

Motor Insurance Policy



Thank you for choosing Octane London Market Limited for your Motor Insurance.

Octane London Market Limited is an appointed representative of Prestige Underwriting Services Limited who are authorised and regulated by the Financial Conduct Authority, FRN 307105.

Your policy has been arranged with AXA Insurance UK plc, authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.
Registered in England and Wales no.78950

This policy has been underwritten by Octane London Market Limited on behalf of AXA Insurance UK plc.

24 HOUR ACCIDENT REPORTING LINE

08000 327327

You can call our Claim Line, anytime day or night. We are on duty 24 hours a day, 365 days a year, to give help and advice and progress your claim as fast as possible. We will be able to arrange recovery of your vehicle and validate your claim to allow repairs to commence immediately via our Repairer Network.

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General definitions and interpretation

The following words will have the same meaning attached each time they appear in this **policy** in **bold** type face.

Articulated Vehicle

A goods carrying vehicle made up of a power unit and one semi-trailer.

Certificate of motor insurance

Certificate of motor insurance means the certificate required by law to certify the existence of the minimum compulsory insurance

Commercial Vehicle

A vehicle which is manufactured and used for the carriage of goods.

Endorsement

An amendment to the terms of this insurance.

Excess

Excess means **your** contribution towards the payment of any claim in respect of each **insured vehicle**.

Hazardous goods

Hazardous goods means explosives, chemicals, chemical by-products, acids or any other goods of a generally dangerous or hazardous nature.

Insured/you/your

The person(s) or entity named in the **schedule** as the **insured**. In addition, any other named person and any person permitted by the current **certificate of motor insurance** to drive or use the **vehicle**.

Insured section

Insured section means a section of this **policy** that forms part of the insurance contract but only if made effective by the "Cover" stated in the **policy schedule**.

Insured vehicle

Insured **vehicle** means any car, motor cycle or **commercial vehicle** (including its standard accessories, spare parts or components fitted to it) mentioned by description, category or registration mark in the **schedule** and current **certificate of motor insurance**.

Insurer/we/us

AXA Insurance UK plc

Market value

Market value means the replacement value of the same make and model of **vehicle** of a similar age and condition and history as determined by reference to vehicle value publications. In the case of a Motor Trade policy, market value means Trade Market Value.

Minibus

Any motor vehicle constructed or adopted to carry more than 8 (eight) but not more than 16 (sixteen) passengers in addition to the driver.

Period of insurance

Period of insurance means the length of time covered by this insurance as shown on the **schedule**

Policy

Policy means this document, the **schedule** and any **endorsements** attaching to this document or the **schedule** that will be considered part of the legal contract and any word or expression in bold type face on any of these documents will bear the specific meaning stated in these definitions.

Private Car

A private passenger vehicle with a maximum passenger carrying capacity of 9 persons including the driver, neither owned by or registered to a private individual.

Private Hire

A car licensed by the local authority to be used for private hire for the carrying of passengers for hire or reward.

Public Hire

A car licensed by the local authority to be used under a taxi or hackney carriage licence for the carriage of passengers for hire or reward.

Property

Property means any tangible property other than the **insured vehicle(s)**, including animals.

Proposal

Proposal means an application to purchase motor insurance and the provision of any information relevant to such application supplied by or on behalf of the **insured**, in written form, prior to inception or renewal of the **policy**. Such information is deemed to include the completed proposal form or Statement of Fact and medical questionnaire, if applicable, and other relevant information that the **insurer** may require when considering the application or renewal thereof.

Road

Road means any place that would be held to be a road for the purposes of any compulsory motor insurance legislation operative within the **territorial limits** defined in this **policy**.

Road Traffic Acts

Road Traffic Acts means all acts, laws or Regulations which govern the driving or use of any motor vehicle in Great Britain, Northern Ireland, the Isle of Man and the Channel Islands.

Schedule

The document which gives details of the **insured, period of insurance, endorsements** applicable, **excess(es)** and the cover provided by this insurance.

Special Type

Any motor vehicle constructed to operate primarily as a tool and not designed for the carriage of goods or passengers.

Taxi cab

A purpose built vehicle having a separate compartment for the driver and passengers and not licensed to carry more than 7 (seven) passengers.

Territorial limits

Territorial limits means Great Britain, Northern Ireland, the Isle of Man and the Channel Islands and during sea transit between ports in these areas including the processes of loading and unloading.

Trailer

A trailer, semi-trailer or container used for goods carrying and constructed to be towed by a motor vehicle.

Vehicle

The car(s), motor cycle(s) or **commercial vehicle(s)** described in the **schedule** and current **certificate of motor insurance**.

THE CONTRACT OF INSURANCE

This is a contract between **you** and **us**. Please read this document, **your certificate of motor insurance** and **schedule** very carefully. If they are incorrect in any way, please tell **us** immediately.

We will insure **you**, provided that **you** pay the premium and subject to the terms, conditions, provisions and exceptions of this insurance against loss, damage or legal liability which may occur during any **period of insurance**.

This contract is entered into on the basis that **you** have taken all reasonable care to answer all questions asked honestly, accurately and to the best of **your** knowledge and that any other information given either verbally or in writing by **you** or on **your** behalf at the time **you** applied for insurance is also complete and has been given honestly and to the best of **your** knowledge and belief. The information that **you** have given to **us** is shown on **your** signed **proposal** form, or statement of fact or statement of insurance but will also include further information given either verbally or in writing by **you** or on **your** behalf at the time **you** applied for insurance. **You** must therefore ensure that all information given to **us** is accurate. Failure to do so may invalidate **your** insurance.

If there are any changes to the facts presented in arranging this insurance **you** must inform **us** immediately. Amendments to this contract must be made and agreed in writing.

Nobody other than **you** (the **Insured**) and **us** (AXA) has any rights that they can enforce under this contract except for those rights that they have under Road Traffic law in any country in which this insurance applies.

Unless **we** have agreed differently, this **policy** is subject to the law of England and Wales.

Signed for and on behalf of AXA Insurance UK plc.



David Murray, Managing Director, Octane London Market Limited

The registered office of the Insurer is:

5 Old Broad Street
London
EC2N 1AD

Cooling off period

Where the **insured** is a private individual or sole trader, including a partnership in England and Wales, then the **insured** has a right to cancel this **policy** during a period of fourteen days either from the day of purchase of the insurance, or the day on which **policy** documentation was received, whichever is the later.

The **insured** must write to the broker or intermediary shown on the **schedule**. On receipt of the notice of cancellation and the **certificate of motor insurance**, **we** will refund any premiums paid less a charge of £40 or the pro rata charge for the period on cover provided, whichever is the greater. A full refund of all sums paid will be allowed if the period of cover has not commenced.

1. Sections which apply

The cover provided is shown in the current **schedule** that determines which **insured sections** of this **policy** apply. Clauses 5 – 8 apply to all **insured sections**.

| <u>Cover</u> | <u>Insured sections</u> |
|----------------------------|---|
| Comprehensive | All insured sections and clauses. |
| Third Party Fire and Theft | Insured sections A, B (but loss or damage solely in respect of Fire or Theft) and C . |
| Third Party Only | Insured sections A and C . |
| Fire and Theft Only | Insured section B (but loss or damage solely in respect of Fire or Theft). |

2. Insured section A – Liability to others

2.1 Liability cover

- 2.1.1 **We** will insure **you** for all amounts which **you** may be legally liable to pay to any third party for damages and claimant's costs in respect of death or bodily injury to any person; and for damage to any **property** resulting from an accident involving the **insured vehicle**, including loading or unloading. **We** will also indemnify:
- 2.1.2 at **your** request any passenger or person (other than the person driving) whilst travelling in or getting into or out of the **insured vehicle**;
- 2.1.3 the owner of the **insured vehicle** as though they were the **insured**;
- 2.1.4 following the death of anyone covered under this insurance, that person's legal representative for any liability incurred by that person.

2.2 Liability costs and expenses

If **we** think it necessary **we** will pay:

- 2.2.1 **Defence expenses**
legal fees and costs incurred in dealing with or defending any action at law by which damages in respect of death, bodily injury or damage are claimed against any person covered by this insurance;
- 2.2.2 **Fatal inquiry expenses**
solicitors' fees for representation at any Coroner's inquest or fatal inquiry in respect of such accident or for defending in any criminal proceedings relating to such accident.
- 2.2.3 **Manslaughter defence expenses**
legal expenses in respect of any proceedings taken against a person covered under this insurance for manslaughter, or reckless or dangerous driving causing death, in respect of his or her driving at the time of the accident.

2.3 Emergency medical treatment costs

We will indemnify **you** for liability under the **Road Traffic Acts** or any other legislation applicable to motor insurance for emergency treatment fees arising out of an accident.

2.4 Extensions to liability cover

2.4.1 Principals

In the same terms in which **we** insure **you** under this section, **we** will extend cover to include any liability assumed by **you** in connection with the **insured vehicle** under any contract with a principal, provided that

- a) **we** shall not be liable for death or bodily injury or loss or damage arising out of the negligence or other default of the Principal or his servants or agents;
- b) such Principal is not entitled to indemnity under any other Insurance; and
- c) **we** shall have the sole conduct of any claim arising under the terms of this Section.

2.4.2 Third party contingent liability

In the same way as **we** insure the **insured vehicle** under this section **we** will also insure **you** when, without **your** knowledge or consent, **your** employee is using a **vehicle** other than **your vehicle** for **your** business, but **we** will not insure **you** if there is any other insurance covering the same liability.

2.4.3 Towing

We will indemnify the **insured** for liability arising from an accident caused by the towing of a **trailer** or disabled mechanically propelled vehicle by the **insured vehicle** except that **we** shall not be liable:

- a) for damage to the **trailer** or disabled mechanically propelled vehicle being towed nor for any load carried in or on it;
- b) if the disabled mechanically propelled vehicle is being towed for hire or reward.

2.4.4 Trailers

We will indemnify the **insured** for liability arising from an accident involving a **trailer** owned by or in the custody or control of the **insured** when detached from the **insured vehicle** and out of use but remaining on the **insured's** premises or while temporarily detached from the **insured vehicle** during the course of a Journey.

2.5 Liability limitations and exclusions

2.5.1 Cumulative limit of indemnity – property damage

We shall not be liable to pay any amount more than £2,000,000 in respect of any one accident or series of accidents arising out of one event for damage to **property** arising out of use of any **insured vehicle**. not being a **Private Car**;

2.5.2 Costs – property damage claims

The most **we** will pay in costs for any one property damage claim or series of property damage claims arising out of any one event is £5,000,000.

- 2.5.3 **Fines, penalties**
This insurance does not cover liability for fines, penalties, punitive or exemplary damages.
- 2.5.4 **Injury from employment**
This insurance does not cover liability for the death of or bodily injury to any person arising out of and in the course of that person's employment by any person entitled to indemnity under this **insured section A**, except in so far as may be required by the **Road Traffic Acts** or any applicable UK or EU law or directive.
- 2.5.5 **Injury to the driver**
This insurance does not cover liability for the death of or bodily injury to any person driving the **insured vehicle** or in charge of it for the purpose of driving it.
- 2.5.6 **Loading and unloading an insured vehicle**
This insurance does not cover liability for death, bodily injury or damage caused or arising beyond the limits of any carriageway or thoroughfare in connection with the:
- a) bringing of the load to the **insured vehicle** for loading thereon; or
 - b) taking away of the load from the **insured vehicle** after unloading.
- 2.5.7 **Property owned or in custody**
This insurance does not cover liability for loss of or damage to:
- a) any premises belonging to or occupied by the **insured** or any other person entitled to or claiming indemnity under this **insured section A** or any fixtures and fittings therein;
 - b) any other **property** owned by or in the custody or control of the **insured** or any other person entitled to or claiming indemnity under this **insured section A**;
 - c) any **property** or load being conveyed by the **insured vehicle** or any **trailer** owned by or in the care of the **insured** or any other person entitled to or claiming indemnity under this **insured section A**;
- except in so far as may be required by the **Road Traffic Acts** but in any event not for any amount more than the minimum requirements thereunder.
- 2.5.8 **Unlicensed drivers**
We will not be liable under this section of the **policy** if a person who was not driving makes a claim and he/she knew that the person driving did not hold a valid driving licence.

3. Insured section B – Loss or damage to the insured vehicle

3.1 Loss or damage cover

If the **insured vehicle** is lost, stolen or damaged by:

- 3.1.1 accidental damage including malicious damage but excluding malicious damage by anyone employed by the **insured**; or
- 3.1.2 fire, self-ignition, lightning or explosion but excluding damage to that part where the fire originates; or
- 3.1.3 theft or attempted theft excluding obtaining **property** by deception; or
- 3.1.4 frost;

then **we** will pay at **our** option:

- a) the reasonable cost of repairing any damage to the **insured vehicle** within its **market value**; or
- b) the **market value** if the **insured vehicle** is damaged beyond economical repair; or
- c) the cost of replacing the **insured vehicle**, or any part of it which has been lost or damaged, with one of a similar type and in similar condition; and
- d) the reasonable costs of protection and removal of the **insured vehicle** to the nearest suitable repairers if it is disabled as a result of the damage; and
- e) the reasonable cost of delivery to the **insured** in the United Kingdom, the Channel Islands or the Isle of Man after repair.

3.1.5 **Lock replacement**

If the **insured vehicle** is covered for comprehensive benefits, then in the event of the keys or lock transmitter being lost or stolen and provided that the loss has been reported to the police, **we** will pay up to £500 (after deduction of any **excess**) towards the cost of replacing the door locks, boot lock, the ignition or steering lock, the lock transmitter and central locking interface.

3.3 Loss or damage limitations and exclusions

3.3.1 **Cumulative limit of indemnity**

This **insured section B** does not cover any amount in excess of £2,000,000 in connection with any occurrence or series of occurrences arising out of any one event.

3.3.2 **Damage to tyres**

This **insured section B** does not cover damage to tyres due to application of brakes, side slips, cuts, bursts or punctures or otherwise resulting from any cause other than an accident involving the **insured vehicle**.

3.3.3 **Deception**

This **insured section B** does not cover any loss suffered through the obtaining of **property** by the offence of fraud by false representation.

3.3.4 **Diminution in value**

This **insured section B** does not cover any reduction in value following repair of the **insured vehicle**, or following theft.

3.3.5 **Excess**

This **insured section B** does not cover the first part of each claim (the **excess**) as shown under **endorsements** added to the **schedule**.

3.3.6 **Loss of use**

This **insured section B** does not cover loss of use of the **insured vehicle**, or any other loss or damage other than expressly and specifically insured under **insured section B**.

3.3.7 **Mechanical or electrical breakdowns**

This **insured section B** does not cover mechanical, electrical, electronic, computer failures or breakdowns or breakages, or damage to the transmission by application of the brakes.

3.3.8 **Obsolete Spare Parts Clause**

This **insured section B** does not cover any amount more than the price shown in the manufacturer's last list price at the date of the loss or damage where that part or accessory is unobtainable or obsolete in pattern.

- 3.3.9 **Electronic, communications and sound reproducing equipment**
This **insured section B** does not cover loss of or damage to electronic satellite navigation equipment (unless fitted by the manufacturer at first registration), tapes, cassettes, compact discs, MP3 players and accessories, visual and sound reproducing equipment, radar detection equipment, DVD players, telephones or other communications equipment, except that **we** will pay up to £500 if the **vehicle** is a **Private Car** and cover is Comprehensive
- 3.3.10 **Security / immobiliser / keys**
This **insured section B** does not cover loss of or damage to the **insured vehicle** arising from theft or attempted theft if:
- a) the **insured vehicle** has not been secured by means of the door and boot locks or if the windows or any form of sliding roof, sliding door, hood or removable panel roof have been left open or unlocked when the **insured vehicle** is parked and unattended; and
 - b) the immobiliser fitted by the vehicle manufacturer or fitted, at our insistence, post manufacture has not been maintained in working order at all times and has not been activated when the **insured vehicle** is parked and unattended; and
 - c) the keys or other device which unlocks the **insured vehicle** have been left in or on the **insured vehicle** or not removed to a safe and secure place.
- 3.3.11 **Wear and tear**
This **insured section B** does not cover wear and tear or depreciation or that part of the cost of repair which improves the **insured vehicle** beyond its condition at the time of the loss or damage.
- 3.3.13 **Deception**
This **insured section B** does not cover loss resulting from deception, fraud or by use of counterfeit or irredeemable form of payment.
- 3.3.14 **Repossession**
This **insured section B** does not cover loss resulting from repossession or restitution of **your vehicle** to its rightful owner.
- 3.3.15 **Broken glass**
If **you** have Comprehensive cover and **you** claim for broken glass in **your** windscreen or windows **we** will not pay more than the sum insured shown in the **schedule** and an **excess** will apply as shown in the **schedule**. However, the **excess** will not be applied if the damage is repaired, instead of the glass being replaced.
- 3.3.16 **Unauthorised taking by employees of family members**
This **insured section B** does not cover loss of or damage to the **insured vehicle** arising from the **vehicle** being taken by a person:
- a) who is not permitted to drive under the **certificate of motor insurance** or is excluded by **endorsement**; and
 - b) who is also **your** employee or a member of **your** family or household or in a close personal relationship with **you** or a member of **your** family or household.
- 3.3.17 **Misfuelling**

This **insured section B** does not cover loss or damage caused by an inappropriate type or grade of fuel being used.

3.3.18 **Remote Control Devices**

No cover is given under this section for loss or damage to any remote Control Device associated with the Insured Vehicle unless forming part of loss or damage incurred by the Insured Vehicle in the same incident.

3.4 Other terms and conditions

3.4.1 **Take reasonable precautions**

You must take all reasonable precautions to maintain the **insured vehicle** and/or **trailer** in a roadworthy condition and protect it from damage and/or loss.

3.4.2 **Having a valid MOT Certificate**

There must be a valid Department for Transport test certificate (MOT) in force for the **insured vehicle** if one is needed by law. In the absence of a valid Department for Transport test certificate (MOT) all cover under this **insured section B** is cancelled and of no effect.

3.4.3 **Standard accessories or spare parts**

For the purposes of this **insured section B** any standard accessory, spare part, component, or non standard part which has been agreed by **us** and which is fitted to the **insured vehicle** shall be treated as part of it.

3.4.4 **Replacement parts**

We may at **our** option fit replacement parts which have not been made by the vehicle's manufacturer but which are of a similar standard.

3.4.5 **Hire purchase agreement**

If to **our** knowledge, the **insured vehicle** is the subject of a hire purchase or other credit purchase agreement **or any funding facility notified to us by the intermediary**, payment in respect of the total loss of the **insured vehicle** under this **insured section B** shall be made to the legal owner whose receipt shall be a full and final discharge of **our** liability in respect of such loss or damage.

4. Insured section C – Foreign Use

4.1 Foreign use – compulsory cover

In accordance with EU Directives, this insurance provides the minimum cover necessary to comply with the laws relating to compulsory motor insurance while the **insured vehicle** is in

- any country which is a member of the European Union; or
- any other country which agrees to meet European Union Directives on motor insurance and which the Commission of the European Union is satisfied has made arrangements to meet the requirements of these Directives.

There is no automatic full **schedule** cover. If before departure **you** notify **us**, obtain **our** agreement and pay any additional premium **we** require, **we** may extend this **policy** to provide the same cover shown in **your policy schedule** while the **insured vehicle** is in

- any country which is a member of the European Union; or
- any other country which agrees to meet European Union Directives on motor insurance and which the Commission of the European Union is satisfied has made arrangements to meet the requirements of these Directives, or
- any country for which **we** agree to extend full **schedule** cover but limited to those countries covered by the International green card system.

5. Limitations and exclusions – all insured sections

We shall not be liable for:

5.1 Use and Driving

any loss or liability whilst the **insured vehicle** is

- 5.1.1 being used for any purpose not permitted by the **certificate of motor insurance**
- 5.1.2 being driven by any person not permitted by the **certificate of motor insurance** or any **endorsement**

5.2 Aircraft and aircraft sites

any loss or liability caused by, attributable to, or arising from the presence of the **insured vehicle** in any premises or area to which any aircraft has access, including, but without limitation, an airport or airfield.

5.3 Aircraft travelling at supersonic speeds

loss, destruction or damage directly occasioned by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds.

5.4 Carriage of hazardous goods

any liability, injury, loss or damage while the **insured vehicle** is being driven or used for the carriage of **hazardous goods**.

5.5 Confiscation or nationalisation

any consequence of confiscation or nationalisation or requisition destruction of or damage to **property** or of the **insured vehicle(s)** by order of any Government or Public or Local Authority.

5.6 Contractual liability

any liability arising from a contract or agreement which would not have arisen in the absence of such contract or agreement.

5.7 Earthquake

any liability, injury, loss or damage caused by earthquake.

5.8 Nuclear hazards

any loss or liability caused by, attributable to, or arising from;

- 5.8.1 ionising radiation or contamination by radioactivity from any irradiated nuclear fuel or from any nuclear waste from combustion of nuclear fuel, or
- 5.8.2 the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component of such assembly.

5.9 Pollution

- 5.9.1 any accident, injury, loss, damage or liability for death of or bodily injury to any person or damage to **property** directly or indirectly caused by pollution or contamination unless the pollution or contamination is directly caused by a sudden identifiable unintended and unexpected incident which occurs in its entirety at a specific time and place during the **period of insurance**.
- 5.9.2 all pollution or contamination which arises out of one incident shall be deemed to have occurred at the time such incident takes place.
- 5.9.3 this exception shall not apply in circumstances where it is necessary to meet the requirements of the **Road Traffic Acts** or any applicable UK or EU law or directive.

5.10 Racing

any accident, injury, loss or damage occurring while the **insured vehicle** is being used on the Nurburgring Nordschliefe or for racing, pace making, reliability trial, speed testing, rallying or any use on any motor sport circuit.

5.11 Riot or civil commotion

any liability, injury, loss or damage caused by riot or civil commotion occurring outside Switzerland, Norway, or a Member Country of the European Union, but excluding Northern Ireland.

5.12 Unlicensed use

any liability, injury, loss or damage while the **insured vehicle** is being driven or used by anyone who:

- 5.12.1 does not hold a licence to drive the **insured vehicle**; or
- 5.12.2 has held but is currently disqualified from holding or obtaining such a licence; or
- 5.12.3 does not fully comply with the conditions of their driving licence; or
- 5.12.4 does not hold a Hackney Carriage or Private Hire licence where required.

5.13 Drink and drugs

any liability, injury, loss, damage or consequential loss arising out of the **insured vehicle** being driven by any person who, **we** are satisfied, was at the time under the influence of any substance that would be considered an offence under the relevant law applicable to the driving of vehicles *except* as is required to meet the minimum requirements of such law.

5.14 Unsafe load

any accident, injury, loss, damage or liability caused or incurred whilst:

- 5.14.1 the load in or on the **insured vehicle** is being conveyed in an unsafe manner;
5.14.2 the **insured vehicle** is conveying a load greater than that for which it was constructed or more than the maximum carrying capacity as advised to **us**.

5.15 **Terrorism or war**

any loss arising directly or indirectly out of terrorism, war, invasion, acts of foreign enemies, hostilities or war like operations (whether war be declared or not), civil war, mutiny, revolution, rebellion, insurrection, uprising, military or usurped power, nationalisation, requisition, sequestration or confiscation by order of any public authority or government de jure or de facto or martial law except so far as is necessary to meet the requirements of the **Road Traffic Acts**.

5.16 **Deliberate acts**

any loss, damage or liability caused deliberately by **you** or by any person who is driving the **insured vehicle** with **your** permission.

5.17 **Foreign Use**

any liability loss or damage that occurs outside of the **territorial limits** of this **policy** unless extended under the terms of **insured section C** of this **policy**.

6. In the event of a claim or potential claim

6.1 **Claim notification**

- 6.1.1 In the event of an accident or incident likely to give rise to a claim which is covered under the **policy**, **you** must as soon as possible telephone **our 24 hour claims helpline**.

You will need to provide **us** with the following information:

- **your** policy/certificate number;
- **your** personal details and those of the driver;
- the date, time, location and full circumstances of the incident;
- details of any other persons, vehicles or property involved in the incident;
- details of any injuries sustained in the incident;
- if **you** are reporting the theft of **your vehicle** any crime reference given to **you** by the police when **you** reported the theft to them.

- 6.1.2 **You** or any other person claiming under this insurance must:

- give **us** full details of any incident as soon as possible;
- inform the police as soon as possible if **your** car or its contents are stolen and provide **us** with the crime reference number;
- send to **us** immediately all communications from other people involved which must not have been replied to;
- give **us** all the information and help **we** need.

- 6.1.3 **You** must forward every claim form, writ, summons, legal process or other communication in connection with any such incident to **us** immediately upon receipt.

- 6.1.4 **You** must advise immediately of the time and place of any impending prosecution or inquest or fatal inquiry.

- 6.1.5 The police shall be notified as soon as reasonably possible of loss or damage

caused by theft or attempted theft or criminal damage.

6.2 Claim Procedure

- 6.2.1 **You** must give all information and assistance **we** or the police may require in connection with any claim.
- 6.2.2 No admission of liability or offer or promise of payment shall be made without **our** written consent.
- 6.2.3 **We** will handle, oversee and have full discretion in the conduct of any claim and shall be permitted to take over and deal with the defence or settlement of any claim in respect of any liability covered by this insurance in the name of the person against whom the claim is brought.
- 6.2.4 **We** will be permitted to take proceedings at **our** own cost to recover the amount of any payment made under this insurance in the name of the **insured** or other person to whom payment has been made.
- 6.2.5 If **we** ask to examine driving licences and vehicle documentation before agreeing to settle a claim under this **policy you** must supply this documentation before **we** can proceed with the settlement

7. General Terms and Conditions

7.1 Anti-fraud databases

Your details may be passed on to the Claims and Underwriting Exchange Register (CUE) run by Insurance Database Services Ltd (IDSL) and the Motor Insurance Anti-Fraud and Theft Register (MIAFTR) run by the Association of British Insurers (ABI). **We** also exchange information with the police and/or other insurers and other organisations through various databases. The aim is to help **us** check information provided and also to prevent fraudulent claims. **We** will pass information relating to any claim, to the registers.

7.2 Termination or Cancellation of cover

- 7.2.1 **You** may cancel this **policy** at any time by letter, returning the **certificate(s) of motor insurance**
- 7.2.2 **We** may cancel this **policy** by giving seven days notice by recorded delivery to **your** last known address. There are number of reasons why this action might be necessary. By way of example, cover may be cancelled when **you** are asked for proof of **your** No Claim Bonus, but fail to produce it, or cover may be cancelled if **we** come into possession of information that the **policy** is covering a stolen car. **You** will be entitled to a return of premium upon receipt of the **certificate(s) of motor insurance**.
- 7.2.3 Where the premium or any part of it was paid with the benefit of a finance agreement and there remains any sum outstanding to the provider of the finance at the date of cancellation of cover **we** may deduct from the sum otherwise payable the amount outstanding to the Finance Company which **we** will pay directly to them.

- 7.2.4 Provided this insurance is an annual contract, covering only a single **vehicle**, the

premium will, upon cancellation, be refunded pro rata less the short period charge of one month's premium, which is retained by Octane London Market. No refund will be allowed if any claim has been made during the period for which insurance cover was provided.

7.2.5 If this insurance is a multi-vehicle **policy**, **you** will be entitled, upon cancellation, to a return of premium after application of **our** short period rates, although no return of premium will be allowed if the claims under the **policy** in the **period of insurance** have exceeded the entire premium fund. Otherwise, the premium for each **vehicle** covered will be refunded pro rata less the short period charge of one month's premium, except that no refund will be allowed in respect of any **insured vehicle** which has been the subject of a claim.

7.2.6 **Deletion of vehicle from fleet policy.**
No refund will be allowed in respect of the deletion from cover of any **insured vehicle** which has been the subject of a claim.

7.3 **Contribution**

If at the time of any claim there is any other insurance covering the same risk or any part of it **we** will not be liable for more than **our** rateable share.

7.4 **Disclosure under the Data Protection Act 1998**

We hold data in accordance with the Data Protection Act 1998. It may be necessary for **us** to pass data to other organisations that supply products and services associated with this contract of insurance. In order to verify information, or to prevent and detect fraud, **we** may share information **you** give **us** with other organisations and public bodies, including the police, accessing and updating various databases.

7.5 **Right of Recovery**

If under the laws of any country in which this insurance applies, **we** have to make payments which but for those laws would not be covered by this **policy**, **you** must repay the amounts to **us**.

You or the person who caused the accident must also repay **us** any money **we** have to pay because of any agreement **we** have with the Motor Insurers' Bureau.

Any payment **we** have to make because **we** are required to do so by compulsory insurance law or an agreement with the Motor Insurers' Bureau will be taken into account if the **policy** is cancelled or declared void.

7.6 **Fraud**

If **you** or anyone acting for **you**:

- knowingly make a fraudulent or exaggerated claim under **your policy**;
- knowingly make a false statement in support of a claim (whether or not the claim itself is genuine); or
- knowingly submit a false or forged document in support of a claim (whether or not the claim itself is genuine),

We will:

- refuse to pay the claim;

- declare the **policy** void, treating it as if it had never existed without any refund of premium; and
- recover any sums that **we** have already paid under the **policy** in respect of the claim and any previous claims.

We may also inform the police of the circumstances.

7.7 Instalment premiums

Where the premium was paid with the benefit of a finance agreement and there remains any sum outstanding **we** may deduct the amount outstanding to the Finance Company from any claims settlement due in respect of a loss under this **policy** and pay it directly to them.

Where **we** have agreed to the payment of premium(s) by instalments, if any instalment is not received by **us** by its due date, then all unpaid instalments and service fees shall become immediately due. Should the full premium and service fee not be paid within seven days of **us** giving written notice of non payment this **policy** will be cancelled immediately upon the expiry of such notice.

Following such cancellation, provided that there have been no claims in the current **period of insurance**, **you** will be entitled to a pro-rata return of premium upon receipt the **certificate(s) of motor insurance**.

We may at **our** own option deduct any outstanding premiums due from any claims settlement due in respect of a loss under this **policy**.

7.8 Motor Insurance Database

You must ensure that all **vehicle** and **policy** details are notified to **us** on the effective date, for entry on the Motor Insurance Database as required by law in Great Britain and Northern Ireland. Since the introduction of the Continuous Insurance Enforcement legislation in 2011, this requirement applies to Motor Trade policies in the same way as to any other type of Motor Insurance.

7.9 Payment of Premium, Keeping to the Policy Terms & Avoiding Misrepresentation

We will only provide the cover described in this insurance policy if:

7.9.1 **you** have paid or agreed to pay the premium for the current **period of insurance**; and

7.9.2 **you** or any person claiming protection has kept to all of the terms and conditions of this **policy** (including those applied by Endorsement) as far as they can apply; and

7.9.3 in entering into this contract **you** have taken all reasonable care in answering all questions in relation to this insurance honestly and to the best of **your** knowledge.

Your premium is based on information **you** supplied at the start of the insurance, subsequent alteration or renewal. **You** must tell **us** immediately via **your** insurance intermediary of any change to that information. Some examples are any changes to the **insured vehicle** which improve its value, attractiveness to thieves, performance or handling, any change of vehicle, change of occupation (including part-time), change of address (including where **vehicle** is kept), change of drivers, if **you** or any drivers pass **your** driving test, sustain a motoring or non-motoring conviction or licence endorsement or fixed penalty endorsement or there is a change of main driver.

Under the Consumer Insurance (Disclosure and Representations) Act 2012 **your** failure to take reasonable care to avoid misrepresentation in relation to the information provided could result in **your policy** being cancelled or **your** claim being rejected or not fully paid.

8. Complaints

We are committed to providing **you** with a high-quality service and **we** want to make sure that **we** maintain this at all times. If **you** feel that **we** have not provided a first-class service, please write, quoting the policy number shown on **your schedule**, to:

The Managing Director, Octane London Market Limited
Alexander House, Honywood Road,
Basildon, Essex SS14 3DS

Octane London Market Limited will investigate **your** complaint and issue a full response. If the complaint is still not resolved to **your** satisfaction, it may be possible to refer **your** complaint to the Financial Ombudsman Service.

The FOS can be contacted at Exchange Tower, London E14 9SR Telephone: 0800 023 4567 (calls to this number are free on mobile phones and landlines) or 0300 123 9123 (calls to this number cost no more than calls to 01 and 02 numbers), E-mail: enquiries@financial-ombudsman.org.uk

Referral to the FOS will not prejudice **your** right to take subsequent legal proceedings.

Many policyholders prefer to contact, in the first instance, the broker or advisor who arranged the cover. **You** are at liberty to do so before referring to Octane, if **you** wish.

AXA Insurance UK plc is covered by the Financial Services Compensation Scheme (FSCS). Under the Financial Services and Markets Act 2000, should the company be unable to meet all its liabilities to policyholders, compensation may be available. Information can be obtained by visiting www.fscs.org.uk.

AXA Insurance UK plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority; Financial Services Register No. 202640.

Motor Insurance Database

Your policy details will be added to the Motor Insurance Database (MID), run by the Motor Insurers' Bureau (MIB). MID and the data stored on it may be used by certain statutory and/or authorised bodies including the Police, the DVLA, the DVLNI, the Insurance Fraud Bureau and other bodies permitted by law for purposes not limited to but including:

- Electronic Licensing
- Continuous Insurance Enforcement
- Law enforcement (prevention, detection, apprehension and/or prosecution of offenders)
- The provision of government services and or other services aimed at reducing the level and incidence of uninsured driving

If **you** are involved in an accident (in the UK or abroad), insurers and/or the MIB may search the MID to obtain relevant information.

Persons (including his or her appointed representatives) pursuing a claim in respect of a road traffic accident (including citizens of other countries) may also obtain relevant information which is held on the MID.

It is vital that the MID holds **your** correct registration number. If it is incorrectly shown on the MID **you** are at risk of having **your vehicle** seized by the Police. **You** can check that **your** correct registration details are shown on the MID at www.askmid.com

Claims History

Insurers pass information to the Claims and Underwriting Exchange Register, run by Insurance Database Services Ltd (IDS Ltd) and the Motor Insurance Anti-Fraud and Theft Register, run by the Association of British Insurers (ABI). The aim is to help **us** to check information provided and also to prevent fraudulent claims. Under the conditions of **your policy you** must tell **us** about any Insurance related incidents (such as fire, water damage, theft or an accident) whether or not they give rise to a claim. When **you** tell **us** about an incident **we** will pass information relating to it to these databases. **We** may search these databases when **you** apply for insurance, in the event of any incident or claim, or at time of renewal to validate **your** claims history or that of any other person or property likely to be involved in the **policy** or claim.

Other Insurers

We may pass information about **you** and this **policy** to other insurance companies with which **we** either reinsure our business or who are dealing with a claim made under this **policy**. In addition, information may be passed to other insurance related organisations in common with industry practice. **We** may also share data with other group companies who may be located outside of the EEA. Personal data shall not be transferred to a country or territory outside the EEA unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

Privacy Notice

Our details

Prestige Underwriting Services Limited is the Data Controller for any personal information you supply to us. If you would like to speak to us about how we use your information you can contact us on 08000 327327 or contact us by writing to the Data Protection Officer, Prestige Underwriting Services Limited, 10 Governors Place, Carrickfergus, BT38 7BN.

How we will use your information

Your personal information may be used by Prestige Underwriting Services Limited for the following purposes that are necessary for the performance and management of your contract of insurance, to determine our underwriting and pricing strategies, for our legitimate interests as an underwriting agency and for compliance with any legal obligations.

- to make a decision whether we choose to accept or decline the proposed risk;
- to calculate your premium and policy terms;
- to service your policy;
- to maintain our records;
- to confirm your identity and to prevent fraud;
- to investigate and resolve any complaints;

- to deal with any claims you should submit under your policy;
- to verify the information you provide;
- to undertake internal quality monitoring and external audits;
- to carry out market research, pricing and underwriting strategies, statistical analysis and customer profiling;
- we may supply information to law enforcement agencies, our regulators and other statutory bodies when we believe it is necessary for the detection and prevention of crime and/or fraud and as otherwise required by or permitted by law.

The information we receive

We may obtain personal information from you directly or from someone you have authorised to supply personal information on your behalf, such as your broker. This information is necessary for the performance and management of your contract of insurance, for our legitimate interests as an underwriting agency and for compliance with any legal obligation. This information may consist of the following:

- your name, contact details (including home address, telephone number and e-mail address) and date of birth;
- all other personal information that is provided to your broker when completing an application for any policy, including (as necessary) any sensitive information (e.g. information about your health and/or previous convictions);
- details of all policies held with us including cover dates, any lapsed policies and cancellations;
- details of claims on policies held with us;
- your payment history relating to policies held with us.

If you are unable to supply the required information we may be unable to offer you insurance or continue with cover.

We may also obtain information from third parties such as credit reference agencies, CUE – Claims and Underwriting Exchange Register, the police and other insurers (e.g. to confirm your personal data and verify claims information).

We retain information in line with provisions issued by our regulatory body the Financial Conduct Authority in order to manage your policy, deal with complaints and manage claims. We will only retain your personal data for as long as we are required by law.

Disclosing other peoples information

You should show this privacy notice to anyone whose information is disclosed to us with your policy information, you must also obtain their consent to share their information. You must ensure all information provided to us is correct and to the best of your knowledge.

Fraud prevention and detection

It is important that you take reasonable care when providing us with information and answer any questions honestly and to the best of your knowledge. Providing fraudulent or incorrect information could affect the price of your policy, result in your policy being cancelled and claims being rejected or not fully paid.

As a condition of your policy, it is important that you report all incidents which may or may not give rise to a claim to us.

In order to prevent and detect fraud we may (at any time) share information about you with other organisations and public bodies (including the police) and check and/or file your details with fraud prevention agencies and databases. If you give us false or inaccurate information and/or we suspect fraud, we will record this. We can provide any details required by us under a court order.

We and other organisations may also search these agencies and databases to: help make

decisions about the provision and administration of insurance, credit and related services (for you and members of your household), trace debtors or beneficiaries, recover debt, prevent fraud, manage your insurance policies, check your identity for the purposes of preventing money laundering (unless you furnish us with other satisfactory proof of identity) and undertake credit searches or additional fraud searches. On request, we can supply further details of the databases we access or contribute to.

Any information shared by us can be used by other bodies in their decision making process, as can information shared from other bodies be used in our decision making process.

Credit searches

If you consent to a credit search it will be soft search which is only visible to you (if you request a copy of your credit file at the credit reference agencies) and is not visible to other organisations. This type of credit reference check will not affect your credit file. The search will be visible on your credit report but it won't affect your credit rating as it's not an application for credit. The credit references agencies may add the details of our searches and information to their records relating to you.

If you require further information on credit searches, please follow the ICO link on credit reference checks: <https://ico.org.uk/media/for-the-public/documents/1282/credit-explained-dp-guidance.pdf>

Call recording

Telephone calls with us may be recorded for training, monitoring, audit requirements, quality assurance purposes and fraud prevention and detection. Call recordings may also be supplied to third parties or your insurer as shown on your schedule if they request a call recording in order to investigate a claim, complaint or suspected fraud which we have made them aware of.

Transfer to 3rd parties and outside the UK/EU

In order to deliver our services to you, we may use third party processors (for example credit searches and fraud prevention agencies). Such processing is conducted under contract and we ensure that appropriate data protection and information security assurances are provided.

We may also share your information with an authorised third party supplier appointed by us during a claim, for example a loss adjustor, recovery agencies or approved repairer in order to assist with your claim or provide repair/replacement services. We will only share the information required by the third party and will ensure that appropriate data protection and information security assurances are in place.

In circumstances where we may need to process some of your information using third parties located in countries outside of the European Union, we will take all necessary steps to ensure it is adequately protected. This includes ensuring there is an agreement in place with the third parties which provides the same level of protection as required by the data protection regulations in the UK.

Your rights

You have the right to access or obtain copies of the personal information held about you by us. A response to your request will be provided to you within one calendar month of us receiving a valid request.

You have the right to restrict processing of inaccurate information and request that we correct any inaccuracies in the information held about you. You may also have the right to erasure of data in certain circumstances.

Where we hold or process data on the basis of your consent you have the right to withdraw that consent.

You have the right to withdraw your consent for your information being used for market

research, pricing strategies, underwriting strategies, statistical analytics and customer profiling.

If you wish avail of these rights please write to the Data Protection Officer, Prestige Underwriting Services Limited, 10 Governors Place, Carrickfergus, BT38 7BN or call us on 08000 327327 for more information.

The Information Commissioner

You can find more details about data protection from the Information Commissioner's Office at www.ico.org.uk. You can also contact the Information Commissioner if you believe we have not complied with our obligations.