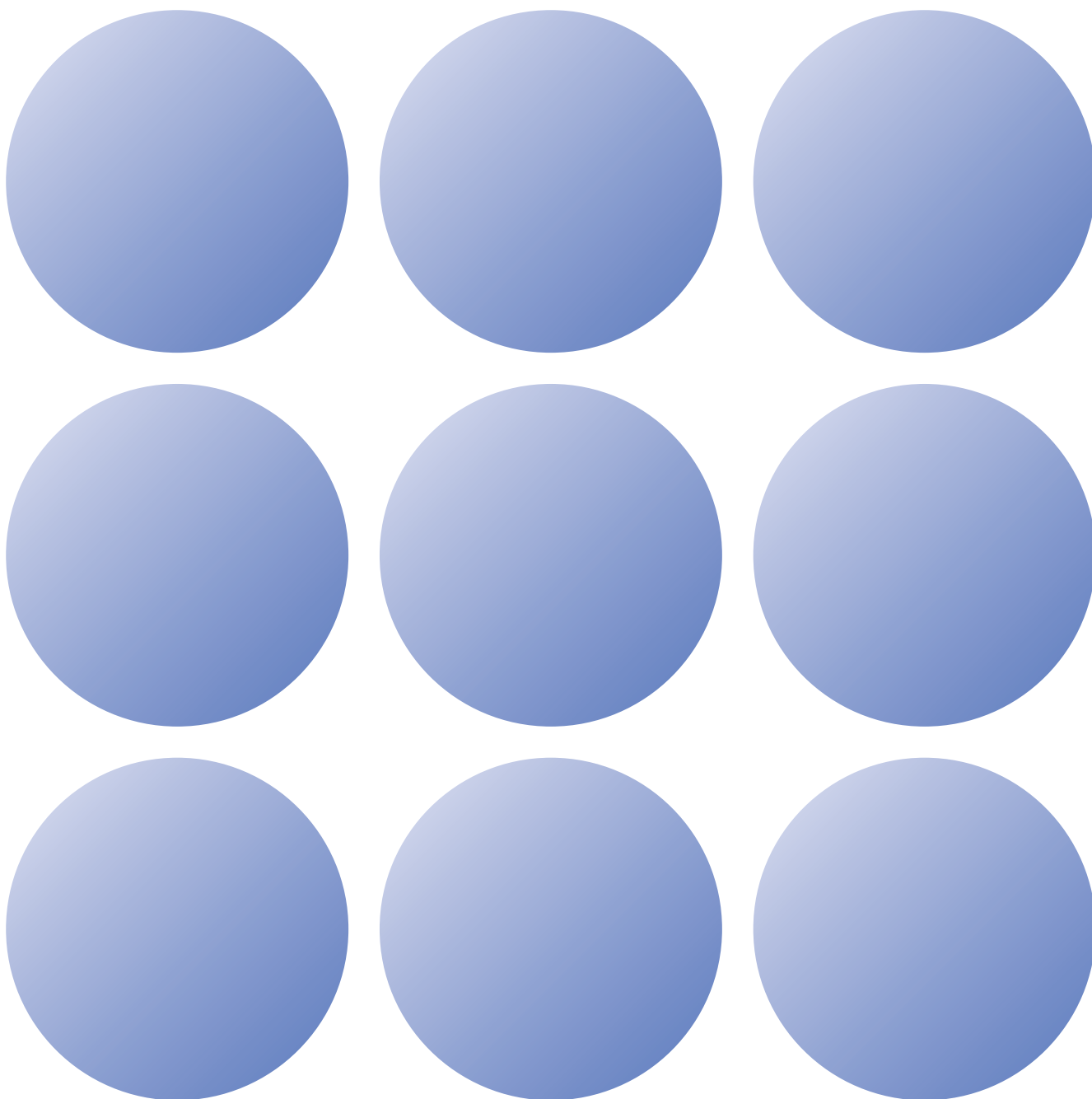


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Zurich HelpPoint®



Fleet

Policy document



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A warm welcome to Zurich

Thank *you* for taking out *your* Fleet insurance policy with *us* – and welcome to Zurich Insurance plc.

Zurich Insurance plc is a member of the insurance-based financial services provider Zurich Financial Services Group (Zurich). Zurich has a global network of subsidiaries and offices in North America and Europe as well as in Asia Pacific, Latin America and other markets. Founded in 1872, the Group is headquartered in Zurich, Switzerland. It employs approximately 60,000 people serving customers in more than 170 countries.

At Zurich *we* have *your* future in mind and look forward to working closely with *you*.

www.zurich.co.uk



Your Fleet policy

This policy is a contract between *you* and *us*. *You* have made to *us* a proposal which is the basis of and forms part of this contract.

This policy and any schedule, endorsement and *certificate* should be read as if they were one document.

We will insure *you* under those sections shown in the schedule during any period of insurance for which *we* have accepted *your* premium provided all the terms and conditions of the policy are kept. *Our* liability will in no case exceed the amount of any sum insured or limit of indemnity stated in this policy, the schedule or any endorsement to this policy.

Any reference to the singular will include the plural and vice versa.

Any reference to any statute or statutory instrument will include any modifications or re-enactment thereto.

Any heading in this policy is for ease of reference only and does not affect its interpretation.

Law applicable to the contract

UK law allows both *you* and *us* to choose the law applicable to the contract. The contract will be subject to the relevant law of the United Kingdom, the Isle of Man or the Channel Islands depending upon *your* address as shown in the schedule. If there is any dispute as to which law applies it shall be English law.

The parties agree to submit to the exclusive jurisdiction of the English courts.

For and on behalf of Zurich Insurance plc.

Stephen Lewis
Chief Executive Officer of Zurich Insurance plc, UK Branch.

This is a legal document and should be kept in a safe place.

Please read this policy, schedule, schedule of vehicles and *certificates* carefully.

If they do not meet *your* needs please return them to *us* or *your* broker or agent.

How we will use your data

We hold *your* personal data in accordance with the Data Protection Act 1998. The information supplied to *us* by *you* may be held on computer and passed to other insurers for underwriting and claims purposes. *You* should show this to anyone whose personal data may be processed to administer this policy.

Policy Administration

In order to administer *your* insurance policy and any claims made under this policy we may share personal data provided to *us* with other companies within the Zurich Financial Services Group and with business partners including overseas companies. If we do transfer *your* personal data including where we propose a change of underwriter we make sure that it is appropriately protected.

Claims History

Under the conditions of this 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 the relevant database. 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.

Fraud Prevention and Detection

In order to prevent and detect fraud we may at any time:

- a) share information about *you* with other organisations including the police
- b) undertake credit searches
- c) check and share *your* details with fraud prevention and detection agencies.

If false or inaccurate information is provided and fraud is identified details will be passed to fraud prevention agencies. Law enforcement agencies may access and use this information. We and other organisations may also access and use this information to prevent fraud and money laundering for example when:

- a) checking details on applications for credit and credit related or other facilities
- b) managing credit and credit related accounts or facilities
- c) recovering debt and tracing beneficiaries
- d) checking details on proposals and claims for all types of insurance
- e) checking details of job applicants and employees.

Please contact *us* if *you* want to receive details of the relevant fraud prevention agencies. We and other organisations may access and use from other countries the information recorded by fraud prevention agencies.

Motor Insurance Database

Your policy details will be added to the Motor Insurance Database (MID) run by the Motor Insurers' Bureau (MIB). MID data may be used by the DVLA and DVANI for the purpose of Electronic Vehicle Licensing and by the police for the purposes of establishing whether a driver's use of the vehicle is likely to be covered by a motor insurance policy and/or for preventing and detecting crime. If *you* are involved in an accident in the UK or abroad, other UK insurers' and the MIB may search the MID to obtain relevant policy information. Persons 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. *You* can find out more about this from *our* Customer Service Team, or at www.mib.org.uk.

Meaning of words

The policy comprises this present document and its schedules and any endorsements and *certificate* issued by *us*. Certain words in the policy have special meanings.

These meanings are given below and apply wherever the words appear in *italics*.

Accessories

Include spare parts for the *vehicle* and radios, cassette players, CD players and communication equipment permanently fitted to the *vehicle*.

Certificate

The current Certificates of Motor Insurance issued by *us*.

Driver

Any person driving the *vehicle* and entitled to do so by the terms of the *certificate*.

Insured Person

- *You*
- the *driver*
- at *your* request
 - a) any of *your* principals directors or employees
 - b) any *passenger*
 - c) the owner of a *vehicle* on hire or loan or leased to *you*
 - d) any member or committee member of *your* Sports or Social Club
 - e) the hirer of any agricultural tractor or self-propelled agricultural or forestry machine provided that such hire is permitted by the terms of the *certificate*
- any person who with *your* permission is using (but not driving) the *vehicle* for social domestic and pleasure purposes provided that such use is permitted by the terms of the *certificate*
- the employer or partner of any person whose business use is permitted by the terms of the *certificate*.

Licence

A *licence* to drive a *vehicle* of the same class as the *vehicle*.

Minibus

A motor vehicle with between 9 and 16 (inclusive) passenger seats.

Nuclear Installation

Any installation of such class or description as may be prescribed by regulations made by the relevant Secretary of State from time to time by statutory instrument being an installation adapted for:

- a) the production or use of atomic energy
- b) the carrying out of any process which is preparatory or ancillary to the production or use of atomic energy and which involves or is capable of causing the emission of ionising radiation
- c) the storage, processing or disposal of nuclear fuel or of bulk quantities of other radioactive matter being matter which has been produced or irradiated in the production or use of nuclear fuel.

Nuclear Reactor

Any plant including any machinery, equipment or appliance whether affixed to land or not designed or adapted for the production of atomic energy by a fission process in which a controlled chain reaction can be maintained without an additional source of neutrons.

Passenger

Any person other than the *driver* travelling in or on or getting into or out of the *vehicle* or any *trailer* or disabled mechanically propelled vehicle attached to the *vehicle*.

Pollution or contamination

All pollution or contamination of buildings or other structures or of water or land or the atmosphere.

Road

Any place which is a road for the purpose of any compulsory motor insurance legislation operative within the territorial limits of the policy.

Trailer

Any trailer which is *your* property or for which *you* are responsible. The *trailer* does not include a disabled mechanically propelled vehicle.

Vehicle

Any vehicle (excluding a steam driven vehicle) as follows:

- a) *car* meaning any private car, estate car, utility car or *minibus*
- b) *motorcycle* meaning any motorcycle, motorcycle and sidecar or moped
- c) *commercial vehicle* meaning any motor vehicle other than a *car* or a *motorcycle*

which is insured under the policy and described in the *certificate*.

Except when *you* have requested and *we* have agreed to provide cover *vehicle* does not include any vehicle registered elsewhere than in Great Britain, Northern Ireland, the Isle of Man or the Channel Islands.

We or Us or Our

Zurich Insurance plc.

You or Your

The person, people or the company shown in the schedule as the Insured.

Extents of Cover

The extent of cover applicable under the policy is as stated in the schedule or any relevant endorsement and the following meanings apply to words or expressions used in this connection.

Comprehensive

The full insurance as written in the policy.

Third Party Fire and Theft

Section 2 does not apply except for damage to or loss of the *vehicle* by:

- a) fire, lightning, self ignition or explosion
- b) theft or attempted theft.

Sections 3 and 4 do not apply.

Otherwise the remainder of the policy is operative.

Third Party only

Sections 2, 3 and 4 do not apply.

Otherwise the remainder of the policy is operative.

Third Party Road Risks

Sections 1, 8 and 10 do not apply when liability arises out of death of or bodily injury to any person or damage to property caused or arising beyond the limits of any *road*.

Sections 2, 3, 4 and 7 do not apply.

Otherwise the remainder of the policy is operative.

Excesses

When cover is applicable under the policy *you* will be liable to pay or refund to *us* excesses in the amounts which are identified in the schedule and which apply in respect of claims and expenses as follows.

Accidental Damage

All claims and expenses under section 2 other than claims in respect of:

- a) breakage of glass in the windscreen, windows or sunroof of the *vehicle* or the scratching of bodywork resulting solely and directly from such breakage
- b) damage to or loss of the *vehicle* by:
 - i) fire, lightning, self-ignition or explosion
 - ii) theft or attempted theft.

Fire

All claims and expenses under section 2 in respect of damage to or loss of the *vehicle* by fire, lightning, self-ignition or explosion.

Personal Effects

All claims and expenses under section 3.

Theft

All claims and expenses under section 2 in respect of damage to or loss of the *vehicle* by theft or attempted theft.

Windscreen

All claims and expenses under section 2 in respect of breakage of glass in the windscreen, windows or sunroof of the *vehicle* or the scratching of bodywork resulting solely and directly from such breakage.

Section 1 – liability to third parties

We will indemnify the persons detailed in 1, 2 and 3 below in respect of their legal liability for death of or bodily injury to any person and damage to property.

1 Third Party Indemnity

The *insured person* will be indemnified when liability arises out of an accident caused by, or in connection with, the *vehicle*, or the loading or unloading of the *vehicle*.

2 Third Party Contingency Cover

You alone will be indemnified when the liability arises out of an accident caused by, or in connection with, any motor vehicle whilst being used in connection with *your* business or trade.

Provided that:

- a) such vehicle is not *your* property or held by *you* under a hire purchase agreement or hired by or leased to *you*
- b) *you* have taken all reasonable steps to ensure that there is in force in respect of such vehicle an insurance that is valid for such use
- c) if any claim covered by this sub-section 2 is also covered by any other insurance then notwithstanding condition number 4 in section 12 we shall not be liable to make any contribution to such claim.

3 Unauthorised Movement

You or any of *your* principals, directors or employees will be indemnified when liability arises out of an accident caused by, or arising out of, the driving or movement of any vehicle without the authority of the owner of such vehicle when the vehicle is parked in such a position as to obstruct the legitimate passage or the loading or unloading of the *vehicle*. In these circumstances the obstructing vehicle shall not be regarded as property held in *your* trust or in *your* custody or control.

Third Party Property Limit

Provided always that in respect of any *commercial vehicle* indemnity under sub-sections 1, 2 and 3 above for damage to property is limited to the amount shown in the schedule (or such greater sum as may be required by the compulsory motor insurance legislation in the country in which the insured event occurs) in respect of any one accident or a series of accidents arising out of one event.

4 Indemnity to Personal Representatives

Following the death of any person entitled to indemnity we will in respect of the liability incurred indemnify such person's legal personal representatives in the terms of this section.

5 Legal Costs

In respect of any event which may be the subject of indemnity under this section we will also pay:

- a) solicitors fees for representation at any court of summary jurisdiction or at any Coroner's Inquest or Fatal Inquiry
- b) the cost of legal services arranged by *us* for defending a charge of manslaughter, causing death by dangerous driving or causing death by careless driving when under influence of drink or drugs (or any equivalent local charge in a country specified in sub-section 1 of section 5)
- c) all other costs and expenses incurred with *our* written consent.

Exceptions to Section 1

We shall not be liable:

- 1** if to the knowledge of the *insured person* the *driver* does not hold a *licence* unless the *driver* has held and is not disqualified from holding or obtaining such a *licence*
- 2** to indemnify any person other than *you* if that person is entitled to indemnity under any other insurance
- 3** for:
 - a) damage to or loss of property belonging to or in the custody or control of the *insured person*
 - b) damage to premises (or to the fixtures and fittings therein) which are not *your* property but are occupied by *you* under a leasing or rental agreement if such damage is also covered by any other insurance
 - c) damage to or loss of property in or on the *vehicle*
 - d) damage to or loss of the *vehicle*
- 4** for death of or bodily injury to any person arising out of, or in the course of, that person's employment by the person claiming indemnity under this section if insurance cover in respect of liability for such death or bodily injury is in fact provided pursuant to a requirement of any compulsory Employers' Liability legislation within the territorial limits
- 5** for death of or bodily injury to any person or damage to property
 - a) arising while a *commercial vehicle* or plant forming part of such *vehicle* or attached thereto is working as a tool of trade.

This exception does not apply to any:

 - i) goods carrying *commercial vehicle*
 - ii) forklift truck
 - iii) agricultural tractor, self-propelled agricultural or forestry machine or any trailer attached to such *vehicle*
 - b) caused by or attributed to the spraying or spreading of any chemical by any agricultural tractor, self-propelled agricultural or forestry machine or any trailer attached to such *vehicle*
- 6** in connection with any *vehicle* bearing a Trade Plate for death of or bodily injury to any person or damage to property caused or arising beyond the limits of a *road* except when during the course of the journey it is temporarily garaged elsewhere than in or on any premises which *you* own or are in *your* occupation
- 7** for death of or bodily injury to any person or damage to property caused or arising beyond the limits of any carriageway or thoroughfare in connection with:
 - a) the bringing of the load to any *commercial vehicle* for loading thereon or
 - b) the taking away of the load from any *commercial vehicle* after unloading therefromby any person other than the *driver* or attendant of such *vehicle*

- 8** under sub-section 3:
- a) if the obstructing vehicle is:
 - i) moved by any person other than *you* or *your* principals directors or employees
 - ii) *your* property or held by *you* under a hire purchase agreement or hired by or loaned or leased to *you*
 - iii) driven by any person who does not hold a *licence* unless such person has held and is not disqualified from holding or obtaining such a *licence*
 - b) in respect of damage to or loss of property in or on the obstructing vehicle
- 9** for any legal liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from the *vehicle* whilst in or on that part of any aerodrome, airfield, airport or military installation provided for:
- a) the takeoff or landing of aircraft and aerial devices or for the movement of aircraft and aerial devices on the ground
 - b) aircraft parking including any associated service roads, refuelling areas, ground equipment parking areas, aprons, maintenance areas and hangars
- 10** 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.
- All *pollution or contamination* which arises out of one incident shall be deemed to have occurred at the time such incident took place
- 11** for death of or bodily injury to any person or damage to property directly or indirectly caused by:
- a) delivery of a load where such delivery was not authorised, not ordered or unlawful
 - b) delivery (whether correctly or incorrectly carried out) to *your* customer of goods which do not conform strictly to the specification of or the order for the goods made by such customer
- 12** for death of or bodily injury to any person or damage to property directly or indirectly attributed to:
- a) any defects in or the action of any commodities or goods or anything (including packaging containers and labels) transported by or disposed of from the *vehicle* or any vehicle not *your* property or provided by *you*
 - b) treatment given or services provided at or from the *vehicle* or any other vehicle.

Exceptions 5, 9, 10, 11 and 12 to section 1 shall not apply in circumstances where it is necessary to meet the requirements of any compulsory motor insurance legislation operative within the territorial limits.

Exceptions 1 and 8 a) iii) to section 1 shall not apply when the *vehicle* is driven under the terms of section 7.

Section 2 – damage to or loss of vehicle

1 The Cover

We will indemnify *you* against damage to or loss of the *vehicle* and *accessories* on the *vehicle*.

This indemnity:

- a) shall not exceed the market value of the *vehicle* immediately before such damage or loss and in respect of any *vehicle* bearing a Trade Plate indemnity shall be limited to the amount shown in the schedule or the market value of the *vehicle* immediately before such damage or loss, whichever is the less
- b) extends to include the market value of *car accessories* in *your* private garage.

If any payment is made under this sub-section 1 on the basis of actual or constructive total loss of the *vehicle*, then we shall become entitled to possession and ownership of the *vehicle* or its remains.

2 New for Old

If any *car* is within one year of first registration:

- a) damaged to the extent that the costs of repairs would exceed the percentage shown on the schedule of the manufacturer's recommended retail price plus taxes, or
- b) lost by theft and not recovered

we will replace it with a new *vehicle* of the same manufacturer and of the same or like type provided that:

- i) *you* request it; and
- ii) any other interested party known to *us* consents; and
- iii) such a replacement is available.

In such an event we will become entitled to possession and ownership of the replaced *car* or its remains.

Under this sub-section 2 we will indemnify *you* against damage to or loss of *car accessories* in *your* private garage such indemnity shall not exceed the market value.

3 Hire Purchase and Leasing Agreements

If to *our* knowledge the *vehicle* is the subject of a hire purchase or leasing agreement any payment for damage to or loss of the *vehicle* which is not made good by repair, reinstatement or replacement may, at *our* discretion, be made to the owner whose receipt shall be of full discharge of *our* liability.

4 Repairs

You may authorise reasonable and necessary repairs without previously obtaining *our* consent provided that notification (in accordance with condition number 2 in section 12) is given to *us* without delay and a detailed estimate of the costs of repairs sent to *us* as soon as possible.

5 Recovery and Re-delivery

Following any claim covered by this section we will pay the reasonable cost of removing the *vehicle* from the place where damage occurred to the premises of the nearest competent repairer and re-delivery to *you* in the United Kingdom after repair.

6 Theft of Keys

If the keys or lock transmitter for a *vehicle* are stolen by forcible and violent means or robbery or attempted robbery we will, at *your* request, pay up to the maximum of the amount shown in the schedule in respect of any one occurrence for each *vehicle* to replace:

- a) the door locks and/or boot lock
- b) the ignition/steering lock
- c) the lock transmitter and/or central locking interface.

Provided that:

- a) such loss is reported to the police
- b) any other interested party known to *us* consents
- c) this indemnity shall not exceed the market value of the *vehicle* immediately before such loss
- d) *we* shall not be liable for the cost of replacing any alarms or other security devices fitted to the *vehicle*
- e) the identity or garaging address of the *vehicle* would be known to any person who is in possession of *your* keys or lock transmitter.

Exceptions to Section 2

We shall not be liable to pay for:

- 1 wear and tear
- 2 depreciation
- 3 loss of use
- 4 mechanical, electrical, electronic or computer breakage, failure or breakdown
- 5 damage to tyres caused by braking or by cuts, punctures or bursts
- 6 damage to or loss of the *vehicle* caused directly by pressure waves from aircraft or other aerial devices travelling at sonic or supersonic speeds
- 7 damage to or loss of any *vehicle* bearing a Trade Plate when such *vehicle* is beyond the limits of a *road* except when during the course of a journey it is temporarily garaged elsewhere than in or on any premises owned by *you* or in *your* occupation
- 8 any diminution in the value of the *vehicle* as a result of any event giving rise to a claim under this section
- 9 damage or loss arising from theft or attempted theft whilst the ignition keys of the *vehicle* have been left in or on such *vehicle*.

Section 3 – personal effects

We will at *your* request provide indemnity up to a maximum of the amount shown in the schedule for any one occurrence in respect of damage to or loss of personal effects whilst in or on the *vehicle*.

The owner's receipt shall be a full discharge or *our* liability.

Exceptions to Section 3

We shall not be liable in respect of damage to or loss of:

- 1 money stamps tickets documents or securities
- 2 goods or samples carried in connection with any business or trade.

Section 4 – medical expenses

We will pay to *you* medical expenses incurred by the *driver* or any other person travelling in or on any *vehicle* following injury caused by violent accidental external and visible means in direct connection with such *vehicle*.

Our total liability under this section is limited to the amount shown in the schedule in respect of each person injured.

Section 5 – territorial limits

- 1 This policy applies in respect of accidents occurring:
 - a) in Great Britain, Northern Ireland, the Isle of Man and the Channel Islands
 - b) in any other member country of the European Union
 - c) in those associated countries identified on the schedule
 - d) during any period for which *you* have requested and *we* have agreed to extend cover for the use of a *vehicle* in any other country

and during transit (including the process of loading and unloading) by a recognised sea route not normally exceeding 65 hours between ports in these areas.

2 Customs Duty

Provided that liability arises directly from damage to or loss covered by this policy we will indemnify *you* against liability for the enforced payment of customs duty.

3 Other Charges

We will indemnify *you* against General Average Contribution and Salvage and Sue and Labour charges incurred during the transportation of the *vehicle* by sea.

Provided always that:

- a) such *vehicle* is covered against damage or loss by this policy
- b) the contribution relates to the value of such *vehicle*.

Section 6 – unauthorised use

We will indemnify *you* in the terms of and subject to the limitations of section 1 and section 2 in the event of any accident occurring while the *vehicle* is being used or driven by any person without *your* knowledge or consent for any purpose not permitted under this policy.

Provided always that *you* shall take all reasonable precautions to ensure that all persons who may use or drive a *vehicle* are made aware of the permitted purposes of use as defined in this policy.

Section 7 – unlicensed drivers

The requirement of the *certificate* that the *driver* must hold a *licence* or have held and not been disqualified from holding or obtaining such a *licence* shall not apply in circumstances where a *licence* to drive is not required by law.

Provided always that:

- 1 the terms of the *certificate* shall otherwise apply
- 2 in respect of a *vehicle* other than any agricultural tractor or self propelled agricultural or forestry machine the person driving is of an age to hold a *licence* to drive the *vehicle* on the *road*.

Section 8 – trailers/attachments

Undeclared Trailers

The cover applicable to the *vehicle* applies to any *trailer* attached to the *vehicle*. Section 1 will also apply to a *trailer* detached from the *vehicle* (and not attached to another vehicle) and being used by *you* but only to the extent necessary to meet the requirements of any compulsory motor insurance legislation operative within the territorial limits.

Declared Trailers

The cover as specified in the schedule of *vehicles* applies to trailers declared to *us* by identification mark as if they were a *vehicle* whilst attached to or detached from the *vehicle* (and not attached to any other vehicle).

Disabled Mechanically Propelled Vehicles

Section 1 applies to any disabled mechanically propelled vehicle whilst attached to the *vehicle*.

Section 1 will also apply to any disabled mechanically propelled vehicle detached from the *vehicle* (and not attached to another vehicle) and being used by *you* but only to the extent necessary to meet the requirements of any compulsory motor insurance legislation operative within the territorial limits.

Exceptions to Section 8

We shall not be liable to make any payment:

- 1 if any *trailer* or disabled mechanically propelled vehicle is being towed otherwise than in accordance with the law
- 2 for damage to or loss of property being carried in or on any *trailer* or disabled mechanically propelled vehicle
- 3 for damage to or loss of the disabled mechanically propelled vehicle.

Section 9 – service and repair

This policy will indemnify *you* when the *vehicle* is in the custody or control of a member of the motor trade for service or repair.

Section 10 – principal's clause

In the event of any claim in respect of which *you* would be entitled to receive indemnity under section 1 of this policy being brought or made against any Public or Local Authority or other Principal we will indemnify the said Public or Local Authority or other Principal against such claim and/or any costs charges and expenses in respect thereof.

Provided always that *you* shall have arranged with the Principal for the conduct and control of all claims for which we may be liable by virtue of this section to be vested in *us*.

Section 11 – general exceptions

We shall not be liable:

- 1 for any claim while the *vehicle* in connection with which indemnity is provided under this policy is with *your* general consent being:
 - a) used for any purpose not permitted by the *certificate*
 - b) driven by any person not authorised by the *certificate*.This exception shall not apply to claims under section 9
- 2 for any claim while the *vehicle* in connection with which indemnity is provided under this policy is being driven:
 - a) by *you* unless *you* hold a *licence* or have held and are not disqualified from holding or obtaining such a *licence*
 - b) with *your* general consent by any person who *you* know does not hold a *licence* unless such person has held and is not disqualified from holding or obtaining such a *licence*.

This exception shall not apply to claims under section 7

- 3 for any liability assumed by *you* alone by agreement which would not have attached in the absence of such agreement unless the conduct and control of claims is vested in *us* but *we* shall not in any event provide indemnity in respect of liquidated damages or under any penalty clause
- 4 for any consequence of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power
- 5 for any accident, death, bodily injury or damage to property (except under section 1) arising during or in consequence of:
 - a) earthquake occurring elsewhere than in Great Britain, Northern Ireland, the Isle of Man, the Channel Islands or any other member of the European Union
 - b) riot or civil commotion occurring:
 - i) in Northern Ireland, or
 - ii) elsewhere than in Great Britain, the Isle of Man, the Channel Islands or any other member country of the European Union
- 6 to indemnify the owner of a *vehicle* leased to *you* where liability arises out of the negligence of such owner or the servants or agent of such owner
- 7 for:
 - a) damage to or loss or destruction of any property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any consequential loss
 - b) any legal liability of whatsoever naturedirectly or indirectly caused by or contributed to by or arising from:
 - i) ionising radiation from or contamination by radioactivity from any irradiated nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
 - ii) the radioactive, toxic, explosive or other hazardous or contaminating properties of any *nuclear installation, nuclear reactor* or other explosive nuclear assembly or nuclear component thereof
 - iii) any weapon or device employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter
 - iv) the radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter but this exclusion iv) will not apply to radioactive isotopes other than nuclear fuel when such isotopes are being prepared, carried, stored or used for commercial, agricultural, medical, scientific or other peaceful purposes.

Section 12 – conditions

1 Premium

Prior to the commencement of the period of insurance *you* shall pay to *us* an agreed premium deposit. *You* shall supply to *us* on request the necessary information required to calculate the actual premium in accordance with the rates agreed between *you* and *us*. If the premium due differs from the deposit the difference shall be adjusted as appropriate.

2 Accidents

Details of any event which might result in a claim under this policy and all subsequent developments must be reported to *us* as soon as possible. Notice of any prosecution inquest or fatal inquiry and every letter, claim, writ or summons must be sent to *us* on receipt.

3 Claims Procedure

Except with *our* written consent no person shall make any admission of liability, offer, repudiation or promise of payment on *your* behalf or any person claiming indemnity under this policy.

We shall be entitled to take over and conduct in *your* name or that of any person entitled to indemnity under this policy the defence or settlement of any claim or to prosecute any claim in the name of such person. *We* or a solicitor appointed by *us* shall have full discretion in the conduct of any proceedings and in the settlement of any claim and shall be given all such information and assistance as they may require.

4 Other Insurances

If any other insurance covers the same damage, loss or liability we shall not be liable to pay more than *our* rateable proportion.

Provided always that:

- a) nothing in this condition shall impose on *us* any liability from which *we* would have been relieved by sub-section 2 of section 1 or exceptions 2 and 3b) to section 1
- b) this condition shall not apply when the *vehicle*:
 - i) is the property of on hire or loan or leased to a person in *your* employ; and
 - ii) has not been provided by *you*; and
 - iii) is being used in connection with *your* business or trade purposesand *we* have issued a *certificate* to cover such a *vehicle*.

5 Vehicle Maintenance

You shall at all times maintain the *vehicle* in an efficient and roadworthy condition.

6 Vehicle Security

You shall take all reasonable steps to safeguard the *vehicle* from damage or loss.

7 Cancellation

This policy may be cancelled:

- a) by *us* sending thirty days notice by recorded delivery to *your* last known address (and in the case of Northern Ireland to the Department of Environment Northern Ireland) and *we* will in that event return to *you* a proportionate part of the premium in respect of the unexpired term of this policy
- b) by *you* such cancellation being effective from the date of receipt by *us* of the appropriate *certificate*. If cancellation is during the first year of insurance any return premium will be calculated using *our* current short period rates otherwise a pro rata refund of premium will be allowed
- c) immediately (subject to the requirements of the Consumer Credit Act 1974 if applicable) if *you* have applied to pay the premium by instalments and an instalment is not received by the due date. In these circumstances *your* credit agreement will also be cancelled immediately.

8 Contractual Right of Renewal (Tacit)

If *you* pay the premium to *us* using *our* Direct Debit instalment scheme, *we* will have the right (which *we* may choose not to exercise) to renew the policy each year and continue to collect premiums using this method. *We* may vary the terms of the policy (including the premium) at renewal. If *you* decide that *you* do not want *us* to renew the policy, provided *you* tell *us* (or *your* insurance intermediary) before the next renewal date, *we* will not renew it.

9 Arbitration

If any difference shall arise as to the amount to be paid under this policy (liability being otherwise admitted) such difference shall be referred to an arbitrator to be appointed by the parties in accordance with current statutory provisions. Where any difference is by this condition to be referred to arbitration the making of an award shall be a condition precedent to any right of action against *us*.

10 Property Damage Claims

In connection with any one claim or series of claims arising out of any one event in respect of damage to property caused by or in connection with a *commercial vehicle* *we* may at any time pay to *you* the amount of the indemnity provided by this policy (after deduction of any sum already paid as compensation) or any less amount for which such claim(s) may be settled and from the date such payment is made *we* shall relinquish control of the negotiations and legal proceedings in connection with such claim(s). From the date of such payment *we* shall be under no further liability in connection with such claim(s) other than for costs and expenses incurred with *our* written consent prior to the date of such payment.

11 Joint Insured

If more than one company or individual is named as the insured in the schedule the insurance granted shall apply jointly and individually to all such companies and individuals.

Provided always that the total limit of liability under this policy in respect of any one accident or series of accidents arising out of one event shall not exceed the limit of indemnity specified in the policy.

12 Observance of Terms

The observance and fulfilment of the terms of this policy so far as they relate to anything to be done or complied with by the *insured person* shall be conditions precedent to any liability of *us* to make any payment under this policy. Upon proof of breach of this condition *we* shall be entitled to recover from the *insured person* all sums paid by *us* including those for which *we* would not have been liable but for the provisions of any compulsory motor insurance legislation operative within the Territorial Limits of this policy.

Our complaints procedure

We value the opportunity to investigate any concerns *you* may have about any aspect of *our* service and are committed to handling all complaints fairly, thoroughly and promptly.

Who to contact in the first instance

Many concerns can be resolved straight away therefore in the first instance please get in touch with *your* usual contact as they will generally be able to provide *you* with an immediate response to *your* satisfaction.

Contact details will be provided on correspondence that *we* or *our* representatives have sent *you*.

If *we* cannot resolve *your* complaint straight away *we* will aim to resolve *your* concerns as soon as possible and *we* will keep *you* informed of progress while *our* enquiries are continuing.

The majority of complaints *we* receive are resolved within 4 weeks of receipt.

Next steps if you are not happy with the response provided

We are dedicated to *our* customers and seek to do what is right however sometimes *we* may not be able to reach an agreement with *you*. If this is the case and *you* remain dissatisfied once *you* have received *our* response to *your* complaint *we* will refer *your* complaint to *our* Customer Relations Team for a separate review.

The Customer Relations Team will contact *you* to let *you* know they have received *your* complaint and when their review is complete they will provide *you* with a final response on *our* behalf.

The Financial Ombudsman Service (FOS)

If *we* are unable to resolve *your* complaint to *your* satisfaction within 8 weeks or if *you* remain dissatisfied following receipt of *our* final response letter *you* can ask the FOS to formally review *your* case. *You* must contact the FOS within 6 months of *our* final response.

The FOS contact details are as follows:

Financial Ombudsman Service,
South Quay Plaza,
183 Marsh Wall,
London
E14 9SR

You can telephone for free on:

08000 234 567 for people phoning from a “fixed line” (for example, a landline at home)

0300 123 9 123 for mobile-phone users who pay a monthly charge for calls to numbers starting 01 or 02

Or e-mail: complaint.info@financial-ombudsman.org.uk

The FOS can help with most complaints if *you* are:

- a consumer
- a business employing fewer than 10 persons that has an annual turnover or balance sheet that does not exceed €2 million
- a charity with an annual income of less than £1 million
- a trustee of a trust with a net asset value of less than £1 million.

If *you* are unsure whether the FOS will consider *your* complaint please contact them directly for further information.

This is a free and impartial service and will not affect *your* legal rights. *You* are entitled to contact the FOS at any stage of *your* complaint.

The Financial Services Compensation Scheme (FSCS)

We are covered by the Financial Services Compensation Scheme (FSCS). *You* may be entitled to compensation should *we* be unable to meet *our* obligations. Further information is available on www.fscs.org.uk or *you* may contact the FSCS on 020 7892 7300.

Following this complaints procedure does not affect *your* legal rights.



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Authorised by the Irish Financial Regulator and subject to limited regulation by the Financial Services Authority. Details about the extent of our regulation by the Financial Services Authority are available from us on request. FSA registration number 203093. These details can be checked on the FSA's register by visiting their website www.fsa.gov.uk/register or by contacting them on 0845 606 1234. Communications may be monitored or recorded to improve our service and for security and regulatory purposes.

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