



Protect your vehicle  
AutoTrust Asset Protection

# Introduction

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Did you know that if your vehicle is written off as a total loss through an accident, fire, theft or adverse weather conditions, most motor insurance companies would only pay out the current market value of your vehicle, and not the original purchase price of your vehicle when you bought it?



For example, if a vehicle costing £15,000 was written off after 12 months, most motor insurance companies would pay out the current market value, which might only be £13,500.

If you wanted to then replace your vehicle with one of similar value, you would have to find the difference.

Or, if you had taken out finance to spread the cost of paying for your vehicle, then you could find that the amount received from your motor insurance company was less than the amount you still owed on your finance agreement.

In either event, you could be out of pocket – this is where AutoTrust Asset Protection could help you.

AutoTrust Asset Protection provides an exceptionally high level of cover and has received the top 5-star rating by Defaqto, the UK's leading independent financial services rating agency.

# AutoTrust Asset Protection

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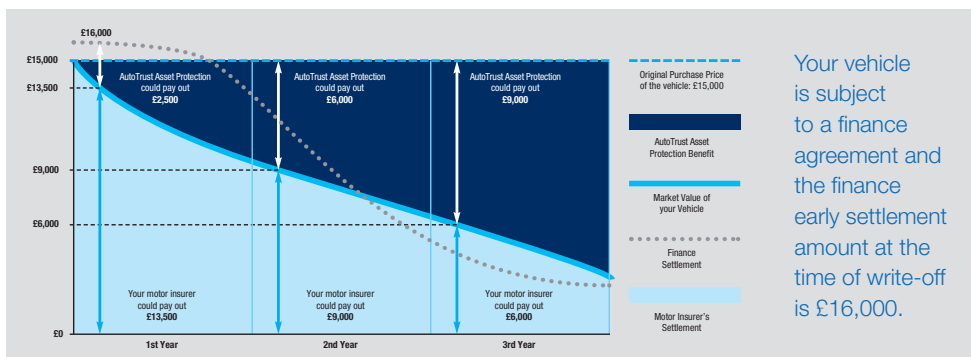
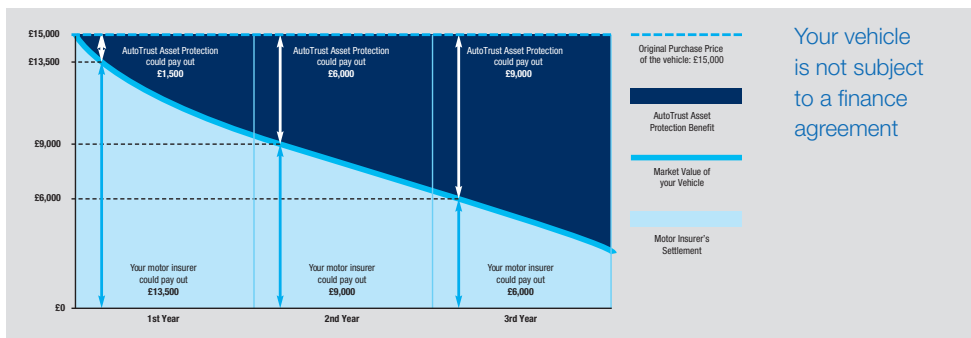
If your vehicle is written off and a settlement offer is made by your motor insurer (or 3rd party through an accident management company), we will pay you the difference between the amount paid out by your motor insurer (or 3rd party through an accident management company) and the original purchase price you paid for your vehicle.

If your vehicle is subject to a finance agreement and the early settlement amount is greater than the original purchase price you paid for your vehicle then we will pay you the difference between the amount paid out by your motor insurer (or 3rd party through an accident management company) and the finance early settlement amount. Any payment will be paid

directly to the finance company on your behalf, and if there are any excess funds, these will be sent to you directly.

Whether you have purchased your vehicle on finance or not, AutoTrust Asset Protection could return you to the original position you were in when you first purchased your vehicle.

The charts below illustrate how much AutoTrust Asset Protection could pay out if you purchased a vehicle for £15,000 and it was written off in either the 1st, 2nd or 3rd year of your policy.





# AutoTrust Asset Protection

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## Maximum Benefit Levels

The maximum cover period of AutoTrust Asset Protection is 48 months.

Your benefit level will be stated in the schedule which will accompany your AutoTrust Asset Protection policy.

The maximum benefit levels for claims are as follows:

Vehicle Purchase Price	AutoTrust Asset Protection Maximum Benefit
£0 - £50,000	Unlimited
£50,001 - £75,000	£25,000
£75,001 - £100,000	£35,000
£100,001 - £125,000	£45,000

A summary of the benefits, exclusions and limitations is included in the Key Facts on the following pages.

## Who can apply?

AutoTrust Asset Protection cover is available:

- If at the start of the policy your vehicle is 10 years old or under and has covered less than 100,000 miles.
- Provided comprehensive motor insurance is in place for the vehicle throughout the period of insurance.
- To a private individual or sole trader aged 18 or over and who is resident in the UK, the Channel Islands or the Isle of Man.
- To a partnership, limited company or other legal entity, situated, and if a limited company, registered, in the UK, the Channel Islands or the Isle of Man.

## Finance agreements covered

AutoTrust Asset Protection cover is available for vehicles whether subject to a finance agreement or not (with the exception of contract hire or leasing agreements).

## Simple to arrange

AutoTrust Asset Protection is underwritten by Ageas Insurance Limited. It is quick and simple to arrange and provides peace of mind.

**Please ask your dealer for details.**

## Policy Summary

This summary of cover is provided for ease of reference. It does not contain the full terms and conditions of the policy, which can be found in the policy document.

## Who is the insurer?

This insurance is provided by UK General Insurance Limited on behalf of Ageas Insurance Limited. Ageas Insurance Limited is registered in England (No. 354568), registered office: Ageas House, Tollgate, Eastleigh, Hampshire, SO53 3YA. Please note that with effect from 1st October 2013 the registered office for Ageas Insurance Limited will change to: Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh, Hampshire, SO53 3YA.

## What is Asset Protection Insurance?

This policy, for which you or your lender will pay a single premium, or for which you are paying for on monthly instalments, is for the period agreed at the time of purchase. Following the total loss of your vehicle due to fire, theft, accidental damage or adverse weather conditions, we will pay the financial shortfall between the insured value and:

- A. the purchase price of your vehicle, including delivery, factory fitted accessories and dealer fitted options as confirmed in the policy schedule, or
- B. the early settlement amount, whichever is the greater up to the sum insured

This will be subject to the terms and conditions provided in your policy document.

There is no limit to the maximum benefit payable where the vehicle purchase price is up to £50,000. Where the vehicle purchase price is between £50,001 and £75,000, the maximum benefit payable is £25,000. Where the vehicle purchase price is between £75,001 and £100,000 the maximum benefit payable is £35,000 and where the vehicle is between £100,001 and £125,000 the maximum benefit payable is £45,000.

## Eligibility (see “Your Asset Protection Insurance Cover” section in your policy document)

You are eligible for this cover if at inception:

- You are a resident in England, Scotland, Northern Ireland, Wales, the Isle of Man or the Channel Islands on the start date and remain so throughout the period of insurance;
- You have purchased the insured vehicle with either your own monies or, if relevant, with monies advanced under a finance agreement;
- You have applied for this insurance cover in the form approved by us;
- You are at least 18 years of age;
- You are covered under a fully comprehensive motor insurance policy for the vehicle.

## Information You Provide

You are required by the provisions of the Consumer Insurance (Disclosure and Representations) Act 2012 to take care to supply accurate and complete answers to all the questions in the Proposal and to make sure that all information supplied is true and correct. You must tell Us of any changes to the answers You have given as soon as possible. Failure to advise Us of a change to Your answers may mean that Your policy is invalid and that it does not operate in the event of a claim. We may also recover any money We may have paid under this policy. Please refer to ‘Changes in Your Circumstances’ in the Asset Protection policy document for further information.

## Significant Exclusions

- If the vehicle is:
  - used as an emergency or military vehicle, courier or delivery vehicle, invalid carrier or driving instruction vehicle;
  - used for hire or reward of whatsoever nature, or as a taxi;
  - a scooter, motorcycle, touring caravan, non-UK specification vehicle or not built for principal sale in the UK or classed as a grey import, kit car, bus, coach, commercial vehicle more than 3.5



tonnes, truck, heavy goods vehicle or any vehicle not listed in the Glass's Guide publication;

- used for track days, road racing, rallying, pace-making, speed testing or any other competitive event;
- written off by someone not eligible to drive your vehicle under the terms of the motor insurance policy for whom you gave consent or where the person driving your vehicle did not have fully comprehensive insurance in place for the vehicle.
- written off after it was taken or driven without your consent by a family member, spouse or partner;
- over ten years old at the start date of the policy;
- over 100,000 miles at the start date of the policy;
- not registered with us within 100 days from the date of original purchase;
- subject to a contract hire or lease agreement;
- modified other than in accordance with your vehicle manufacturer's specification. In this instance, cover will not be provided if it is determined that the total loss occurred as a result of this modification.

■ Where total loss results from:

- your vehicle being driven in the European Union other than the United Kingdom or any other country shown on an International Motor Insurance Card ("Green Card"), where you have not kept in force a motor insurance policy providing an equivalent level of cover as you would have enjoyed in the United Kingdom;
- You do not have comprehensive motor insurance in place from the start date until the date of total loss;
- The insured vehicle is owned by a garage, vehicle trader or any other associated vehicle trade company.
- If you take the option under your motor insurance policy to replace the vehicle, new for old, following the agreed total loss of the vehicle covered hereunder.

- Any arrears, default or late payment charges, excess mileage charges, maintenance and recoverable VAT, any warranty, new vehicle registration fee, any insurance premiums, road fund licence, fuel and paintwork protection applications or negative equity transferred from a previous agreement.

## Claims Procedure

All claims should be notified within 120 days of the total loss to Car Care Plan Limited on telephone number 0844 573 8069. You should notify Car Care Plan Limited prior to accepting any settlement from your motor insurer. For full details, please refer to the section "How to make a claim" within your Asset Protection policy document.

## Complaints

In the unlikely event of a complaint, you should contact the administrator in the first instance on 0844 573 8069 or in writing to;

Car Care Plan  
Customer Services  
Jubilee House  
5 Mid Point Business Park  
Thornbury  
West Yorkshire  
BD3 7AG

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 €2million and fewer than ten staff. You may contact the Financial Ombudsman Service at:

The Financial Ombudsman Service  
South Quay Plaza  
183 Marsh Wall  
London E14 9SR  
Telephone: 0800 023 4567

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



## Governing Law

Unless some other law is agreed in writing, this policy is governed by English law. If there is a dispute, it will only be dealt with in the courts of England or of the country within the United Kingdom in which your main residence is situated.

## Cooling-off period

We hope that you will be happy with your insurance policy. However, if this policy does not meet your needs, you have 30 days from the date you received your policy document to cancel this policy and obtain a full refund. We will not give you a refund if you have claimed for the total loss of your car or an incident has happened when you would make that claim.

To cancel your policy, please contact the introducer who sold you your policy.

To obtain a refund, you must return your policy document before we refund your premium.

## Your and our rights to cancel your policy

If You wish to cancel Your policy after this 30-day period, You must write to the Administrator. An administration fee of £35 will be deducted from the calculated amount prior to any refund being paid.

If you have paid for your policy in cash or on a finance agreement (other than a Car Care Plan Ltd credit agreement), provided you have not made a successful claim, the administrator will provide you with a refund proportional to the length of time the policy has been in force and is calculated using the policy start date.

The amount of refund you receive will be based on each full calendar month remaining on your policy as a percentage of the original duration of your policy less an administration charge of £35.

For full details, please refer to your Asset Protection policy document.

## Financial Conduct Authority and the Prudential Regulation Authority

UK General Insurance Limited is authorised and regulated by the Financial Conduct Authority. Ageas Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial

Conduct Authority and the Prudential Regulation Authority. This can be checked on the Financial Services Register by visiting the FCA's website at [www.fca.org.uk/register](http://www.fca.org.uk/register), or you can phone them on 0800 111 6768.

## Financial Services Compensation Scheme

In the event that Ageas Insurance Limited is unable to meet its liabilities you may be entitled to compensation from the Financial Services Compensation Scheme (FSCS). Further information can be found in your policy under the "Financial Services Compensation Scheme".

## Data Protection Authorisation Statement

In processing and managing this policy, the administrator will collect, transfer and store the information you have provided in their secure servers based in the United States of America. The administrator has taken measures to ensure that there is an adequate equivalent level of protection of your information in the U.S.A. in accordance with legislation in the United Kingdom.

Please note that any information provided to us will be processed by us and our agents in compliance with the provisions of the Data Protection Act 1998, for the purpose of providing insurance and handling claims, if any, which may necessitate providing such information to third parties. We may also send the information in confidence for process to other companies acting on their instructions including those located outside the European Economic Area.

In compliance with the Data Protection Act 1998, you are entitled to ask us to amend our records about you if they are not correct, and you may request a copy of the information we hold about you by applying to us in writing addressed to: Compliance Officer, Car Care Plan Limited, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire, BD3 7AG or by emailing [CCPH\\_DPA@carcareplan.co.uk](mailto:CCPH_DPA@carcareplan.co.uk). We may charge you the statutory fee of £10 for this service.

## Making a Claim

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If your vehicle is subject to an Accident, Fire, Theft or Adverse Weather Condition incident, and your motor insurer confirms your vehicle has been written off, you have up to 120 days to contact AutoTrust Asset Protection to

make a claim against your AutoTrust Asset Protection Policy.

In order to make a claim on your AutoTrust Asset Protection policy, please follow the process below:







## Making a Claim (continued)

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### Cooling-off period

We hope that you will be happy with your insurance policy. However, if the policy does not meet your needs, you have

**30 days** from the date you receive your policy document to cancel the policy and get a full refund. We will not give you a refund if you have successfully claimed for the total loss of your vehicle or an incident has happened when you would make such a successful claim.

To cancel your policy, please contact the dealer who has arranged this insurance on your behalf.

### Your rights to cancel your policy

After 30 days, you may cancel the policy at any time by writing to AutoTrust Asset Protection at the address below as follows:

AutoTrust Asset Protection, Jubilee House,  
5 Mid Point Business Park, Thornbury, West  
Yorkshire BD3 7AG.

AutoTrust Asset Protection will provide you with a refund for any unused months of your policy, less an administration fee of £35.

Depending on the payment method you have chosen to purchase your AutoTrust Asset Protection policy with, the refund will be provided directly to you or applied as part payment of your total outstanding payments. If you have financed your AutoTrust Asset Protection policy on a finance agreement or on a credit agreement with Car Care Plan Ltd, once you have received your refund, you will continue to be responsible for paying your outstanding instalment payments until you have settled your agreement. Please see Section '**Conditions that apply to this policy – Cancelling Your Cover**' of your policy for full details.



## Making a Claim (continued)

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### How to complain

We are committed to delivering the highest standards of customer care. However, we realise that there may be times when things go wrong and we have procedures in place to investigate any complaints. To complain, please contact AutoTrust Asset Protection on 0844 573 8069 or in writing to: The Customer Services Manager, AutoTrust Asset Protection, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.

If you are not happy with the response you have received, you have the right to ask the Financial Ombudsman Service to review your case. You may contact the Financial Ombudsman at: The Financial Ombudsman Service (FOS), South Quay Plaza, 183 Marsh Wall London E14 9SR.

Telephone: 0800 023 4567 (free phone fixed lines) or 0300 1239 123 (free for mobile-phone users who pay a monthly charge for calls to numbers starting 01 or 02).

### Financial Services Compensation Scheme

Ageas Insurance Company Limited, who underwrites this insurance are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if they cannot meet their obligations. This depends upon the type of insurance and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim. Further information is available from the Financial Conduct Authority or the FSCS. The FSCS can be visited on the web at [www.fscs.org.uk](http://www.fscs.org.uk) or by contacting the FSCS on 0800 678 1100.

### Data Protection Authorisation Statement

In processing and managing this agreement, the Administrator will collect and store the information you have provided in their secure database located in the United States of America. The Administrator has taken measures to ensure that there is an adequate equivalent level of protection of your information in the U.S.A. in accordance with legislation in the United Kingdom.

In compliance with the Data Protection Act 1998, you are entitled to ask us to amend our records about you if they are not correct, and you may request a copy of the information we hold about you by applying to us in writing addressed to: Compliance Officer, Car Care Plan Limited, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire, BD3 7AG or by emailing [CCPH\\_DPA@carcareplan.co.uk](mailto:CCPH_DPA@carcareplan.co.uk). We may charge you the statutory fee of £10 for this service.



## Frequently Asked Questions

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### **Why must I contact AutoTrust Asset Protection first before accepting a settlement from my motor insurance company?**

This will ensure that the AutoTrust Asset Protection claims team can determine that you have been offered a fair motor insurer's settlement offer on your written off vehicle.

### **Can I transfer my AutoTrust Asset Protection policy to a new owner or a new vehicle?**

It is not possible to transfer your AutoTrust Asset Protection policy to a new owner. It is however possible to transfer it to another vehicle if this is a replacement vehicle issued by your motor insurer against a total loss of your original vehicle and it is within the first year from the purchase date of your original vehicle.

### **To be eligible for AutoTrust Asset Protection, my vehicle needs to be listed in Glass's Guide Retail Value. What exactly is Glass's Guide?**

Glass's produces the leading British guide to used vehicle prices (the Glass's Guide). Glass's observes and records well over 1 million vehicle sale prices from a wide range of sources every year to deliver the most widely trusted valuations in the market. This is a trade guide and is widely used by motor dealers, insurance assessors and finance houses across the motor industry.

### **I am interested in taking out AutoTrust Asset Protection; however the vehicle I am purchasing is for someone else – not for me. Is it still possible to take out AutoTrust Asset Protection for that vehicle?**

Yes, your vehicle will still be covered subject to the person being named on the motor insurance policy for the vehicle. See policy documentation for full terms and conditions.

### **Can I cancel my policy at any time and get a refund?**

We hope that you will be happy with your AutoTrust Asset Protection policy. However, if this policy does not meet your needs and as long as you have not made a successful claim, you have 30 days from the date you received your policy documents to cancel the policy and get a full refund. There is no administration charge for cancelling your cover.

After 30 days, you may be eligible for a refund of your premium based on how many unused months remain on your AutoTrust Asset Protection policy. There is a £35 administration charge for cancelling the policy. Please refer to the sections entitled 'Cooling off period' and 'Your and our rights to cancel your policy' for full details.

If you would like a large print version of  
this information please contact us on:

0844 573 8069

AutoTrust Asset Protection is administered by  
Car Care Plan Limited.

Registered in England at Jubilee House,  
5 Mid Point Business Park, Thornbury, West  
Yorkshire BD3 7AG. No 850195.

Car Care Plan is authorised and regulated by the  
Financial Conduct Authority.

Calls to the above number will be charged at no  
more than 5p per minute from a BT landline.

Calls from mobiles and other networks may vary.

