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## Useful telephone numbers

Onecall 24 hours claims helpline 0870 240 1895

The claims helpline is open 24 hours a day, 365 days a year. If you are calling from abroad, please call 0044 23 9220 5450.

If your only claim is for windscreen or window glass, please call the Ageas Glassline on 0800 854 454.

We may record or monitor calls for training purposes, to improve the quality of our service and to prevent and detect fraud.







# Policy conditions

## 1 Keeping to the terms of the policy

If **you** or any person who claims under this policy fails to comply with any policy condition or any **endorsement**, **we** will not pay any claim where the claim is connected with the non-compliance.

## 2 Right of recovery

If the law of any country says **we** must make a payment that **we** would not otherwise have paid, **you** must repay this amount to **us**.

## 3 Other insurance

If any incident that leads to a valid claim is covered under any other insurance policy, **we** will not pay any part of the claim.

## 4 Taking care of your motorhome

Anyone covered by this policy must take all reasonable steps they can to protect **the motorhome**, and anything in or attached to it, against loss or damage. This includes making sure that all windows, doors, roof openings, removable roof panels or lockers are closed and locked, and the keys (or any other device needed to lock **the motorhome**) are not left in or on **the motorhome**.

**The motorhome** must be roadworthy and kept in good working order, this includes any on-board gas systems. **We** may examine **the motorhome** at any time.

## 5 Providing accurate information

Whenever **you** take out or ask **us** to make changes to **your** policy, **you** must take reasonable care to:

- Supply accurate and complete answers to all questions
- Ensure the statements declared on the **statement of fact** or **proposal** are accurate; and
- Make sure that all other information supplied to **us** is accurate and complete.

**We** will treat **your** policy as if it had not existed and keep any premium paid from the start date or the date that any changes were made to the policy (as the case may be) if **you**:

- Deliberately or recklessly gave **us** inaccurate or incomplete information; or
- Did not take reasonable care to give **us** accurate and complete information, in circumstances where **we** would not have issued this policy to **you** at all.

In all other cases, if **you** fail to exercise reasonable care **we** may refuse to pay all or part of a claim. If **we** would have:

- Provided cover to **you** on different terms, had **you** provided **us** with accurate and complete information, then the policy will be treated as if it had contained such terms. In such circumstances, **we** will only pay a claim if it would have been covered by a policy containing such terms.

- Provided **you** with cover under this policy at a higher premium, the amount payable on any claim will be reduced proportionately, based on the amount of premium that **we** would have charged. For example, **we** will only pay half of the claim, if **we** would have charged double the premium.

If **we** discover inaccuracies in any of the information **you** provided **us** with which would have made a difference to the premium charged, before any incident which might give rise to a claim has occurred, **we** may, at **our** discretion, offer **you** the option to pay the additional premium in return for **us** not reducing the amount payable on any future claims under the policy.

## 6 Changes you must tell us about

**You** must tell **your insurance adviser** about any of the changes below straight away. Failure to tell **your insurance adviser** about any changes to the information detailed on **your proposal, statement of insurance or statement of fact, schedule or certificate of motor insurance** may mean that **your** policy is invalid and that it does not operate in the event of a claim.

These changes may result in a change to **your** premium and/or **excess**.

Some of the changes **you** must tell **your insurance adviser** about are:

- **You** change **the motorhome** or its registration number, sell **the motorhome**, get rid of **the motorhome** or **you** get another vehicle
- **You** change **your** address or the **storage** address where **the motorhome** is kept overnight
- There is a change to the estimated annual mileage that **the motorhome** will cover
- **The motorhome** is or will be:
  - changed from the manufacturer's original specification. Changes must be disclosed no matter their size or purpose. This would include, but is not limited to:
    - a Changes to the bodywork, such as spoilers or body kits
    - b Changes to suspension or brakes
    - c Cosmetic changes or enhancements such as alloy wheels or graphics/decals (stickers)
    - d Changes affecting performance such as changes to the engine management system or exhaust system
    - e Changes to the audio/entertainment system
  - taken abroad, either for more than 180 days or outside the European Union
  - used for any purpose not covered by **your certificate of motor insurance**
  - involved in an accident or fire, or someone steals, damages or tries to break into it
- **You** wish to change who is allowed to drive **the motorhome**

- There is any change of main user of **the motorhome**
- **You** or any other person who may drive **the motorhome**:
  - Gain a motoring conviction (including any fixed penalty offences);
  - Gain a non-motoring criminal conviction;
  - Passes their driving test or has their licence suspended or revoked;
  - Is issued with a new Driving Licence Number;
  - Changes their name;
  - Changes job, starts a new job, including any part-time work, or stops work;
  - Is involved in any accident or has a vehicle damaged or stolen, whether covered by this policy or not;
  - Has insurance refused, cancelled or had special terms put on;
  - Develops a health condition that requires notification to the DVLA, or an existing condition worsens.

**You** can find additional information in the Motoring section at [www.gov.uk](http://www.gov.uk) or pick up leaflet D100 from the Post Office.

Please be aware that this is not a full list of all possible changes. If **you** are unsure as to whether or not a change needs to be disclosed, please contact **us**.

## 7 Fraudulent claims

**We** will not pay any claim if:

- Any claim or part of any claim is fraudulent, false or exaggerated;
- Falsified documentation is submitted in support of a claim; or
- **You** or any other person who claims under this policy makes a dishonest or false statement to **us** in support of a claim.

In these circumstances, all cover will be cancelled from the date of the fraud and no premium will be refunded. If **we** have made a payment **we** would not otherwise have made **you** must repay that amount to **us**.

**We** may also notify relevant authorities, so that they can consider criminal proceedings.

## 8 Cancelling your policy

**You** can cancel **your** policy at any time. **You** can cancel by phoning **your insurance adviser**.

Cancellation can take effect immediately or from a later date, but cannot be backdated to any earlier date.

If cover has not yet started, **we** will refund any premium paid in full.

If cover has started, **you** will have to pay for any period of cover that has already been provided (subject to Insurance Premium Tax where applicable).

If any claim has been made in the current **period of insurance**, **you** must pay the full annual premium and **you** will not be entitled to any refund.

Cancelling any direct debit instruction does not mean **you** have cancelled the policy. **You** will still need to follow the instructions above. If **you** are paying by instalments **you** may still have an obligation to make payments under **your** credit agreement.

**We** or **your insurance adviser** can cancel this policy by sending **you** seven days' notice to **your** last known address. The reason for cancellation will be set out clearly in the communication with **you**.

Valid reasons include, but will not be limited to, those listed below;

- Changes to the information detailed on **your proposal, statement of insurance** or **statement of fact, schedule or certificate of motor insurance** which result in **us** no longer wishing to provide cover.
- Where the circumstances of a new claim, or an incident **we** have become aware of, result in **us** no longer wishing to provide cover.
- Where **we** suspect fraud on this or any other related policy.
- Where **you**, a person acting on **your** behalf, or any person covered to drive **the motorhome** uses threatening, intimidating or abusive behaviour or language towards **our** staff, suppliers or agents acting on **our** behalf, including **your insurance adviser**.
- Where any person claiming cover under this policy fails to provide **us** with any reasonable information **we** ask for.
- Where a misrepresentation has been made that results in **us** no longer wishing to provide cover.
- Where **we** are unable to collect a premium payment due to insufficient funds in the account **you** have nominated to pay from (notice will be sent to **your** last known address allowing **you** an opportunity to rectify the situation, and confirming that a second attempt to collect the payment will be made).

## Policy conditions - continued

- Where **we** are unable to collect a premium payment due to a Direct Debit Instruction being cancelled (notice will be sent to **you** last known address allowing **you** an opportunity to rectify the situation by reinstating the previous Direct Debit instruction, providing a new Direct Debit instruction or by providing the full outstanding premium).

**We** will refund a percentage of the premium in proportion to the **period of insurance** left unused (subject to Insurance Premium Tax where applicable).

If any claim has been made in the current **period of insurance**, **you** must pay the full annual premium and **you** will not be entitled to any refund.

If **you** are paying by instalments **you** may still have an obligation to make payments under **your** credit agreement.

### 9 Law applicable to the contract

English Law will apply to this contract unless **you** and **we** agree otherwise. However, if **you** live in Scotland, Northern Ireland or the Channel Islands, the law of that country will apply unless **you** and **we** agree otherwise (if **you** live in Jersey, the law of Jersey will apply to this contract and the Jersey courts will have exclusive jurisdiction over disputes between **us** and **you** in relation to it).

### 10 Language

The contractual terms and conditions and other information relating to this contract will be in the English language.

### 11 Rights of third parties

This is a contract between **you** and **us**. It is not **our** intention that the Contracts (Rights of Third Parties) Act 1999 gives anyone else either any rights under this policy or the right to enforce any part of it.

# Your cover

## Section A – Damage to the motorhome

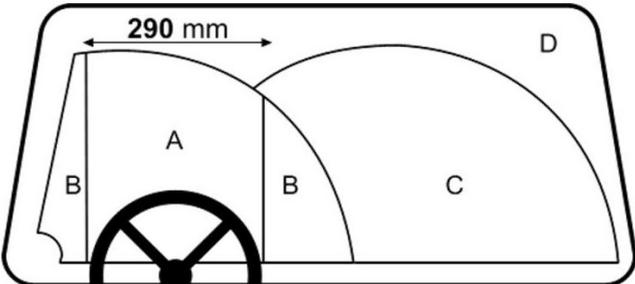
What is covered	What is not covered
<p><b>We</b> will pay for accidental or malicious damage to <b>the motorhome</b>; including damage caused by vandalism.</p> <p><b>We</b> will also cover the cost of replacing or repairing <b>the motorhome</b>'s permanently fitted audio, navigation and entertainment equipment up to the following amounts:</p> <ul style="list-style-type: none"><li>• £1000 for equipment fitted as original equipment by the manufacturer; or</li><li>• £300 for any other equipment.</li></ul> <p><b>Children's car seats</b></p> <p><b>We</b> will cover the cost of replacing <b>your</b> children's car seats fitted to <b>the motorhome</b> at the time of the accident, even if they do not seem damaged.</p>	<ul style="list-style-type: none"><li>• Loss of or damage to <b>the motorhome</b> caused by malicious damage or vandalism when no one is in it if:<ul style="list-style-type: none"><li>- any door, window, roof light, vent or locker is left open or unlocked; or</li><li>- the keys (or other device) used to lock <b>the motorhome</b> are left in or on it,</li></ul></li><li>• Any <b>excess</b> shown in the <b>schedule</b>; and<ul style="list-style-type: none"><li>- The first £150 of any claim if the person driving or in charge of <b>the motorhome</b> at the time of the accident is: Aged 25 or over but has not held a full driving licence issued within the <b>geographical limits</b> or the European Union for at least a year.</li></ul></li></ul> <p><b>You</b> must pay these amounts for every incident that <b>you</b> claim for under this section.</p> <ul style="list-style-type: none"><li>• Loss of or damage to <b>the motorhome</b> caused by fire, or by theft.</li><li>• Loss of use of <b>the motorhome</b>.</li><li>• Wear and tear, or any other gradually caused damage. This includes damp, rust, corrosion and the effect of light.</li><li>• Loss of or damage caused by water gradually entering <b>the motorhome</b> through seams, seals or as a result of poor maintenance.</li><li>• Mechanical, electrical, electronic and computer failures or breakdowns or breakages.</li><li>• Damage to tyres caused by braking, punctures, cuts or bursts.</li><li>• Costs of importing parts or accessories or storage costs caused by delays, where the parts or accessories are not available from current stock within the <b>geographical limits</b>.</li><li>• Any amount over the cost shown in the manufacturer's latest price guide, plus fitting costs, for any lost or damaged parts or accessories if such parts or accessories are not available.</li><li>• Loss of or damage to telephone or other communication equipment.</li><li>• Loss of value of <b>the motorhome</b> following or as a result of repairs.</li><li>• Loss or damage to <b>the motorhome</b> caused by <b>you</b>, or anyone else on the policy, carelessly or recklessly allowing a buyer, someone posing as a buyer, or someone acting on behalf of a buyer, to defraud or deceive <b>you</b>. This includes accepting a form of payment that a bank or building society will not authorise.</li></ul>

## Your cover - continued

### Section A – Damage to the motorhome continued

What is covered	What is not covered
	<ul style="list-style-type: none"> <li>• <b>The motorhome</b> being confiscated or destroyed by, or under order of, any government or public authority.</li> <li>• Loss of or damage to any audio, navigation or entertainment equipment that is not permanently fitted to <b>the motorhome</b>.</li> <li>• Loss of or damage to <b>the motorhome</b> caused by a person known to <b>you</b> taking <b>the motorhome</b> without <b>your</b> permission, unless that person is reported to the police for taking it without <b>your</b> permission.</li> <li>• Loss caused by freezing liquid in the engine cooling system.</li> <li>• Loss of fuel, including gas.</li> <li>• Loss of food and drink.</li> <li>• Loss or damage caused by rot, fungus, mildew, insects, vermin, domestic animals, atmospheric or weather conditions.</li> <li>• Loss or damage caused by the freezing and thawing of liquid in the water system, if it is not drained when <b>the motorhome</b> is in <b>storage</b>.</li> <li>• Loss of external TV/Radio and Satellite fittings &amp; masts.</li> <li>• Any cost of replacing undamaged items which are part of a set or suite.</li> <li>• Loss or damage caused by the use of solid fuel or portable oil heaters.</li> <li>• Loss of or damage to any <b>personal belongings, high risk items</b> or <b>camping equipment</b>.</li> </ul>

### Section B – Damaged windscreen and window glass

What is covered	What is not covered
<p>If the windscreen or any window glass in <b>the motorhome</b> is broken or damaged, <b>we</b> will pay the cost of repairing or replacing it.</p> <p><b>We</b> will also pay for any repair to the bodywork that has been damaged by broken glass from the windscreen or windows.</p> <p>The diagram below may help <b>you</b> to recognise whether or not the damage can be repaired.</p>  <p><b>The following size of windscreen chip damage can be repaired in accordance with the British Standard Code of Practice BS AU 242a:1998</b></p> <p>Zone A Damage up to 10mm   Zone C Damage up to 25mm            Zone B Damage up to 15mm   Zone D Damage up to 40mm</p> <p>If <b>you</b> phone the Ageas Insurance Glassline on 0800 854 454 and use one of <b>our</b> chosen glass companies, cover is unlimited. If <b>you</b> do not, the most <b>we</b> will pay under this section is £1000 after taking off any <b>excess</b>.</p>	<ul style="list-style-type: none"> <li>• The first £125 of any claim if the glass is replaced or repaired by a company that is not one of <b>our</b> chosen glass companies.</li> <li>• The first £75 of any claim if the glass is replaced by <b>our</b> Glassline.</li> <li>• The first £10 of any claim if the glass is repaired by <b>our</b> Glassline.</li> <li>• Loss of use of <b>the motorhome</b>.</li> <li>• Costs of importing parts or accessories or storage costs caused by delays, where the parts or accessories are not available from current stock within the <b>geographical limits</b>.</li> <li>• Any amount over the cost shown in the manufacturer's latest price guide, plus fitting costs, for any lost or damaged parts or accessories if such parts or accessories are not available.</li> <li>• Mechanical, electrical, electronic or computer failures or breakdowns or breakages to window, roof light or vent mechanisms.</li> <li>• Loss or damage to any roof light or roof vent.</li> <li>• Repair or replacement of any windscreen or window unless it is made of glass.</li> </ul>











# Policy exclusions

- 1 **We** will not pay claims arising directly or indirectly from any of the following:
  - a **You** allowing **the motorhome** to be driven by, or be in the charge of, someone who is not described in **your certificate of motor insurance** as entitled to drive, other than while **the motorhome** is with a member of the motor trade for servicing or repair.
  - b **The motorhome** being driven, with **your** permission, by anyone who **you** know does not hold a driving licence or is disqualified from driving. However, **we** will still give cover if the person used to hold a licence and is allowed to hold one by law.
  - c **The motorhome** being driven, with **your** permission, by someone who does not meet all the conditions of their driving licence.
  - d **The motorhome** being used for a purpose that is not shown as covered in **your certificate of motor insurance** other than while **the motorhome** is with a member of the motor trade for servicing or repair.
  - e **The motorhome** being used for hiring, competitions, rallies or trials, for racing formally or informally against another motorist; or on a motor racing track, de-restricted toll road, airfield, at an off-road event or at the Nürburgring.
  - f **The motorhome** being used for criminal purposes or deliberately used to threaten or cause harm, loss or damage. An example of this would be 'road rage'.
- 2 **We** will not pay any claims if **you** receive any payment for giving people lifts in **the motorhome**, and:
  - **The motorhome** is made or altered to carry more than eight people including the driver; or
  - **You** are carrying the passengers as part of a business of carrying passengers; or
  - **You** are making a profit from the payments **you** receive.
- 3 **We** will not pay claims arising directly or indirectly from any of the following:
  - a War, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, insurrection or military or usurped power.
  - b Acts determined as terrorism by the UK Government.
- 4 **We** will not pay claims arising directly or indirectly from earthquakes, riots or civil disturbances outside Great Britain, the Isle of Man or the Channel Islands.
- 5 **We** will not pay for any liability **you** accept under an agreement or contract, unless **you** would have been legally liable anyway.
- 6 Any decision or action of a court which is not within the **geographical limits** is not covered by this policy unless the proceedings are brought or a judgement is given because **the motorhome** was used in that country and **we** had agreed to cover it there under Section H.
- 7 **We** will not pay claims arising directly or indirectly from **the motorhome** being in any part of airport premises to which the public does not have access to drive their vehicle.

However, **we** will provide the minimum cover needed under compulsory motor insurance legislation.

# Making a claim

## Call ONECALL 0870 240 1895

The claims helpline is open 24 hours a day, 365 days a year

OneCall is a first-response service with operators who can immediately confirm whether **your** policy covers **you** for the incident. Remember to save this number in **your** mobile phone so that **you** will have it available if **you** have an accident.

**We** may record or monitor calls for training purposes, to improve the quality of **our** service and to prevent and detect fraud.

## How you should deal with claims

**You** must send **us** any letter, claim, writ or summons as soon as **you** receive it. **You** must also let **us** know straight away if **you** or **your** legal advisers know of any prosecution, inquest or fatal accident inquiry that might be covered under this policy.

**You** or any other person who claims under this policy must not negotiate, admit fault or make any payment, offer or promise of payment unless **you** have **our** written permission.

## How we will deal with claims

**We** may:

- carry out the defence or settlement of any claim and choose the solicitor who will act for **you** in any legal action; and
- take any legal action in **your** name or the name of any other person covered by this policy.

**We** can do any of these in **your** name or in the name of any person claiming under this policy.

Anyone who makes a claim under this policy must give **us** any reasonable information and assistance **we** ask for.

## How we will settle a claim under sections A or C

**We** will choose whether to repair **the motorhome** or pay **you** a cash amount equal to the cost of the loss or damage. If **the motorhome** cannot be driven because of damage that is covered under this policy, **we** will pay for **the motorhome** to be protected and taken to the nearest approved repairer.

## If the motorhome is economically repairable:

If **the motorhome** is going to be repaired by one of **our** approved repairers **you** do not need to get any estimates, and repairs can begin immediately after **we** have authorised them.

One of **our** repairers will contact **you** to arrange to collect **the motorhome**. Repairs made by **our** approved repairers are guaranteed for three years.

**We** will also pay the costs of delivering **the motorhome** back to the address shown on **your** current **schedule** or any other address **we** agree with **you** when the damage has been repaired.

If **you** do not want to use one of **our** approved repairers, **you** will need to send **us** an estimate for **us** to authorise and **we** may need to inspect **the motorhome**. **We** reserve the right to ask **you** to obtain alternative estimates.

**You** will have to pay any policy **excess** direct to the repairer.

If the condition of **the motorhome** is better after the repair than it was just before it was damaged, **we** may ask **you** to pay something towards it.

The repairer can use parts, including recycled parts, that compare in quality to those available from the manufacturer.

## If the motorhome is a total loss:

Once an engineer has inspected and assessed the **market value of the motorhome**, **we** will send **you** an offer of payment.

If there is any outstanding loan on **the motorhome**, **we** may pay the finance company first. If **our** estimate of the **market value** is more than the amount **you** owe them, **we** will pay **you** the balance. If **our** estimate of the **market value** is less than the amount **you** owe, **you** will have to pay the balance.

If **the motorhome** is leased or on contract hire, **we** may pay the leasing or contract hire company first. If **our** estimate of the **market value** is more than the amount **you** owe the leasing or contract hire company, the amount **we** pay them will settle the claim. If **our** estimate of the **market value** is less than the amount **you** owe, **you** will have to pay the balance.

Any payment **we** make for total loss will be after **we** have taken off any policy **excess**.

When **you** accept **our** offer for total loss, **the motorhome** will belong to **us**.

By purchasing this policy **you** agree that **we** can handle **your** claim in this way.

**We** have no objection to **you** retaining any private registration number providing that:

- **You** make **your** intention clear at the time of reporting the claim and prior to any settlement being agreed; and
- **You** provide details of the replacement registration number for **the motorhome** prior to any settlement being made.
- **You** transfer the private registration number to another vehicle or place it on retention with the DVLA prior to any settlement being made.

## Replacement motorhome

**We** will not pay more than the **market value** of the **motorhome** unless:

- the loss or damage happens before **the motorhome** is a year old; and
- **you** are the first and only registered keeper of **the motorhome** (or the second registered keeper if the first registered keeper is the manufacturer or supplying dealer and the delivery mileage is under 250 miles); and
- **you** have owned **the motorhome** (or it has been hired to **you** under a hire-purchase agreement) since it was first registered as new (or **you** are the second owner if the first owner is the manufacturer or supplying dealer and the delivery mileage is under 250 miles); and
- the cost of repair is valued at more than 60% of the cost of buying an identical new motorhome at the time of the loss or damage (based on the United Kingdom list price including taxes); and
- **the motorhome** was supplied as new within the **geographical limits**.

In these circumstances, if **you** ask **us** to, **we** will replace **the motorhome** (and pay the delivery charges to the address shown on **your** current **schedule** or any other address **we** agree with **you**) with a new motorhome of the same make, model and specification.

**We** will only do this if:

- **we** can buy a motorhome straight away within the **geographical limits**; and
- **we** have permission from anyone who **we** know has a financial interest in **the motorhome**.

If a replacement motorhome of the same make, model and specification is not available, **we** will, where possible, provide a similar motorhome of identical list price.

If this is not acceptable to **you**, **we** will pay **you** the price of **the motorhome**, fitted accessories and spare parts as shown in the manufacturer's last United Kingdom price list, less any **excess** that may apply.

# Privacy Notice

**We** are Ageas Insurance Limited and are part of the Ageas group of companies. The details provided here are a summary of how **we** collect, use, share, transfer and store **your** information. For **our** full Privacy Policy please visit **our** website [www.ageas.co.uk/privacy-policy](http://www.ageas.co.uk/privacy-policy) or contact **our** Data Protection Officer at: Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh, Hampshire SO53 3YA or by emailing [thedpo@ageas.co.uk](mailto:thedpo@ageas.co.uk).

**Your insurance adviser** will have their own uses for **your** personal data. Please ask **your insurance adviser** if **you** would like more information about how they use **your** personal information.

## Collecting your information

**We** collect a variety of personal information about **you** including **your** name, address, contact details, date of birth, credit history, criminal offences, claims information and IP address (which is a unique number identifying **your** computer). Where relevant, **we** also collect special categories of personal information (which was previously known as sensitive personal information) such as details regarding **your** health.

**We** also collect information from a number of different sources for example: publically available sources such as social media and networking sites; third party databases available to the insurance industry; firms, loss adjusters and/or suppliers appointed in the process of handling a claim.

## Using your information

The main reason **we** collect **your** personal information and/or special categories of personal information is because **we** need it to provide **you** with the appropriate insurance quotation, policy and price as well as manage **your** policy such as handling a claim or issuing documentation to **you**. Our assessment of **your** insurance application may involve an automated decision to determine whether **we** are able to provide **you** with a quotation and/or the price. If **you** object to this being done, then **we** will not be able to provide **you** with insurance.

**We** will also use **your** information where **we** feel there is a justifiable reason for doing so for example: to prevent and detect fraud and financial crime (which may include processes which profile **you**); collecting information regarding **your** past policies; carrying out research and analysis (including profiling); and recording and monitoring calls.

If **you** have given us such information about someone else, **you** would have confirmed that **you** have their permission to do so.

## Sharing your information

**We** share your information with a number of different organisations which include, but are not limited to: other insurers; regulatory bodies; carefully selected third parties providing a service to **us** or on **our** behalf; fraud prevention and credit reference agencies and other companies, for example, when **we** are trialling their products and services which **we** think may improve our service to **you** or **our** business processes.

Unless required to by law, **we** would never share your personal data without the appropriate care and necessary safeguards being in place.

## Keeping your information

**We** will only keep your information for as long as is necessary in providing our products and services to **you** and/or to fulfil **our** legal and regulatory obligations. Please refer to **our** full Privacy Policy for more information.

## Use and storage of your information overseas

**Your** information may be transferred to, stored and processed outside the European Economic Area (EEA). **We** will not transfer **your** information outside the EEA unless it is to a country which is considered to have equivalent data protection laws or **we** have taken all reasonable steps to ensure the firm has suitable standards in place to protect **your** information.

## Your rights

**You** have a number of rights in relation to the information **we** hold about **you**, these rights include but are not limited to: the right to a copy of **your** personal information **we** hold; object to the use of **your** personal information; withdraw any permission **you** have previously provided and complain to the Information Commissioner's Office at any time if **you** are not satisfied with our use of **your** information. For a full list of **your** rights please refer to the full Privacy Policy.

Please note that there are times when **we** will not be able to delete **your** information. This may be as a result of fulfilling **our** legal and regulatory obligations or where there is a minimum, statutory, period of time for which **we** have to keep **your** information. If **we** are unable to fulfil a request **we** will always let you know **our** reasons.

# How to make a complaint

Should there ever be an occasion where **you** need to complain, **we** will do our best to address this as quickly and fairly as possible.

If **we** can't, then **we** will:

- Write to **you** to acknowledge **your** complaint.
- Let **you** know when **you** can expect a full response.
- Let **you** know who is dealing with the matter

In most instances, **we** will be able to address **your** complaint within the first few days of this being notified to **us**. On occasion, further investigation may be necessary, but **we** will provide **you** with a full written response to **your** complaint within eight weeks of notification.

If **your** complaint is about the way **your** policy was sold to **you**, please contact **your insurance adviser** on 01277 243020.

Alternatively, **you** can also write to **your insurance adviser** the address shown below or email **your insurance adviser** through at [complaints@clubcareinsurance.com](mailto:complaints@clubcareinsurance.com) (please include **your** policy number).

**Your insurance adviser** address:

Complaints  
Club Care Insurance  
Burnt Meadow Road  
Moons Moat Road North Industrial Estate  
Redditch  
B98 9PA

If **you** have a complaint regarding your claim, please telephone us on 0870 240 1895.

Alternatively, for claims or any other type of complaint, **you** can also write to us at the address shown below or email **us** through **our** website at [www.ageas.co.uk/complaints](http://www.ageas.co.uk/complaints) (please include **your** policy number and claim number if appropriate).

Our address:

Customer Services Adviser  
Ageas House  
Hampshire Corporate Park  
Templars Way  
Eastleigh  
Hampshire  
SO53 3YA

## What to do if you are not happy with our response

In the unlikely event that **we** haven't responded to your complaint within eight weeks or **you** are not happy with our final response **you** have the right to take your complaint onto the Financial Ombudsman Service but **you** must do so within six months of the date of **our** final response.

The Ombudsman is an impartial complaints service, which is free for customers to use and taking **your** complaint to the Ombudsman does not affect **your** right to take **your** dispute to the courts.

**You** can find out more information about how to complain to the Ombudsman online at: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

Alternatively, **you** can write to the Ombudsman at:  
Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

By phone: **0800 023 4567**

By email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Please note that if **you** don't refer your complaint within the six months, the Financial Ombudsman Service won't have **our** permission to consider your complaint and therefore will only be able to do so in very limited circumstances, for example, if it believes that the delay was as a result of exceptional circumstances.

## Financial Services Compensation Scheme

**We** are covered by the Financial Services Compensation Scheme (FSCS).

In the very unlikely event that Ageas was to go bust, **your** insurance policy would still remain valid in the event that **you** needed to make a claim. For more details about the scheme visit [www.fscs.org.uk](http://www.fscs.org.uk) or telephone **0800 678 1100** or **020 7741 4100**.

**To make a claim, call 0870 240 1895**  
Please save this number to your mobile phone

**Ageas Insurance Limited**

*Registered address*

Ageas House, Hampshire Corporate Park,  
Templars Way, Eastleigh, Hampshire SO53 3YA

[www.ageas.co.uk](http://www.ageas.co.uk)

Registered in England and Wales No 354568

Ageas Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, Financial Services Register No 202039.

