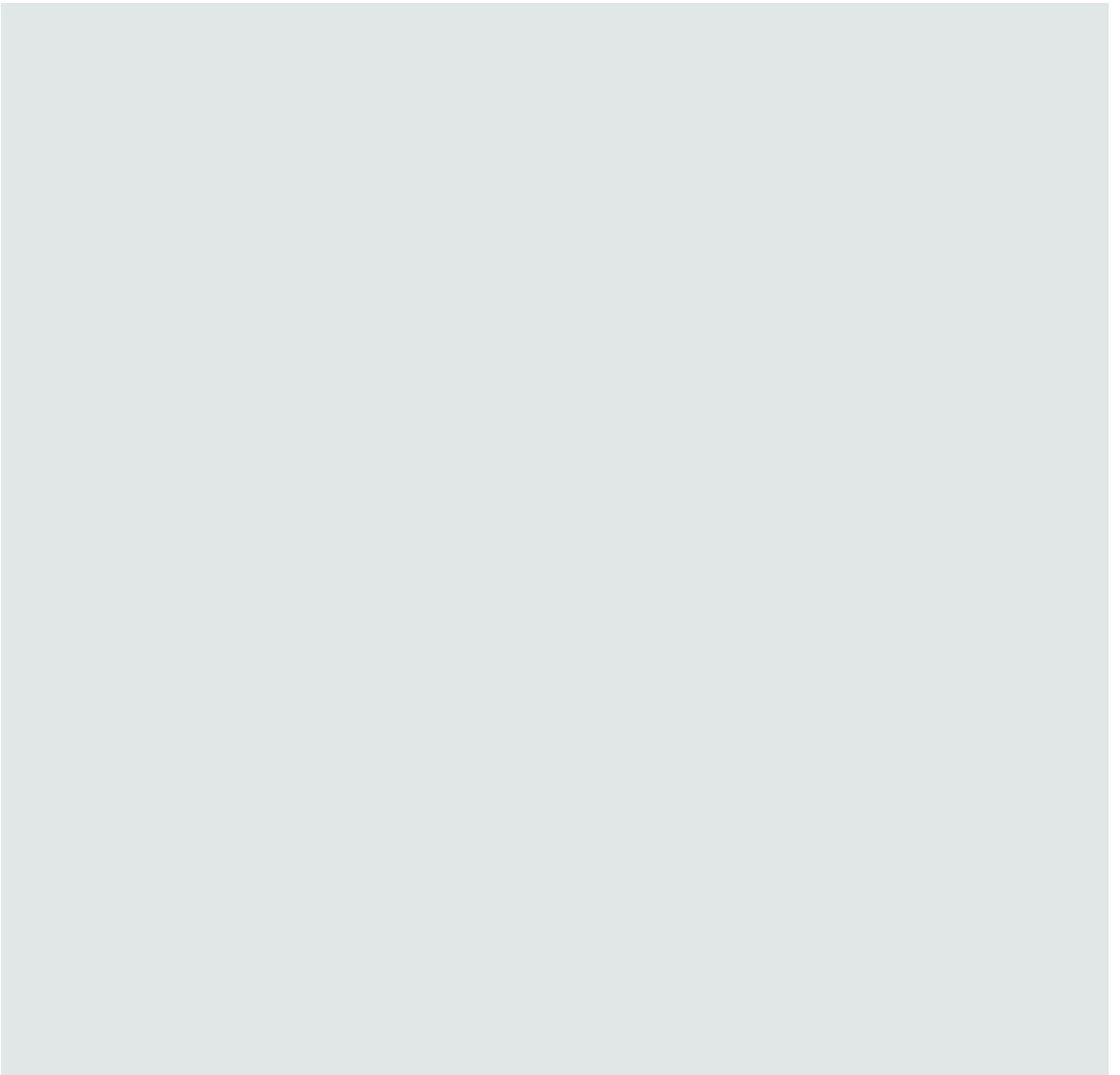


# Third Party, Fire and Theft Car Insurance

Policy document



# Your car insurance policy

## Relevant to the entire policy

This policy is an agreement between you (the person shown in the schedule as the person insured) and us (Zurich Insurance plc) but is only valid if you pay the premiums. It is formed by the information we were given when we agreed to provide the cover and terms of the policy.

Your policy provides cover for the drivers, the insured car, and for the sections and period of insurance shown in your schedule. You must read your policy, schedule, statement of facts (or proposal), certificate of motor insurance and any cover note or endorsements as one single contract. Please read all documents to make sure the cover provided meets your needs. If they do not, please contact us as soon as possible.

You must tell us if any of the information we were given when we agreed to provide the cover and terms of your policy changes, for example you or anyone covered by this policy being convicted of an offence or change of car or occupation. Failure to do so may result in your insurance no longer being valid and claims not being met. If in doubt about any change, please tell us.

If you change the insured car, the drivers or how you use the insured car, we may not be liable until we have issued a new schedule and either a cover note or certificate of insurance. If you make any changes to your car your insurance will not be valid until we have agreed to accept them. The changes, if accepted by us, will apply from the date indicated on your updated schedule. In this case we will be entitled to vary the premium and terms for the rest of the period of insurance.

If your policy is amended as a result of any change, we will be entitled to vary the premium and terms for the rest of the period of insurance. An administration charge of £20 (including insurance premium tax) will be applied to policy changes unless this is at the start of the policy or on your renewal date. You should keep a record (including copies of letters) of all information supplied to us in connection with this insurance.

Your policy is governed by the law that applies to where you reside within the United Kingdom, Channel Islands or Isle of Man. If there is any disagreement about which law applies, English law will apply, in which case you agree to submit to the exclusive jurisdiction of the courts in England and Wales. Unless agreed otherwise, we will communicate to you in English.

Your policy provides cover in the United Kingdom for the people and car shown in the certificate of motor insurance for the period shown. For details of using your car abroad, see Section 7.

Wherever we refer to spouse in this policy, we mean your husband, wife or partner you live with as if you are married (including partners of the same sex).

## Your cancellation rights

If you decide that you do not want to accept the policy (or any future renewal of the Policy by us), please tell us of your decision, in writing or by phone, within 14 days of receiving the Policy (or for renewals within 14 days if your Policy renewal date). We will charge you on a pro rata basis for the time we have been on cover subject to a minimum premium of £20 (including insurance premium tax). The balance of the premium will be returned to you but there will be no refund where you are cancelling the policy following a claim where the vehicle is a total loss and not being replaced.

Please see Condition 5 of the policy for full details of all cancellation conditions and charges.

## Settling claims

For claims under Section 4 of the policy, we will at our option either repair your car or make a cash settlement, which will not be more than your car's market value at the time of the loss or damage.

Unless doing so would invalidate a car manufacturer's warranty, when we repair your car we may use parts or accessories which are not made or supplied by your car's manufacturer. They will be of a similar quality to the parts and accessories which are being replaced.

## Vehicle damaged beyond economical repair or stolen and not recovered ('total loss')

If your car has been stolen and not recovered or damaged beyond economical repair following fire or theft we may settle your claim by making a cash settlement based upon the market value of your car in the United Kingdom at the time of the loss or damage. Before we make payment you must send us the vehicle keys and documentation (including the vehicle registration document and, if applicable, the Department for Transport test certificate).

### Continuation of Policy Cover

You will have 42 days from the date we make payment to you to

- advise us the details of a replacement vehicle or,
- if we have agreed that you can retain the vehicle, provide us with a satisfaction note, schedule of works and engineers report confirming that all necessary repairs have been carried out to a satisfactory standard.

Policy cover will be cancelled after 42 days with no refund of premium if we have not received details of a replacement car or confirmation of the completion of the necessary repairs to the existing car.

## Part A private car insurance

### Section 1 Liability to others

We will cover your legal liability to compensate other people if someone dies or is injured, or property is damaged, as a result of using your car and any trailer or broken-down vehicle being towed by it.

We will provide this cover for:

- you and the drivers named on your certificate;
- passengers in your car;
- your employer or business partner, or your spouse's employer or business partner; and
- the legal representatives of the people named above if they have died.

Following an event which may lead to a claim, we will provide legal representation for people covered under this policy:

- a at any coroner's inquest, court of summary jurisdiction, or similar court; and
- b to defend a charge of manslaughter or causing death by dangerous driving.

What you are not insured for

- Damage to your car or any trailer or vehicle that is being towed by it.
- Damage to property (including any motor car) owned by or in the custody or control of the person claiming cover under this section.
- Any amount over £20 million for damage to property and £5 million for legal costs and expenses as a result of any claim or series of claims caused by one event.
- Death, injury or damage to property resulting from terrorism, except as necessary to meet the requirements of the Road Traffic Acts.

### Section 2 Driving other cars

The cover provided by Section 1 of this policy will apply while you are driving in the United Kingdom or Republic of Ireland any motor car which is not owned by you or hired to you under a hire purchase agreement provided:

- you have the owner's permission to do so
- this cover is shown as being included on your current certificate of motor insurance
- there is a separate current valid insurance policy in force for the car which meets Road Traffic Act requirements.

### Section 3 Emergency treatment fees

We will pay emergency treatment costs as necessary under the Road Traffic Acts.

### Section 4 Fire and theft cover

We will cover your car, including its spare parts or accessories (fixed parts or products designed to be fitted to your car that are part of the manufacturer's original specification or that you have declared to us and have been accepted by us) while on or in your car or in your private garage, against loss or damage by fire, theft or attempted theft.

Cover for:

- entertainment, communication, navigation and other electronic equipment permanently fitted to your car or,
- if not permanently fitted can only function when connected to a car's electrical system

is limited to £250 for any one claim unless the equipment is fitted as part of the manufacturer's original specification for your car.

What you are not insured for

- The first £100 of each claim. This does not apply if your car is in your garage while the loss or damage occurs.
- Theft of entertainment, communication, navigation and other electronic equipment that
  - is not permanently fitted to your car unless it is kept in your home, private garage or the glove box or luggage compartment of your locked car when not being used
  - can be used independently of your car.
- Loss or damage by theft or attempted theft while
  - the ignition keys or any other removable car entry or ignition device are in or on your car or,
  - your car is unoccupied and not properly locked and secured or,
  - your car is unoccupied and left with the engine running.
- Loss of use of your car.
- Loss or damage resulting from deception.
- Loss of value or wear and tear.
- Mechanical or electrical failure.
- A reduction in the car's market value following repair.
- More than the maker's last list price in the United Kingdom of any spare part.

### Section 5 Repairs

Following a valid claim under Section 4 of the policy, we will pay the reasonable cost of taking your car to the nearest competent repairer and returning it to you when the repairs are complete.

### Section 6 Owner's interest

We will make all claims payments under Section 4 of the policy to the legal owner if your car is under any contract or hire purchase agreement.

### Section 7 Using your car abroad

Your car is covered if you use it in European Union countries, as well as Iceland, Norway and Switzerland, as long as your visit is not for more than 60 days.

Following a valid claim, we will also cover the cost of any foreign customs duty you must pay if loss or damage to your car prevents its return to the United Kingdom.

If after 60 days your vehicle does not return to the United Kingdom (unless we have agreed to extend cover in writing) cover will be limited to the minimum legal requirement to use your car in that country. The minimum requirements of United Kingdom law will apply if these are higher than those of the country you are using your car in.

What you are not insured for

Using your car in any country that is not listed above unless you have given us the details beforehand of the proposed trip and we have confirmed cover in writing.

### Section 8 Car-sharing

If you are paid as part of a car-sharing arrangement for social or other similar purposes, we will not consider this as 'carriage for hire and reward' as long as:

- the vehicle is not built or adapted to carry more than eight passengers; and
- you do not profit from the contributions you receive for the journey.

### Section 9 Out of use

If you tell us that your car is in a garage and not being used, we will suspend the policy (except for Section 4) from the date we agree we you.

### Other information

For each claim free year we will give you a discount until you reach the maximum level.

If you do make a claim the number of claim free years on which the discount is based will be as in the table below:

Claim free years	Next renewal no-claims discount		
	First claim	Second claim	Third or more
1	Nil	Nil	Nil
2	Nil	Nil	Nil
3	1 year	Nil	Nil
4	2 years	Nil	Nil
5 or more	3 years	1 year	Nil

You may choose to take out extra cover to protect a discount you have earned after having been claim free for 4 years or more. This cover will only apply if you pay an extra premium and the relevant endorsement number is shown on your policy schedule.

### Part B Uninsured loss recovery and legal expenses

If you (for the purposes of this part you means yourself or any person driving or travelling in your car with your permission) have a motor accident in the United Kingdom (or a country listed under Section 7) that is insured by this policy and it is not your fault, we will help you get back your uninsured losses and claim resulting damages or compensation (or both) for death or personal injury.

We will pay your reasonable legal costs and fees for each accident up to £50,000 (less any legal costs and fees you have already claimed back) if we have agreed beforehand to the purpose and amount of these expenses. You must claim back all the legal fees and expenses you are entitled to. We will set these against payments we make under this part of the policy.

Before legal proceedings are issued, we will appoint a legal representative to act for you.

If legal proceedings need to be issued, you may choose your own legal representative if we approve them. If we cannot agree on a legal representative, we will ask the Law Society to choose a legal representative, which we must both accept. We are entitled to get any information from the legal representative.

It is a condition of this cover that you take all reasonable precautions to reduce the amount of legal costs and fees you must pay for.

What you are not insured for

Any legal costs and fees if:

- the accident is caused by a fault in your car;
- you instruct a legal representative without our agreement beforehand;
- you report a claim to us more than 180 days after the accident;
- we consider that the continuance of your claim does not have a reasonable prospect of success, or that the legal costs and fees are not in proportion to the amount you are claiming;
- they arise in a dispute that you have with us;
- you act against our advice or the advice of the legal representative appointed;
- you unreasonably withdraw from the legal proceedings, or your claim is settled or discontinued without agreement beforehand;
- the legal representative refuses to act for you;
- legal costs and fees incurred by you against the driver or another occupant of your car at the time of the accident.

If there is a disagreement between you and us, we and you may agree on an arbitrator. If we cannot agree, the Law Society will name an arbitrator and their decision will be final.

### **Part C Roadside Assistance** (optional upgrade)

Cover under this part only applies if it is shown in your current policy schedule.

We will provide, in the United Kingdom, up to 30 minutes' roadside assistance if your car breaks down, has a puncture (as long as the spare wheel is available) or runs out of fuel, or if you lose your car keys more than ¼ mile from your home.

If the car cannot be repaired at the roadside, it will be taken, together with the driver, up to seven passengers and any standard make of caravan or trailer you are towing, to the nearest garage within 25 miles for it to be repaired at your cost. (A standard make is up to 7m in length, excluding any tow bar, 3 metres high, 2.3 metres wide and not weighing more than 3,500kg when loaded).

What you are not insured for

- The cost of replacement fuel or spare parts.
- Assistance or recovery within ¼ mile of your home address.
- Any storage charges, toll fees or ferry charges.
- Damage caused by getting into your car if you have lost your car keys.
- Recovery or repair of a trailer or caravan if it contains an animal or person.
- Help if your car is immobile (cannot be driven) because of the surface it is on, for example, sand, mud or grass.

If temporary repairs are made, you must get the vehicle permanently repaired as soon as possible.

If your car is not easy to get to, or we have to use specialist equipment, you may have to pay any extra costs.

We may choose to repair your car (at your cost) following a breakdown, rather than arranging for it to be recovered.

### **Part D Home & Roadside Assistance** (optional upgrade)

Cover under this part only applies if it is shown in your current policy schedule.

Your policy is extended to include breakdown cover, as provided under Part C, at your home address or within ¼ mile of your home.

### **Part E Nationwide Breakdown Recovery** (optional upgrade)

Cover under this part only applies if it is shown in your current policy schedule.

The breakdown cover under Part C is extended to include the following.

#### **1 Recovery service**

If your car cannot be repaired, we will recover your car, trailer, driver and up to seven passengers to their home address or the intended destination in the United Kingdom. We will then take your car to a local repairer of your choice within 25 miles.

#### **2 Chauffeur service**

If your driver is taken ill and nobody is qualified to drive your car, we will give you a chauffeur to help you complete your planned journey or return you home.

### **Part F European Breakdown Recovery** (optional upgrade)

Cover under this part only applies if it is shown in your current policy schedule.

The breakdown cover under Part C is extended to provide cover while the vehicle is being used within the countries listed in Section 7 of Part A of this policy other than the United Kingdom. The following cover is also included.

#### **1 Loss of use of your car**

If your car cannot be used for more than eight hours, or is stolen and not recovered within eight hours, we will pay for one of the following.

- Up to £750 towards the cost of hiring another car until your car is repaired.
- The cost of transporting you and your luggage to your destination and then returning you to your car following its repair.
- Up to £45 for each person a day for up to five days for reasonable accommodation expenses.

We cannot guarantee that hire cars will always be available or will be fitted with a roof rack and towbar. You:

- are responsible for the cost of fuel and other expenses necessary to continue your trip; and
- must keep to the conditions of the hire company.

*Parts C to F of this policy are provided by Green Flag Limited and underwritten by UK Insurance Limited.*

What you are not insured for

If you lose your deposit because the hire car is damaged, or because you do not put more fuel into the hire car.

## 2 Returning your car to the United Kingdom

If your car cannot be repaired, or is stolen and not recovered by your expected departure date or is recovered after you have returned to the UK, we will pay:

- the cost of transporting you and your luggage to your home in the United Kingdom;
- the cost of transporting your car to your home or repairer of your choice in the United Kingdom, or up to £600 for you or a driver of your choice to return from the United Kingdom to collect your car; and
- up to £100 for storing your car abroad.

The most we will pay to return your car will be its current market value in the United Kingdom.

## 3 Chauffeur service

If your driver is taken ill and nobody is qualified to drive your car, we will give you a chauffeur to help you return home if everyone is medically fit to travel. We will also pay, for up to five days, £45 for each person a day to cover reasonable accommodation expenses.

## 4 European motorways

If the police arrange for an independent garage to recover your car, we will pay the costs of this. Please keep your receipt.

## 5 Defence up to £10,000

We will pay up to £10,000 that you have run up with our permission, to provide a defence in criminal proceedings against the driver of your car due to a road traffic accident.

What you are not insured for

- Alleged speeding offences when no other offence is involved.
- Our costs or expenses which we have not authorised beforehand.
- Fines awarded against you.

## 6 Advance of funds

We will make available up to £4000 for bail or any other security needed following a car accident or if the driver is stopped. You must repay this within one month.

## 7 Delivering spare parts

If we cannot get the necessary spare parts locally, we will arrange to get them from the UK as long as they are available. You must repay us the cost of the parts and any customs duty within one month.

What you are not insured for

Costs you would normally have as part of your journey.

## Conditions which apply to this policy

- 1 You must do all you reasonably can to prevent loss or damage to your car and maintain it in a roadworthy condition.
- 2 Everyone covered by this policy must follow the policy terms and conditions. All drivers must have a valid driving licence and follow the conditions of their licence.
- 3 If, by law, we must make a payment that is not covered by the policy, we have the right to recover this payment from you or the person who is liable.
- 4 You must tell us immediately about any accidents, claims or legal proceedings in connection with this policy, and give us all the information and help we may need.

This will include details of any charges brought by the police against you or the person driving your car arising from an accident for which a claim is being made under this policy. You must send any writ or summons to us immediately it is received. We will make a decision on liability and decide how to settle or defend a claim, and may carry out proceedings in the name of any person covered by the policy, including proceedings for recovering any claim.

- 5 We may cancel your policy where there is a valid reason for doing so by giving you seven days notice in writing to your last known address and we will refund any premium which may be due to you in accordance with the terms of this condition. Valid reasons may include but are not limited to:
  - If you advise us of a change of risk under your policy which we are unable to insure;

- Where you fail to respond to requests from us for further information or documentation;
- Where you have given incorrect information and fail to provide clarification when requested;
- Where you breach any of the terms and conditions which apply to your policy;
- The use of threatening or abusive behaviour or language, or intimidation or bullying of our staff or suppliers, by you or any person acting on your behalf.

You have the right to cancel your policy at any time by telling us either in writing or over the phone using the contact details set out in your covering letter.

If the policy is cancelled within 14 days of you receiving it (or for renewals, within 14 days of your policy renewal date) we will charge you on a pro rata basis for the time we have been on cover subject to a minimum premium of £20 (including insurance premium tax). The balance of the premium will be returned to you but there will be no refund following a claim where your car is a total loss and not being replaced.

If the policy is cancelled at any other time we will charge you on a pro rata basis for the time we have been on cover plus an administration fee of £50 (including insurance premium tax) and pay any refund due to you. There will be no refund if we have paid a claim or one is outstanding at the time you cancel your policy. If you are paying by instalments and you have made a claim you must still pay us the balance of the full annual premium. If you do not do this we may take the balance of any outstanding premium from any claim payment we are making to you.

If you fail to pay your premium we may cancel the policy and refuse your claim or take the balance of any outstanding premium due to us from any claim payment we make to you. This may mean that we fulfil our obligations to any claims against your policy by a third party but seek full recovery of any sum made under your policy directly from you. This may include the instruction of solicitors or other recovery agents.

If you have purchased additional Zurich breakdown cover and you cancel this cover more than 14 days after receiving the policy, independently to your policy, there will be no refund.

- 6 If a claim is fraudulent or false in any way, we will not make any payment under the policy and all cover will end.
- 7 We will not make any payment if there is cover under any other policy.
- 8 You must report any theft, attempted theft or malicious damage to the police immediately.
- 9 If you pay the premium to us using our Direct Debit instalment scheme we will have the right 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, as long as you tell us before the next renewal date, we will not renew it.

Our right to renew this policy does not affect your rights to cancel it (see pages 2 and 8 of the policy).

### **Exclusions which apply to this policy**

We will not pay for any claims arising from the following.

- 1 Your car being driven or used by any person or for a purpose that is not covered by your certificate of insurance.
- 2 War, invasion or civil war, except as necessary to meet the requirements of the Road Traffic Acts.
- 3 Riot or civil commotion outside Great Britain.
- 4 Pressure waves caused by aircraft travelling at the speed of sound, or faster.
- 5 Ionising radiation, radioactivity, nuclear fuel, nuclear waste or nuclear equipment.
- 6 Using a car in any area used by aircraft or for servicing aircraft.
- 7 A contract that says you are liable for something which you would not otherwise have been liable for.
- 8 Pollution or contamination unless it is directly caused by a sudden identifiable, unintended and unexpected incident and it occurs entirely at a specific time and place during the period of insurance.
- 9 Yourself or any person authorised by you using a vehicle while under the influence of alcohol or other substances that adversely affect a persons ability to drive a vehicle.

## Endorsements

The following only apply if they are shown as Operative Endorsements on your current policy schedule.

### 1 Anti-theft protection

Theft cover under Section 4 of the policy will not apply unless the security device named in the schedule alongside this endorsement number is in use at the time of the loss.

### 3 Ownership

The person named in the schedule alongside this endorsement number has been noted as the owner of your car.

### 11 No-claims discount protection

We will allow your no-claims discount as long as you have not made more than two claims during the last five years in a row (or three years if your policy was taken out before 1 October 1999).

### 25 Drivers under 25 years of age excluded

This policy does not apply if your car is being driven or in the charge of any person under 25 unless they are named alongside this endorsement in the schedule.

### 26 Isle of Man law

This policy is governed by the laws of the Isle of Man. Any legal proceedings will take place in the courts of the Isle of Man.

### 31 Vehicles not made for the UK

- if your car is damaged beyond economical repair or stolen and not recovered we will settle any claim based upon the lesser of what you paid for the car or its market value in the United Kingdom at the time of the loss or damage
- if your car is damaged and suitable parts or accessories are not available in the United Kingdom to repair it we may choose to give you a cash settlement as an alternative to repairing your car.
- we will not pay for the cost of importing any part or accessory into the United Kingdom.

### 32 Drivers under 21

This policy does not apply if your car is being driven or in the charge of any person under 21 unless they are named alongside this endorsement in the schedule.

### 38 Guaranteed bonus

Your no-claims discount will not be reduced if you make a claim under this policy. However, we may take account of claims when working out your premium.

### 39 No-claims discount protection

We will allow our maximum no-claims discount as long as you have not made more than one claim during the last three years.

### 40 Audio-equipment limit

The most we will pay for audio equipment under Section 4 of the policy is increased to the value that appears alongside this endorsement.

### 44 Kept overnight

If you normally keep your vehicle at your home address overnight, there will be no cover under Section 4 of Part A of the policy for any loss or damage which happens between 10pm and 6am unless your vehicle is on a driveway or in a garage.

### 99 Other

See the separate sheet.

## Our complaints procedure

### Our commitment to customer service

We value the opportunity to look into any concerns you may have with the service we have provided and we are committed to handling all complaints fairly, consistently 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 at Zurich 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 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 four weeks of receipt.

### The Financial Ombudsman Service (ombudsman)

If we are unable to resolve your complaint to your satisfaction within eight weeks or if you remain dissatisfied following receipt of our final response letter you may be able to ask the ombudsman to formally review your case. You must contact the ombudsman within six months of our final response.

The ombudsman contact details are as follows:

Financial Ombudsman Service  
Exchange Tower  
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](mailto:complaint.info@financial-ombudsman.org.uk)

This is a free and impartial service and you are entitled to contact the ombudsman at any stage of your complaint. For more information please contact the ombudsman directly or visit [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

## Contacting us

If you have a question about your policy, you can ring us on 0800 026 1886.

### In the United Kingdom

Reporting a claim or accident

**0800 026 1846**

Emergency breakdown assistance

(as long as you have bought this optional cover)

**0800 328 8740**

24 hours a day, 365 days a year

### In Europe

Reporting a claim or accident

**0044 800 026 1844**

Emergency breakdown assistance

(as long as you have bought this optional cover)

**00 (country code) then 1274 658073**

24 hours a day, 365 days a year

### Uninsured loss recovery and legal expenses

**0800 026 1877**

8am to 8pm Mondays to Fridays

9am to 5pm Saturdays and Sundays

When you contact us, you will need to tell us:

- your name, address and telephone number(s)
- the place where the loss or damage occurred
- what caused the loss or damage

### The Financial Services Compensation Scheme (FSCS)

We are covered by the Financial Services Compensation Scheme (FSCS) which means that you may be entitled to compensation if we are unable to meet our obligations to you. Further information is available on [www.fscs.org.uk](http://www.fscs.org.uk) or by contacting the FSCS directly on **0800 678 1100**.



## **Zurich Insurance plc**

A public limited company incorporated in Ireland. Registration No. 13460.

Registered Office: Zurich House, Ballsbridge Park, Dublin 4, Ireland.

UK Branch registered in England and Wales Registration No. BR7985.

UK Branch Head Office: The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire PO15 7JZ.

Zurich Insurance plc is authorised by the Central Bank of Ireland and subject to limited regulation by the Financial Conduct Authority. Details about the extent of our regulation by the Financial Conduct Authority are available from us on request. These details can be checked on the FCA's Financial Services Register via their website [www.fca.org.uk](http://www.fca.org.uk) or by contacting them on 0800 111 6768.

Our FCA Firm Reference Number is 203093.

Zurich Motoring Assistance & Rescue Service is provided by Green Flag Limited and is underwritten by UK Insurance Limited. UK Insurance Limited is a private limited company incorporated in the United Kingdom under the number 1179980. Registered Office: The Wharf, Neville Street, Leeds, LS1 4AZ. UK Insurance Limited are authorised and regulated by the Financial Conduct Authority. Details about the extent of our regulation by the Financial Conduct Authority are available from us on request. These details can be checked on the FCA's Financial Services Register via their website [www.fca.org.uk](http://www.fca.org.uk) or by contacting them on 0800 111 6768. Our FCA Firm Reference Number is 203093.

Communications may be monitored or recorded to improve our service and for security and regulatory purposes.

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