

# Combination GAP Insurance Policy Summary

## ABOUT THIS DOCUMENT:

Please note that this policy summary does not contain the full terms and conditions of the contract of insurance; so please take time to read the policy document to make sure you understand the cover it provides.

## INSURER:

UK General Insurance Limited on behalf of: Great Lakes Insurance SE. Great Lakes Insurance SE is a German insurance company with its headquarters at Königinstrasse 107, 80802 Munich. UK Branch office: Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ.

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

## WHAT IS COVERED:

Combination GAP insurance provides cover against financial loss in the event of your motor insurer declaring your vehicle an insurance total loss. Should your vehicle be declared a motor insurance total loss, this insurance covers the difference between the insured value and the purchase price of the insured vehicle as confirmed by the net invoice selling price, or if greater, the amount of your finance agreement early settlement figure.

The limit of liability payable under this policy is detailed in your policy schedule.

## SIGNIFICANT EXCLUSIONS & LIMITATIONS:

- Any vehicle that is not covered by a motor insurance policy for the full duration of the period of insurance.
- In respect of any total loss which is not subject of an indemnity under the accidental damage, fire or theft section of the motor insurance policy or which occurs while the vehicle is being driven or used by a person not covered under the motor insurance policy.
- Where the loss occurred before the period of insurance.
- Vehicles over eight years old at the date of purchase of the policy.
- Vehicles used for hire or reward, public service, competition, rallying or racing.
- Any negative equity carried over from a previous finance agreement.

## DURATION OF COVER:

36 months from the date of inception of this insurance as detailed on the policy schedule.

## CANCELLATION RIGHT:

We hope you are happy with the cover this policy provides. However, if after reading this document, this insurance does not meet with your requirements, please return it to Chris Knott Insurance Consultants Limited within 14 days of receiving the insurance documents and we will refund your premium in full. Thereafter you may cancel the insurance cover at any time and receive a pro rata refund of your premium based on the number of whole months remaining subject to the deduction of an insurer retention fee of £35.

## MAKING A CLAIM:

If you have a claim, please call Mechanical Breakdown and General Insurance Services Limited, Telephone 0191 258 8125 as soon as possible.

## COMPLAINTS:

It is the intention to give you the best possible service but if you do have any questions or concerns about this insurance or the handling of a claim you should follow the procedure below.

Complaints regarding the sale of your policy should be directed to: Chris Knott Insurance Consultants Limited

5<sup>th</sup> Floor,  
Cavendish House,  
Breeds Place,  
Hastings,  
East Sussex,  
TN34 3AA

Complaints regarding a claim on your policy should be directed to: Mechanical Breakdown and General Insurance Services Limited

21-26 Howard House,  
Howard Street,  
North Shields,  
Tyne & Wear,  
NE30 1AR  
Tel: 0191 259 0647

If your complaint cannot be resolved by Chris Knott Insurance Consultants Limited or Mechanical Breakdown and General Insurance Services Limited by the end of the third working day, it will be passed to:

The Customer Relations Department, UK General Insurance Limited, Cast House, Old Mill Business Park, Leeds, LS10 1RJ. Telephone: 0345 218 2685. Email: [customerrelations@ukgeneral.co.uk](mailto:customerrelations@ukgeneral.co.uk)

Please ensure your policy number is quoted in all correspondence to assist a quick and efficient response.

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, Exchange Tower, Harbour Exchange Square, London, E14 9SR.  
Telephone: 0300 123 9 123. Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk).

#### **COMPENSATION SCHEME:**

Great Lakes Insurance SE is 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 on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim with no upper limit. You can get more information about compensation scheme arrangements from the FSCS or visit [www.fscs.org.uk](http://www.fscs.org.uk).

#### **DATA PROTECTION**

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.