MOTOR LEGAL PROTECTION COVER

John Lewis FINANCE
About your cover

This is your Motor Legal Protection policy. This cover will run alongside your car insurance policy, provided by John Lewis Finance, for the period of insurance, as detailed on your policy schedule, for which you have paid or agreed to pay the premium.

This policy is arranged by John Lewis Finance and is underwritten by Covea Insurance plc and administered by Arc on behalf of Covèa Insurance.

Subject to the terms and conditions of this policy, we will:

• cover you and any passengers in your car to pursue uninsured losses when you have been involved in an accident where a third party is held responsible and you are not to blame.
• cover legal costs to help defend you, if you are prosecuted for a motoring offence.

The information in this document is important and the terms, conditions, and exclusions form part of the contract with us. Please take time to read through all of your policy documents to make sure this cover meets your needs and you understand what cover you have and are entitled to claim for. Please contact us on 03300 240 612, if you need any further information.

How to claim

Uninsured losses

Please call on 03300 240 613 as soon as possible if you want to make a claim for uninsured losses, quoting your policy number which can be found on your policy schedule.

Motor prosecution defence

If you are notified by the police or the Crown Prosecution Service that you may be prosecuted for a motoring offence, please call on 03300 240 608 as soon as possible.

Legal advice helpline

Your policy entitles you to use a free legal advice helpline service. This service is available to give you legal advice on any motor legal matter.

Call the legal helpline on: 03300 240 608, this service is available 24 hours a day, 365 days a year.
Definitions

The following defined words are printed in bold type throughout this document and the meanings of these words are set out below.

**Accident**
An accident between your car and a third party, which occurs during the period of insurance.

**Arc**
Arc Legal Assistance Ltd a company registered in England and Wales under number 4672894. Arc Legal Assistance Ltd is authorised and regulated by the Financial Conduct Authority.

**Conflict of interest**
There is a conflict of interest, if Arc administers and/or arranges cover for legal expenses on behalf of any other party in the dispute which is the subject of a claim under this policy.

**Covéa Insurance**
Covea Insurance plc a company registered in England and Wales under number 613259. Covea Insurance plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

**Great Britain (GB)**
England, Scotland and Wales.

**Hebble Law**
Hebble Law is a trading name of Hebble Law Limited a company registered in England and Wales under number 3322866. Hebble Law is a licenced body which is authorised and regulated by the Solicitors Regulation Authority No. 619556. Hebble Law is a member of the Covea Group in the UK.

**Insured driver**
A person shown on the certificate of insurance as a person allowed to drive your car and who is not excluded from driving under the conditions and exclusions of the policy.

**Legal expenses**
Legal fees, costs and expenses charged by the solicitors in connection with a claim for uninsured losses or the defence of a motoring prosecution, which will be assessed on a standard basis in connection with the legal proceedings or in line with costs as set out in the Civil Procedure Rules. This also includes any costs which you have to pay by order of a court, tribunal or arbitrator in connection with and/or arising from the legal proceedings.

**Legal proceedings**
Any civil or criminal proceedings arising from an accident in your car.

**Period of insurance**
The period of cover shown on your policy schedule.

**Policy schedule**
This forms part of the car insurance policy with John Lewis Finance and contains details of you and your car and particular features of the insurance. If you have purchased Motor Legal Protection cover, this will be detailed on your policy schedule.
Definitions

The following defined words are printed in bold type throughout this document and the meanings of these words are set out below.

Solicitor
Hebble Law or any other law firm or legal representative who has been appointed by us, or Arc on our behalf or you to act on your behalf.

Standard basis
The basis of assessment of costs where the court will only allow costs which are proportionate to the claim for your uninsured losses or the defence of a motoring prosecution.

Standard costs
The level of solicitors’ costs that would normally be incurred by Arc in using a nominated solicitor of our choice.

Territorial Limits
Great Britain, Northern Ireland, The Channel Islands, Isle of Man, any country which is a member of the European Union, Andorra, Gibraltar, Iceland, Liechtenstein, Monaco, Norway, San Marino and Switzerland.

Third party
The other party or parties involved in the accident that is deemed to be responsible.

Uninsured losses
Your losses, damage, injury or death arising from an accident which is not covered under another insurance policy; for example your policy excess, loss of earnings, car hire costs and compensation for personal injuries.

We/us/our
John Lewis Finance is a trading name of John Lewis plc. John Lewis plc is an appointed representative (Financial Services Register No. 416011) of Covea Insurance plc. This motor legal protection insurance is arranged by John Lewis Finance and underwritten by Covea Insurance plc.

Your car
The vehicle specified on your certificate of insurance including any attached trailer or caravan being towed.

You/your/passenger
The person named as the insured in your policy schedule, or the insured driver, or any passengers in your car at the time of the accident.
What we can cover you for

Legal expenses

We will cover the cost of your legal expenses and third party costs up to £100,000 in pursuing a claim or claims, within the territorial limits to recover any of your uninsured losses where a third party is held responsible for an accident. These may include, but are not limited to, loss of or damage to your car, loss of or damage to your personal property whilst it is in or on your car, death or bodily injury to you or loss of use of your car.

We will select an appropriate solicitor to represent you under the terms and conditions of this policy. If we agree that legal proceedings need to be issued or they are issued against you, or a conflict of interest arises you can select a solicitor of your choice to act on your behalf. You will be responsible for any solicitors’ costs in excess of Arc’s standard costs. The third party costs shall be covered if awarded against you.

Motor prosecution defence costs

We will pay for legal costs incurred by an appropriate solicitor up to £25,000 to defend you, if you are charged with a motoring offence arising while using your car in Great Britain and for which disqualification from driving is mandatory if you are convicted.

If you are notified by the police or the Crown Prosecution Service that you may be prosecuted for a motoring offence, you must call the legal advice helpline on 03300 240 608, which will provide appropriate legal advice. If legal representation is necessary and the prosecution falls within the terms of this policy, we will appoint a solicitor to deal with your case or you can select a solicitor of your choice to act on your behalf once proceedings are issued.

Cover for motor prosecution defence costs will end when either:

• charges are withdrawn; or
• where a guilty verdict has been given; or
• final sentence has been passed; or
• the costs exceed £25,000.

If you withdraw your defence without our agreement, we will not provide any cover and you must then pay back to us any costs we have paid or incurred under the case or by withdrawing from it.
What we can cover you for

Reasonable chance of success

It is a condition of this policy that:

• in relation to civil cases, there is a greater than 50% prospect of you recovering damages from the third party.
• in relation to criminal cases, there is a greater than 50% prospect of you being acquitted or if upon conviction or sentence disqualification from driving is mandatory, a greater than 50% prospect of a plea in mitigation materially affecting the likely outcome.

Appeals

This policy does not cover legal expenses incurred in appealing any final decision of a civil court or against a conviction in a criminal court.

Where you choose your own solicitor

• You must not agree to any legal expenses without Arc’s prior agreement
• Your chosen solicitor must co-operate with Arc at all times and provide Arc with updates of all material developments (for example, any offer or payment of settlement)
• Your chosen solicitor must act for you in line with Arc’s standard terms of appointment (a copy is available on request)
## What we can’t cover you for

We will not cover **you** for the following:

- **Legal expenses** or costs incurred in defending a civil claim brought by a **third party** against **you**;
- Any costs relating to an agreement **you** have entered into with another person or organisation;
- Any costs incurred if **you** withdraw from the **legal proceedings** without **our** agreement;
- Any costs incurred as a result of delays caused by **you**;
- Any **legal expenses** that we have not agreed to prior to **us** accepting **your** claim or exceed those which we have agreed to cover;
- Any **legal expenses** payable to the **solicitor** by **you**, calculated by reference to the damages that **you** recover or the costs that **you** incur;
- Any **legal expenses** where **you** act against **our** advice or the advice of **your** chosen **solicitor**;
- Any additional **legal expenses** arising from, or occurring after, **you** reject an offer of settlement equal to or greater than the damages eventually awarded against the advice of the **solicitor**;
- Any **legal expenses** relating to, or in respect of, any criminal proceedings (apart from motor prosecution defence costs covered under the terms of this policy) or any claim or counter claim brought against you by any other person, firm, organisation or company;
- Any **legal expenses** or costs if **you** make a malicious, false, dishonest or exaggerated claim, a false statement or provide any false or invalid documents to support a claim or fail to respond to or cooperate with **us** or the **solicitor**;
- **Accidents** that happened outside of **your period of insurance**;
- Claims where the **legal proceedings** are in constitutional or international courts or tribunals outside the **territorial limits**;
- Any costs where **you** or an **insured driver** did not hold a valid driving licence at the time of the **accident**;
- Any costs that are relating to a claim on **your car insurance policy** that has been cancelled or voided;
- Any loss, damage or liability if any other insurance policy covers the same loss, damage or liability as this policy;
- **Legal expenses** or costs incurred in or arising from an **accident** in respect of which **your motor insurer** has refused to provide indemnity;
- **Legal expenses** or costs relating to stress, psychological or emotional injury unless it arises from suffering physical injury;
- **Legal expenses** or costs incurred in, or arising from:
  - A dispute with **us** or Arc.
  - A dispute with the **solicitor**.
  - Disputes relating to the repair, maintenance, purchase, hire, hire purchase or lease of **your car**;
- **Legal expenses** or costs incurred if **you** did not have a valid MOT certificate or a Road Fund Licence for **your car**;
- Any alleged **accident** or motoring offence where **you** are being prosecuted for driving whilst under the influence of alcohol or non-prescribed drugs;
- Any solicitors’ costs where **you** are entitled to a grant of legal aid from the body responsible for its administration, or where funding is available from another public body, a trade union, employer or any other insurance policy;
- Any parking offences for which **you** do not get penalty points on your driving licence; or
- Any fines, penalties, compensation or prosecution costs imposed upon **you** or that **you** are ordered to pay arising from a motoring prosecution.
General conditions

We will only provide cover set out in this policy if:

• You pass to us any correspondence received relating to any claim and provide all relevant information, documents and evidence within your knowledge;

• You keep the solicitors advised of all developments in the legal proceedings as soon as possible (for example, any offer or payment of settlement).

• You must supply us with all of the information which we reasonably require to decide whether a claim may be accepted. If court proceedings are issued or a conflict of interest arises, and you wish to nominate a solicitor to act for you, you may do so. Where you have elected to use a solicitor of your own choice you will be responsible for any costs in excess of Arch’s standard costs. Your chosen solicitor must represent you in accordance with Arch’s standard terms of appointment which are available on request.

Cancelling your policy

If you cancel the policy

If you want to cancel this policy within 14 days of buying it or receiving your policy documents (whichever is the later), we will refund the premium in full, unless you have made a claim in which case we will not refund any premiums. We will also do this if you want to cancel the policy within 14 days after the renewal date. If you choose not to renew your policy, you will not be charged for the renewal period, providing we receive your cancellation instructions before your renewal is due.

You may cancel the policy at any other time by letting us know; please call us on 03300 240 612, e-mail customerservice@car.johnlewisfinance.com or write to John Lewis Finance, PO Box 887, Halifax, HX1 9UE.

If you cancel this policy after the 14 day cooling off period, no refund of premium will be given and all premiums would be due.

If you cancel your John Lewis Car Insurance policy, this Motor Legal Protection policy will cancel at the same time in line with the cancellation terms outlined in this policy.

When we may cancel the policy

We may cancel the policy by sending you seven days’ written notice to your last known address, if we have a good reason for doing so. Some examples of situations where we might do this include:

• you not paying a premium, including any monthly instalments under a credit agreement, when it is due; or

• you providing us with incorrect information, and failing to put this right when we ask you to.

If we cancel your policy during the period of insurance, we will not refund any part of the premium.
**Complaints procedure**

**Complaints about this policy**

If you have a complaint about your policy or the administration of your policy, please contact Arc quoting your claim reference number or your policy number, who will deal with your complaint on our behalf.

Arc Legal Assistance Ltd
PO Box 8921
Colchester
CO4 5YD

Tel: 01206 615000
Email: customerservice@arclegal.co.uk

**Complaints about the sale of this policy**

If you are not satisfied with the sale of this policy, please let us know straight away by phoning us on 03300 240 617.

If you want to make a complaint in writing please contact our customer relations team at:

John Lewis Finance
A&B Mills
Dean Clough
Halifax
HX3 5AX

E-mail: customer.relations@car.johnlewisfinance.com

You may be eligible to refer your complaint to the Financial Ombudsman Service. For further details, they can be contacted at:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR
Phone: 0800 0234 567
E-mail: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

**Complaints about your solicitor**

For any enquiry or complaint you have about the solicitor, please contact the solicitor direct.

**Financial Services Compensation Scheme**

We are covered by the Financial Services Compensation Scheme (FSCS). You may be able to get compensation from the FSCS if we cannot meet our obligations. Motor Legal Protection is covered for 90% of the claim without any upper limit. You can get more information about this at www.fscs.org.uk or you can phone the FSCS on 0800 678 1100 or 0207 741 4100.

**Law**

You and we can choose the law that governs this insurance contract. Unless you and we agree differently in writing, English Law will apply. We supply the policy documents only in English, and we will always communicate with you in English.
Registration and regulatory information

John Lewis Finance is a trading name of John Lewis plc. John Lewis plc is an appointed representative (Financial Services Register No. 416011) of Covea Insurance plc. Registered in England No. 233462. Registered office 171 Victoria Street, London, SW1E 5NN.

Car Insurance arranged by John Lewis Finance is underwritten by Covea Insurance plc. Covea Insurance plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register No. 202277). Registered in England and Wales No. 613259. Registered office Norman Place, Reading, RG1 8DA.

Hebble Law is a trading name of Hebble Law Limited a company registered in England and Wales under number: 3322866. Hebble Law is authorised and regulated by the Solicitors Regulation Authority No. 619556. Hebble Law is a member of the Covea Group in the UK. Hebble Law’s Head/Registered Office address is: Hebble Law Limited, First Floor East, F Mill, Dean Clough, Halifax, West Yorkshire, HX3 5AX. Hebble Law also has a branch office in Liverpool.

Arc Legal Assistance Ltd is authorised and regulated by the Financial Conduct Authority. Financial Services Register number: 305958. This can be checked on the Financial Services Register by visiting the website www.fca.org.uk/register or by contacting the Financial Conduct Authority on 0800 111 6768. Registered Office: The Gatehouse, Lodge Park, Lodge Lane, Colchester, Essex, CO4 5NE. Registered in England and Wales no: 4672894.

How We Use Your Information

Please visit www.coveainsurance.co.uk/privacy-notices/motor-insurance-section/ for further information about how and when we process your personal information under our full Privacy Policy.

The personal information, provided by you, is collected by or on behalf of Covea Insurance plc (‘we, us, our’) and may be used by us, our employees, agents and service providers acting under our instruction for the purposes of insurance administration, underwriting, claims handling, for research or for statistical purposes.

We may process your information for a number of different purposes. For each purpose we must have a legal ground for such processing. When the information that we process is classed as ‘sensitive personal information’, we must have a specific additional legal ground for such processing.

Generally, we will rely on the following legal grounds:

• It is necessary for us to process your personal information to provide your insurance policy and services. We will rely on this for activities such as assessing your application, managing your insurance policy, handling claims and providing other services to you.

• We have an appropriate business need to process your personal information and such business need does not cause harm to you. We will rely on this for activities such as maintaining our business records and developing, improving our products and services.

• We have a legal or regulatory obligation to use such personal information.

• We need to use such personal information to establish, exercise or defend our legal rights.

• You have provided your consent to our use of your personal information, including sensitive personal information.

How we share your information

In order to sell, manage and provide our products and services, prevent fraud and comply with legal and regulatory requirements, we may need to share your information with the following third parties, including:

• Reinsurers, Regulators and Authorised/Statutory Bodies

• Credit reference agencies

• Fraud prevention agencies

• Crime prevention agencies, including the police

• Suppliers carrying out a service on our, or your behalf

• Product providers where you’ve opted to buy additional cover

• Other insurers, business partners and agents

• Other companies within the Covea Insurance Group
Motor Insurance Database

Information about your insurance policy will be added to the Motor Insurance Database (MID), managed by the Motor Insurers’ Bureau (MIB). The police, the Driver and Vehicle Licensing Agency (DVLA), the Driver and Vehicle Agency (DVA), the Insurance Fraud Bureau and certain other authorised organisations may use the MID and the information stored on it for purposes including:

- Electronic licensing
- Continuous insurance enforcement (to reduce the number of people driving without insurance)
- Enforcing the law (preventing, detecting, cautioning or prosecuting offenders)
- Providing government services or other services aimed at reducing the number of uninsured drivers.

If you’re involved in a road traffic accident (either in the United Kingdom, the European Economic Area or certain other territories), insurers and the MIB may search the MID for relevant information.

People (including citizens of other countries) making an insurance claim following a road traffic accident (and their appointed representatives) may also get relevant information which is held on the MID. You can find out more about this from us, or at www.mib.org.uk.

Fraud Prevention and Detection

In order to prevent or detect fraud and money laundering we will check your details with various fraud prevention agencies, who may record a search. Searches may also be made against other insurers’ databases. If fraud is suspected, information will be shared with those insurers. Other users of the fraud prevention agencies may use this information in their own decision making processes.

We may also conduct credit reference checks in certain circumstances. You can find further details in our full Privacy Policy explaining how the information held by fraud prevention agencies may be used or in which circumstances we conduct credit reference checks and how these checks might affect your credit rating.

Automated Decisions

We may use automated tools with decision making to assess your application for insurance and for claims handling processes, such as price rating tools, flood, theft and subsidence area checks and credit checks.

These automated decisions will produce a result on whether we are able to offer insurance, the appropriate price for your policy or whether we can accept your claim. If you object to an automated decision, we may not be able to offer you an insurance quotation or renewal.

How to Contact Us

Please contact us if you have any questions about our Privacy Policy or the information we hold about you:

The Data Protection Officer, Covea Insurance plc, 50 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JX or email: dataprotection@coveainsurance.co.uk.

Disclosure of other people’s personal information

You should show this notice to anyone whose personal information you provide to us. You must ensure that any such information you supply relating to anyone else is accurate and that you have obtained their agreement to the use of their data for the purposes set out above.

By providing us with information, you also provide us with your agreement and that of any other person whose information you provide to the personal information being used for the purposes set out above.

Your Rights

Under current data protection laws you have the right of access to the personal information held about you by Covea Insurance plc. You can exercise this right by contacting us.

You have the right to request that we correct any inaccuracies in the personal information we hold about you. Please contact Covea Insurance plc if your personal information needs updating.