidence **we** may need in support of a claim must be produced at the expense of those making the claim.

**We** will pay any benefit due to **your** estate. **We** will not add interest to any amount payable.

### B. Cancellation conditions

**You** may cancel this section of the **policy** at any time. **We** will refund the appropriate proportion of **your** premium worked out from either the date **you** contact **us**, or a future date from which **you** would like this section of **your policy** cancelled from.

**We** may cancel this section by giving **you** 7 days' notice to **your** last known address. **We** will then refund the appropriate proportion of **your** premium.

## Section 6

# Medical expenses

This section only applies if it is listed in **your schedule**.

### What we cover

**We** will pay benefit up to the amount shown as 'Medical expenses' in **your schedule** for the cost of medical treatment for anyone injured in an accident in **your car**.

## Section 7

# Personal effects

This section only applies if it is listed in **your schedule**.

### What we cover

**We** cover loss of or damage to personal possessions in or on **your car** up to the amount shown as 'Personal effects' in **your schedule**.

**We** will pay **you** or, if **you** prefer, the owner of the property.

### What we do not cover

**We** do not cover the following:

1. Money, stamps, tickets, documents, bonds, vouchers, lottery tickets, scratchcards, raffle tickets, Air Miles, trade samples or any property insured under any other policy.
2. Personal possessions stolen from an open-top or convertible car, unless they are kept in a locked boot or locked glove compartment.
3. Loss of or damage to personal possessions carried in or on a trailer.
4. Wear, tear, loss of value and loss of use.

## Section 8

### Foreign use

This section only applies if it is listed in **your schedule**.

#### What we cover

##### **A. Cover for your car**

If **you** take **your car** to any country in the **territorial limits** outside of the **British Isles**, **your policy** cover will apply up to the number of days shown as 'Foreign use' in **your schedule**.

If the length of any visit (or the total length of all visits during the **period of insurance**) is greater than the number of days shown as 'Foreign use' in **your schedule**, **you** must tell **us** before **you** take **your car** abroad. **You** will have to pay an extra premium to extend **your** cover.

If **your certificate of motor insurance** allows **you** to drive any other car, cover for that car is restricted to the **British Isles**.

See also **Section I Legal liability to others - D. Cover Abroad** for details of the minimum cover required by law we provide in

- any country which is a member of the European Union.
- any other country which meets the motor insurance Directives of, and is approved by, the European Commission.

See also '**What you should do if you take your car abroad**' on pages 55 – 56.

##### **B. Cover for customs duty**

If **your car** is lost or damaged abroad, **you** may have to pay customs duty for it to be stored or repaired. **We** will cover this customs duty as long as:

- the loss or damage is covered under **your policy**; and
- **your car** is in a country within the **territorial limits**.

See also conditions and exceptions which apply to your whole policy.

## Section 9

# No claim discount

This section only applies if it is listed in **your schedule**.

If no incident occurs during the **period of insurance** which results in a claim, **your no claim discount** will increase in line with **our** usual scale.

If an incident occurs during the **period of insurance** which results in a claim, **your no claim discount** will reduce in line with **our** usual scale.

**You** cannot transfer **your no claim discount** to anyone else.

## Section 10

### No claim discount protection

This section only applies if it is listed in **your schedule**.

If **you** have chosen **no claim discount** protection, **we** will not reduce **your no claim discount** unless more than two claims happen over five **periods of insurance** in a row.

If two or more claims happen in the period stated above:

- **we** will reduce **your no claim discount** in line with **our** usual scale for three or more claims;
- this section will no longer apply; and
- **Section 9** will apply.

## Section II

### Legal assistance plan – definitions

This section only applies if it is listed in **your schedule**. These definitions take precedence over any individual **policy** definition.

<b>We, us, our</b>	Royal & Sun Alliance Insurance plc and anyone <b>we</b> may appoint to act on <b>our</b> behalf.
<b>Solicitor</b>	The solicitor or other suitably-qualified person acting for <b>you</b> .
<b>Motor accident</b>	A motor accident which causes accidental loss of or damage to <b>your car</b> or <b>your</b> property, or accidental bodily injury to <b>you</b> .
<b>Legal expenses</b>	Legal fees and other expenses <b>your</b> solicitor has reasonably charged <b>you</b> (with <b>our</b> prior agreement) for any legal proceedings. Also costs which a civil court has ordered <b>you</b> to pay or which <b>we</b> have agreed to.
<b>Legal proceedings</b>	Civil proceedings arising out of a motor accident.
<b>Uninsured losses</b>	Expenses or compensation claims (or both) which are not covered by <b>your policy</b> but for which <b>you</b> have a claim at law against the responsible party.
<b>You, your</b>	The policyholder or other person insured to drive <b>your car</b> according to the <b>schedule</b> and any passenger in <b>your car</b> , as long as any passenger making a claim has <b>your</b> permission.
<b>Your car</b>	The car stated in the <b>schedule</b> , any replacement vehicle <b>we</b> arrange for <b>you</b> while <b>your car</b> is being repaired after <b>you</b> have claimed under this <b>policy</b> , any other vehicle which <b>your certificate of motor insurance</b> allows <b>you</b> to use in the <b>British Isles</b> , or a trailer if <b>your schedule</b> shows that <b>you</b> have cover for a trailer. The trailer will be covered whether or not it is attached to <b>your car</b> .

## Section 11

# Legal assistance plan Part 1 – What we cover

This section only applies if it is listed in **your schedule**.

### What we cover

In the event that **you** make a claim under this **policy** in respect of a **motor accident** in which **you** are involved, **we** will try to recover **your uninsured losses** (and cover **legal expenses** to claim those losses) provided **we** and **your solicitor** are of the view that it is more likely than not that **you** will succeed in a claim for those losses.

If **we** have paid for any **legal expenses** and **you** are later awarded repayment of costs in any claim, **we** will be entitled to reimbursement of those costs.

**You** have the right to choose a **solicitor** to act as **your** representative subject to **our** agreement regarding charges.

**We** will appoint the **solicitor** upon **our** standard terms of appointment to act in **your** name and for **your** benefit.

The most **we** will pay for **legal expenses** for all claims that arise from the same **motor accident** is the amount shown in the **schedule**.

### What we do not cover

**We** do not cover the following:

1. Any claim if **you** tell **us** about the **motor accident** more than 180 days after it happened.
2. Any claim if the **motor accident** happened before cover under this section started.
3. Any **legal expenses** incurred by **you** before **we** agree to appoint a **solicitor** to act for **you**.
4. Any **legal expenses** charged as a result of **your** conduct which may reasonably be considered to hinder **your** claim.
5. Any **legal expenses** if **you** withdraw from the **legal proceedings** without **our** agreement. **We** will be entitled to a refund of any money **we** have paid.
6. Any claim arising from damage to **your car** where such claim is made against **you**.
7. Any expenses for an expert witness, unless **we** have given written approval.
8. Any **legal expenses** which **you** can claim under another insurance **policy**.
9. Any claim arising from a malicious act.

### Important note:

More exceptions which apply to this section continue on the next page

### What we do not cover

10. Any claim for any **legal expenses** relating to any other person or organisation bringing a claim or counterclaim against **you**.
11. **Legal expenses you** can recover from any other person.

# Section 11

## Legal assistance plan Part 2 – Conditions

### A. Controlling of claims

We and **your solicitor** will have control of any claim.

You must:

- keep **us** informed of any developments relating to **you** or **your** claim as soon as possible after **you** find out about them;
- follow **our** and **your solicitor's** advice;
- not start, defend, stop or withdraw from **legal proceedings** without **our** agreement;
- give **us** and **your solicitor** information and instructions as requested.

We may see any information, documents or evidence **you** or **your solicitor** has. We will have direct access to **your solicitor** at all times.

If in any **legal proceedings** **your** claim is not successful and **you** want to appeal, **you** must write and tell **us** and **your solicitor** no later than:

- 14 days before the time for making an appeal ends; or
- as soon as possible if the time period during which **you** may make an appeal is 14 days or less.

We will cover **your legal expenses** for the appeal if **we**, and **your, solicitor** agree that it is more likely than not that **your** appeal will succeed.

### B. Reasonable prospect of success

We will try to recover **your uninsured losses** or pay **your legal expenses** provided **we**, and **your, solicitor** are of the view that it is more likely than not that **your** claim or the **legal proceedings** will mean **you** receive money by way of compensation.

If at any time **we**, or **your, solicitor** think that **your** claim or the **legal proceedings** do not have a reasonable prospect of success, **we** will confirm this in writing to **you**. We will tell **you** that **we** will not take any more action or pay any more **legal expenses**, without **our** written agreement, from 28 days after **you** receive the notice.

**You** have a right to continue the claim or **legal proceedings** but this will be at **your** own expense.

### C. Representation

When **you** have told **us** about a claim **we** may:

- investigate the claim; and
- attempt to achieve a fair settlement, using a **solicitor** if **we** think it is necessary.

**You** have the right to choose a **solicitor** to act as **your** representative. If **you** exercise **your** right to choose a **solicitor** **you** must not agree charges without **our** consent. **We** will appoint the **solicitor** upon **our** standard terms to act in **your** name and for **your** benefit.

**We**, or **you**, may refer any disagreement about **your** choice of the **solicitor** to arbitration under the arbitration condition of this section.

#### **D. Legal expenses**

The amount of **legal expenses** **we** will pay will be assessed under the same principles as applied by the courts when assessing costs to be paid by one person to another on the standard basis.

- These are defined in England and Wales under Order 62 of the Rules of the Supreme Court (from time to time), under Order 38 of the County Courts Act 1984 and under the Civil Procedures Rules 1998.
- If the claim falls under the law of Scotland, the claims for costs and expenses will be restricted to amounts allowed in Sheriff Court defended actions under Chapter II (in Ordinary proceedings) or under Chapter IV (in Summary Cause proceedings) of the Act of Sederunt (Fees of Solicitors in the Sheriff Court) (Amendment and Further Provisions) 1993.

**You** or **your solicitor** must send all accounts for **legal expenses** to **us** as soon as possible after **you** receive them.

**We** may ask **your solicitor** to have the **legal expenses** assessed (detailed or summary), taxed or audited.

The **legal expenses** that **we** will pay will not be affected by any agreement, or promise made by **you** to any **solicitor** or other person unless **we** have approved it in writing.

#### **E. Settlement offers**

**You** must tell **us** as soon as possible of any offer to settle the claim (this includes any payment into court).

**You** or **your solicitor** must not accept or make any offer to settle the claim if this would mean **we** have to pay **legal expenses**, unless **you** have **our** agreement. **We** will not withhold **our** agreement unreasonably.

If **we** or **your solicitor** are of the view that any offer to settle the claim should be accepted, but **you** do not accept such offer and the amount of the offer is equal to or greater than the total damages which **you** are eventually awarded, **we** will not pay for any further **legal expenses** from the date of the offer.

## **F. Options to pay**

**We** may decide to pay **your** claim for compensation instead of continuing **your** claim or **legal proceedings**.

## **G. Conflict of interest**

If at any time during the course of the claim, **we** become aware of any possible conflict of interest, **we** will:

- tell **you** about it in writing; and
- give **you** the right to choose a **solicitor**.

## **H. Arbitration**

**You** have the right to refer any disagreement **you** have with **us** to arbitration. **We** also have the same right.

The arbitrator will be a **solicitor** or barrister **we** and **you** agree on. If **we** and **you** cannot agree, the President of a suitable lawyers' organisation will be asked to choose one. Whoever loses the arbitration will pay all the costs and expenses of the arbitration. If the arbitrator decides in **our** favour, **you** cannot recover the costs of the arbitration under this section.

**We** will write to **you** telling **you** of this right if **we** disagree about anything. **You** must write and tell **us** if **you** want to take up this option.

Using the arbitration procedure does not prevent **you** from referring the matter to the Financial Ombudsman Service or the right to appeal against the arbitrator's decision in a court of law.

## **I. Cancellation**

**You** may cancel this section of the **policy** at any time. **We** will refund the appropriate proportion of **your** premium worked out from either the date **you** contact **us**, or a future date from which **you** would like this section of **your policy** cancelled.

**We** may cancel this section of the **policy** if **we** send **you** a letter giving **you** 7 days' notice, to **your** last known address. **We** will then refund the appropriate proportion of the premium.

## Section 12

# Replacement locks

This section only applies if it is listed in **your schedule**.

### What we cover

**We** cover theft of **your car key(s)**.

**We** will settle the claim by paying to replace the appropriate locks or locking mechanism.

### What we do not cover

**We** do not cover accidental loss of **your car key(s)**.

## Section 13

### Breakdown – definition

This section only applies if it is listed in **your schedule**. The cover provided will depend upon the level of Breakdown cover shown in the **schedule**. These definitions take precedence over any individual **policy** definition.

<b>Assistance service</b>	Provision of emergency assistance, vehicle recovery, emergency accommodation or car hire, and any other help <b>we</b> may give <b>you</b> .
<b>Your car</b>	For the purposes of this section, in addition to the policy definition of <b>your car</b> , it includes any caravan or trailer that has been properly built to be towed by <b>your car</b> when attached by a 50 millimetre ball coupling.
<b>Breakdown</b>	The mechanical breakdown, breakage or failure of any part that is essential for <b>your car</b> to move.
<b>Emergency assistance</b>	<b>We</b> will arrange for a recovery agent to come to the scene of the breakdown to try to make <b>your car</b> roadworthy. If this cannot be done, the recovery agent will arrange for <b>your car</b> to be taken to a repairer.
<b>Immobilised</b>	<b>Your car</b> cannot be driven, or is regarded as unsafe or unfit to be used on a public highway, as a result of the breakdown.

# Section 13

## Breakdown Part I – Roadside assistance

This section only applies if it is listed in **your schedule**. The cover provided under this part of the section is limited to breakdowns which happen within Great Britain, Northern Ireland, the Republic of Ireland, the Isle of Man and the Channel Islands.

### What we cover

#### 1. Roadside assistance

If **your car** has a breakdown, **we** will provide **emergency assistance** at the scene of the **breakdown**, for up to one hour, to make it roadworthy.

If **your car** cannot be made roadworthy at the scene of the **breakdown**, **we** will arrange for it, the **driver** and up to eight passengers to be taken to a repairer of **your** choice within 10 miles of the scene of the **breakdown**.

If the **breakdown** has been caused by **your car** running out of fuel, **we** will provide **emergency assistance** for replacement fuel.

**We** will provide **emergency assistance** if **your car** is **immobilised** as a result of a flat battery or a flat tyre, or incorrect fuel being accidentally put in **your car**.

**We** will provide **emergency assistance** if **you** accidentally lock **your keys** in **your car** or if **your car** is immobilised due to loss of, or damage to **your keys**. When **we** provide **emergency assistance** for this service, **we** will ask **you** to provide suitable identification.

After a breakdown, if **you** ask, **we** will try to get a message to a person of **your** choice as long as **we** can contact that person by phone or fax.

### What we do not cover

1. **Emergency Assistance** at or within one mile of **your** home address, or where **your car** is normally kept, except where 'Homecall' also applies.
2. The cost of transporting **your car** to a repairer more than 10 miles from the scene of the **breakdown**, except where 'Recovery' also applies. **We** will charge **you** for mileage that is more than 10 miles.

## Section 13

# Breakdown Part 2 – Recovery

### What we cover

#### 2. Recovery

If **your car** cannot be made roadworthy within one hour at the scene of the **breakdown**, **we** will arrange for it to be taken to a repairer of **your** choice, **your** destination, **your** home address or where **your car** is normally kept. **We** will pay the costs (no more than the cost of a standard-class rail ticket) for one person to collect **your car** after repairs have been completed.

**We** will also pay the cost of the following:

- Continuing the journey to **your** destination or repairer, or returning to **your** home address or where **your car** is normally kept, for the **driver** and up to eight passengers.

**We** will do this by providing:

1. a hire car for up to 24 hours (depending on what is available, the hire car **we** provide will be of a similar class to **your car**, with an engine capacity up to 2500cc); or
  2. an alternative form of transport of **our** choice.
- Or, **we** will pay emergency accommodation for one night for **you** and up to eight passengers while waiting for the repairs to be completed. This will include bed and breakfast but no other meals or expenses. The maximum amount **we** will pay is shown under 'Emergency Accommodation' in **your** schedule.

If **you** are declared medically unfit to drive **your car** during the journey and none of the passengers can drive it, **we** will recover **your car**, the **driver** and up to eight passengers to **your** destination, **your** home address or where **your car** is normally kept. **You** will need to produce some form of medical certificate confirming that **you** are medically unfit to drive.

### What we do not cover

1. **Emergency assistance** at or within one mile of **your** home address, or where **your car** is normally kept, except where 'Homecall' also applies.
2. Any costs for car hire if the hire of a replacement car has been refused by the hirer under the hirer's normal terms and conditions (see **Section 13 Breakdown Part 5 - Conditions, D Conditions of car hire**).

## Section 13

### Breakdown Part 3 – Homecall

This section only applies if it is listed in **your schedule**. The cover provided under this part of the section is limited to breakdowns which happen within Great Britain, Northern Ireland, the Republic of Ireland, the Isle of Man and the Channel Islands.

#### What we cover

#### 3. Homecall

If **your car** has a breakdown at or within one mile of **your** home address, or where it is normally kept, **we** will provide **emergency assistance** for up to one hour to make **your car** roadworthy.

If **your car** cannot be made roadworthy, **we** will arrange for it to be taken to a repairer of **your** choice.

#### What we do not cover

1. The cost of transporting **your car** to a repairer more than 10 miles from the scene of the **breakdown**, except where 'Recovery' also applies. **We** will charge **you** for mileage that is more than 10 miles.

## Section 13

### Breakdown Part 4 – European assistance

This section only applies if it is listed in **your schedule**. The cover provided by this part of this section is limited to incidents which happen in Albania, Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus (Greek), Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Holland, Hungary, Iceland, Israel, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Morocco, Netherlands, Norway, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden, Switzerland and Tunisia.

#### What we cover

#### 4. European Assistance

If **your car** is unfit to drive as a result of fire, theft, accidental damage or **breakdown**, **we** will provide **emergency assistance** at the scene for up to one hour to make **your car** roadworthy.

If **your car** cannot be made roadworthy at the scene of the **immobilising** incident, **we** will arrange for it to be taken to a suitable repairer or **your** destination. **We** will pay the costs (no more than the cost of a standard-class ticket) for one person to collect **your car** after repairs have been completed.

**We** will also pay for the following:

- Continuing the journey to the destination or to the repairer, for the **driver** and up to eight passengers. **We** will do this by providing:
  1. a hire car (depending on what is available, the hire car **we** provide will be of a similar class to **your car**, with an engine capacity up to 2500cc - the maximum amount **we** will pay is shown under 'European Self-drive hire' in **your schedule**); or
  2. an alternative form of transport of **our** choice.

Or, **we** will pay **emergency accommodation** for one night for **you** and up to eight passengers while waiting for repairs to be completed.

#### What we do not cover

1. Any costs for car hire if the hire of a replacement car has been refused by the hirer under the hirer's normal terms and conditions (see **Section 13 Breakdown Part 5 - Conditions, D Conditions of car hire**).

## What we cover

This will include bed and breakfast but no other meals or expenses. The maximum amount **we** will pay is shown under 'European Emergency Accommodation' in **your schedule**.

If **your car** cannot be made roadworthy by the intended date of **your** return to the United Kingdom, **we** will pay for the following:

- The cost of transporting **your car** to **your** home address or where **your car** is normally kept. This cost may include storage costs and the cost of transporting and delivering it. The maximum amount **we** will pay is the current **market value** of **your car** in the UK; or
- the cost for one person to travel by public transport to collect **your car** and drive it direct to **your** home address or where **your car** is normally kept. The maximum amount **we** will pay will be the cost of a standard-class ticket.

If essential replacement parts are not available locally, **we** will arrange to get the parts from somewhere else. **We** will pay all the charges involved in delivering the parts to **your car**.

If **you** are declared medically unfit to drive **your car** during the journey and none of the passengers can drive it, **we** will provide a suitably-qualified **driver** to drive **your car** to **your** destination, **your** home address or where **your car** is normally kept. **We** will try to supply a driver at a time that is convenient to **you** but **we** cannot guarantee to provide this service within any specific time scale. **You** will need to produce some form of medical certificate confirming that **you** are medically unfit to drive.

If the **breakdown** has been caused by **your car** running out of fuel, **we** will provide **emergency assistance** for replacement fuel.

## What we cover

We will provide **emergency assistance** if **your car** is immobilised as a result of a flat battery or flat tyre, or incorrect fuel being accidentally put in **your car**.

We will provide **emergency assistance** if **your car** is immobilised due to loss of, or damage to, **keys**. When **we** provide **emergency assistance** for this service, **we** will ask **you** to provide suitable identification.

After an **immobilised** incident, if **you** ask, **we** will try to get a message to a person of **your** choice as long as **we** can contact that person by phone or fax.

If **your** tent is damaged as a result of fire, theft or accidental damage, **we** will provide a similar tent for the rest of **your** holiday. The maximum amount **we** will pay is shown under 'European Tent Hire' in **your schedule**.

# Section 13

## Breakdown Part 5 – Conditions

Applicable to all levels of Breakdown cover

### A. Looking after your car

1. **You** must replace any part of **your car** which is not working properly, including the battery, within 28 days of discovering the fault. If a part is not replaced and a further **breakdown** of the same or similar cause recurs within 28 days, **we** reserve the right to refuse assistance or to charge a fee that is the same as the recovery agent's normal call-out charge.
2. **You** must maintain **your car** in line with the manufacturer's recommendations and only use it in a roadworthy condition.
3. **You** must carry a serviceable spare wheel for **your car** (including a spare wheel for any caravan or trailer whilst being towed) at all times.
4. **Your car** must be covered by a valid MOT certificate, if applicable.

### B. Requests for emergency assistance

1. If **you** need **emergency assistance**, **you** must contact **us** by phone. **We** must authorise any **emergency assistance**, otherwise **you** will have to pay any costs.
2. **You** must quote the **policy** number when calling for **emergency assistance** so **we** can confirm that cover under this section applies.
3. The **driver** or another person covered under the **policy** must be there when the recovery agent is providing **emergency assistance**.

### C. Selecting the appropriate assistance service

1. Depending on the incident, **we** will decide what is the most suitable form of **emergency assistance**. If **you** do not accept this decision, **we** will not pay more than the cost of the **emergency assistance** **we** recommend.

### D. Conditions of car hire

The car must be hired to a person who is covered under the **policy**. He or she will be responsible for collecting and returning the car to the car hirer.

1. The car hirer's normal terms and conditions will apply. This may mean that:
  - they may refuse to hire a car to anyone covered under the **policy** who is under 21 or over 70, has held a driving licence for less than one year, or who has certain endorsements on their licence; or

See also conditions and exceptions which apply to your whole policy.

- they may need a deposit for the cost of fuel and to protect the car hirer against the car not being returned.
2. The availability of car hire is not guaranteed.
  3. **We** cannot guarantee to provide a car with a towbar, child seats or an automatic gearbox, which will take roof bars, a roof rack or a roof box.

### **E. Safety of contents**

1. The **driver** is responsible for the contents of **your car** as long as he or she is covered under the **policy**.
2. If **your car** is recovered, **we** will decide whether to transport any animal, it is **your** responsibility to make alternative arrangements for its transportation.

### **F. Responsibility for the repairer's acts or neglect**

Once **your car** has been taken to a repairer, **we** will not be responsible for any repair work they do while they are following **your** instructions.

### **G. Emergency assistance which is no longer needed**

After asking for emergency assistance, if **you** or anyone covered under the **policy** repairs **your car** and **you** do not tell **us** about this, **we** may charge a fee that is the same as the recovery agent's normal call-out charge.

### **H. Collecting the car following a repair**

**You** are responsible for collecting **your car** from the garage after repairs have been completed.

### **I. Cancellation**

**You** may cancel this section of the **policy** at any time. **We** will refund the appropriate share of **your** premium that **we** work out from either the date **you** contact **us** or a future date from which **you** would like this section of **your policy** cancelled.

**We** may cancel this section of the **policy** if **we** send **you** a letter, giving **you** seven days' notice, to **your** last known address. **We** will then refund the appropriate share of the premium.

The cover under this section of the **policy** will be cancelled in the event of 5 **breakdowns** occurring within any one **period of insurance**.

### **J. Notice**

**You** must report a **breakdown** as soon as possible by phoning the emergency number provided, even if **you** do not need the assistance straight away.

## Section 13

# Breakdown Part 6 – Exclusions

### What is not covered

Applicable to all levels of Breakdown cover.

1. Any labour charge in addition to those covered under **Emergency Assistance**, the cost of spare parts and the cost of replacing fuel or **your car key(s)**.
2. The cost associated with draining or removing an inappropriate fuel or other fluid having been put in **your car**.
3. Damage as a direct result of getting into **your car** after **you** have asked for **emergency assistance**.
4. Cover for an incident if **you** are entitled to claim for the same incident under another policy.
5. Any expenses which would have arisen in the normal course of the journey.
6. If **your car** has been partly or completely buried in mud, snow, sand or water, and this is the sole reason for claiming.
7. **Breakdown** resulting from poor repair or attempted repair that was carried out during the journey without **our** agreement.
8. Any **breakdown** which is the result of a deliberate act by anyone covered under the **policy**.
9. **Breakdown** resulting from **your car** carrying more passengers, or towing a greater weight, than intended, or driving on unsuitable ground.
10. Any liability or any other costs or losses that result directly or indirectly from providing **emergency assistance**.
11. Any extra hire car charges, other than the rental charge, if **we** provide a hire car.
12. Any incident, which results in **your car** being **immobilised**, which happened before cover under this section of the **policy** started.
13. Requests for **emergency assistance** resulting from not being able to get fuel or other supplies essential for **your car** to move, due to fuel or other supplies being scarce in the country in which **you** are driving.
14. Loss or damage to the contents of **your car**.

15. Any cost **you** have to pay for sea or river transit unless claimed under the European Assistance section.
16. Any costs **we** have not agreed to pay beforehand.
17. Recovering **your car** if it is considered to be dangerous or illegal to load or transport.
18. **Breakdown** due to the failure to replace faulty parts, including the battery, within 28 days of the previous **breakdown** of the same or similar cause.
19. More than 5 **breakdowns** within one **period of insurance**.
20. Any storage charges **you** may have to pay while **your car** is being repaired at a garage.

# Conditions which apply to your whole policy

## A. Reporting a claim

**You** must tell **us** as soon as possible about any incident or legal proceedings which may lead to a claim.

If there has been a theft or attempted theft, **you** must also tell the police as soon as possible.

**You** should initially notify **us** of **your** claim by phone. **Your** initial claim contact number is shown in **your policy** documentation. If **we** then decide that **we** need an Accident or Theft Report form **we** will send one which **you** should complete and return as soon as possible.

Ideally when **you** call **you** will provide:

- Name, address and contact phone number(s) (for **you** and the **driver** of **your car** if not **you**). **We** will ask for information about convictions so please try and have driving licence(s) available when **you** call
- Personal details necessary to confirm **your** identity
- **Your policy** number
- Information about **your car** and any damage it sustained
- Details of the accident or claim circumstances (when, where and how it happened)
- Details of any witnesses and the Police or any other emergency service that was called
- Details of the other party or parties involved including information about damage to their car or property and any injuries that anybody might have sustained
- Where appropriate **your** thoughts on who was to blame for the accident

**We** may ask **you** to provide all the details in writing together with any evidence which **we** may reasonably need.

If **you** receive a writ, summons or other legal documents or letters, **you** must send them to **us** as soon as possible.

**You** must not answer any letters without **our** written permission. **We** will not refuse permission without a good reason.

## B. Assessing your claim

**We** suggest that soon after receiving **your policy** **you** read the section in **your policy** booklet headed "**What you should do if there is an accident or theft**". Whilst **we** hope **you** never need the information it is better to be prepared for the unexpected.

**You** must not admit or deny a claim or negotiate or promise to pay a claim without **our** written permission. **We** will not refuse permission without a good reason.

## C. Fraud

We will not pay benefits or arrange assistance if:

- **you** or any person makes a false claim or deliberately exaggerate **your** claim;
- **you** or any person sends **us** false declarations or statements to support **your** claim; or
- **you** or any person sends **us** any other false or invalid documents to support **your** claim.

Any fraud may result in **your policy** being invalid and all benefits forfeited.

## D. Changes in risk

**You** must tell **your** insurance consultant immediately

- if **you** get an extra car or change **your car** for another one;
- if there is a change in use of **your car** (for example, **you** require business use);

**You** must tell **your** insurance consultant as soon as reasonably possible if any other circumstances change, for example:

- if **you** or any other **driver** has been convicted of any motoring offence including fixed penalty offences, or has any prosecutions outstanding;
- if **you** or any other **driver** has been involved in any accidents, losses or thefts, regardless of whether a claim was made;
- if **you** or any other **driver** has been convicted of an offence of fraud or dishonesty (e.g. shop lifting, credit card fraud, tax evasion) or have possible prosecutions outstanding;
- if **you** or any other **driver** develops a notifiable health condition or an existing condition worsens. A notifiable health condition is one which must be referred to the DVLA (please refer to the DVLA D100 leaflet or [www.direct.gov.uk/motoring](http://www.direct.gov.uk/motoring) for a full list of notifiable conditions) Examples of notifiable conditions are Epilepsy or insulin controlled Diabetes;
- if the main **driver** of **your car** changes;
- if the registered keeper or owner of **your car** changes;
- if the place where **your car** is usually kept changes;
- if any modifications are made to **your car** (e.g. any changes which may affect **your car's** performance).
- if the number of vehicles in **your** family changes;

This is not a full list. If **you** are not sure whether to report a change, please contact **your** insurance consultant.

We may re-assess **your** cover and premium as a result of any important information **you** give **us**.

If **you** do not tell **us** anything which is relevant:

- **your policy** may not be valid; and
- **we** may reject **your** claim.

## E. Looking after your car

**You** and any other **driver** must do everything reasonably possible to prevent loss or damage and keep **your car** or any **loan car** in good condition.

**You** must allow **us** to examine **your car** at all reasonable times.

## F. Cancelling your policy

**We** may cancel **your policy**. If **we** do this, **we** will write to **you** at **your** last known address. In **our** letter **we** will confirm that all cover will end 7 days after the date on the letter. In these circumstances **you** must return **your certificate of motor insurance** to **us**.

**You** can cancel **your policy**. To do this **you** must write to **us** and return **your certificate of motor insurance**.

If no claim is made or will arise, **we** will give **you** a refund on **your** premium for any remaining period of cover.

If a claim is made or will arise, **we** will not give **you** a refund on **your** premium.

**We** reserve the right to cancel **your policy** in the event that there is a default in instalment payments due under any linked loan agreement. If **you** pay **your** premium monthly, cover under this **policy** will end if **you** do not pay any monthly premium when it is due. In these circumstances **you** must return **your certificate of motor insurance** to **us**. However, **we** will send a letter to **your** last known address and give **you** the opportunity to pay the premium within 7 days.

If **you** cancel **your policy** after an event which may lead to a claim, **you** must pay **us** the rest of **your** premium up until the next renewal date.

If **your policy** is cancelled before the first renewal, any refund of premium may be subject to an administration fee, which accounts for **our** costs in providing the **policy**. **We** will notify **you** of any administration fee that has been applied.

## G. Other insurance

If a claim under **your policy** is also covered by other insurance, **we** will only pay **our** share of the claim.

## H. Taking over your rights

If **you** make a claim, **you** must be prepared to take any steps **we** reasonably ask **you** to take to protect **your** rights. **You** must also be prepared to allow **us** to act in **your** name and take any reasonable steps **we** feel are necessary to protect **your** rights.

This may mean that **we** defend or settle the claim in **your** name. If this happens, **we** will pay any costs and expenses involved.

## I. Cover for car sharing

Your policy allows **you** or **your partner** to receive a mileage allowance from **your** or **your partner's** employer, or accept payment from passengers in **your car** as part of a car-sharing agreement, as long as:

- **your car** has not been built or adapted to carry more than eight passengers and a driver;
- **you** or **your partner** are not carrying passengers as part of a business of carrying passengers;
- **you** or **your partner** do not make a profit from the total payments **you** or **your partner** receive for a journey;
- **your car** is being used for a purpose included on **your certificate of motor insurance**; and
- the total payments for any mileage allowance **you** or **your partner** receive are within the published guidelines of HM Revenue & Customs.

## J. Our right to reclaim payments

We may claim back from **you** any payment which **we** make under **your policy**:

- because of the requirements of any law; and
- which **we** would not have paid if that law had not existed.

## K. Fraudulent application for insurance

We will not pay benefits or arrange help if:

- any part of **your** application for this insurance; or
  - any further changes **you** ask for under this **policy**;
- are deliberately or negligently fraudulent.

For example, this could include:

- not telling **us** about motoring or criminal convictions;
- not telling **us** about previous accidents or losses, even if a claim was not made;
- not telling **us** about modifications to **your car**;
- giving **us** false information about who is the registered keeper or owner of **your car**;
- giving **us** false information about the main user of **your car**; or
- giving **us** false information about the true number of vehicles in **your** family.

This is not a full list.

# Exceptions which apply to your whole policy

## A. Use and driving

We will not cover any claim if **your car** is being:

- used for a purpose which is not included on **your certificate of motor insurance**;
- driven by someone or in the care of someone for the purpose of being driven, who is not shown as allowed to drive on **your certificate of motor insurance**;
- driven by someone who does not have a valid licence unless he or she has held one and is not disqualified from getting another one;
- driven by someone who does not meet the conditions of their licence.

This does not apply to claims under Sections 2, 3 or 4 if **your car** is in the care of:

- a garage or similar motor trade organisation for servicing or repair; or
- a hotel or restaurant for the purpose of parking.

## B. Liability which results from an agreement

We do not cover any liability which results only from an agreement **you** have made.

## C. Radioactive contamination

We do not cover any loss, damage, or liability caused by:

- ionising radiation or radioactive contamination from nuclear fuel or nuclear waste from burning nuclear fuel; or
- the radioactive, toxic, explosive or other dangerous properties of explosive nuclear equipment or nuclear parts.

## D. War risks

We do not cover any loss, damage or liability caused by war, riot, revolution or any similar event, except as required under road traffic laws.

## E. Riot and civil unrest

We do not cover incidents caused by riot or civil unrest outside of England, Scotland, Wales, the Isle of Man or the Channel Islands.

This exception does not apply to **Section I**.

## F. Sonic bangs

We do not cover damage caused by pressure waves from aircraft and other flying objects travelling at or above the speed of sound.

## **G. Pollution**

**We** do not cover loss or damage caused by pollution or contamination, unless the pollution or contamination is the direct result of a single incident which happens during the **period of insurance**. To qualify for cover, the incident must be sudden, identifiable, unintended and unexpected.

All pollution caused by one incident will be considered to have happened at the time the incident took place.

This exception does not apply if **we** must provide cover under road traffic laws.

## **H. Rallies, competitions, trials and track use**

**We** will not cover any claim if **your car** is used:

- in a rally;
- in a competition;
- in a motor trial;
- on a racetrack;
- on a circuit; or
- on a prepared course.

## **I. Public authorities**

**We** do not cover any loss or damage caused by any government, public or local authority legally removing, keeping or destroying **your car**.

# What you should do if there is an accident or theft

## What to do immediately after the accident

1. People are more important than property, so **your** first priority should be to check whether anyone is injured and look after them. Call for medical help if necessary.
2. If anyone is injured, **you** must show **your certificate of motor insurance** to the police or to anyone who has a good reason for seeing it. If **you** can't do this at the scene, **you** must report the accident to the police within 24 hours and produce **your certificate of motor insurance** then.
3. If **your car** or anything in it is stolen, **you** should report the incident to the police as soon as possible.
4. Always stop if **you** are involved in an accident and exchange:
  - names and addresses (including those of any witnesses);
  - details of insurance companies (including policy numbers if known); and
  - vehicle registration numbers.
5. Do not admit **you** are to blame or offer any payment. It could make it more difficult for **us** to handle **your** claim and may affect **your** rights.
6. Draw a diagram of the accident scene. This should include:
  - the position of the cars before and after the accident;
  - the road layout;
  - any obstructions to **your** or other road users' vision;
  - the position of any witnesses; and
  - anything else which could be relevant to the cause of the accident (for example speeds and distances involved, and weather conditions).
7. If **you** receive any letters or documents about the accident, please do not answer them and forward them in to **us** as soon as possible.
8. Remember that **your** insurance consultant is there to help **you** if **you** need to make a claim. But if the accident or loss happens out of office hours, or **you** need emergency help, call the UK claims helpline.

**Your** helpline number is on **your** claims helpcard.

## Notifying a claim

**You** should initially notify **us** of **your** claim by phone if **your car** is stolen or damaged following an incident which is insured under **your policy**. **Your** UK claims helpline number is shown on **your** claims helpcard. **Our** team of experts will move into top gear to get **you** back on the road, or get repairs done as quickly as possible. If **we** decide that **we** need an Accident or Theft Report form **we** will send one which **you** should complete and return to **us** as soon as possible.

Ideally when **you** call **you** will provide:

- Name, address and contact phone number(s) for **you**, and the **driver** of **your car** if different. **We** will ask for information about convictions so please have any driving licence(s) ready when **you** call.
- Personal details necessary to confirm **your** identity.
- **Your policy** number.
- Information about **your car** and any damage it sustained.
- Details of the accident or claim circumstances (when, where and how it happened).
- Details of any witnesses and the Police or any other emergency service that was called.
- Details of the other party or parties involved, including information about damage to their car or property and any injuries that anybody might have sustained.
- Where appropriate, **your** thoughts on who was to blame for the accident.

**We** may also request additional information (e.g. a sketch plan). Sometimes **we** may wish to meet with **you** or undertake further investigations, but **we** will advise **you** about that when **you** call to report the incident. Claims conditions require **you** to provide **us** with any reasonable assistance or evidence that **we** require.

## Car repairs

**We** take pride in the claims service **we** offer to **our** customers. Where **your policy** provides cover for damage to **your car** **we** have a network of recommended repairers who will collect and redeliver **your car**. Where provided for under **your policy**, they will also provide a **loan car** to keep **you** mobile. The repair process will commence immediately **your car** arrives on their premises. To ensure there is no effect on any existing warranty **you** may have they provide a lifetime guarantee on all repairs.

Where **you** choose not to use one of **our** recommended repairers **we** will arrange for **your** damaged car to be examined by one of **our** motor engineers to agree the repair cost with **your** nominated repairer. The inspection should happen within 2 working days of **you** providing repair details to **us**.

### **If your car is stolen or not fit to drive**

If **you** have comprehensive or third party fire and theft cover, **we** will arrange for **you** to have a hire car for up to 48 hours straight after the incident. **We** will pay for this.

If **you** have comprehensive cover and **your car** is at one of **our** recommended repairers, they will give **you** a **loan car** while **yours** is being repaired. **We** will pay for this. However, **you** will not get a **loan car** if **you** have third party fire and theft or third party only cover, if **your car** is stolen and not recovered or if **your car** is damaged beyond economical repair.

### **If your car is damaged but roadworthy**

**Our** recommended repairers have been carefully selected to give **you** a fast, reliable and professional service. By using them **you** will also benefit from:

- **our** authority to start repairs as long as **your car** is economical to repair;
- collection and return of **your car**;
- cleaning of **your car** before it is returned to **you**; and
- a lifetime guarantee on all repairs.

**We** will pay for the above benefits.

If **you** have comprehensive cover and **your car** is at one of **our** recommended repairers, they will give **you** a **loan car** while **yours** is being repaired. **We** will pay for this. However, **you** will not get a **loan car** if **you** have third party fire and theft or third party only cover, and **your car** is damaged beyond economical repair.

If **you** choose any other vehicle repairer, it will not affect **your** right to claim. However, **we** may not be able to arrange any of the above benefits or automatically insure any replacement car for **you**.

### **If you have uninsured losses**

Even if a claim is covered under **your policy**, **you** could still be out of pocket for expenses such as:

- **your policy** excess;
- the cost of alternative transport; and
- loss of earnings.

If **Section 11 'Legal assistance plan'** is listed in **your schedule**, contact **your** insurance consultant. They will arrange to send **you** a claim form. **We** will make all reasonable efforts on **your** behalf to get back uninsured losses following an accident which is not **your** fault.

### **If you need legal advice**

If **you** need legal advice, **we** offer a free legal advice service. **You** will have to pay for the cost of the call. **Our** team of qualified legal advisers can give **you** free, confidential advice on motoring matters. Here are some examples of the help they can give **you**.

- They can provide legal advice after an accident. For example, if **you** do not have **our** Legal assistance plan then they can advise **you** on what to do if **you** want to make a claim against another person. However they will not contact other people, make claims or carry out legal proceedings on **your** behalf - **you** need **our** Legal assistance plan for that.
- They can provide legal advice on consumer issues which relate to motoring. For example, they can tell **you** about **your** rights if **you** are unhappy with a car which **you** have bought.
- They can provide **you** with legal advice if **you** are facing prosecution for driving or parking offences.

This service is confidential, and **you** can stay anonymous if **you** want.

To use it, call **01 132 982632** and ask to speak to a legal adviser. Please quote code **33885**, together with the renewal date on **your** current **certificate of motor insurance**.

### **If you need someone to talk to**

If **you** need someone to talk to after an accident, **we** offer a free counselling service. **You** will have to pay for the cost of the call. This is available for **you** and members of **your** immediate family and is for motoring matters only. **Our** experienced, qualified counsellors can help **you** when **you** need it most. Here are some examples of the help they can give **you**.

- They can help **you** come to terms with trauma after an accident.
- They can help **you** come to terms with injuries, disability and bereavement.
- They can offer **you** victim support (for example, if **your** car is stolen).
- They can even offer counselling for stress which has been caused by motoring.

This service is confidential, and **you** can stay anonymous if **you** want.

To use it, call **01 132 982632** and ask to speak to a counsellor. Please quote code **33885**, together with the renewal date on **your** current **certificate of motor insurance**.

# What you should do if you want to take your car abroad

## Important guidelines when travelling abroad

See also **Section 8 Foreign use** on page 24.

**Your policy** provides free foreign use cover for countries defined in the **territorial limits**.

The number of days of free foreign cover is shown as 'Foreign Use' under the 'Policy limits' in **your schedule**. If the length of any visit (or the total length of all visits during the **period of insurance**) is greater than the number of days shown as 'Foreign use' in **your schedule**, **you** must tell **us** before **you** take **your car** abroad. **You** will have to pay an extra premium to extend **your** cover.

**We** can provide a Green Card as proof of insurance, although this is no longer necessary for a visit to any of the countries defined in the **territorial limits**. For those countries that have recently been approved by the European Commission **we** would recommend that a Green card is issued. **You** will need a Green Card to visit countries outside of the **territorial limits**. **You** will also have to pay an extra premium to extend **your policy** cover to any additional countries.

**Your policy** also provides cover during the **period of insurance**, under **Section 1 Legal liability to others, D. Cover Abroad**, while **your car** is in a country defined by that Section. This will only provide cover for Third Party personal injury and limited Third Party property damage caused by **you** or any insured driver whilst using or driving **your car**.

If **you** have an accident abroad, phone the Euro helpline on **your** claims helpcard.

Take the following insurance documents when **you** travel abroad:

1. **Your certificate of motor insurance.**
2. The European accident statement.

In addition, check the requirements for using a vehicle in the countries **you** are visiting. These can be obtained from the Foreign and Commonwealth Office. ([www.fco.gov.uk](http://www.fco.gov.uk))

**You** may also find it helpful to have this **policy** booklet with **you** for the advice and information given below.

If **you** have an accident abroad, follow the procedure below.

1. Immediately report the accident to the police if anybody involved in the incident is injured or if there is a disagreement with the other driver. Get details of the police team that attended the scene or who the accident was reported to.
2. Give **your** name and address, and **our** name and address to the other party and produce **your certificate of motor insurance**.

3. Get the name and address of the other driver, details of their motor insurer (including policy number) and information about the registration and ownership of the other vehicles involved.
4. Call **our** Euro Claims Helpline on **your** helpcard as soon as possible, particularly if anybody is injured.
5. Never make any statement or sign any document (other than the European accident statement) without the advice of a lawyer or competent official. Do not sign the European accident statement, particularly if written in a foreign language, before **you** are certain that **you** understand and agree with every word.
6. If **you** have a camera, take photographs showing the layout of the scene and positions of the vehicles from various angles.
7. Use **your** European accident statement (the various linguistic editions of this form are identical throughout Europe) and be sure to get the following details:
  - The make, registration number and colour of the other vehicle and whether it is right or left-hand drive. If the Third party vehicle is a lorry obtain the number of both the cab and trailer units. In some countries these have different registration numbers
  - The full names, addresses and occupations of independent witnesses.
  - The date, time and exact place of the accident.
  - The speeds of **your** own and the other vehicle.
  - Signals given by **you** and the other driver.
  - Weather and road conditions.
  - Names and addresses of people injured and details of those injuries.
  - Details of damage to **your** own and other vehicles.

If **you** do not have a European accident statement, collect the following information:

1. Date, time and place of the accident
2. Other vehicle's details
3. Registration number
4. Country of registration
5. Policy number of the insurance
6. Green card number
7. Name and address of the insurer
8. Surname, first name and address of the driver
9. Accident circumstances including details of damage to vehicles and injuries to any people involved
10. Sketch the scene and the position of the vehicles (include road markings where possible)

# How to use your claims helplines

## What your RSA helpcard can do for you

We aim to provide a high-quality service to **our** policyholders. The claims helplines on **your** claims helpcard are part of this quality service and are available 24 hours a day, 365 days a year.

The phone call will cost **you** nothing, but **you** may have to pay for any service **you** decide to use if the claim is not covered by **your policy**.

## Swift help from our assistance services

Whether or not **your car** can be driven, **we** will be on hand to help.

If the incident is covered under **your policy**, **our** assistance services will aim to be with **you** within one hour of **you** phoning **our** UK claims helpline. They will take **you** and **your** passengers home or to **your** destination within the UK.

**Your car** will be taken to one of **our** recommended repairers.

**You** only need to make one call. **Your** details will be fed through to **our** claims team, who will send **you** a claim form. Just fill in the form and sign it. **We'll** do the rest.

## RSA repairer network

**Our** UK claims helpline will give **you** details of **our** nearest recommended repairer.

## Audio and communication equipment

If **you** have comprehensive or third party fire and theft cover, **our** UK claims helpline will put **you** in touch with **our** recommended stereo replacement company.

## Hotel accommodation

If **you** have comprehensive cover, **our** UK claims helpline can help **you** arrange emergency overnight accommodation if **you** cannot continue **your** journey. Simply pay for the accommodation **yourself** and **we'll** give **you** a refund when **you** claim. (See **your policy schedule** for the maximum amounts **we** will pay.)

## Glass replacement

If **you** have comprehensive cover, **our** glass helpline will send **you** to one of **our** recommended windscreen companies. Simply pay the **excess** for a replacement windscreen – they will do the rest. If **your** windscreen is laminated, it may be possible to repair it.

## **European assistance**

If **you** are involved in an incident abroad, **our** Euro helpline can help 24 hours a day, 365 days a year. They will work with **you** to find the most appropriate course of action to get **your** claim settled as quickly as possible and to get **you** home or to **your** destination.

# Complaints procedure

## Complaints Procedure

### Our commitment to customer service

At RSA, we are committed to going the extra mile for our customers and wherever possible, exceeding their expectations.

If **you** believe that **we** have not delivered the service **you** expected or **you** are concerned about any aspect of the service **we** have provided, then please let **us** know. Preferably through **your** usual sales and service contact point.

If **you** are unsure how to contact **your** sales and service point please contact **our** Customer Relations Team. Details of which follow.

**We** promise to:

- Fully investigate **your** complaint
- Keep **you** informed of progress
- Do everything possible to resolve **your** complaint
- Learn from **our** mistakes
- Use the information from **your** complaint to proactively improve **our** service in the future.

**We** aim to resolve **your** concerns within 24 hours. Experience tells **us** that most difficulties can be sorted within this time.

In the unlikely event that **your** concerns have not been resolved within this time, **we** will issue a letter acknowledging **your** complaint, letting **you** know the reasons why and **we** will continue to keep **you** well informed of the further actions **we** will be taking to reach a suitable conclusion.

If **you** continue to be unhappy with **our** proposed course of action, **you** can progress **your** complaint with **our** Customer Relations Team who will conduct a separate investigation and full review, that will be concluded by **us** issuing a final response letter.

### How to contact us

Customer Relations can be contacted by:

Telephone: 0800 107 6160

Write: Customer Relations Office  
 RSA  
 Bowling Mill  
 Dean Clough Industrial Estate  
 Halifax  
 HX3 5WA

Tel: 0800 1076161

Fax: 01422 325227

Email: [crt.halifax@uk.rsagroup.com](mailto:crt.halifax@uk.rsagroup.com)

### **If you are still not happy**

If **you** are still not satisfied after the review, or **you** have not received a written offer of resolution within 8 weeks of the date **we** received **your** complaint, Royal & Sun Alliance Insurance plc is regulated by the Financial Services Authority whose arbitration service is the Financial Ombudsman Service and **you** can refer **your** complaint to them.

They can be contacted at:  
Financial Ombudsman Service  
South Quay Plaza  
183 Marsh Wall  
London  
E14 9SR  
Telephone: 0845 080 1800  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

**You** must approach the Financial Ombudsman Service within 6 months of **our** final response to **your** complaint. **We** will remind **you** of the time limits in **our** final response.

**Your** rights as a customer to take legal action remain unaffected by the existence or use of any complaints procedures referred to above. However, the Financial Ombudsman Service will not adjudicate on any cases where litigation has commenced.

### **Thank you for your feedback**

**We** value **your** feedback and at the heart of **our** brand **we** remain dedicated to treating **our** customers as individuals and giving them the best possible service at all times. If **we** have fallen short of this promise, **we** apologise and aim to do everything possible to put things right.

In the event of an accident, theft or, if applicable, breakdown, contact your usual Insurance Consultant or call:

**UK Claims Helpline:** **0800 096 4567**

**EU Claims Helpline:** **+44 870 010 4567**

**UK Glass Helpline:** (UK ONLY) **0800 096 3456**

**UK Breakdown Helpline:** (IF COVERED) **0800 096 4567**

**EU Breakdown Helpline:** (IF COVERED) **+44 870 010 4567**

For your protection, telephone calls may be recorded and monitored. Please contact your Insurance Consultant or RSA with any other queries regarding your policy

Royal & Sun Alliance Insurance plc (No. 93792).  
Registered in England and Wales at St Mark's Court,  
Chart Way, Horsham, West Sussex RH12 1XL.  
Authorised and regulated by the Financial Services Authority.

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## DRIVE Helpline

Policy Number

Renewal Date

<input type="text"/>	<input type="text"/>
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Please enter your policy number and renewal date above

**Drive Assistance — 24 hours a day – 365 days a year**

Helpline numbers are shown on the back of this card.  
Use them as follows:

### **UK Claims Helpline**

Phone this number to make a claim or for:

- details of **our nearest repair shop or approved repairer\***
- a **recovery vehicle** if your car is out of action following an accident\*

\*BENEFITS ARE ONLY PROVIDED IF THE CLAIM IS COVERED UNDER YOUR POLICY

### **UK Glass Helpline**

Phone this number in the event of damage to your car windows\*

### **Euro Helpline**

Phone this number if you have an accident abroad

If necessary, your car will be transported back to the UK, where the normal **Drive** claims service will apply\*

\*BENEFITS ARE ONLY PROVIDED IF THE CLAIM IS COVERED UNDER YOUR POLICY