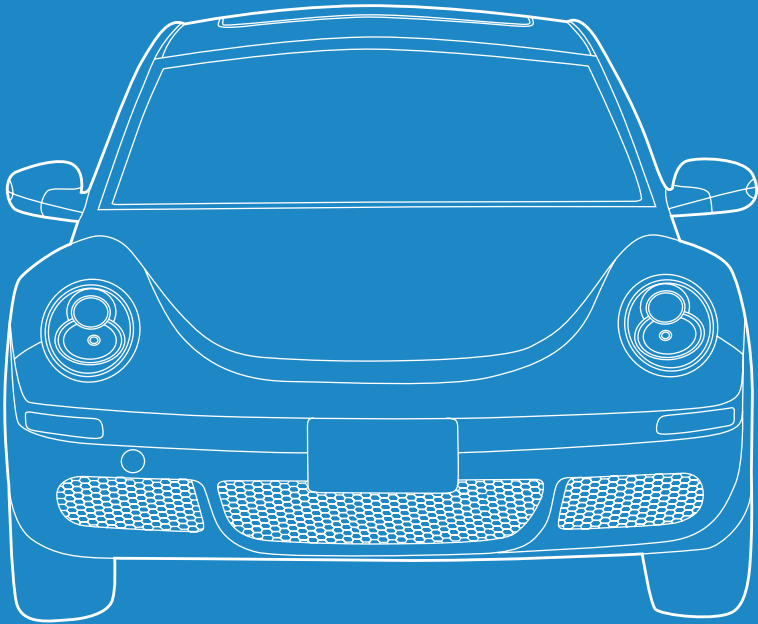


Windscreen Cover Insurance Policy



In the event of a claim please call:

0800 587 2971



TRINITY
LANE

Cover Applicable

This insurance is between you (the Insured) and Trinity Lane Insurance Company Limited (the Company). Trinity Lane Insurance Company Limited will insure you during the period of this Insurance against:

- a** Breakage of windscreen glass or windows; and
- b** Damage to the windscreen, where the damage is sufficient to cause the vehicle to fail a Department of Transport M.O.T. test.

This cover is only applicable to the vehicle identified on the current Policy Schedule and is subject to a £75 excess: You must pay the first £75 of the cost of any replacement window or windscreen glass. This excess does not apply if your Windscreen or glass is repaired rather than replaced.

The policy is only valid if the full premium has been paid.

Conditions:

The insurance is subject to the following Conditions:

- a** The insurance applies only to the vehicle identified on the current Policy Schedule whilst it is in your ownership.
- b** This policy must be bought in conjunction with your motor policy. Cover is in force from the 28th day after your application for cover. Unless the Company agree otherwise this policy will only run in the first year of insurance, until the expiry date of your motor insurance policy.
- c** You must use our nominated supplier to carry out repairs / replacements in order for a claim to be valid. The nominated supplier may at its own option repair, reinstate or replace windscreen or window glass. If you do not use the nominated supplier we will only make a maximum payment of £100, after the deduction of the excess.
- d** You may be requested to provide your vehicle to the Company for inspection prior to the 28th day after you have applied for cover. Upon inspection of the vehicle, The Company can make a decision as to whether to provide cover. If there is any damage to the glass prior to the inspection, and you agree to pay for the repair or replacement yourself, our nominated supplier will supply their services at a 35% discount from their standard rate for the same work. If the vehicle does not pass the inspection and you do not wish to pay for the repair or replacement yourself, you may cancel the policy and receive a full refund.
- e** Once a policy is issued, there is a period of 14 days (the 'Cooling Off' period) during which you may change your mind about continuing with the application for insurance. This is regardless of whether cover has commenced. If you write to us and return both this Policy and your Policy Schedule within the 'Cooling Off' period we will allow you a return of premium. If you cancel your policy outside of the 'Cooling Off' period we will not allow any return of premium.
- f** If you need to make a claim on the policy you will need to produce your Policy Schedule, this Policy, proof of your identity and your vehicle registration document. You must report any damage that is likely to result in a claim as soon as possible. You can do this by telephoning the claims line on 0800 587 2976. You will not be authorised to claim for any incidents reported more than 30 days after the policy has finished, regardless of the date that the damage occurred.
- g** The Company's liability in any one insurance year will be limited to £300 after the deduction of any excess.
- h** The substitution of vehicles may be permitted, but an inspection of the replacement vehicle may be required at the Company's option. If the Company deems that an inspection is necessary, cover will not operate on the replacement vehicle until it is inspected at our nominated inspection centre and cover is agreed in writing. If a substitution is not accepted by the Company, or if cover is cancelled by the insured after a policy has been issued, no refund of premium will be allowed other than during the 'Cooling Off' period (see section (e) above).
- i** You must be a permanent resident in the British Islands (England, Scotland, Wales, Northern Ireland, the Isle of Man or the Channel Islands)
- j** Unless the Company has agreed otherwise in writing, cover is subject to English law.
- k** If the premium is not paid the policy will be invalid.

Complaints

About our service

We, Trinity Lane Insurance Company Limited, are licensed by the Malta Financial Services Authority to provide general insurance.

We want to provide you with a high-quality service at all times. If you want to make a complaint about your insurance, or us, please contact the insurance adviser who arranged the insurance for you.

If you are still not satisfied after contacting your adviser, you should write to:

Customer Services Co-ordinator
Trinity Lane Insurance Company Limited
The Landmark
Level 1, Suite 2
Triq L-Iljun
Qormi QRM 1000
Malta.

Phone: 00356 22 489 100

When you do this, please quote your policy number shown on your certificate of motor insurance document as it will help us deal with your complaint quickly.

If we cannot settle the complaint to your satisfaction, you can contact:

The Financial Ombudsman Service
Customer Contact Division
South Quay Plaza II
183 Marsh Wall
London
E14 9SR.

Phone: 0800 023 4 567

Email: complaint.info@financial-ombudsman.org.uk

We are bound by the Financial Ombudsman's decision, but you are not.

Following the complaints procedure does not affect your right to take legal action.

About your Insurer

Cover is arranged through Trinity Lane Insurance Company Limited who are authorised and regulated by the Malta Financial Services Authority (MFSA).

The Financial Services Compensation Scheme

As we are members of the Financial Services Compensation Scheme (FSCS), you may be entitled to compensation from the scheme if we cannot meet our liabilities under this insurance. This depends on the type of business and the circumstances of the claim. The FSCS provides 90% compensation for claims arising out of non-compulsory insurance. You can get more information about compensation scheme arrangements from the FSCS website at www.fscs.org.uk.

Data Protection Act

We are registered with the Data Protection Commissioner as a 'data controller'. By taking out an insurance policy with us, you agree to us collecting and using your personal information. The information that we collect from you may be stored and processed in, and transferred to, any country outside the EEA in order for us to use the information in line with this policy. By providing your information, you agree to this.

We cannot guarantee that any organisation outside the EEA will have adequate protection for personal information, but we will take all steps reasonably necessary to make sure that your information is treated securely and in line with this policy.

Under the Data Protection Act 2001, you have the right to ask for a copy of the information we hold about you. The request has to be in writing and must be signed by you.

We will provide the information free of charge and as soon as possible.

Please keep this document in a safe place.

We recommend that you ensure that the claimsline number is stored in your vehicle and on your mobile device.

CLAIMSLINE 0800 587 2971

Useful Numbers

For Household. Car, Van, Caravan and
Motorhome insurance call **0800 369 8590**

For Motorbike insurance call **0800 089 2000**

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