



TRINITY
LANE

**Driverless Car
Policy Document**

About your insurance

We are pleased to welcome you as a policyholder. Your motor insurance is made up of four documents.

- This insurance booklet
- The schedule, which shows any endorsements applying to your insurance
- The certificate of motor insurance
- The proposal form or statement of insurance

You should read all these documents and keep them in a safe place.

We have agreed to provide cover based on the information you gave in the proposal form or statement of insurance. If you know or believe that any of this information is incorrect or missing, please tell your insurance adviser immediately.

If you do not give us full and accurate information, your insurance may not be valid and we could refuse to pay any claim.

If you need a copy of the proposal form or statement of insurance, please ask your insurance adviser.

We have done everything possible to make your documents straightforward and you should find them easy to follow. The guidance notes will help you understand your cover. If you have any questions, please call your insurance adviser. You will also find useful advice on how to make a claim and what you can do if you are not happy with our service.

Specialist vehicle insurance

You have taken out insurance with us (Trinity Lane Insurance Company Limited). This document gives details of the insurance contract, which is legally binding.

We have used the information you have given us in the declaration and either the proposal form or statement of insurance.

We have agreed to insure you under the terms, conditions and exceptions in this document, and any endorsements relating to it.

You must have paid the premium shown in the schedule to be covered under this policy. We are authorised and regulated by the Malta Financial Services Authority under the Insurance Business Act 1998 to carry on the business of general motor and accident classes of insurance.



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Definitions

Accessories

parts of your vehicle which do not directly relate to its function as a motor vehicle. If your vehicle is a motor caravan, we include fixtures, fittings, furnishings and furniture in this definition.

Agreed value

the amount shown in the schedule which we have agreed and which we must pay if your vehicle is stolen and not recovered, is totally destroyed or is so badly damaged that the reasonable cost of repair will be more than this amount (as long as the condition of the vehicle at the time of a claim is not very different from the condition you originally gave us details of). If you give us false or incorrect documentation for the agreed value, this will make any agreed value void (in other words, cancel it) and we will only pay market value for the vehicle. If we have not agreed the value of your vehicle at the time of loss or damage, the most we will pay will be the market value of your vehicle immediately before the loss or damage.

Annual mileage limit

the maximum number of miles that your vehicle is allowed to travel in any one year of insurance.

Annual premium

the premium we charge to provide you with cover for a period of 12 months.

Car

Passenger vehicle unladen weight higher than 450kg but lower than 3500kg, not designed for the carriage of goods (van) and is designed to carry no more than 6 passengers.

Certificate of motor insurance

the legal document used as evidence that you have the insurance needed by law. This document shows the insured vehicle and the purposes for which it can be used.

Courtesy vehicle

a vehicle provided by a repairer approved by us until the authorised repair is finished. We will decide whether to provide a courtesy vehicle – you are not automatically entitled to one under this policy.

Endorsement

a change in the terms of your insurance. An endorsement does not apply unless the number appears in your schedule. Each endorsement has its own number.

Excess

the amount you have to pay towards any claim under this insurance as shown on your schedule.

In-vehicle entertainment and navigation equipment

permanently fitted radios, MP3 players, cassette, CD or minidisc players (including their speakers), and navigation equipment. We do not cover citizens' band (CB) radios, telecommunications equipment (for example, a hands-free kit) and portable items such as cassette tapes, CDs, minidisks or any other music-storage equipment.

Market value

the cost of replacing your vehicle, if this is possible, with one of a similar make, model, year, mileage and condition.

Period of insurance

the length of time covered by this insurance as shown in the schedule.

Cover Limit

Retail customer – an individual who is acting for purposes which are outside his or her trade, business or profession.

Thatcham Centre

The world's leading automatic research and technology centre. They aim to improve safety and security and provide the automotive and insurance industries with valuable commercial information.

The schedule

details of the sections of this insurance document which apply to you.

Trinity Lane Glassline

our approved glass repairers.

United Kingdom

England, Scotland, Wales, Northern Ireland, the Isle of Man and the Channel Islands.

We, us, our

Trinity Lane Insurance Company Limited.

You, your

the insured person named in the certificate of motor insurance and the schedule.

Your vehicle, your motor vehicle

the insured vehicle shown in the schedule. You should read the policy, schedule and certificate of motor insurance and any later endorsements as if they are one document. Any word or expression that we have defined in the policy, schedule or certificate of motor insurance will have the same meaning wherever it appears.

Cover

The cover you have chosen is shown in your schedule. We have divided your cover into different sections.

1. Comprehensive

If you choose comprehensive cover, all the sections of this document apply.

2. Third party, fire and theft

If you choose third party, fire and theft, sections 1, 2, 3, 4, 6, 7, 12, 14, 15 and 16 only will apply. The cover under section 6 is limited to loss or damage caused by fire, theft or attempted theft.

3. Third party only

If you choose third party only, sections 1, 2, 3, 4, 12, 14, 15 and 16 only will apply.

4. Fire and theft only

If you choose fire and theft only, sections 6, 7, 14 and 16 only will apply. The cover under section 7 is limited to loss or damage caused by fire, theft or attempted theft. (You can only have this cover if you keep your vehicle in a locked garage and it is not being used by anyone.)

5. Off-the-road cover

If you choose off-the-road cover, sections 5, 6, 7, 14 and 16 only will apply. The cover under section 7 is limited to loss or damage caused by fire, theft or attempted theft.

If the insurance is not in one person's name, section 10 is cancelled. The general conditions and exceptions apply to all sections of the insurance.

Use

Your vehicle will only be covered if you are using it in the way agreed on your certificate of motor insurance, or any endorsements.

This insurance also provides cover while you use your vehicle for:

- static rallies (displaying the vehicle on a stand at a car show) and road-safety rallies;
- other rallies (including off-road), as long as they are not competitions and there is no reward attached to your performance while using, except in relation to good road behaviour and meeting the Highway Code; or
- treasure hunts, as long as the route is not more than 100 miles (160 kilometres).

Unless we agree otherwise beforehand, your vehicle will not be covered while it is being used for any other form of competition, rally, trial, track day, performance test, timed lap, race or speed trial (whether between motor vehicles or otherwise). This exclusion applies even if the event is not on a public road, whether or not it is authorised by the police or another relevant authority. Also, we do not cover your vehicle if you are using it on derestricted toll roads (roads the public can pay to have access to and where speed restrictions are temporarily or permanently suspended).

This policy will allow you to carry out voluntary travelling (that is, to use your motor vehicle in connection with, or for the benefit of, charities, voluntary organisations, clubs or societies) as long as any payment you receive does not go over HM Revenue & Customs' mileage rates in force at that time. This cover does not apply to vehicles owned by, hired to or lent to the voluntary organisation.

Section 1 – Liability to others

What we cover

Using your vehicle

We will cover any payments that have to be made by law for:

- death of or injury to another person; or
- damage to other people's property; as a result of an accident arising from your vehicle being used.

Others using your vehicle

We will cover you for the following

- Another person riding in your vehicle with your permission,
- They will be covered for death of or injury to other people, or damaging other people's property. Any passenger in your vehicle will also be given this cover, including while they are getting into or out of the vehicle.
- If we think it is necessary, we will arrange for a solicitor to represent anyone covered under this section.

Business use

- If your certificate of motor insurance includes business use, we will cover your employer if an accident happens when your vehicle is being used on business.

Legal personal representatives

- If anyone covered by this insurance dies, we will deal with any claim made against their estate as long as the claim is covered by this insurance.

Driverless mode

- loss or damage caused if a security patch, firewall or operating system update has not been successfully installed in the vehicle within 24 hours of the owner being notified by the manufacturer or software provider;
- loss or damage caused if updates to electronic mapping and journey planning software have not been successfully installed within 24 hours of the owner being notified by the manufacturer or software provider;
- loss or damage caused by satellite failure/outages that affect navigation systems;

(continued)

- loss or damage caused by manufacturer's operating system failure or authorised software failure.
- loss or damage caused by failing when able to use manual override to avoid a collision or accident in the event of operating system, navigation system or mechanical failure;

Exceptions to section 1

What we do not cover

- a Anyone who is not driving, but who makes a claim, if they knew the driver did not hold a valid licence for a driverless vehicle.
- b Anyone who is covered by other insurance.
- c Damage to, loss of use of, or any other loss to:
 - any motor vehicle which is covered under this insurance;
 - any property you or anyone else using the vehicle owns or is looking after; and
 - any trailer, caravan or vehicle towed by or attached to your vehicle.
- d Death of or injury to any person during the course of their employment, except for the cover we must provide under the Road Traffic Acts or any other laws which apply to motor insurance.
- e Payment of more than £20 million (including legal costs) for damage to other people's property arising from any one claim or series of claims arising from one cause.
- f When the vehicle is in driverless mode:
 - there is an additional excess of £250 for loss or damage if a security patch, firewall or operating system update has not been successfully installed in the vehicle within 24 hours of the owner being notified by the manufacturer or software provider;
 - there is an additional excess of £250 for loss or damage if updates to electronic mapping and journey planning software have not been successfully installed in the vehicle within 24 hours of the owner being notified by the manufacturer or software provider.

Section 2 - Driving other cars

What we cover

If you hold an appropriate licence we will extend section 1 to cover you while you are driving a car you do not own (with the owner's permission), or have not hired or leased, as long as you are not covered by any other insurance. This cover only applies in the United Kingdom and as long as the cover is provided on the certificate of motor insurance.

Exceptions

What we do not cover

- a Any loss or damage to the car you do not own.
- b Any accident which happens outside the United Kingdom.
- c Any accident which happens when the insurance is not in the name of one person.
- d Any liability if you no longer own your vehicle, if it has been damaged so badly that it is not worth repairing, or if it has been stolen.
- e Any liability under this insurance if the owner or keeper of the car you are driving has not arranged his or her own insurance on the car to cover his or her liability to other people.

Section 3 - Legal costs

What we cover

We will provide a legal representative to advise and represent anyone covered under section 1, if that person faces proceedings for manslaughter or causing death by dangerous driving.

What we do not cover

- a Costs covered by another insurance policy.
- b Proceedings where the driver is under 21 at the time of the accident.
- c Proceedings where the driver was under the influence of alcohol or any drugs (other than prescribed drugs taken under medical supervision or to treat drug addiction) at the time of the accident.

Our cover under this section is limited to £5,000 in any one year of insurance. We can settle any claims by paying you £5,000, less the costs that have already been paid.

Section 4 - Towing

What we do not cover

We will extend section 1 to cover you while your vehicle is towing a caravan, trailer or broken-down vehicle, any of which must be attached securely to your vehicle in line with the manufacturer's recommendations.

What we do not cover

We will not cover damage or loss to the caravan, trailer or broken-down vehicle, or their contents.

Section 5 - Damage to your vehicle

What we cover

This section applies to your vehicle only.

We will cover you under this section for damage to your vehicle (less any excess which applies).

We will also provide cover for damage to accessories while fitted to your vehicle or while in your locked private garage. We will not pay more than £500 (less any excess which applies) for damage to accessories while they are in your locked private garage. The value of the accessories must be within the maximum amount we pay. We will not pay under this section for damage more specifically covered under sections 6 or 7 of this insurance.

We will either:

- repair or replace your vehicle; or
- refund you for the amount of loss or damage.

The most we will pay

If your vehicle is insured on an agreed-value basis, an endorsement will apply and the most we will pay will be the value shown on your schedule. If we have not agreed the value of your vehicle before the loss or damage, the most we will pay will be the market value of your vehicle immediately before the loss or damage (including its spare parts and accessories), or the value shown on the schedule, whichever is lower.

Salvage

If your vehicle is totally destroyed or damaged so badly that cost of repairs will be equal to or more than the value of your vehicle as shown on the schedule, we will agree with you to either:

- a pay you an amount of cash equal to the agreed value or market value, with the salvage becoming our property; or
- b pay you an amount of cash equal to 80% of the agreed value or market value, with the salvage remaining your property.

We will only settle a claim under option b if the motor engineer we ask to assess the damage to your vehicle agrees that it can be repaired in line with the Code of Practice for the Disposal of Motor Vehicles.

You will not be entitled to a courtesy vehicle if:

- we cannot repair your vehicle, or if the cost of repairing your vehicle is more than the cost to replace the vehicle with one of a similar age, make and model; or
- your policy does not cover the damage.

The courtesy vehicle will be insured on a comprehensive basis (including business use if your policy provides this cover) for the period for which we have agreed you can have the courtesy vehicle. Only you and those vehicle users named on your policy will be covered.

You will need to pay an excess towards any loss or damage to the courtesy vehicle while you are using it. The excess you pay will be no more than you would pay under the terms of your policy.

If we have provided you with a courtesy vehicle while your vehicle is being repaired and our approved repairer decides that we cannot repair your vehicle or that the cost of repair is not financially worthwhile, you must return the courtesy vehicle within two days of us informing you. If you do not, you will have to pay the hire costs of the courtesy vehicle after this period. You will have to pay the hire costs if you keep the courtesy vehicle for longer than agreed.

We may take any hire costs that you owe from the settlement we agree to pay you, or add the costs to your excess.

You will have to pay the running costs of the courtesy vehicle (such as the cost of fuel) and also any fines or penalties that arise while you are using the vehicle.

Section 6 - Fire and theft cover

Loss or damage to your vehicle by fire or theft

What we cover

This section applies to your vehicle only.

We will cover you under this section if the loss or damage to your vehicle is caused by fire, theft or attempted theft, hacking or attempted hacking of an operating system, authorised software or navigation system (less any excess which applies). We will also provide cover for damage to accessories while fitted to your vehicle or while they are in your locked private garage. We will not pay more than £500 (less any excess which applies) for damage to accessories while they are in your locked private garage. The value of the accessories must be within the maximum amount we pay.

We will not pay under this section for loss or damage more specifically covered under section 7 of this insurance.

We will either:

- repair or replace your vehicle; or
- refund you for the amount of loss or damage.

Theft of keys

If the keys or key fob for your vehicle are stolen, we will pay the cost of replacing:

- the keys or key fob;
- the door locks or boot lock (or both); or
- the ignition and steering lock.

We will also pay the cost of recoding or, if necessary, replacing any alarm system your vehicle has.

The most we will pay as a result of theft of keys or key fob (including recoding and replacing the alarm system) is £500 for any one incident.

The most we will pay

If your vehicle is insured on an agreed-value basis, an endorsement will apply and the most we will pay will be the value shown on your schedule. If we have not agreed the value of your vehicle before the loss or damage, the most we will pay will be the market value of your vehicle immediately before the loss or damage (including its spare parts and accessories), or the value shown on the schedule, whichever is lower.

The most we will pay

If your vehicle is insured on an agreed-value basis, an endorsement will apply and the most we will pay will be the value shown on your schedule. If we have not agreed the value of your vehicle before the loss or damage, the most we will pay will be the market value of your vehicle immediately before the loss or damage (including its spare parts and accessories), or the value shown on the schedule, whichever is lower.

Salvage

If your vehicle is totally destroyed or damaged so badly that the cost of repairs will be equal to or more than the value of your vehicle as shown on the schedule, we will agree with you to either:

- a pay you an amount of cash equal to the agreed or market value, with the salvage becoming our property; or
- b pay you an amount of cash equal to 80% of the agreed or market value, with the salvage remaining your property.

We will only settle a claim under option b if the motor engineer we ask to assess the damage to your vehicle agrees that it can be repaired in line with the Code of Practice for the Disposal of Motor Vehicles.

Courtesy vehicle

Following a claim under this section of your policy, you may be entitled to a courtesy vehicle while your vehicle is being repaired. This will depend on:

- us agreeing that the claim is covered under your policy;
- the repairs being carried out by one of our approved repairers; and
- the approved repairer having a vehicle available for you to use.

You will not be entitled to a courtesy vehicle if:

- we cannot repair your vehicle, or the cost of repairing your vehicle is more than the cost to replace the vehicle with one of a similar age, make and model; or
- your policy does not cover the damage.

The courtesy vehicle will be insured on a comprehensive basis (including business use if your policy provides this cover) for the period for which we have agreed you can have the courtesy vehicle. Only you and those drivers allowed to drive under your policy will be covered.

You will need to pay an excess towards any loss or damage to the courtesy vehicle while you are using it. The excess you pay will be no more than you would pay under the terms of your policy.

If we have provided you with a courtesy vehicle and our approved repairer decides that we cannot repair your vehicle or that the cost of repair is more than the cost to replace the vehicle with one of a similar age, make and model, you must return the courtesy vehicle within two days of us informing you. If you do not, you will have to pay the hire costs of the courtesy vehicle after this period. You will have to pay the hire costs if you keep the courtesy vehicle for longer than agreed.

We may take any hire costs that you owe from the settlement we agree to pay you, or add the costs to your excess.

You will have to pay the running costs of the courtesy vehicle (such as the cost of fuel) and also any fines or penalties that arise while you are using the vehicle.

Section 7 - Loss of or damage to in-vehicle entertainment and navigation equipment

What we cover

We will cover you under this section for loss of or damage to in-vehicle entertainment and navigation equipment that is permanently fitted to your vehicle.

The most we will pay to replace or repair the equipment is the market value at the time of loss or damage. We will only pay up to £400, less any excess which applies.

Exceptions to sections 5, 6 and 7

What sections 5, 6 and 7 do not cover

- a Damage to or theft of phones or two-way radios.
- b An amount of money to compensate you for not being able to use your vehicle and any other expenses you have to pay because of this.
- c Loss of value, and wear and tear.
- d Any reduction in the value of your vehicle, including loss of value following damage whether the vehicle was repaired or not.
- e Damage to tyres caused by braking, punctures, cuts or bursts.
- f Damage caused by frost unless you took reasonable precautions.
- g The cost of repairing or replacing parts of the vehicle which improve your vehicle beyond its condition before the loss or damage happened.
- h The cost of repairing or renewing areas which were not damaged in the incident you are claiming for.
- i The loss of, or damage to, your vehicle as a result of fraud or deception or by using some form of counterfeit (false) payment which a bank or building society will not authorise.
- j The amount of any excess shown in your schedule and in section 9 of this document.

- k Mechanical, electrical, electronic, computer or computer-software breakdowns, failures, faults or breakages.
- l Loss or damage arising from theft or attempted theft when your vehicle is left unattended:
- if the ignition keys are left in or on your vehicle;
 - unless all of the doors, windows and other openings of your vehicle have been closed and locked; or
 - if an alarm or electronic immobiliser is fitted to your vehicle and has not been set or is not working properly.
- m Loss or damage resulting from your vehicle being repossessed by, or returned to, its rightful owner.
- n Loss or damage caused intentionally by you or any member of your family, or loss or damage someone else causes with your permission or encouragement.
- o Loss or damage caused by using an inappropriate type or grade of fuel in your vehicle.
- p Any trailer, caravan or other vehicle towed by or attached to your vehicle.
- q Loss or damage caused by chewing, scratching, tearing or fouling by domestic pets, or caused by vermin, insects, mildew or fungus.
- r Damage to your motor vehicle, including fire and theft, when the damage results in the person in charge of the motor vehicle being convicted of an offence involving drink or drugs (other than prescribed drugs taken under medical supervision or to treat drug addiction), or an equivalent offence under the laws of other countries where this insurance provides cover. The cover we provide for an accident is limited to the minimum cover needed to meet the relevant law.
- s Reinstallation of an operating system, firewall or security software damaged by malware downloaded by the owner from an app or website unauthorised by the manufacturer.
- t Reinstallation of electronic mapping and journey planning software damaged by malware downloaded by the owner from an app or website unauthorised by the manufacturer.

Section 8 - Repairing and replacing glass

What we cover

If you have comprehensive cover, you can claim for damage to the glass in your vehicle's windscreen, windows or sunroof.

- If you ask Trinity Lane Glassline to arrange to replace the glass, you will have £1000 cover and you will only have to pay the first £90 of each claim for a replacement. (If Trinity Lane Glassline cannot arrange the replacement or repair, you will still have £1000 cover but you will have to pay the first £125 of the replacement cost).
- If you agree with Trinity Lane Glassline to repair rather than replace the glass, you must pay the first £20 of the repair cost.
- If you do not ask Trinity Lane Glassline to arrange the replacement or repair, you must pay an excess of £125.
- As long as there is no other damage to your vehicle, any claim we pay under this section will not affect your no-claims discount.
- Any other excess we mention in this document will not apply to claims for repairing or replacing glass.

Section 9 - Personal accident benefits

What we cover

If you, or your husband, wife or civil partner, are injured or die within three months of an accident in your vehicle, and as long as the accident is the only cause of the injury or death, we will pay the following amounts.

- a For death £2,500
- b For loss of any limb (arm or leg) £2,000
- c For permanent blindness in one or both eyes £2,000

This cover also applies when you or your husband, wife or civil partner are travelling in, or getting in or out of, any other private motor vehicle.

The most we will pay for any insured person after an accident is £2,500. We will make this payment to you or your legal representative.

If you or your husband or wife has any other insurance contract with us, we will only pay out under one contract.

What we do not cover

- a Anyone who is 70 or older at the time of the accident.
- b Death or bodily injury caused by suicide or attempted suicide.
- c Incidents unless the insurance is in one person's name.
- d Anyone who was under the influence of alcohol or any drug (prescribed or otherwise) at the time of the accident.
- e Death or injury if you make a claim under section 1.

Section 10 - Personal belongings

What we cover

We will pay up to £100 for personal belongings in your vehicle if they are stolen or damaged.

What we do not cover

- a Trade goods or samples or any equipment to do with your work.
- b Money, stamps or documents.
- c Navigation equipment or any audio equipment, cassettes, records, CDs, minidiscs or any other portable music-storage equipment.
- d Phones or two-way radios.
- e Theft of items carried in an open or convertible vehicle, unless you keep them securely locked in the boot.
- f Property insured under any other insurance contract, or property you have not reasonably protected.

This section only applies once for each event.

Section 11 - Foreign travel

What we cover

Geographical limits

Other than the minimum cover you need to meet the laws relating to compulsory motor insurance in the European Union, your insurance only applies in the United Kingdom.

Automatic cover

We will extend your insurance to provide the cover shown on your schedule in the following countries for up to 90 days in any one insurance year. Cover is also included while your vehicle is being transported to these countries by rail or by a recognised sea route which takes less than 65 hours.

- a Any country which has entered into an agreement with the European Commission
- b Iceland
- c Liechtenstein
- d Norway
- e Switzerland
- f Monaco
- g Andorra
- h San Marino
- i Vatican City

If you stay in any of these countries for longer than 90 days without our permission, we will reduce your cover to the minimum you need under European Union directives on motor insurance while your vehicle is in any of the countries shown above.

Extended cover

If we agree beforehand, you may extend your insurance to apply to certain other countries covered by the International Green Card System. (This is mainly a European system to make sure that third-party victims of road traffic accidents do not suffer financially if their injury or any damage to their vehicle is caused by a visiting motorist rather than one who lives in the country where the incident happened.) If the cover under sections 5, 6 and 7 has been extended to apply abroad, we will also cover any foreign customs duty you have to pay as a direct result of the loss of, or damage to, your vehicle.

Section 12 - Medical expenses

What we cover

If there is an accident involving your vehicle, we will pay up to £250 for each person to cover the medical expenses of anyone who is injured while they are in your vehicle.

Section 13 - Cancelling this insurance

Cancelling during the initial period of cover – 'retail customers' only

If you have entered into this contract of insurance as a retail customer (see the 'Definitions' section), you have a right to cancel this insurance. To do this, you must tell us or your insurance adviser within 14 days of the start date (or annual renewal date) of your policy or (if later) the day you receive the policy documents and supporting information.

If you choose to cancel the insurance policy during this initial period of cover, you will have to pay a proportion of the premium you paid for the period of time you have had insurance cover. Further charges may include a proportion of any policy arrangement fee paid to your insurance adviser and a proportion of any fees charged by your insurance adviser, to cover their costs.

Cancellation by you

You can cancel this insurance after the initial period of cover set out in 'Cancelling during the initial period of cover – 'retail customers only'' by notifying us or your insurance adviser.

Where there is no mileage restriction, and you have not made any claims in the current period of insurance, and you are not going to make a claim, we will refund the part of your premium which applies to the amount of days you have left, less a £25 (plus insurance premium tax) charge.

Where there is a mileage restriction of 5000 miles per annum or fewer, and you have not made any claims in the current period of insurance, and you are not going to make a claim, we will work out a charge for the time you have been covered using the rates shown below, less a £25 (plus insurance premium tax) charge.

If the policy has a mileage restriction of 5000 miles or fewer – please refer to the schedule.

Period of time you had the cover, and the proportion of the premium you will be refunded.

Up to one month 70%

Up to two months 60%

Up to three months 50%

Up to four months 40%

More than four months 0%

Cancellation by us

We can cancel your policy at any time, by giving you seven days' notice in writing, if we have good reason. We will send the notice of cancellation to the address that we hold on file. The notice will set out the reason for the cancellation.

Reasons for cancelling your policy may include the following.

- You have not provided any document or information we or your insurance adviser have asked for.
- You have not made any payment we, your insurance adviser or any other company have asked for in connection with your policy.
- We or your insurance adviser have good reason to suspect fraud or false information.
- A change in your details makes your policy unacceptable to us.
- You have not kept to the conditions of your policy, as set out in this policy booklet.

Cancellation by us - false or missing information

We will treat this policy as if it never existed if;

- the proposal or declaration is untrue in any significant way;
- you make a claim that is fraudulent or deliberately exaggerated;
- you have made a false declaration or statement to support your claim; or
- the circumstances in which you entered into the insurance change without our permission.

If we or your insurance adviser cancel this insurance and there is no mileage restriction on the policy, and you have not made any claims in the current period of insurance, and you are not going to make a claim, we will refund the part of your premium which applies to the amount of days you have left, less a £25 (plus insurance premium tax) charge.

Where there is a mileage restriction of 5000 miles per annum or fewer, and you have not made any claims in the current period of insurance, and you are not going to make a claim, we will work out a charge for the time you have been covered using the rates shown below, less a £25 (plus insurance premium tax) charge.

If the policy has a mileage restriction of 5000 miles or fewer – please refer to the schedule.

Period of time you had the cover, and the proportion of the premium you will be refunded.

Up to one month 70%

Up to two months 60%

Up to three months 50%

Up to four months 40%

More than four months 0%

General cancellation information

If you have chosen to pay your annual premium by instalments and do not cancel the insurance policy, you must continue to pay the instalments for your policy or we will cancel your cover and end the insurance policy.

If you pay your premium in instalments and you have paid a deposit premium, if we then do not receive the first instalment when it is due, we will send you seven days' notice of cancellation even if you have separate credit arrangements with your insurance adviser. You must pay the full amount you owe before the seven days are up. If you do not pay the full amount, we will cancel the insurance immediately.

If your vehicle is lost or damaged and cannot be repaired or replaced and the loss or damage is covered by this insurance, you must pay all the premium you owe before making a claim. We will have the right to take any premium you owe from the amount of the claim.

Section 14 - No-claims bonus

Cancelling during the initial period of cover – 'retail customers' only

If nobody makes a claim under your insurance during the insurance period, we will give you a discount when you renew your insurance.

The discount you receive will depend on the no-claims bonus scale we are using when you renew your insurance.

If a claim is made in any insurance period, we will reduce the discount you receive. If you make two or more claims in any one period of insurance, you will lose all your no-claims bonus.

If more than one vehicle is covered by this insurance, we will assess each vehicle individually.

Your no-claims bonus will not be affected if you only claim for a broken windscreen or windows.

You cannot transfer your no-claims bonus to someone else.

Protected no-claims bonus

Depending on certain conditions, you may be able to protect your no-claims bonus if you pay an extra premium. Your no-claims bonus is only protected if this is shown on your schedule.

If your no-claims bonus is protected, we will not reduce it if you do not make more than two claims during any five years of insurance. If you make three or more claims during any five-year period, we will reduce the discount you receive.

Section 15 - Extra benefits and general information

Vehicle servicing and vehicle parking

Under the terms and conditions of this policy, apart from any limits to the way your vehicle is used, we will protect you against loss or damage while your vehicle is in the custody or control of:

- a motor garage or other similar business, not owned by you, which has your vehicle for maintenance, repairs, an MOT or servicing; or
- a hotel, restaurant or similar business, not owned by you, where your vehicle has been parked for you.

Child seats

Replacement cover up to £100 for each child seat following an accident or loss.

Winter tyres

We will not charge an extra premium for you fitting winter tyres to your vehicle. Any winter tyres must be fitted to wheels of the correct specification. So the wheel size – diameter, width and offset – must meet your vehicle's specifications.

Your vehicle handbook or manufacturer should be able to give you advice on specification if you are not sure.

Personalised number plates

If your vehicle is stolen and not recovered, or is so badly damaged that it would not be financially worthwhile to repair it, you should contact the Driver and Vehicle Licensing Agency (DVLA) as soon as possible to arrange to transfer the number plate to a replacement vehicle. If you do not contact the DVLA, this could delay your claim.

Automatic renewal

If you pay your premium in instalments, we or your agent will automatically renew your policy. This saves you having to contact us or your agent before the renewal date. Before your cover ends, we or your agent will write to you with full details of next year's premium and policy terms.

If you do not want to renew this policy, simply tell your insurance adviser that you do not want to renew it before the renewal date.

If you tell your insurance adviser that you do not want to renew after the renewal date, we will cancel this policy in line with section 14. If we decide not to renew your policy, we will write to you before the renewal date.

Detecting and preventing fraud and confirming claims history.

To keep premiums as low as possible for all our customers, we take part in a number of schemes to help prevent and detect crime, especially fraud. This involves adding details of all our policies and claims we receive to different systems and registers.

To detect and prevent insurance-related fraud, we may:

- share information about you with other companies within our group or those providing services to us; and
- check or file your details with fraud-prevention agencies, systems and registers, and if you give us false or inaccurate information or we suspect fraud, we will record this too.

We and other organisations may also use and search these agencies, systems and registers to:

- help make decisions about the insurance, credit and related services we provide and manage for you and members of your household;
- trace people or organisations we owe money to, recover debt, prevent fraud and manage your accounts or insurance policies;
- check your identity to prevent money laundering, unless you supply other satisfactory proof of your identity; and
- make credit searches and other fraud searches.

If you have any questions, or if you would like more information about this notice, please contact:

Data Protection Officer
Trinity Lane Insurance Company Limited The Landmark
Level 1, Suite 2 Triq L-Iljun
Qormi QRM 1000 Malta.
Phone: 00356 22 489 100
E-mail: info@artextrisk.com.mt Website: www.trinitylane.co.uk

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.

We can give you details of all the systems and registers we use, and where we send personal information to, if you ask.

Fraudulent, false and exaggerated claims

Fraudulent, false and exaggerated claims increase premiums for our policyholders.

We will not pay a claim if:

- any part of it is fraudulent, false or exaggerated;
- you, or anyone acting for you, make a claim in a fraudulent or false way; or
- we have been given any documents which are false or stolen.

We will also do everything possible to recover our costs in such circumstances. We will also cancel your policy but will not return any premium.

General exceptions

These exceptions apply to the whole insurance

Your insurance does not cover the following.

- a Any liability to others, or loss of or damage to any vehicle covered by this insurance, when the vehicle is being used in any of the following ways.
- Used by or in the charge of anyone without your permission or is not named on the certificate of motor insurance or who is excluded by an endorsement.
 - In the charge of anyone who is disqualified from driving, or who has not held a driving licence, or who by law is prevented from holding or getting a driving licence.
 - Being used in a way not covered by the driver's licence (such as a learner driving without anyone else in the vehicle).
 - Being used outside the United Kingdom, unless it is allowed by section 12.
 - Being used in restricted areas of airports or airfields (we will not pay any claim involving aircraft within the boundary of the airport or airfield).
 - Being used in an unsafe, unroadworthy or damaged condition or without a valid MOT, Individual Approval Certificate (IAC) and Single Vehicle Approval certificate when one is needed. (The Single Vehicle Approval Scheme involves inspecting cars and light-goods vehicles, before registration, which have not been designed or built to British or European safety and environmental standards.)
 - Being used with a load or a number of passengers which makes it unsafe to use, or which is heavier or greater than the manufacturer's recommendations.
 - Carrying an insecure load (such as a heavy load that is not properly tied down).
 - Towing a trailer which is unsafe or has an insecure load.
 - Being used for a purpose that it is not insured for. (As long as you do not make a profit, your employer can pay an allowance for the number of miles you travel, or a passenger can contribute towards the cost of fuel.)
 - Being used in any form of competition, rally, trial, track day, performance test, timed lap, race or speed trial whether or not your vehicle is on private property, a public road, a private racetrack or a derestricted toll road. (Derestricted toll roads are roads the public can pay to have access to and where speed restrictions are temporarily or permanently suspended.)

- b Any result of war, revolution or any other similar event. Any loss or damage caused by any government, public or local authority legally taking or damaging your property.
- c Any loss or damage caused by:
- an earthquake; or
 - a riot in Northern Ireland or outside England, Scotland, Wales, the Isle of Man and the Channel Islands.
- d Any liability you have accepted by agreement or contract, unless that liability would have existed without the agreement.
- e Any loss or damage caused directly or indirectly by:
- ionising radiation, or contamination by radioactivity from any nuclear fuel, or from any nuclear waste from burning nuclear fuel; or
 - the radioactive, toxic, explosive or other dangerous properties of any explosive nuclear material or any part of it.
- f Loss or damage caused by pressure waves from aircraft or flying objects.
- g Loss or damage by pollution or contamination, however caused, other than cover needed by the Road Traffic Acts or any other laws which apply to motor insurance.
- h Any liability to others, or loss or damage if your vehicle has travelled more than the annual mileage limit shown in the schedule.
- i Any loss, damage, injury or legal liability caused directly or indirectly by terrorism or any similar event. This exception does not apply to the cover we must provide under the Road Traffic Acts or any other laws which apply to motor insurance. This exception does not apply to sections 5, 6, 7 and 8 of this policy.
- j Loss or damage caused by electro-magnetic pulse.

General conditions

These conditions apply to the whole insurance

- a We will only provide the cover described in this insurance under the following circumstances.
- Anyone claiming cover under this contract has kept to all the conditions in this document and any endorsements.
 - The information you gave on the proposal form, or on the statement of insurance and any declaration, is true and complete. If we find that you have not given us accurate information, we may not pay your claim or your insurance may not be valid.
 - 'Your vehicle' means any vehicle you have told us about and that we have agreed to cover. The vehicle must be your property and registered in your name. If you change the vehicle covered by this insurance or get an extra vehicle which you need cover for, you must tell us in writing beforehand.

We will only provide cover if you have paid the premium.

- b If you make a claim which you or anyone acting for you knows is false or exaggerated, or if you give us incorrect information or fraudulent documents, we will not pay any part of the claim, your cover under this insurance will not be valid, and you will lose any premium you have paid.
- c After any incident which could lead to a claim, phone or write to us immediately (contact details are at the end of this document). If any incident involves theft, attempted theft or vandalism, you must also report this to the police as soon as you discover the incident.
- d You must send us any letters, writ or summons as soon as you receive them, together with a filled-in report form. Do not answer any letters – send them straight to us. You must also tell us if you know about any prosecutions involving anyone covered by this insurance. If you or any other person covered by this insurance has an accident or loss, you or any other person covered by this insurance must not admit to anyone else that it was your fault or negotiate or refuse any claim unless you have our permission.
- e We are entitled to take full control of any claim and we must be given whatever information and help we need. You or any other person covered by this insurance must not do anything that will affect our interest in this insurance. We can prosecute or defend any claim in your name or in the name of any other person covered by this insurance.

- f If an annual mileage limit applies and you go over the limit shown on your schedule during the current period of insurance, your cover under this insurance will not be valid.
- g If, under the law of any country which this insurance covers you in, we have to settle a claim which we would not otherwise have paid, you or the person who made the claim must pay this amount back to us.
- h If your vehicle is damaged and a part or accessory cannot be repaired or replaced, we will only pay you the amount shown in the manufacturer's last United Kingdom list price. If we know that your vehicle is imported and we have agreed to cover it, and the damaged part or accessory has never been available in the United Kingdom, we will only pay the manufacturer's last list price in the country your vehicle came from. We will not pay for the cost of importing any part or accessory needed to repair your vehicle.
- i If your vehicle is under a hire-purchase or leasing agreement and it is damaged and cannot be repaired or replaced, we will pay the claim to the owner shown in that agreement.
- j If there is other insurance in force which covers the same loss, damage or liability as our insurance, we will only pay the difference between that provided by the other insurance and the total cost of the loss, damage or liability, if the total cost is more. This condition does not make us responsible for any amount we would not otherwise have paid under any section of this insurance.
- k You must take all reasonable steps to keep your vehicle in a roadworthy condition at all times, and protect your vehicle and its contents from loss or damage.

You must lock your vehicle when you leave it, and set any alarm, immobiliser or other security equipment. We can examine your vehicle at any reasonable time.

- l If you have an accident, you must take all possible steps to protect your vehicle and its accessories and contents. If the damage to your vehicle is covered by this insurance, you must arrange for your vehicle to be taken to the nearest competent repairer and we will accept any reasonable costs as part of your claim. We will not pay for any further damage you cause if you try to use your vehicle after the accident. When your vehicle is with the repairer, you must arrange for the repairer to send us a detailed estimate for the cost of repairs immediately.

One of our approved assessors must inspect your vehicle before any repairs are started. We will not be responsible for the cost of any new parts or accessories ordered, or repairs carried out, without our agreement. If we think the estimate for the cost of repairs is unreasonable, we may negotiate a lower estimate, pay for any emergency work that has been carried out so the vehicle could be used, or move your vehicle to another repairer. We have the right to move your vehicle to a safe storage place without asking you.

m If we choose, we may arrange for the repairer to use suitable parts and accessories that are made by a company other than the manufacturer of your vehicle.

n You cannot transfer this insurance to anyone else.

- o You must tell us as soon as possible about any changes which could affect your insurance and which have happened since the cover first started or since you last renewed it. If you do not tell us about these changes, your insurance may not cover you fully or it may not cover you at all. If you are not sure whether any facts are important, please ask your insurance adviser. Here are some examples of changes you should tell us about.
- A change of vehicle – including getting an extra vehicle. We will need full details of your new vehicle, which must include information about the country in which it was first registered if not in the United Kingdom.
 - A change in the way you use your vehicle (for example, you become a taxi driver).
 - A change of address.
 - A change of occupation, including any part-time work.
 - Convictions and prosecutions.
 - A change in the main user of the vehicle.
 - Details of users of the vehicle who you have not told us about before.
 - Details of any medical conditions that you or anyone who will use the vehicle has developed.
 - All changes you make to your vehicle, if these make your vehicle different from the manufacturer's standard specification.

- The sale or change of any other vehicle you own or are the main user of.
- A change to the annual mileage limit (if this applies) that you need.
- A change to the place where you usually keep your vehicle.

p This insurance does not give rights to any person other than you (the insured person) unless we say differently elsewhere in this document.

q We have the right to find out the mileage reading of your vehicle.

You must give us all the help and information we need and provide written evidence to prove the distance recorder reading of your vehicle, if we ask for this. We can examine your vehicle at any reasonable time.

r Unless we have agreed otherwise with you, this insurance is governed by the law applying in the particular country in the United Kingdom you live in. If there is any dispute over which law is to apply to this insurance, we will apply English law.

We will not make any payments that are awarded by a court in a country outside the United Kingdom unless your cover has been extended to that country under section 12 of this insurance.

s If you make a claim (other than one just under Section eight), you must pay your annual premium in full to Adrian Flux Insurance Services Group. This includes if you pay by instalments or Direct Debit. If you owe any premium or credit charge when we are due to pay a claim, we can take the amount you owe from the claim payment.

Reporting accidents – What to do if you have an accident

The following is a list of what you should and should not do if you have to make a claim.

- a Do not leave the scene of the accident. You must stop if any person has been hurt, or if any vehicle or property has been damaged.
- b Ask for the names and addresses of any other drivers or pedestrians involved.

If there is another driver involved, ask for the name of his or her insurer and for their insurance policy or certificate number.

- c If the accident damaged another vehicle or property, you must give your name, address and vehicle registration number and show your certificate of motor insurance to anyone who needs it. If anyone other than you is injured, you must show your certificate of motor insurance to the police.

- d Write down the names and addresses of any witnesses.

- e Draw a diagram of the scene. Show as much detail as possible, including:

- The position of all the vehicles before and after the accident;
- The speeds and distances;
- Road names and layout;
- Where witnesses were standing;
- Any obstructions to your or other road users' view; and
- Anything that could be relevant to the accident (such as weather conditions).

- f Do not admit you were at fault in any way or offer to make a payment. If any other person does this, remember to report it to us.

- g You must report all accidents to us immediately. You can phone if necessary. You must also send us a report form. You need to answer all the questions on the form, then sign and date it and return it to us.

h If you receive any writ, summons or correspondence from anyone else or their representative, send it to us immediately. You must tell us immediately about any prosecution, coroner's inquest or fatal accident enquiry involving any person covered under this insurance.

i We cannot guarantee to provide a courtesy vehicle for you.

How to make a claim

Your claim will be dealt with by our UK claims handling agents, Hadleigh Claims Management (Hadleigh).

You must report any accident immediately.

If you need to report an incident involving damage to or loss of your vehicle, please phone Hadleigh on 01279 719912 immediately.

If you ask for your vehicle to be repaired, the damage must:

- be covered by the policy; and
- have been inspected by an approved assessor.

Hadleigh promise to:

- do their best to sort out your claim with as little paperwork as possible; and
- start the repairs as soon as possible.

To help Hadleigh process your claim, please make sure you have your policy details to hand when you contact Hadleigh. You will also need to tell them the precise details of the incident.

Hadleigh aim to provide a first-class service throughout your claim. If you are dissatisfied with their service and want to make a formal complaint, write to:

Claims Manager
Hadleigh Claims Management Ltd 13 Apton Road
Bishops Stortford Hertfordshire CM23 3SP.

You will receive a reply within seven days. Your complaint will be fully investigated and settled as quickly as possible. If you are still not satisfied, you should write to:

Customer Services Co-ordinator
Trinity Lane Insurance Company Limited The Landmark
Level 1, Suite 2 Triq L-Illjun
Qormi QRM 1000 Malta.
Phone: 00356 22 489 100

If you make a claim (other than one just under Section eight), you must pay your annual premium in full to Adrian Flux Insurance Services Group. This includes if you pay by instalments or Direct Debit. If you owe any premium or credit charge when we are due to pay a claim, we can take the amount you owe from the claim payment.

Travelling outside the UK

If you are travelling abroad and you need to let us know about a claim, please contact your insurance broker or agent, or phone Hadleigh direct on 01279 719912.

Accidents abroad

You will need to fill in a statement of facts (Constat Amiable D'Accident Automobile) if you are involved in a road traffic accident within the European Union. Before signing the statement, make sure that you have ticked the relevant boxes and that your comments and diagrams are correct.

You will get a copy of this statement and you should send this to us as soon as possible.

This document can be legally binding in certain countries so you should not sign anything you do not understand.

Your policy does not provide for roadside assistance if your vehicle breaks down. Any European breakdown policy you may have in force can arrange for your vehicle to be taken to one of their approved roadside recovery agents. In some circumstances, the local police will arrange for your vehicle to be removed from the roadside.

You must report the accident to us immediately.

Customer care

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-Ijġun
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 Exchange Tower
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. If your complaint relates to a claim, please see the 'How to make a claim' section.

Financial Services Compensation Scheme (FSCS)

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 will pay 90% of the claim for non-compulsory insurance (insurance you do not need by law). For compulsory classes of insurance (insurance you need to have, such as motor insurance), the FSCS will pay the claim in full. You can get more information about the compensation scheme arrangements from the FSCS website at www.fscs.org.uk.

We are authorised and regulated by the Malta Financial Services Authority to carry on general insurance business in the UK.

Trinity Lane Insurance Company Limited is registered in Malta – registration number C40137.

Registered office: The Landmark, Level 1, Suite 2, Triq L-Iljun, Qormi QRM 1000, Malta.



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