

**We, Us, Our**  
MotorPlus Limited trading as ULR Norwich.

**Written Off**  
The *Insured Vehicle* being assessed as being damaged beyond the point where it would be economical to fund its repair. In the event that the *Insured Person* is comprehensively insured, such assessment must be made by their motor insurers. In the event that the *Insured Person's* motor insurance is not comprehensive, such assessment will be made by *Us* or (if the *Insured Person* is not wholly responsible for the accident) by the insurers of any other party partly responsible for the accident.

**You, Your**  
The person who has taken out this Policy.

### This Policy Will Cover

1. Where the *Insured Vehicle* has been rendered *Undriveable* or *Written Off* as a result of an *Insured Incident* arising within the *Territorial Limits* during the *Period of Insurance*, subject to the Terms and Conditions *We* will arrange for the supply to *You* of a *Substitute Vehicle* for the duration of the *Hire Period* and *We* will pay the *Vehicle Hire Costs* provided that the hire has been arranged by *Us* through a *Hire Firm*.
2. The *Substitute Vehicle* will be delivered to *You* as soon as is practically possible and in any event within one working day of *Your* report of an *Insured Incident* to *Us*.
3. *You* may ask for the *Substitute Vehicle* to be delivered to *You* at any convenient place within the *Territorial Limits*.

### This Policy Will Not Cover

1. *We* will not pay *Vehicle Hire Costs* for claims arising out of more than three *Insured Incidents* in any one *Period of Insurance*.
2. *We* will not be able to supply a *Substitute Vehicle* to any person who does not meet the *Hire Firm's* standard terms and conditions of hire in force at the date when *You* report the *Insured Incident* to *Us*.
3. *We* will not pay *Vehicle Hire Costs* incurred before *Our* written acceptance of a claim or where the *Insured Person* arranges their own hire.
4. *We* will not supply a *Substitute Vehicle* if *You* are a taxi driver, private hire vehicle driver, self-drive hire operator or motor trader unless the *Substitute Vehicle* is used solely for *Your* personal use.
5. *We* will not supply a *Substitute Vehicle* where the *Insured Vehicle* is used for racing, rallies or competitions.

6. *We* will not supply a *Substitute Vehicle* where there is any allegation that the *Insured Incident* arose at a time when the *Insured Person* had consumed alcohol or illegal drugs.
7. *We* will not supply a *Substitute Vehicle* where as a result of the incident *You* report to *Us*, the *Insured Vehicle* is neither *Written Off* nor rendered *Undriveable*.
8. *We* will not supply a *Substitute Vehicle* where, at the time of the *Insured Incident*, the *Insured Vehicle* was:
  - a) unroadworthy; or
  - b) not covered by a valid, current MOT certificate (where such was required at the time); or
  - c) not covered by a valid, current operator's licence (where such was required at the time); or
  - d) uninsured for the Compulsory Risks; or
  - e) being driven by someone who did not possess a valid, current full driving licence (or, where appropriate, provisional driving licence).

### General Conditions and Exclusions

1. In the event of theft or attempted theft of the *Insured Vehicle* *You* must, when reporting to *Us*, provide the name, address and telephone number of the police station to which the crime was reported and supply the crime reference number allocated by the police.
2. The *Insured Incident* must be reported to *Us* within 28 days of occurrence and must be subject to a claim under the *Insured Person's* own motor policy.
3. The *Insured Person* must abide by the *Hire Firm's* terms and conditions of hire at all times during the *Hire Period*.
4. The *Insured Person* must pay the insurance excess arising on any claim relating to the *Substitute Vehicle* which arises during the *Hire Period*, or pay a collision damage waiver. Full details of this will be made available before hire commences.
5. *We* will select a *Hire Firm* for *You*, and arrange for them to supply a *Substitute Vehicle* suitable for *Your* needs.
6. The *Insured Person* must agree to *Our* trying to recover the *Vehicle Hire Costs* in his or her name from any third party from whom they may be recoverable, including if necessary by issuing and pursuing civil legal proceedings, or including the *Vehicle Hire Costs* in any claim for other losses being pursued in the name of the *Insured Person*.
7. *We* can take over and conduct such a claim and/or proceedings in the *Insured Person's* name at any time.
8. *We* can negotiate any such claim on behalf of an *Insured Person*.

9. Any *Vehicle Hire Costs* recovered in such a claim must be paid to *Us* or to *Our* order.
10. *You* must keep *Us* fully informed at all times of all matters relating to the *Insured Incident* and in particular must notify *Us* immediately if an *Insured Vehicle* which has been stolen is recovered or if *You* receive a cheque in settlement of the value of an *Insured Vehicle* which has been *Written Off* or if an *Insured Vehicle* is rendered driveable.
11. This Policy is written in English.
12. The parties are free to choose the law applicable to this insurance contract. Unless specifically agreed to the contrary this insurance shall be subject to the Laws of England and Wales.

### Data Protection Act 1998

Please note that any information provided to Motorplus Limited, Qdos Broker & Underwriting Services Limited, UK Underwriting Limited and/or Ageas Insurance Limited will be processed in compliance with the provisions of the Data Protection Act 1998.



**ADRIAN FLUX**

modern approach, traditional values



## Dual Control Substitute Vehicle Policy Wording

### Important Information

This is our Dual Control Substitute Vehicle Policy Wording. It includes everything you need to know about your policy.

We suggest you keep this document in a safe place as you will need to refer to it in the event of an accident.

Act quickly after an accident and call our claims unit on

**0844 888 7360**

We are contactable 24 hours a day,  
all year round

Motorplus Limited is authorised and regulated by the Financial Services Authority.  
Regulated by the Ministry Of Justice in respect of regulated claims management activities.

AFDUAL 0111c

## Dual Control Substitute Vehicle Policy Wording

This Policy has been arranged by Motorplus Limited and Qdos Broker & Underwriting Services Limited and is underwritten by UK Underwriting Limited on behalf of:

Ageas Insurance Limited, Registered in England No. 354568. Registered Office: Ageas House, Tollgate, Eastleigh, Hampshire, SO53 3YA.

Motorplus Limited, Qdos Broker & Underwriting Services Limited, UK Underwriting Limited, and Ageas Insurance Limited are authorised and regulated by the Financial Services Authority. This can be checked on the FSA's register by visiting the FSA's website at [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting them on 0845 606 1234.

Subject to the appropriate premium having been paid the *Insurer* agrees to cover *You* as set out in this Policy.

Unless expressly stated nothing in this Policy will create rights pursuant to the Contract (Rights of Third Parties) Act 1999.

## What is a Dual Control Substitute Vehicle?

Even if *You* are comprehensively insured, a road accident or the theft of *Your* vehicle can leave *You* without suitable transport.

Comprehensive insurance may not provide any replacement vehicle in the event that *Your* vehicle is rendered *Undriveable* or *Written Off* due to fire, theft, attempted theft or a fault accident or stolen and not recovered. Where a vehicle is provided, it will generally be only a small courtesy car provided by the repairer and almost certainly not fitted for dual control.

## How can we help?

The Motorplus Dual Control Substitute Vehicle scheme can provide a suitable vehicle to keep *You* on the road when *Your* own vehicle is *Written Off*, rendered *Undriveable* or involved in an accident which was at least partly your fault.

Furthermore, the vehicle provided will be an equivalent dual control vehicle to *Your* own to enable *You* to continue to operate *Your* business without unnecessary inconvenience.

## Making a Claim

PLEASE REMEMBER THAT OUR CLAIMS CENTRE IS OPEN 24 HOURS A DAY THROUGHOUT THE YEAR.

If *Your* vehicle is stolen, damaged by vandalism, fire or attempted theft or involved in an accident, write down as many details as possible including the names and addresses of anyone else involved and any information provided by the police.

Let *Us* know the information as soon as possible, by calling *Our* Helpline on **0844 888 7360**.

If *We* accept *Your* claim, *We* will arrange for the delivery to *You* of a suitable *Substitute Vehicle*, which *You* can use for the period of time described below.

If *Your* vehicle was damaged or destroyed in circumstances which were not *Your* fault, *We* may seek to recover the costs of providing the *Substitute Vehicle* from the responsible party or their insurers. *We* would normally do this through *Our* Claims Centre.

## Complaints Procedure

It is the intention to give *You* the best possible service but if *You* do have any questions or concerns about this insurance or the handling of a claim *You* should in the first instance contact:

### Chief Executive Officer

Motorplus Limited  
Kircam House  
Whiffler Road  
Norwich  
NR3 2AL

Tel: 01603 420 000  
Fax: 01603 420 010

Please ensure *Your* policy number is quoted in all correspondence to assist a quick and efficient response.

In the event *You* remain dissatisfied and wish to make a complaint, *You* can do so by contacting the following:

### The Customer Relations Manager

UK General  
Cast House  
Old Mill Business Park  
Gibraltar Island Road  
Leeds  
LS10 1RJ

Tel: 0845 218 2685  
Email: [customerrelations@ukgeneral.co.uk](mailto:customerrelations@ukgeneral.co.uk)

If it is not possible to reach an agreement, *You* have the right to make an appeal to the Financial Ombudsman Service. This also applies if *You* are insured in a business capacity and have an annual turnover of less than €2 million and fewer than ten staff. *You* may contact the Financial Ombudsman Service at:

### The Financial Ombudsman Service

South Quay Plaza  
183 Marsh Wall  
Docklands  
London  
E14 9SR

Tel: 0845 080 1800

The above complaints procedure is in addition to *Your* statutory rights. For further information about *Your* statutory rights contact *Your* local authority Trading Standards Service or Citizens Advice Bureau.

## Compensation Scheme

Ageas Insurance Limited is covered by the Financial Services Compensation Scheme. *You* may be entitled to compensation from the scheme in the unlikely event that Ageas Insurance Limited cannot meet their financial responsibilities. The FSCS will meet 90% of *Your* claim, without any upper limit. *You* can obtain further information about compensation scheme arrangements from the FSCS at [www.fscs.org.uk](http://www.fscs.org.uk), or by phoning 0207 892 7300.

## Cancellation

*We* hope *You* are happy with the cover this Policy provides. However, *You* have the right to cancel it within 14 days of receiving the Policy, without giving any reasons, by sending *Us* written notice within the first 14 days of the Policy, or within 14 days of *You* receiving the insurance documents, if later. This is known as the "cooling off period". Thereafter any return premium will be discretionary.

## Definitions

### Hire Firm

A member of *Our* network of approved motor vehicle hire companies.

### Hire Period

The period from the date a *Substitute Vehicle* is delivered to *You* until the earliest of the following dates:

- where the *Insured Vehicle* is *Undriveable* but remains economically repairable, the date when the *Insured Vehicle* is made driveable; or
- where the *Insured Vehicle* is *Written Off*, the fourth day after the date when *You* receive a cheque in respect of the value of the *Insured Vehicle*; or
- the end of the fourteenth day of hire; or

- where *Your* claim is declined by *Your* motor insurers, the date when *You* receive notification of this fact; or
- where the *Insured Vehicle* is stolen and recovered and found to be driveable, the date the *Insured Vehicle* is recovered; or
- where *You* receive an offer of settlement in respect of the *Insured Vehicle* which *We* consider reasonable, but which *You* want to reject, the date on which *We* notify *You* of our opinion.

## Insured Incident

Either:

- the recovered theft or attempted theft of, or damage by fire or malicious damage to, the *Insured Vehicle* where it is rendered *Undriveable*; or
- an accident in which the *Insured Vehicle* is damaged so as to be *Undriveable* but remains economically repairable where that accident was at least partly the fault of the *Insured Person*; or
- the theft of the *Insured Vehicle* where it remains unrecovered.

## Insured Person

*You* and any other person driving the *Insured Vehicle* with *Your* permission and under the cover of *Your* motor insurance providing they satisfy the *Hire Firm's* standard terms and conditions of hire in force at the date of the *Insured Incident* and also providing that they are resident within the *Territorial Limits*.

## Insured Vehicle

The dual controlled vehicle specified in the motor insurance policy issued with this Policy.

## Insurer

UK Underwriting Limited on behalf of Ageas Insurance Limited. UK Underwriting Limited are an insurers' agent and in the matters of a claim act on behalf of the insurer.

## Period of Insurance

12 calendar months from the date of inception of this Policy, or until the next expiry date of the motor insurance policy to which this Policy is annexed, whichever period is the shorter. In the event of cancellation or non-renewal of that motor insurance policy, all cover under this Policy shall cease.

## Substitute Vehicle

A replacement dual controlled vehicle selected by *Us* and having an equivalent engine capacity to the *Insured Vehicle*.

## Territorial Limits

England, Wales and Scotland.

## Undriveable

Damaged in a manner which (albeit temporarily) renders it unfit for lawful use on a public highway within the *Territorial Limits*.

## Vehicle Hire Costs

The cost of hiring a *Substitute Vehicle* for one continuous *Hire Period*.