



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 Tyres & Tyre 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 making a claim 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 Tyres & Tyre 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 Tyre 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](mailto:duncan.mcclurefisher@motoreasy.com)



# Contents.

Contractual Agreement	5
Definitions	7-8
About Your Policy	10-11
Cover Provided	13
Exclusions	15-16
How to Claim	18-20
Cancellation	22
Complaints and Arbitration	24
General Conditions that Apply to this Policy	26-28
Insurance Policy Information Document	30
Initial Disclosure Document	32



# **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.

**Claim Limit** – The maximum number of claims that can be made for replacement or repairs to **Your Tyres** during the **Period of Insurance**. This policy has a maximum **Claim Limit** per **Tyre** of £250 including VAT, for standard **Tyres**, or £350 including VAT for prestige or run-flat **Tyres**, depending on which policy type has been chosen.

**Consequential Loss** - Any other costs which are directly or indirectly caused by the event which led to **Your** claim unless specifically stated in this policy.

**Damage(d)** – The sudden and unforeseen deflation of a **Tyre** arising from accidental damage to the **Tyre** itself, or malicious damage to the **Tyre** or valve from a third party, necessitating immediate repair or replacement before normal use can be resumed. Further cover for damage to **Tyre** sidewalls is provided without sudden and unforeseen deflation, provided that the **Tyre** is deemed illegal as determined by UK MOT testing standards.

**'E' Marked Tyres** – The 'E' Mark is a European recognised quality mark for **Tyres**. All passenger car **Tyres** sold in the EU must be stamped with the 'E' Mark on their sidewall to indicate that they comply with current legislation.

**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.

**Policy Limit** – During the **Period of Insurance** **You** may claim for up to four **Tyre(s)** fitted to **Your Vehicle** on a 1 year policy, five **Tyre(s)** on a 2 year policy and six **Tyre(s)** on a 3 year policy.

## Definitions - we aim to be transparent

**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.

**Repair Cost** – The reasonable cost of repair materials, including the cost of a new valve if necessary; and the reasonable labour cost of repairing, fitting and balancing of the repaired **Tyre**.

**Repairer** – Any full time business providing the supply and fitting of car **Tyres** can be used, on the basis that all claims conditions as contained within this policy are adhered to.

**Replacement Costs** – The reasonable cost of a like for like **Tyre** of similar make and quality as the damaged **Tyres**, including the cost of a new valve if necessary; and the reasonable labour cost of fitting and balancing of the new **Tyres**. Should the cost of the replacement tyre exceed the maximum **Claim Limit** per **Tyres**, **You** will be reimbursed up to the maximum **Claim Limit**.

**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**.

**Sum Insured** – The maximum amount that can be claimed in total during the **Period of Insurance**.

**Territorial Limits** – The area in which this policy is effective namely Great Britain, Northern Ireland, the Isle of Man and the Channel Islands.

**Tyre(s)** – The **Tyres** fitted to **Your Vehicle** throughout the **Period of Insurance** on wheels up to a maximum of 20” in diameter. All **Tyres** must be ‘**E**’ **Marked**.

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

**Wear and Tear** – Damage to **Tyre(s)** which have reached the end of their normal effective working lives because of age and/or usage or where the **Tyre** tread depth is less than 2mm across any tread area of the **Tyre**.

**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) **Your Vehicle** is less than 10 years old and has fewer than 100,000 miles on the odometer at the start of the policy;
- b) The **Tyres** fitted to **Your Vehicle** are of the original manufacturers specification, are **'E' Marked**, have a minimum of 2mm tread depth across all the tread of the **Tyre** and are fitted on wheels up to a maximum of 20" in diameter.
- c)
  - i) **You** purchased **Your Vehicle** from a VAT registered motor dealer within the last 30 days; or
  - ii) **You** either purchased **Your Vehicle** longer than 30 days previously from a VAT registered dealer or where **You** purchased **Your Vehicle** privately, **You** had the **Tyre(s)** 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.

## About your policy

### 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**;
- **Your Vehicle** is sold or transferred to a new owner;
- The **Policy Limit** has been reached.

This policy is non-renewable and cannot be transferred.

 **Cover provided**

## Cover provided

**You** are covered up to the **Claim Limit** shown on **Your Schedule of Cover** for up to four **Tyre(s)** fitted to **Your Vehicle** on a 1 year policy, five **Tyre(s)** on a 2 year policy and six **Tyre(s)** on a 3 year policy, which require repair or replacement as a result of **Damage** occurring during the **Period of Insurance**, subject to the terms, exclusions and conditions detailed within this policy document.



# Exclusions

## Exclusions

This policy does not cover the following:

- **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, 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, off road use (including all Quad Bikes), 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 Gross Vehicle Weight (GVW) or a motorcycle.
- Where **Your Vehicle** is owned temporarily or otherwise (resulting from trade-in or acquisition for the purposes of resale) by a business formed for the purposes of selling or servicing motor vehicles.
- **Wear and Tear**, including any unevenly worn **Tyres** caused by defective steering geometry outside manufacturer's recommended limits, or wheel balance; failure of a suspension component or shock absorber or which in the opinion of a qualified engineer was caused wholly or partly from a lack of maintenance e.g. incorrect tyre pressure.
- **Tyres** which have been modified in any way from the manufacturer's specification.
- Tyres fitted on wheels greater 20" in diameter;
- Any **Damage**:
  - i. where the fault or **Damage** occurred before the **Start Date** of this insurance, or incurred due to the **Vehicle** being driven following the initial failure.
  - ii. caused by fire, any road traffic accident, or where the **Vehicle** is a total loss.
  - iii. where **Damage** is caused to any other part of the **Vehicle** by the same incident which is part of a road traffic accident or road risk insurance claim.
- Loss of whatsoever nature arising directly or indirectly, in whole or in part, due to any act or omission which is wilful, unlawful or negligent on **Your** part.
- Any malicious damage claim, which is not accompanied by a valid and substantiated crime reference number.
- Theft of the **Tyre(s)**.
- Any claim where at the time of **Damage** the **Tyre** tread depth is less than 2mm across any tread area of the **Tyre**.

## Exclusions

- Manufacturing defects or faults including manufacturer's recall.
- **Tyre(s)** which are not **'E' Marked** and any claim where there has been an attempt to remove the serial number or other identifying marks from the **Tyre(s)**.
- VAT where **You** are VAT registered.
- Any costs incurred in excess of or outside the liability under this insurance including any form of **Consequential Loss**, depreciation or diminution in value.
- Faults in workmanship or materials, or any **Consequential Loss** in repairs paid for by **Us** on **Your** behalf. It is **Your** responsibility to meet any **Repairer** charges in excess of, or rejected as not being **Our** liability.
- Where it is discovered that this policy was purchased more than 30 days following the delivery date of **Your Vehicle** from a VAT registered motor dealer.
- 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 **Tyre** inspection facilitated under this policy had not been carried out before the policy was activated.

# How to claim

## How to claim

If **Damage** occurs please contact the **Administrator** and report **Your** claim according to the following procedure:

- Contact the **Administrator's** Claims Department - telephone number is **0344 573 8129**.

For Claims Authorisation the must:

- Advise **Us** of **Your** policy number and **Vehicle** details
- Confirm the minimum tread depth of the **Damaged Tyre(s)**
- Advise **Us** of the cause of **Damage**
- Provide an itemised **Repair/Replacement Cost** estimate and digital photos of the vehicle registration plate for **Your Vehicle**, the full tread of the **Damaged Tyre(s)** and the actual **Damage**.

If the claim is covered by the policy, verbal authorisation will be given to carry out the repair. A claims authority number will be issued with an authorised **Repair Cost** or **Replacement Cost**, which is the most **We** will pay for the repair or replacement, subject to **Your Claim Limit** and **Sum Insured**.

**Please note:** In the case of malicious damage, report the incident to the police first and then follow the procedure above, advising **Us** of **Your** valid crime reference number.

## Claims Conditions

**You must comply with the following instructions to have the full protection of Your policy. If You do not comply with them, We may at Our option cancel the policy, refuse to deal with Your claim, or reduce the amount of the claims payment.**

- Making a Claim All claims **MUST** be made within seven days of the **Damage** occurring.
- Protect **Damage Tyre(s)** In the event of **Damage** to any **Tyre(s)**, they must be removed from the **Vehicle** and repaired or replaced before the **Vehicle** is driven again. If the **Vehicle** is recovered to a **Repairer** it must be in such a way that only roadworthy **Tyre(s)** are in contact with the road i.e. by low loader or trailer where towing would be inappropriate.
- Contact the **Administrator** Before any work is undertaken it is **Your** responsibility to ensure that the **Repairer** telephones the **Administrator** for authorisation. The telephone number is 0344 573 8129.
- Retain replaced **Tyre(s)** for inspection in cases where **You** are paying the **Repairer** direct and reclaiming costs from **Us** or **We** have requested the right to inspect the **Tyre(s)** **You** must ensure that the **Damaged Tyre(s)** are retained for one calendar month to allow inspection by a qualified engineer.

## How to claim

It is **Your** responsibility to ensure that the **Damaged Tyre(s)** are available for inspection. The **Administrator** may arrange for an inspection of the **Vehicle** or its **Tyre(s)** by an independent engineer. Any decision on liability will be withheld until this report is received. If **You** return to **Your** supplying dealer they will ensure that this is handled on **Your** behalf.

- v. Claims Procedure A detailed claims procedure is given in this policy. **You** must follow this procedure; failure to do so may result in non-payment of **Your** claim.
- vi. Repair or Replacement Authorisation Should **You** decide to give permission to the **Repairer** to commence work, without an authorisation number being obtained from the **Administrator**, **You** do so in the full knowledge that **We** reserve the right not to meet **Your** claim because **You** have denied **Us Our** right under this policy to inspect the **Vehicle** and its **Tyre(s)** prior to its repair. **You** will have to pay the **Repairer** and recover reasonable costs from **Us**, subject to **Your Claim Limit** and **Sum Insured**.
- vii. Confirming details of **Your** claim To **You** to ensure **We** maintain the highest level of service **We** may contact **You** to confirm the details of **Your** claim. Should **You** be contacted **We** will await confirmation from **You** that **You**

are happy for the **Repairer's** costs to be settled before arranging payment under the terms of **Your** policy. Should **We** not receive a response following **Our** request **You** may become liable to settle the cost of repair with the **Repairer** as **Your** failure to reply will be viewed as limiting **Our** ability to assess **Our** liability under the policy.

- viii Salvage **We** accept no liability for the responsible disposal of **Tyre(s)**.
- ix. Use of Engineers At notification of any claim **We** reserve the right to instruct a qualified engineer to: inspect **Your Vehicle** and its **Tyre(s)**, before authorising any claim; or inspect any **Tyre(s)** which have been removed, together with any original documentation, within one calendar month after any repair or replacement has been carried out or authorised. When this right is exercised **We** shall have no liability for any loss to **You** arising from any possible delay.
- x. When **You** Collect **Your Vehicle** After repair, check that all work has been properly completed. If **You** are aware the repair is not satisfactory do not sign any satisfaction note and advise the **Administrator** as soon as possible. Note: **We** do not accept responsibility for faults in workmanship or materials in repairs paid for by **Us** on **Your** behalf.

## How to claim

### Repairs Out of Hours or Outside the Territorial Limits

For repairs outside the **Territorial Limits** or where you require assistance out of hours and are unable to contact the **Administrator** for authorisation and a claim authority number please follow the following process:

If the **Repairer** is located outside the **Territorial Limits** or in the case of an out of hours repair refuses to wait for payment from **Us**, **You** will need to settle their invoice and claim reimbursement from **Us**.

**You** must retain the **Damaged Tyre(s)** for one calendar month to allow inspection by a qualified engineer. It is **Your** responsibility to ensure that the **Damaged Tyre(s)** are available for inspection and failure to do so may invalidate **Your** claim.

Subject to the above, if **You** have paid the **Repairer** **We** will reimburse **You** up to a reasonable Repair or **Replacement Cost**, subject to **Your Claim Limit** and **Sum Insured**, if **You** send the **Administrator** the following information:

- **Your** policy number and **Vehicle** details
- Confirmation the minimum tread depth of the **Damaged Tyre(s)**
- The cause of **Damage**
- An itemised Repair/Replacement invoice for the **Damaged Tyre(s)**
- A valid crime reference number in the case of malicious **Damage**
- Location of the retained **Tyre(s)** for inspection
- **Your** contact and payment details for reimbursement from **Us**.

# 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.
- (ii) **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](mailto: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](http://www.financial-ombudsman.org.uk) or write to

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

Telephone: 0800 023 4567 or 0300 123 9123

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](http://www.TheMotorOmbudsman.org).

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

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



Motor Industry Code of Practice for

**Vehicle Warranties**



**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](http://www.FSCS.org.uk) or call 0800 678 1100 or 0207 741 4100, or write to: Financial Services Compensation Scheme, 10th Floor Beaufort House, 15 St Botolph Street, London EC3A 7QU.

### 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](mailto: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

[Tyre 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](http://www.fscs.org.uk)

**Make a booking - we want to help!**

# Repair | MOT | Service

**Live Tracking**



**Book 24/7**



**Engineer Monitored**

