



WARRANTY | SERVICE | MOT | REPAIRS | GAP | TYRES & TYRE INSURANCE
ALLOY WHEEL INSURANCE | SMART REPAIRS & SMART REPAIR INSURANCE

Hello from **me**

Thanks for choosing **me** (MotorEasy), the UK's most dynamic motoring solution.

This booklet is designed to give you more detail about your Alloy Wheel Repair Insurance.

Please keep this book in your vehicle so you have it to hand if you need to make a claim.

Please make sure you fully understand the terms and conditions relating to the policy and in particular the process for requesting a repair under this policy. Please also take a couple of minutes to check the details we hold for you on your Schedule of Cover and tell us immediately if there are any mistakes.

Your MotorEasy Alloy Wheel Repair Insurance policy 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.

This rating can be verified on the Defaqto.com comparison website under the All Star Ratings Motor Section for Alloy Wheel Repair Insurance.

Thank you for protecting your vehicle with us here at MotorEasy. If you require any help, please feel free to contact our team via your MotorEasy account on our website.

Finally, if you feel that you are not getting great service from us - please let me know.



Duncan McClure Fisher
CEO

duncan.mcclurefisher@motoreasy.com



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Contractual Agreement

Contractual Agreement

This policy wording is evidence of a legally binding contract of insurance between **You** and UK General Insurance Limited, on behalf of Great Lakes Insurance SE (hereinafter known as the '**Insurer**', '**We**', '**Us**', '**Our**'). 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.

UK General Insurance Limited is authorised and regulated by the Financial Conduct Authority. Great Lakes Insurance SE, UK Branch, is authorised by Bundesanstalt für Finanzdienstleistungsaufsicht and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority. Details about the extent of **Our** regulation by the Financial Conduct Authority and Prudential Regulation Authority are available from **Us** on request.

This policy is administered by Car Care Plan Limited (hereinafter known as the '**Administrator**'). Registered Office: Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG. Registered in England No: 850195.

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

Definitions...

The following words or expressions will have the specific meanings described below. They have the same meaning throughout this document and appear in bold type:

Definitions - we aim to be transparent

Administrator – Car Care Plan Limited, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.

Alloy Wheel(s) – The **Alloy Wheels** that are of original specification to **Your Vehicle** and that were present on **Your Vehicle** at the time **You** purchased it. The **Alloy Wheels** also have a maximum allowable diameter of 20”.

Approved Repairer – The specialist alloy wheel repairer appointed by the **Administrator**.

Claim Limit – The maximum number of claims that can be made for repairs to **Your Alloy Wheel(s)** during the **Period of Insurance**.

Damage – A sudden and unforeseen event that has resulted in accidental or malicious damage to **Your Alloy Wheels**.

Endorsement – Statements, found in **Your Schedule of Cover**, that either show changes to the terms of **Your** policy or terms that apply specifically to **You**.

Expiry Date – The date the insurance cover ends as shown on **Your Schedule of Cover**.

Insurer – 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.

Introducer – The party, person or company who has arranged this insurance on **Your** behalf.

MotorEasy Account – Is **Your** online account through which policies are managed and enquiries are made.

Period of Insurance – The period specified on the **Schedule of Cover**.

Premium – The total amount **You** have agreed to pay **Us** for this insurance policy.

Proposal – The document or declaration that records the information **You** gave **Us** when **You** bought **Your** policy and which **Your** contract with **Us** is based on.

Schedule of Cover – This document will be provided to **You** when **You** take out this policy and will contain details about **You** and the **Vehicle** upon which this policy will apply. It will also provide the effective **Start Date** and **Expiry Date** of the policy.

Start Date – The date the insurance cover commences as shown on **Your Schedule of Cover**.

Definitions - we aim to be transparent

Territorial Limits – The United Kingdom, excluding the Isle of Wight and the Islands of Scotland (including the Shetland, Orkney, Inner Hebrides and Outer Hebrides Islands). Please note that this means the Isle of Man is also excluded.

We, Us, Our – UK General Insurance Limited on behalf of Great Lakes Insurance SE.

You, Your, Insured – A private individual who is resident in the **Territorial Limits** and who has purchased an eligible **Vehicle** and has paid the necessary **Premium** under this policy.

Your Vehicle – The **Vehicle** detailed on the **Schedule of Cover** being under 10 years and having covered fewer than 100,000 miles at the start of the policy.

About your policy

About your policy

We will provide cover under the terms, exceptions, conditions and any **Endorsement** of this policy, relating to any **Period of Insurance** for which **We** have accepted **Your Premium**, and **You** have made payment in full or have entered into an agreement to pay **Your Premium**.

This contract is based on the **Proposal** (or any statement of facts or statement of insurance **We** prepare using the information **You** have provided), and any declaration **You** make.

This policy gives full details of **Your** cover. **You** will also receive a **Schedule of Cover** which contains information about **You, Your Vehicle, Your Period of Insurance** and any **Endorsement(s)**.

This document together with **Your Schedule of Cover** is **Your** policy and should be read as one document. Please read them both carefully and make sure that they meet **Your** needs.

If **You** have any questions, please contact the **Introducer** or the **Administrator** and they will help **You**.

Please keep all **Your** insurance documents in a safe place, as **You** will need them if **You** want to make a claim.

Eligibility

You are eligible for cover if at the **Start Date** of the policy:

- a) **You** are a private individual and the registered owner and keeper of **Your Vehicle**;
- b) **You** are resident in the United Kingdom, excluding the Isle of Wight and the Islands of Scotland (including The Shetlands, Orkneys, Inner Hebrides and Outer Hebrides). Please note that this means that the Isle of Man is also excluded;
- c) The **Alloy Wheels** fitted to **Your Vehicle** are of the original manufacturers specification, have a maximum diameter of 20" and are not of split rim construction or polished (chromed) finish.

About your policy

- d) **Your Vehicle** is less than 10 years old and has fewer than 100,000 miles on the odometer at the start of the policy;
- e) i) **You** had purchased **Your Vehicle** from a VAT registered motor dealer within the last 30 days; or
- ii) Where **You** had either purchased **Your Vehicle** longer than 30 days previously from a VAT registered dealer or where **You** had purchased **Your Vehicle** privately, **You** had the **Alloy Wheels** on **Your Vehicle** inspected prior to the policy being activated. This vehicle inspection is provided free of charge and will be facilitated through a local dealer or repair facility to **You**.

Period of Insurance Cover

The **Schedule of Cover You** have been provided with will provide details as to when this policy commences (the **Start Date**). Expiry of **Your** policy will occur in the event of the following:

- The **Expiry Date**, as shown on Your **Schedule of Cover**;
- **You**, or anyone representing **You**, defrauds or deliberately misleads the **Insurer** or the **Administrator**;
- The **Alloy Wheel(s)** are modified following purchase of the **Your Vehicle**;
- **Your Vehicle** is sold or transferred to a new owner;
- The **Alloy Wheel(s)** are no longer fitted to **Your Vehicle** stated on the **Schedule of Cover**;
- The **Claim Limit** has been reached.

This policy is non-renewable and cannot be transferred.

 **Cover provided**

Cover provided

Within the **Period of Insurance**, **We** will pay for the cost of repairs resulting from **Damage** which has occurred to **Your Alloy Wheel(s)** up to the **Claim Limit** shown on **Your Schedule of Cover**, subject to the terms and conditions of this policy.

Your Claim Limit is determined by the duration of policy **You** have purchased as follows:

- For a 12 month policy the **Claim Limit** is 6 claims.
- For a 24 month policy the **Claim Limit** is 12 claims.
- For a 36 month policy the **Claim Limit** is 18 claims.

Claims will be handled by the **Administrator** and the repairs will be carried out by **Our Approved Repairer**, who will make all efforts to effect the repair to **Your** satisfaction. Please note that **Our Approved Repairer** can only carry out repairs within the **Territorial Limits**.

Should an **Alloy Wheel** be damaged beyond a point whereby a reasonable cosmetic repair can be carried out then the policy provides two options:

1. If the damage to the **Alloy Wheel** is such that a lathe skim repair can be carried out, then the policy will contribute a maximum amount of £110 including VAT towards allowing **You** to have this repaired locally at **Your** choice, subject to a repair invoice being provided. This will count as one claim.
2. If the damage to the **Alloy Wheel** is such that no kind of repair can be carried out, the policy will contribute a maximum amount of £150 including VAT towards the replacement of the **Alloy Wheel**. This will count as one claim.

 **Exclusions**

Exclusions

- **Your Vehicle** if it is over 10 years old at the **Start Date** of this policy.
- **Your Vehicle** if it has covered over 100,000 miles at the **Start Date** of this policy.
- Where **Your Vehicle** is used as an emergency vehicle, delivery vehicle, taxi, or bus, for driving school tuition, dispatch, commercial travel that is not covered under motor insurance Business Use Classes 1 and 2, hire or reward of whatsoever nature, road racing, track day participation, rallying, pace- making, speed testing or any other competitive event, or is a commercial vehicle in excess of 3.5 tonnes or a motorcycle.
- **Alloy Wheels** that are aftermarket fitment or not of the original specification for **Your Vehicle**.
- General wear and tear, corrosion, pitting, discolouration, tar staining, neglect or a defect which is not deemed as resulting from **Damage**, cracked or buckled wheels;
- Theft of **Your Alloy Wheel(s)**.
- **Damage** present on an **Alloy Wheel** prior to the commencement of the policy.
- **Alloy Wheel(s)** of split rim construction or with a polished (chromed) finish or where the diameter of the **Alloy Wheel** exceeds 20”.
- **Damage** caused by:
 - i. driving the **Vehicle** while the tyre is deflated; or
 - ii. a replacement tyre being fitted to the **Alloy Wheel**.
- Any claim:
 - i. Which is the subject of fraud, false actions or dishonesty;
 - ii. Where the loss is covered by any other insurance;
 - iii. Where it is discovered that this policy was purchased more than 30 days following the original purchase date of **Your Vehicle** from a VAT registered dealer;
 - iv. Where on a private purchase or a purchase from a VAT registered dealer more than 30 days following the delivery date of **Your Vehicle**, a free of charge vehicle inspection facilitated under this policy had not been carried out before the policy was activated
- Failure of the **Approved Repairer** to match the cosmetic finish of any other **Alloy Wheels** on **Your Vehicle**.

How to claim

How to claim

In all cases please adopt the following procedure:

- Check that the damage is covered by this policy (check 'Cover Provided' and 'Exclusions').
- Call the **Administrator** on 0344 573 8129 within 30 days of the damage occurring.

You will need to supply the following information:

- A. **Your** policy number (found on **Your Schedule of Cover**);
- B. **Your Vehicle** registration number;
- C. Details of the damage to **Your Alloy Wheel(s)**, when it occurred and how the damage was caused;
- D. Dates when **Your Vehicle** could be inspected and repaired, if **Your** claim is covered;
- E. In certain circumstances, **You** may need to supply photos to the **Administrator** to help validate **Your** claim.

Important

You must not continue to drive Your Vehicle after any damage or incident if this could cause further damage to Your Alloy Wheel(s). In such circumstances any damaged Alloy Wheel should be removed and replaced with a serviceable spare or arrangements made to have Your Vehicle recovered.

You should not allow any repair work to be carried out until **We** have inspected **Your Vehicle** and authorised the claim. Repairs must be carried out by the **Approved Repairer** appointed by the **Administrator**. If **Your** claim is authorised **We** will settle the claim directly with the **Approved Repairer**.

If **Your** repair is to be completed by the **Approved Repairer** they will need access to **Your Vehicle** in a safe location where they can move around **Your Vehicle**. Access to power may also be required. If this isn't possible please make the **Approved Repairer** aware of this during the booking process.

Claims must be reported to the **Administrator** within 30 days of the **Damage** occurring and **Your Vehicle** must be located within the **Territorial Limits** at the time of repair.

To make sure that **You** receive the highest levels of service, telephone calls to the **Administrator** are recorded.



Cancellation

Cancellation

Your right to cancel

If this policy does not meet **Your** needs, **You** have 30 days from the date **You** received **Your** policy documents to cancel the policy and obtain a full refund.

If you wish to cancel **Your** policy after this 30-day period, **You** can cancel at any time up to the **Expiry Date** of **Your** policy and receive a *pro rata* refund. If **You** have paid for **Your** policy in a single advance payment, as opposed to by instalments, provided **You** have not made a successful claim, the **Administrator** will provide **You** with a refund proportional to the length of time the policy has been in force which will be calculated from the date **Your** request to cancel is received. An administration fee of £35 will be deducted from the calculated amount prior to any refund being paid.

If **You** have paid for **Your** policy by instalments, any refund amount owed to **You** will be calculated in line with the following rules: where **You** have paid all the instalment payments, **We** will calculate the refund as above. Where **You** have not paid all the instalment payments, **We** will calculate the refund as above and:

- If the refund **You** are eligible for is in excess of the total outstanding instalment payments **You** owe, **We** will pay the difference directly to you; or
- If the refund you are eligible for is less than the total outstanding instalment payments **You** owe, **You** will not receive a refund. The refund will be applied as part payment of **Your** total outstanding instalment payments.

You will continue to be responsible for paying the remaining outstanding payments until the balance calculated at the time of notice of cancellation received by the **Administrator** has been settled.

To cancel **Your** policy please make contact via **Your MotorEasy Account** or call MotorEasy on 0800 131 0001

or write to:

MotorEasy, 60 Portman Road, Reading, RG30 1EA.

Please note that **We** will not give **You** a refund if **You** have already made a successful claim on **Your** policy.

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

Our right to cancel

- (i) **We** may cancel **Your** policy at any time by sending seven days' written notice to **Your** last known address. **We** will allow a refund, less an amount equal to the period of cover **You** have received, as long as **You** have not made any claims and do not intend to make a claim.

We may cancel **Your** policy due to **Your** non-payment of **Premium**, if **You** use threatening or abusive behaviour or language or **We** have reasonable suspicion of fraud. This is not an exhaustive list.



Complaints and Arbitration

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, **You** should contact the **Administrator** in the first instance on 0344 573 8129, or in writing to:

The Customer Services Manager, Car Care Plan Limited, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.

You can also email **Us** at complaints@carcareplan.co.uk

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 be 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 or write to

The Financial Ombudsman Service, Exchange Tower, London E14 9SR.

Telephone: 0800 023 4567 or 0300 123 9123

The above 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.

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 or call their Information Line on 0345 241 3008.



Motor Industry Code of Practice for

Vehicle Warranties



**General Conditions that
Apply to his Policy**

General Conditions that Apply to this Policy

Governing Law

This policy is subject to English Law unless otherwise agreed.

Language

All communication between **You** and **Us** will be conducted in English. **We** record telephone conversations to offer **You** additional security, resolve complaints and improve service standards.

Conversations may also be monitored for staff training purposes.

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 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.

Data Protection Act 1998

Insurers share information with each other to prevent fraudulent claims via a register of claims. A list of participants is available on request. In the event of a claim, any information **You** have supplied relevant to this insurance cover and on a claim form, together with other information relating to the claim, will be provided to the Register in compliance with the Data Protection Act 1998 or any subsequent legislation. If **You** would like a large text or taped version of this information, please telephone 0344 573 8129.

Data Protection Authorisation Statement

In processing and managing this policy, the **Administrator** will collect and store the information **You** have provided in their secure servers based in the United Kingdom.

General Conditions that Apply to this Policy

In compliance with the Data Protection Act 1998, **You** are entitled to ask the **Administrator** to amend their records about **You** if they are not correct, and **You** may request a copy of the information the **Administrator** holds about **You** by applying to them in writing addressed to: Compliance Officer, Car Care Plan Limited, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG or by emailing CCPH_DPA@carcareplan.co.uk.

The **Administrator** may charge **You** the statutory fee of £10 for this service.

Anti-Fraud and Theft Registers

We may pass information to various anti-fraud and theft registers.

The aim is to help insurers check the information provided and to prevent fraudulent claims. When **Your** request for insurance is considered, these registers may be searched. When **You** tell **Us** about an event, the information relating to the event will be passed on to the registers. It is a condition of this policy that **You** inform **Us** about an event, whether or not it gives rise to a claim.

Fraud

You must not act in a fraudulent way. If **You** or anyone acting for **You**:

- makes a claim under the policy knowing the claim to be false or exaggerated in any way; or
- makes a statement in support of a claim knowing the statement to be false in any way; or
- provides the **Administrator** with any documentation in support of a claim knowing the documentation to be forged or false in any way; or
- makes a claim for any loss caused by **Your** deliberate act or with **Your** agreement.

Then **We** or the **Administrator**:

- will not authorise the claim;
- may not authorise any other claim which has been or may be made under the policy;
- may declare the policy void;
- will be entitled to recover from **You** the amount of any claim already paid under the policy;
- will not return any of **Your Premium**;
- may let the police know about the circumstances.

General Conditions that Apply to this Policy

Consumer Insurance (Disclosure and Representations) Act 2012 and Insurance Act 2015

You are required by the provisions of these Acts to take care to supply accurate and complete answers to all the questions in the application and to make sure that all information supplied is true and correct. **You** must tell **Us** of any changes to the answers **You** have given as soon as possible. Failure to advise **Us** of a change to **Your** answers may mean that **Your** policy is invalid and that it does not operate in the event of a claim. **We** may also recover any money **We** may have paid under this policy.

Under English Law, it is an offence to make a false statement or to withhold any material information in order to obtain a schedule of insurance.

We reserve the right to decline any insurance risk or to change the **Premium** and the terms quoted.



Insurance Policy Information Document

Insurance Policy Information Document

Please click on the links below to find the Insurance Policy Information Document for your policy

[Alloy Wheel Insurance](#)



Initial Disclosure Document

Initial Disclosure Document

MotorEasy Services Limited, Staverton Court, Staverton, Cheltenham, Gloucestershire, GL51 0UX.

1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. Use this information to decide if our services are right for you.

2. Whose products do we offer?

- We offer products from a range of insurers.
- We only offer products from a limited number of insurers. Ask us for a list of insurers we offer insurance from.
- We only offer products from a single insurer.

3. Which service will we provide you with?

- We will advise and make a recommendation to you after we have assessed your needs.
- You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

4. What will you have to pay us for our services?

- A fee.
- No fee.

You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

5. Who regulates us?

MotorEasy Services Limited is authorised and regulated by the Financial Conduct Authority. Our FCA Register Number is 747890. Our permitted business is arranging general insurance contracts.

You can check this on FCA's Register by visiting the FCA's website: <https://register.fca.org.uk> or by contacting the FCA on 0800 111 6768.

6. Ownership

Duncan McClure Fisher owns 100% of MotorEasy Services Limited share capital.

7. What to do if you have a complaint?

If you have a problem with the service you receive, you can login to your account on the MotorEasy web portal to complain or you can contact MotorEasy Services Limited in writing at: Customer Relations, MotorEasy Services Limited, 60 Portman Road, Reading, Berkshire RG30 1EA.

8. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the Financial Services Compensation Scheme (FSCS). If we are unable to meet our liabilities to you, you may be entitled to compensation from the FSCS. Further information is available from their website - www.fscs.org.uk

Make a booking - we want to help!

Repair | MOT | Service

Live Tracking



Book 24/7



Engineer Monitored

