

Insurance Product Information Document

Haven Insurance Company Limited (Haven Insurance) is established in Gibraltar (registration number 85914) and authorised by the Gibraltar Financial Services Commission.

Product: Motor Trade

Full Terms and Conditions of the policy can be found in the policy booklet on our website www.haven.gi, these documents should be read in conjunction with your policy schedule, endorsements, and certificate.

This is a summary of what you can expect from your Motor Trade Insurance Policy underwritten by Haven Insurance, should you proceed to purchase the policy.

What is this type of insurance?

This is a commercial contract providing an insurance policy for road risks relating to your motor trade business. This policy satisfies the requirements of the Road Traffic Act. Please refer to your policy schedule for the cover level you selected.



What is insured?

Comprehensive cover

- ✓ Claims by third parties if we determine you are at fault for the incident. This includes cover to third party vehicles or property (up to a maximum of £20 million) as well as compensation for death or injury (unlimited).
- ✓ If your declared trade(s) require(s) cover for customer vehicles, loss of or damage to customer vehicles which occurs during the period of insurance caused by accidental or malicious means, fire, lightning, explosion, theft or attempted theft.
- ✓ If your declared trade(s) require(s) cover for vehicles owned by you, loss or damage to insured vehicles which occurs during the period of insurance caused by accidental or malicious means, fire, lightning, explosion, theft or attempted theft.
- ✓ Medical expenses for the insured driver and passengers up to £100 each when injured in an incident (subject to a maximum of £400 per incident).
- ✓ Movement of vehicles not insured under the policy, if they are impeding the legitimate passage of an insured vehicle or an emergency service vehicle subject to the terms of the policy.
- ✓ Windscreen and window repair or replacement and the recalibration of your vehicle's ADAS (Advanced Driver Assistance System) as a result of any repairs, if the schedule includes windscreen and window cover.

Third party, fire and theft cover

- ✓ Claims by third parties if we determine you are at fault for the incident. This includes cover to third party vehicles or property (up to a maximum of £20 million) as well as compensation for death or injury (unlimited).
- ✓ If your declared trade(s) require(s) cover for customer vehicles, loss of or damage to customer vehicles which occurs during the period of insurance caused by fire, lightning, explosion, theft or attempted theft.
- ✓ If your declared trade(s) require(s) cover for vehicles owned by you, loss or damage to insured which occurs during the period of insurance caused by fire, lightning, explosion, theft or attempted theft.
- ✓ Movement of vehicles not insured under the policy, if they are impeding the legitimate passage of an insured vehicle or an emergency service vehicle subject to the terms of the policy.
- ✓ Medical expenses for passengers up to £100 each when injured in an incident (subject to a maximum of £400 per incident).

Third party only cover

- ✓ Claims by third parties if we determine you are at fault for the incident. This includes cover to third party vehicles or property (up to



What is not insured?

Exclusions applicable to all cover levels

- ✗ Any liability, loss, damage, cost or expense arising from the use of any vehicle listed on the Motor Trade Unacceptable Vehicle Types list.
- ✗ Loss of use, wear and tear, mechanical or electrical breakdown of insured vehicles.
- ✗ Vehicles that are not owned by you or temporarily in your custody or control in connection with your trade.
- ✗ Loss or damage to any vehicle, or liability arising from using a vehicle which has not been recorded in the MID according to the policy terms.
- ✗ Using vehicles outside the terms of your driving licence.
- ✗ Using your vehicles outside countries which are members of the European Union or countries that have satisfied the EC Directive 2009/103/EC on Insurance of Civil liabilities arising from the use of Motor Vehicles (No 72/166/EEC).
- ✗ Anyone using the vehicles insured under this policy who is not a named driver.
- ✗ Using vehicles for a purpose not specified in the certificate or schedule.
- ✗ Driving under the influence of alcohol or drugs.
- ✗ Damage to any vehicle insured under this policy caused by using the wrong fuel or lubricants.
- ✗ Any vehicle used for hire and reward.
- ✗ Carrying loads greater than the maximum capacity of the vehicle.
- ✗ Incidents resulting from loading or unloading any vehicle insured under this policy.
- ✗ Policy excesses.
- ✗ The recovery of any insured vehicle from a police or government impound unless explicitly authorised by us.
- ✗ Motorcycles (unless otherwise stated in the schedule).
- ✗ Defective workmanship or damage caused when working on a customer vehicle.
- ✗ Customer vehicles being driven for social, domestic or pleasure use or outside business hours.
- ✗ Any liability covered under another policy.
- ✗ Claims arising from charging an electrically powered vehicle if the cable is not supplied by the manufacturer or is not the standard heavy duty cable and is not connected directly into the charging unit and your vehicle itself during charging.

Exclusions applicable to comprehensive and third party, fire and theft cover

- ✗ Theft of any vehicle insured under this policy if stolen by deception, for example someone posing as a buyer.
- ✗ Theft of any vehicle insured under this policy if your keys have been left in or on your vehicle.
- ✗ Value Added Tax (VAT) on the cost of repairs, replacement goods or

a maximum of £20 million) as well as compensation for death or injury (unlimited).

- ✓ Movement of vehicles not insured under the policy, if they are impeding the legitimate passage of an insured vehicle or an emergency service vehicle subject to the terms of the policy.
- ✓ Medical expenses for passengers up to £100 each when injured in an incident (subject to a maximum of £400 per incident).

any monetary settlement made by us if you are VAT registered and entitled to recover VAT.

Exclusions applicable to third party, fire and theft cover

- ✗ Accidental damage to any vehicles insured under this policy.

Exclusions applicable to third party only cover

- ✗ Loss of or damage of any kind to any vehicles insured under this policy.



Are there any restrictions on cover?

- ! You are covered for the class of use stated on your certificate and schedule only.
- ! If we deem an insured vehicle a total loss, the amount offered will be based on the Glass's guide trade value, with adjustments made for the vehicle condition.
- ! If we deem a customer vehicle a total loss, the amount offered will be based on the Glass's guide mid-book, with adjustments made for the vehicle condition.
- ! Test driving and accompanied demonstration cover is only covered if stated in your policy schedule.
- ! Windscreen cover is only included if stated your policy schedule.
- ! Vehicles owned by your employees or relatives are excluded from cover unless the vehicle is in your custody or control in connection with your trade.
- ! When any vehicles insured by this policy are in or on the trade premises the keys must be removed from the trade premises or locked in a safe or security cabinet.



Where am I covered?

Comprehensive and third party, fire and theft cover

- ✓ If you have selected comprehensive or third party, fire and theft cover for the vehicles insured under this policy, you have the selected cover for the vehicles within Great Britain, Northern Ireland, Isle of Man and the Channel Islands.
- ✓ You can also use vehicles owned by you, and recorded as such in the MID, abroad with the minimum cover required by law within the European Union or countries that have satisfied the EC Directive 2009/103/EC. Subject to an additional premium you may be able to use the vehicle abroad with the same level of cover you have in the UK for up to 31 days. You will only be covered for social, domestic and pleasure use while abroad.

Third party only cover

- ✓ You have third party cover for your vehicles within Great Britain, Northern Ireland, Isle of Man and the Channel Islands.
- ✓ You can also use vehicles owned by you, and recorded as such in the MID, abroad with the minimum cover required by law within the European Union or countries that have satisfied the EC Directive 2009/103/EC. You will only be covered for social, domestic and pleasure use while abroad.
- ✓ This policy does not provide cover for any customer vehicle which is taken outside of the Territorial Limits.



What are my obligations?

Before cover starts

- Disclose all facts accurately and in full.
- Let us know if you have any medical conditions disclosable to the DVLA.
- Ensure the cover offered is right for you and take note of any significant or unusual policy conditions or exclusions.

Once you have purchased the policy

- Check your certificate and schedule are correct, paying particular attention to the declared trades, Motor Trade Unacceptable Vehicle Types list, the class of use and the drivers listed as insured.
- Provide a copy of your driving licence or your licence summary check code and any other documents requested to validate your policy.

During the policy

- Let us know if you make any changes that may affect the policy, this may include your name, address or occupation, the class of use you require, a change in your business description or a change in employees, the vehicles insured or any modifications made to insured vehicles.
- Take reasonable steps to protect your vehicles and ensure they are kept in a roadworthy condition with an up to date MOT and valid vehicle tax.
- Update the Motor Insurance Database (MID) according to the policy terms.
- You must register all insured vehicles on the MID within 24 hours of purchase. If you sell a vehicle, you must remove it from the MID within 24 hours of sale.
- You must register all customer vehicles on the MID immediately once they have been in your custody or control in connection with your trade for more than 14 days. When you return a customer vehicle to the owner of the vehicle, you must remove it from the MID within 24 hours.
- Let us know if there is a change in the number of vehicles you are likely to trade in or handle over the course of the year and confirm if you require the same level of cover.

In the event of a claim

- Never admit liability at the scene.
- Once you are in a safe position, exchange contact details with everyone involved including witnesses, and take note of vehicle registration numbers involved.
- If safe to do so, take pictures of the vehicles, registration numbers and any passengers, as well as the incident scene.
- If any party is injured, call the emergency services.
- Notify the claims department within 24 hours of the incident to avoid incurring a late reporting excess.
- Report theft, attempted theft or malicious damage to any vehicle insured to the police and obtain and provide us with the crime reference number.



When and how do I pay?

The premium can be paid in full by cash, credit or debit card as a one off payment. Your insurance broker may be able to offer you a payment plan by monthly direct debit.



When does my policy start and end?

Please refer to your most recent policy certificate for the policy start and end date.



How do I cancel the contract?

You can cancel the policy at any time by contacting your insurance broker. Cancellation may be subject to broker administration fees.

If no claims have been made on the policy (by you or a third party) and there are no open claims at the point of cancellation, you will receive a refund for the remaining days of cover less any broker administration fees.

If a claim has been made by you or a third party:

- If the claim has been settled and we determine you were at fault or partially at fault for the incident, we will retain what you have paid so far, and the remainder of the full annual premium will be due.
- If the claim has been settled as 'notification only' or we determine you were not at fault for the incident, you will receive a refund for the remaining days of cover, less any broker administration fees.