



Nice 1

Innovative Insurance Solutions

keyfacts®



Return To Invoice Taxi GAP Insurance

MIND THE GAP

Nice 1®



Innovative Insurance Solutions



Return to Invoice TAXI GAP Insurance

Introduction

Your Return to Invoice GAP Insurance is arranged by Nice 1 Limited with UK General Insurance Limited on behalf of Ageas Insurance Limited.

Ageas Insurance Limited are registered in England No.354568. Registered Office: Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh, Hampshire SO53 3YA.

UK General Insurance Limited are authorised and regulated by the Financial Conduct Authority. Nice 1 Limited is registered in England under company No 6082902. Registered Office: Nice 1 House, Broad Lanes, Bilston, West Midlands WV14 0RQ. Nice 1 Limited is authorised and regulated by the Financial Conduct Authority. FCA Reference Number (FRN) is 650309. Their name, address and regulatory status can be checked by visiting the FCA website at <http://www.fca.org.uk> The Financial Conduct Authority (FCA) is the independent watchdog set up by the government to regulate financial services in the UK, and to protect the rights of the retail customer. Ageas Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

This can be checked on the Financial Services Register by visiting the FCA's website at www.fca.org.uk/firms/system-reporting/register or by calling them on 0800 111 6768.

Cover Provided by Your Invoice GAP Insurance Policy

You have completed an application and agreed to pay the required premium to the Administrator.

In return, and subject to the terms and conditions of this policy, if a Total Loss of the insured Vehicle occurs within the Territorial Limits during the Period of Insurance, We will pay the difference between the Insured Value (The amount that You receive under Your Motor Insurance Policy in respect of Your Vehicle being a Total Loss) and either the purchase price of the insured Vehicle as confirmed by the Net Invoice Selling Price or the amount of Your Early Settlement Figure, whichever is the greater.

The maximum amount We will pay in respect of any one claim will not exceed the Limit of Liability as shown in Your Policy Schedule. If You accept an offer of settlement from Your Motor Insurer of less than the current Market Value of the Vehicle, We reserve the right to contact the Motor Insurer in Your name to assess the offer of settlement and where necessary seek settlement in-line with the Market Value at the time of the incident that lead to Your Vehicle being declared a Total Loss.

Any actions taken in Your name regarding the Insured Value will not affect the payment of a claim under Your policy.

Eligibility Requirements

You are eligible for cover under this policy provided:

1. You purchase this policy within 180 days of taking ownership of the Vehicle from a VAT Registered Dealership or Internet Broker.
2. The Net Invoice Selling Price does not exceed £50,000 (fifty thousand pounds);
3. The Vehicle is listed in Glass's Guide and is less than 8 years old, and has covered less than 80,000, on the day that You purchase Your policy;
4. The Vehicle is not specifically excluded under the terms and condition of this policy.

Policy Transfer

If You sell Your Vehicle, provided that no claim has been made under this Insurance, You may transfer the remaining cover to the eligible Replacement Vehicle, subject to Our agreement. Where the Purchase Price of the replacement Vehicle is greater than the original Vehicle Purchase Price, an additional premium may be required.

A new Schedule will be issued by the Administrator confirming the Replacement Vehicle details. Cover will not include any re-financing.

In the event of bereavement, the remaining benefits of this Insurance may be transferred to the policyholder's spouse or partner. If You would like to transfer this Insurance, You must contact the Administrator on 08444 142285.

Termination

The insurance provided hereunder will automatically terminate on the occurrence of one of the following:

- The natural expiry date of this policy;
- Payment of a claim under this policy;
- The date this policy is cancelled.

Notwithstanding (3), if You choose to have the Vehicle replaced on "a new for old basis" under the terms of Your Motor Insurance Policy following a Total Loss of the Vehicle within 12 months of the start date of this policy, We will transfer the balance of this policy to the replacement Vehicle, if You ask Us to do so.

Cancellation

We hope You are happy with the cover this policy provides. However, if after reading Your policy, this insurance does not meet with Your requirements, please return it to the Administrator, within 30 days of issue and We will refund Your premium, provided You have not made a claim.



Nice 1

Innovative Insurance Solutions

keyfacts[®]

Thereafter, You may cancel Your policy in writing at any time, provided You have not made a claim and receive a pro rata refund of Your premium based on the number of whole months remaining subject to the deduction of an Insurer retention fee of £35. Requests for cancellation should be made in writing to the Administrator.

How to Make a Claim

In the event of a possible claim under this policy please follow the claims procedure set out below with written notice of the facts on which the claim is based, to be provided to the Claims Administrator within 120 days of the date of the loss. If such notice should not be given within such period or any extension agreed by The Insurer, no payment under this policy will be granted.

Claims Procedure

Contact the Claims Administrator : Advent Solutions Management Limited, 75-77 Cornhill, London EC3V 3QQ.

Or by telephoning 0845 241 2166 with the following information:

- Your name, address and postcode;
- A daytime contact telephone number;
- The Policy reference number;
- Details of the Vehicle.

The Claims Administrator will then advise You how to proceed with Your claim. Please quote Your policy number in all correspondence.

UK General Insurance Limited are an insurer's agent and in the matters of a claim act on behalf of The Insurer.

Customer Service / Complaints

It is Our intention to give You the best possible service but if You do have questions or concerns about this insurance or the handling of a claim You should follow the complaints procedure below:

For complaints regarding the sale of Your policy:

Nice 1 Limited, Nice 1 House, Broad Lanes, Bilston,
West Midlands WV14 0RQ

Telephone: 08444 142285

In all correspondence please state Your full name, address and registration number.

In Your complaint cannot be resolved by the end of the next working day, Nice 1 Limited will pass it to:

The Customer Relations Manager,
UK General Insurance Limited,
Cast House,
Old Mill Business Park,
Gibraltar Island Road, Leeds, LS10 1RJ.

Tel: 0845 218 2685

Email: customerrelations@ukgeneral.co.uk

For complaints regarding a claim under Your policy:

In the first instance please contact the Claims Administrator:
Advent Solutions Management Limited, 75-77 Cornhill,
London EC3V 3QQ

Telephone: 0845 241 2166

In all correspondence please state that Your insurance is provided by UK General Insurance Limited and quote scheme reference 05400A.

If Your complaint cannot be resolved by the end of the next working day, Advent Solutions Management Limited will pass it to:

The Customer Relations Manager,
UK General Insurance Limited,
Cast House,
Old Mill Business Park,
Gibraltar Island Road,
Leeds,
LS10 1RJ.

Tel: 0845 218 2685

Email: customerrelations@ukgeneral.co.uk

If it is not possible to reach an agreement, You have the right to make a complaint to the Financial Ombudsman Service. This also applies if You are insured in a business capacity and have an annual turnover of less than €2 million and fewer than ten staff. You may contact the Financial Ombudsman Service at:

The Financial Ombudsman Service,
South Quay Plaza,
183 Marsh Wall,
Docklands,
London,
E14 9SR,
Tel: 0845 080 1800

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.

Data Protection Act 1998

Please note that any information provided to Us will be processed by Us and Our agents in compliance with the provisions of the Data Protection Act 1998, for the purpose of providing insurance and handling claims, if any, which may necessitate providing such information to third parties. We may also send the information in confidence for process to other companies acting on their instructions including those located outside the European Economic Area.