

Motor Excess Protection

Insurance Product Information Document

Company: Ageas Retail Limited

Product: Excess Protection

Ageas Retail Limited is authorised and regulated by the Financial Conduct Authority. Financial Services Register no 312468. Registered in the UK.

This document provides a summary of the key information for this product. The full information is provided in the policy wording and Terms of Business Agreement. It is important that you read these documents carefully.

What is this type of insurance?

This insurance cover is designed to provide reimbursement of your excess in the event of a fault incident on your motor insurance policy where no recovery can be made from a third party.



What is Insured?

- ✓ This policy will pay to the value of your motor insurance policy excess up to a maximum of £500 (If your excess exceeds this amount you will be responsible for the difference) up to a maximum of two claims in the period of insurance.



What is not Insured?

- ✗ Claims when the amount claimed on the motor insurance policy does not exceed the excess amount.
- ✗ Any excess for theft or attempted theft of personal belongings.
- ✗ Any claim for windscreen or glass damage.
- ✗ Any claim where the motor insurer does not provide cover under the terms of the underlying motor insurance policy.
- ✗ Any claim where the excess has been waived or where a third party has reimbursed you or made good any loss or damage in respect of your excess.



Are there any restrictions on cover?

- ! You must hold a current driving licence and be entitled to drive the insured car.
- ! You must be a resident of Great Britain or Northern Ireland to be eligible for cover.
- ! This policy does not cover you to make more than two claims against this product in the period of insurance.



Where am I covered?

- ✓ European Union.



What are my obligations?

- In the event of a claim you may be required to provide supporting documentary evidence of your excess.
- You must provide us with honest, accurate and complete information, and inform us without delay of any changes in your situation. In the event of a claim, you must notify us as soon as possible.
- You'll need to let us negotiate, defend or settle any disputes or claims on your behalf. You'll also need to let us take legal action in your name to get back any payment we've made under this policy.
- It's really important that you're honest with us when you're buying a policy or making a claim. Providing wrong or misleading information that you know could either help you gain financially, or us suffer a financial loss, is fraud and pushes up the cost of insurance for all customers.



When and how do I pay?

- Annually by credit/debit card or cheque, or;
- Monthly by Direct Debit



When does the cover start and end?

This policy starts with effect from 16/02/2018 and will run concurrently with your motor insurance policy until the renewal date of 16/02/2019.



How do I cancel the contract?

- You can cancel your policy by calling **0345 610 0355** or by writing to:

John Lewis Car Insurance
Prospect House
Gordon Banks Drive
Trentham Lakes North
Stoke-on-Trent
ST4 4TW

- You can also cancel your policy by emailing us at customerservice@johnlewisacarinsurance.com

Cancellation within 14 days

- You have 14 days from either the purchase date of the policy or the date you receive the policy document (whichever date is later) to cancel the cover. Providing a claim has not been made, you will receive a full refund.

Cancellation after 14 days

- You can cancel the policy any time after the 14 days. There will be no refund of premium.