

# LAND ROVER INSURANCE

ASSET PROTECTION



ABOVE & BEYOND



# YOUR PERSONALISED QUOTATION

Land Rover Asset Protection is designed to protect you against any financial loss you could encounter should your vehicle be written off.

Should the worst happen, Land Rover Asset Protection may pay the difference up to the maximum claim amount, between the motor insurance settlement figure and the original purchase price of your vehicle. If the outstanding balance on your vehicle finance agreement exceeds the original purchase price, Land Rover Asset Protection will then pay this greater amount.

Price	£
Term	MONTHS
Maximum Claim Amount	£
Date of Quotation	

Your Land Rover Asset Protection quote is valid up until the point you take delivery of your vehicle.

Under Financial Conduct Authority rules, we must supply you with this quotation and allow four days for you to consider the product features, benefits, exclusions and price. The date of quotation is shown in the table above.

As with most insurances, Land Rover Asset Protection is an optional insurance product. GAP insurance is available from alternative suppliers. Please note that prices for GAP will vary based upon differing cover levels and variable terms and conditions.

Land Rover Asset Protection provides an exceptionally high level of cover and has received the top 5-Star Rating by Defaqto, the UK's leading independent financial services rating agency.



# INTRODUCTION

Did you know that if your vehicle is written off as a total loss through an accident, fire, theft or adverse weather conditions, most motor insurance companies would only pay out the current market value of your vehicle, and not the original purchase price of your vehicle when you bought it?

For example, if a vehicle costing £33,000 was written off after 12 months, most motor insurance companies would pay out the current market value, which might only be £29,500.

If you wanted to then replace your vehicle with one of similar value, you would have to find the difference.

Or, if you had taken out finance to spread the cost of paying for your vehicle, then you could find that the amount received from your motor insurance company was less than the amount you still owed on your finance agreement.

In either event, you could be out of pocket – this is where Land Rover Asset Protection could help you.

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# LAND ROVER ASSET PROTECTION

If your vehicle is written off and a settlement offer is made by your motor insurer (or 3rd party through an accident management company), we will pay you the difference between the amount paid out by your motor insurer (or 3rd party through an accident management company) and the original purchase price you paid for your vehicle.

If your vehicle is subject to a finance agreement and the early settlement amount is greater than the original purchase price you paid for your vehicle then we will pay you the difference between the amount paid out by your motor insurer (or 3rd party through an accident management company) and the finance early settlement amount.

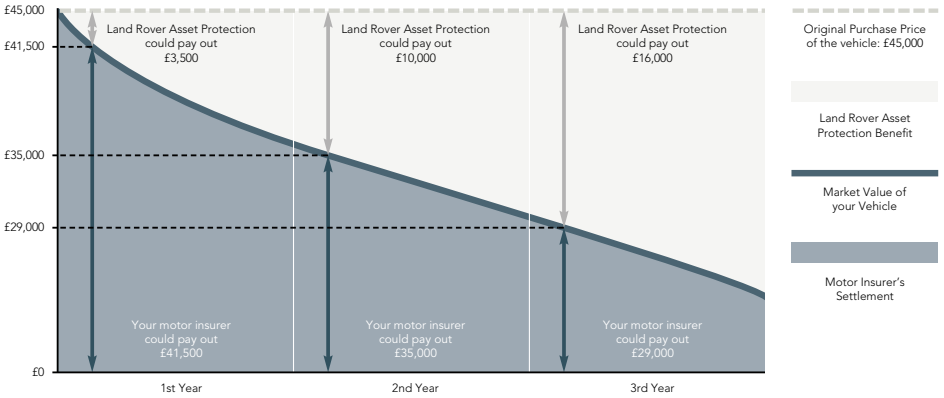
If you have a lease agreement, we will pay the difference between the amount paid out by your motor insurer and the lease early termination charge to the lease or contract hire company.

In addition we will pay for any rentals paid in advance as a deposit.

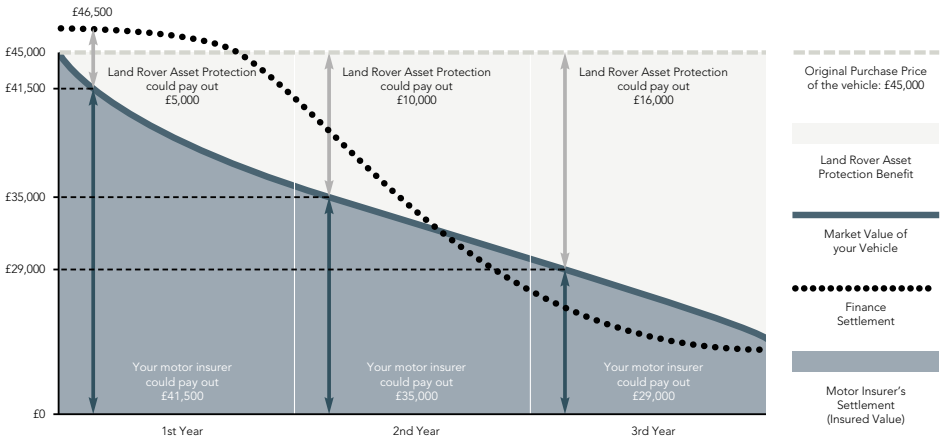
Any payment will be paid directly to the finance company on your behalf.

Whether you have purchased your vehicle on finance or not, Land Rover Asset Protection could return you to the original position you were in when you first purchased your vehicle.

The charts below illustrate how much Land Rover Asset Protection could pay out if you purchased a vehicle for £45,000 and it was written off in either the 1st, 2nd or 3rd year of your policy.



**Your vehicle is not subject to a finance agreement.**



**Your vehicle is subject to a finance agreement and the finance early settlement amount at the time of write-off is £46,500. Exclusions and limitations apply, please see policy terms and conditions for full details.**

## **POLICY SUMMARY**

This document contains some important facts about Land Rover Asset Protection. It is to be regarded as only a summary of cover to help assist you in making an informed purchase decision. When cover is purchased a full policy document will be provided which contains all the terms and conditions of the policy. Please take the time to read the policy document to make sure you understand the cover it provides. (Terms and conditions within the full policy document are available on request prior to sale.)

## **WHO IS THE INSURER?**

This insurance is provided by 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.

## **WHO IS THE POLICY ADMINISTRATOR?**

The scheme is administered by Car Care Plan Ltd. Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.

## **WHAT COVER DOES THIS POLICY PROVIDE?**

Following the total loss of your vehicle due to fire, theft, accidental damage or adverse weather conditions, we will pay the financial shortfall between the insured value and:

- A. The purchase price of your vehicle, including delivery, factory fitted accessories and dealer fitted options as confirmed in the policy schedule; or
- B. The early settlement amount, whichever is the greater up to the sum insured;
- C. The lease early termination charge in addition to any rentals paid in advance as a deposit, whichever is greater, up to the sum insured.

This will be subject to the terms and conditions provided in your policy document.

The maximum benefit levels for claims are as follows:

- No limit where Your Vehicle Purchase Price is up to £75,000;
- £50,000 where Your Vehicle Purchase Price is between £75,001 - £175,000.

## **WHO CAN APPLY? (SEE “ELIGIBILITY” SECTION OF THE POLICY DOCUMENT)**

You are eligible for this cover if at the start date of the policy:

- You are resident in the UK, the Isle of Man or the Channel Islands and remain so throughout the period of insurance;
- You are either the owner of your vehicle or have a finance, contract hire or lease agreement in relation to your vehicle or are the registered keeper of your vehicle;
- You are at least 18 years of age;
- You hold a full driving licence which is valid in the UK;
- Your vehicle is covered by a comprehensive motor insurance policy throughout the period of insurance;
- Your vehicle is less than 10 years old;
- Your vehicle has fewer than 100,000 miles on the odometer.

Cover can be purchased within 100 days following the purchase date of your vehicle.

## **POLICY EXCLUSIONS (SEE “EXCLUSIONS” SECTION OF THE POLICY DOCUMENT)**

If your vehicle is:

- Not shown in Glass's Guide;
- Insured on any type of motor trade insurance policy;
- Has been modified other than in accordance with your vehicle manufacturer's specification. In this instance, cover will not be provided if we determine that the total loss occurred as a result of this modification;
- A scooter, motorcycle, touring caravan, non-United Kingdom specification vehicle or not built for principal sale in the United Kingdom or classed as a Grey Import, kit car, bus, coach, commercial vehicle more than 3.5 tonnes, truck or a heavy goods vehicle;
- Owned by a garage, vehicle trader or any other associated vehicle trade company;
- Manufactured in the United States of America and is not right hand drive;
- Manufactured in the United States of America and has been imported

directly from that country and has not been purchased as new from an authorised United Kingdom distributor;

- Used for daily or weekly rental;
- Used as an emergency or military vehicle, courier or delivery vehicle, invalid carrier, for driving school tuition, for any hire or reward or as a taxi;
- Used for track days, road racing, rallying, pace making, speed testing or any other competitive event.

If the total loss:

- Occurred after your vehicle was taken or driven without your consent by a family member, spouse or partner;
- Was caused by someone not eligible to drive your vehicle under the terms of your motor insurance policy for whom you gave consent, or where the person driving your vehicle did not have fully comprehensive insurance in place for your vehicle;
- Was caused by someone who does not hold valid driving licence or is in breach of the conditions of their driving licence, for whom you gave consent to drive your vehicle;
- Occurred outside the territorial limits of the policy;

- Occurred outside the period of insurance;
- Occurred where your vehicle had been driven in the European Union, other than the United Kingdom or any other country shown on an International Motor Insurance Card ("Green Card"), where you have not kept in force a motor insurance policy providing an equivalent level of cover as you would have enjoyed in the United Kingdom.

This insurance does not cover any arrears, default or late payment charges, excess mileage charges, maintenance and recoverable VAT, any warranty, new vehicle registration fee, any insurance premiums, road fund licence, fuel and paintwork protection applications or negative equity transferred from a previous agreement.

These are examples of the main exclusions. For complete details please refer to the full policy document.



# MAKING A CLAIM – 0344 573 8204

If your vehicle is subject to an accident, fire, theft or adverse weather condition incident, and your motor insurer confirms your vehicle has been written off, you have up to **120** days to contact Land Rover Asset Protection to make a claim against your Land Rover Asset Protection Policy.

In order to make a claim on your Land Rover Asset Protection policy, please follow the process below:


## STEP 1

Contact your Motor Insurer.




## STEP 2

Your Motor Insurer confirms that your vehicle will be written off and offers you a settlement figure, as a Total Loss payment.




## STEP 3

Please do not accept any offer of settlement from your motor insurer before talking to Land Rover Asset Protection.



## STEP 4

Contact Land Rover Asset Protection on **0344 573 8204**. Please have your Policy Number and details to hand.



## **STEP 5**

On receipt of your claim forms and documents, Land Rover Asset Protection will process and validate your claim. If your claim is valid, they will pay you directly the difference between your motor insurance settlement (or 3rd party settlement through an accident management company) and:

- the purchase price you paid for your vehicle, or they will pay directly to the finance company.
- the finance early settlement amount if it is greater than the purchase price.
- the lease or contract hire early termination charge if it is greater than the original purchase price.



## **STEP 6**

Upon agreement and discussion with Land Rover Asset Protection's claims team, you can now contact your Insurer and agree their total loss settlement offered.



## **STEP 7**

Your motor insurance and asset protection settlement values, should enable you to purchase a vehicle of similar make, model and value.

# CANCELLATION AND COOLING-OFF PERIOD

You have the right to cancel this policy within 30 days from the date you receive your policy documents and obtain a full refund, unless you have already made a successful claim under your policy.

To cancel your policy within this 30-day period please contact the introducer who sold you your policy.

If you wish to cancel after this 30-day period, provided you have not already made a successful claim, you may cancel at any time up to the expiry date of your policy and receive a pro rata refund of your premium based on the number of whole months remaining. An administration fee of £35 will be deducted from the calculated amount prior to any refund being paid.

Requests for cancellations should be made by contacting the Administrator on 0344 573 8204, or in writing to: Land Rover Asset Protection, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire, BD3 7AG.

Please allow up to 28 days for your cancellation and refund to be processed.

# COMPLAINTS AND ARBITRATION

## HOW TO MAKE A COMPLAINT

We hope that you will be pleased with the service we provide. In the unlikely event of a complaint please contact Land Rover Asset Protection on 0344 573 8204 or by email [complaints@motor-admin.com](mailto:complaints@motor-admin.com) or in writing to:

The Customer Services Manager, Land Rover Asset Protection, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.

If it is not possible to reach an agreement, you also have the right to ask the Financial Ombudsman Service to review your case. The right to apply to the Ombudsman must have been exercised within six months of the date of our final decision. For more information you can visit the Financial Ombudsman Service website [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) or write to The Financial Ombudsman Service, Exchange Tower, London E14 9SR. Telephone: 0800 023 4567 or 0300 123 9123.

This complaints procedure is in addition to your statutory rights as a consumer. For further information about your statutory rights contact your local authority trading standards service or Citizens Advice Bureau.

We abide by the Motor Industry Vehicle Warranty Products Code of Practice which can be found on The Motor Ombudsman Website at [www.TheMotorOmbudsman.org](http://www.TheMotorOmbudsman.org).

The Motor Ombudsman will offer free impartial information and if appropriate an alternative dispute resolution process in the event that You are not satisfied with the outcome of a concern.

For further information, You can visit The Motor Ombudsman website at [www.TheMotorOmbudsman.org](http://www.TheMotorOmbudsman.org) or call their Information Line on 0345 241 3008.



Motor Industry Code of Practice for

## Vehicle Warranties

## GOVERNING LAW

This policy is subject to English law unless otherwise agreed.

## LANGUAGE

All communication between you and us will be conducted in English.

For policyholders with disabilities the Administrator is able to provide, upon request, audio tapes and large print documentation. Please advise the Administrator if You require any of these services to be provided so the Administrator can communicate with You in an appropriate manner.

## **FINANCIAL SERVICES 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 the Insurer is unable to meet its obligations. This depends on the type of business and the circumstances of the claim. Insurance advising and arranging is covered for 90% of the claim amount, without any upper limit.

For further information about the scheme (including the amounts covered and eligibility to claim) please refer to the FSCS website [www.FSCS.org.uk](http://www.FSCS.org.uk) or call 0800 678 1100 or 0207 741 4100, or write to: Financial Services Compensation Scheme, 10th Floor Beaufort House, 15 St Botolph Street, London EC3A 7QU.

# FREQUENTLY ASKED QUESTIONS

## **Why must I contact Land Rover Asset Protection first before accepting a settlement from my motor insurance company?**

This will ensure that the Land Rover Asset Protection claims team can determine that you have been offered a fair motor insurer's settlement offer on your written off vehicle.

## **Can I transfer my Land Rover Asset Protection policy to a new owner or a new vehicle?**

It is not possible to transfer your Land Rover Asset Protection policy to a new owner. It is however possible to transfer it to another vehicle if this is a replacement vehicle issued by your motor insurer against a total loss of your original vehicle and it is within the first year from the purchase date of your original vehicle.

## **To be eligible for Land Rover Asset Protection, my vehicle needs to be listed in Glass's Guide Retail Value. What exactly is Glass's Guide?**

Glass's produces the leading British guide to used vehicle prices (the Glass's Guide). Glass's observes and records well over 1 million vehicle sale prices from a wide range of sources every year to deliver the most widely trusted valuations in the market. This is a trade guide and is widely used by motor dealers, insurance assessors and finance houses across the motor industry.

## **I am interested in taking out Land Rover Asset Protection; however the vehicle I am purchasing is for someone else – not for me. Is it still**

## **possible to take out Land Rover Asset Protection for that vehicle?**

Yes, your vehicle will still be covered subject to the person being named on the motor insurance policy for the vehicle. See policy documentation for full terms and conditions.

## **Can I cancel my policy at any time and get a refund?**

We hope that you will be happy with your Land Rover Asset Protection policy. However, if this policy does not meet your needs and as long as you have not made a successful claim, you have 30 days from the date you received your policy documents to cancel the policy and get a full refund. There is no administration charge for cancelling your cover.

After 30 days, you may be eligible for a refund of your premium based on how many unused months remain on your Land Rover Asset Protection policy. There is a £35 administration charge for cancelling the policy. Please refer to the sections entitled 'Cooling off period' and 'Your rights to cancel your policy' for full details.

## **What should I do if I am offered a replacement vehicle under the terms of my Motor Insurance policy?**

If you decline the offer of a replacement vehicle then the Administrator will settle your claim based on the value of the replacement vehicle and to the settlement figure offered. If you accept a replacement vehicle, the policy may be transferred to the replacement vehicle, subject to the terms and conditions detailed within your policy document.





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Land Rover Asset Protection is administered by  
Car Care Plan Limited.

Car Care Plan, Jubilee House,  
5 Mid Point Business Park, Thornbury,  
West Yorkshire BD3 7AG. No 850195.

Car Care Plan is authorised and regulated  
by the Financial Conduct Authority.

Phone: 0344 573 8204