



Policy Underwritten by:
Highway Insurance Company Limited
 Highway Insurance, LV Brentwood, PO Box 9104, Bournemouth, BH1 9DB

LV= Motor Trade Insurance - Policy Summary

Some important facts about your Motor Trade insurance are summarised below. This summary does not describe all the terms and conditions of your policy, so please take time to read the policy document to make sure you understand the cover it provides.

We only cover vehicles that you own and have told us about or any vehicles that you are using for Motor Trade purposes. We do not cover any other vehicle, for example, vehicles borrowed from family or friends or vehicles owned by your employees.

This policy is valid for a calendar year.

Features and benefits included automatically	Significant exclusions or limitations	Policy section information can be found in
<p>Third Party Cover – Unlimited indemnity in respect of death or injury to third parties, including passengers. Limited cover for damage to other people’s property.</p> <p>Legal Representation and Costs – Reasonable legal costs and expenses for representing the Insured at an inquest or enquiry or defending charges of causing death by dangerous driving or manslaughter.</p> <p>Towing -Cover is extended while the insured vehicle is legally towing a caravan, trailer or broken-down car.</p> <p>Emergency Medical Treatment – We will pay for emergency medical treatment after an accident involving the insured vehicle.</p>	<p>Excludes:</p> <ul style="list-style-type: none"> Any amount above £5,000,000 for damage to other people’s property and any amount above £5,000,000 for costs and expenses incurred. Loss, damage or liability caused by pollution or contamination from any load seeping or spilling from, or shifting in, the Insured Vehicle. Liability for death, injury or damage when loading or unloading when not on a public road. <p>We will pay for emergency medical treatment up to the limits specified in the Road Traffic Acts.</p>	<p>1</p>
<p>Fire & Theft Cover – Whilst the insured vehicle is being used on the public highway, or is temporarily parked during the course of a journey, we will cover you for loss or damage to such vehicle, up to the indemnity limit stated in the schedule.</p> <p>We will also cover any insured vehicle whilst it is garaged or parked at the private home address of the Insured.</p> <p>We will also cover any insured vehicle owned and registered in the personal name of the Insured, or the Insured’s spouse if that person is a permitted driver under this insurance, whilst it is parked or kept at any location away from the private home address of the Insured.</p> <p>Any valuations will be based on the trade value of the insured vehicle, unless such vehicle is owned and registered in the name of a customer, in which event market value will apply.</p>	<p>The maximum amount that we will pay is the indemnity limit stated in the schedule.</p> <p>Excludes:</p> <ul style="list-style-type: none"> The excess, or any loss or damage up to the amount of the excess, that appears on the schedule. Loss or damage to any vehicle with a seating capacity in excess of 7 passenger seats, any vehicle with a gross vehicle weight in excess of 7.5 tons or any vehicle transporter capable of carrying more than 2 vehicles unless previously disclosed to and agreed by us. Loss or damage to any motorcycle, trike or quad bike, unless these have been disclosed to and agreed by us. Any loss or damage whilst an insured vehicle, other than vehicles owned and registered in the personal name of the Insured or the Insured’s spouse if that person is a permitted driver under this insurance, is being kept on or within 400 metres to any business premises owned by the Insured or any motor trader or other business premises associated with the Motor Trade. Loss or damage if the insured vehicle is taken, or driven, by any person who is not an insured driver but is a member of the policyholder’s family or household, or by an employee or ex-employee. <p>There is no cover for keys (including remotes), tools, personal belongings, goods, vehicle entertainment equipment (other than where the vehicle is owned and registered in the personal name of the Insured or the Insured’s spouse if the person is a permitted driver under this insurance, and up to a limit of £500.00) and accessories or phone equipment. You must ALWAYS close the doors, windows and lock the vehicle removing the keys. Failure to do so may result in a claim for theft being refused.</p>	<p>2</p>



Features and benefits included automatically	Significant exclusions or limitations	Policy section Information can be found in
<p>Accidental Damage – Whilst the insured vehicle is being used on the public highway, or is temporarily parked during the course of a journey, we will cover you for loss or damage to such vehicle, up to the indemnity limit stated in the schedule.</p> <p>We will also cover any insured vehicle whilst it is garaged or parked at the private home address of the Insured.</p> <p>We will also cover any insured vehicle owned and registered in the personal name of the Insured, or the Insured's spouse if that person is a permitted driver under this insurance, whilst it is parked or kept at any location away from the private home address of the Insured.</p> <p>Any valuations will be based on the trade value of the insured vehicle, unless such vehicle is owned and registered in the name of a customer, in which event market value will apply.</p>	<p>The maximum amount that we will pay is the indemnity limit stated in the schedule.</p> <p>Excludes:</p> <ul style="list-style-type: none"> • Any exclusion or limitation applying to the Fire & Theft section also applies to this section. • Damage by frost unless you have taken reasonable care to prevent it, • Tyre damage caused by wear and tear, braking, punctures, cuts or bursts. • Damage resulting from the use of wrong fuel, • Damage to windows/windscreen as separate items. 	3
<p>Foreign Use – Minimum cover automatically extended to member countries of the European Union, Iceland, Liechtenstein, Norway or Switzerland.</p> <p>Additional Business Use – Cover can be extended to the Insured, Business Partners, Spouses and their employees</p> <p>Demonstration Cover – Cover extended for the purpose of demonstration for sale.</p>	<p>No cover applies to any country that is not a member state of the European Union or Iceland, Liechtenstein, Norway or Switzerland.</p> <p>The limitations to use as stated in the certificate of motor insurance shall be deemed to include additional business use for the person named and listed in connection with their additional occupation as stated in the schedule.</p> <p>Demonstration cover is extended for any person with the Insured's permission, provided that person:</p> <ul style="list-style-type: none"> • holds a full UK licence; • is not a family member of the Insured or any of the named drivers; • is not in the Insured's employment; • does not reside at the same address as any declared driver on the certificate of motor insurance; • observes, fulfils and is subject to the terms and conditions of this insurance policy; • is accompanied at all times by the insured or a person named on the certificate of motor insurance. 	4



Cancellation rights

“Cooling-off” Cancellation Right

We hope you are happy with the cover this contract of motor insurance provides. However, you have the right to cancel it within 14 days of receiving the contract of motor insurance, without giving any reason. You may cancel using this ‘cooling-off’ period by telling us, or your insurance adviser, in writing or by email or telephone and cancellation can take effect immediately or from a later date, although it cannot be backdated to any earlier date.

If you cancel your contract of motor insurance before the start date we will return any premium paid in full within 30 days of our receipt of the notice of cancellation from you or your insurance adviser provided such notice is received by us prior to start date of the contract.

If you cancel in the first 14 days using the ‘cooling-off’ cancellation condition, we will charge you pro rata, subject to a minimum fee of £25 + Insurance Premium Tax, for the cover provided from the start date of the contract until the contract is cancelled, unless where a claim has been made or incident advised by you or someone else that could give rise to a claim under which circumstances a refund of the premium is not payable.

Your rights to cancel after the “cooling –off” period

You may cancel your contract of motor insurance at any other time outside of the “cooling-off” period by telling us, or your insurance adviser, in writing or by email or telephone and cancellation can take effect immediately or from a later date, although it cannot be backdated to any earlier date. If you or someone else has not made a claim in the current period of insurance, we will refund part of your premium

We will work out the refund on a pro-rata basis less a premium charge of £25 plus Insurance Premium Tax to cover our administration costs. When we work out the time you have been covered, we use the period from the date the insurance started to the date we receive your instructions or to the later date you requested.

We will not refund any of your premium if the contract of motor insurance is cancelled following a claim whether settled or not.

Changes which may affect your cover

You must tell your insurance adviser as soon as possible if any of your details change and you should contact your insurance adviser for advice if you are not sure whether a change will affect your cover. If you do not tell your insurance adviser about any relevant changes, we may:

- Reject or reduce your claim
- Cancel the policy and treat it as though it never existed, or
- Do both of the above

Making a claim

If you wish to report an accident or theft or wish to make any claim please call our Contact Centre (UK) on 0800 032 1168 as soon as possible following any incident.

For Windscreen and window claims only call 0800 678 1010. Windscreen cover only applies to Comprehensive cover and is claimed using the accidental damage section, section 3, of your policy. There is no separate cover for windows, windscreens or glass.



Complaints

If you have a complaint about your policy or the service you have received, please contact the broker, intermediary or agent that arranged it. If they are unable to resolve your complaint you may refer your complaint to the Financial Ombudsman Service within six months of receiving their final response letter.

Should you be unhappy with service provided by Highway please contact us by phone on 0800 678 3159 (For Text Phone please dial 18001 first. Opening hours Mon-Fri 9am-5pm). If you prefer to write, please address your letter to Customer Care Team, LV= Brentwood, PO Box 9104, BOURNEMOUTH, BH1 9DB e-mail: customercare@highway-insurance.co.uk.

When contacting us please ensure you quote your policy or claim number as appropriate. A copy of our internal complaints procedure is available on request.

If we cannot resolve your complaint, you may refer your complaint to the Financial Ombudsman Service within six months of receiving our final response letter.

The address is: Financial Ombudsman Service, Exchange Tower, London, E14 9SR. Telephone: 0800 023 4567 or 0300 123 9 123 (from mobile or non BT lines)

E-mail: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Making a complaint will not affect your right to take legal action.

Financial Service Compensation Scheme

What happens if we are unable to meet our liabilities?

If we are unable to meet our liabilities to our policyholders, you may be able to claim compensation from the Financial Services Compensation Scheme (FSCS). There are different levels of compensation, depending on what kind of insurance you have:

Compulsory insurance such as third party motor insurance, is covered for 100% of the claim. Non-compulsory insurance, such as home insurance, is covered for 90% of the claim.

You can get further information from the Financial Services Compensation Scheme. 10th Floor Beaufort House, 15 St Botolph Street, London EC3A 7QU. Telephone 020 7741 4100 or e-mail, enquiries@fscs.org.uk