

# Motor Legal Expenses

Insurance Product Information Document

Company: Ageas Retail Limited

Product: Legal Expenses

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?

Motor Legal Expenses provides insurance to cover up to £100,000 of advisers' costs for certain types of legal action(s).



### What is Insured?

- ✓ We will appoint a solicitor to act for you that specialises in the relevant area of law.
- ✓ We will negotiate for;
  - ✓ Uninsured Loss Recovery
  - ✓ Personal Injury
  - ✓ Motor Prosecution Defence
  - ✓ Motor Contract Disputes
- ✓ Access to a 24 hour, 365 days a year Legal & Tax Helpline for legal and tax advice on any personal matter of concern.
- ✓ Access to discounted legal services.
- ✓ Access to an online Legal Document Service to access a range of legal documents (including, sale of motor vehicle, challenging parking penalties).



### What is not Insured?

- ✗ You are not covered for any other legal representative's costs unless court proceedings have started or a conflict of interest arises.
- ✗ For a claim to be covered there must be reasonable prospects of a successful outcome and adviser's costs must be proportionate to the benefit of the claim.



### Are there any restrictions on cover?

- ! We will not reimburse you for any legal costs that you pay or agree to pay before the claim is accepted.
- ! For claims made under the Motor Contract Disputes - the contract in dispute must have been entered into after the insurance started and at least £250 incl VAT must be in dispute.
- ! There must be more than a 50% chance of winning the case and achieving a positive outcome.



### Where am I covered?

- ✓ Uninsured Loss Recovery and Personal Injury: The European Union.
- ✓ All other areas of cover: UK, Channel Islands and the Isle of Man.



### What are my obligations?

- You must report any claim as soon as possible but within a maximum of 180 days of the date the incident occurred.
- 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@johnlewisinsurance.com](mailto:customerservice@johnlewisinsurance.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.