

Motor Breakdown Insurance

Insurance Product Information Document

Company: ERS

Product: Total UK & Europe Motor Breakdown cover

This insurance is underwritten by ERS (Syndicate 218 at Lloyd's) which is registered in the UK. IQUW Syndicate Management Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. Registered number: 204851.

This document provides a summary of the key information. It does not contain the full terms and conditions; these can be found in your policy document. You can find your policy document at www.ers.com.

What is this type of insurance?

Total UK & Europe Motor Breakdown cover – Covering the vehicle if it breaks down no matter who is driving.



What is insured?

- ✓ **Roadside Assistance** – we will:
 - Provide up to 1 hour of labour costs at the roadside to try and repair the fault.
 - If we can't repair it, we'll take the vehicle & you to the nearest available repairer within 20 miles of the breakdown.
 - Phone someone to let them know what's happened.
- ✓ **Misfuelling cover**, for draining and flushing the incorrect type of fuel in the vehicle and adding 10 litres of the correct fuel.
- ✓ **Lost Keys cover**, for taking the vehicle & you to a local repairer or where the spare keys are.
- ✓ **Replacement Driver cover**, for when the only driver is medically unfit to drive. We will pay the cost for a chauffeur.
- ✓ **Roadside & Recovery**
 - Cover is provided if we are unable to repair the vehicle at the roadside or by the end of the day.
 - Take the vehicle & you to one place within the UK.
 - If more than 50 miles from your home address, we will provide:
 - Vehicle hire up to £250; or
 - Alternative public transport up to £150; or
 - Overnight accommodation (room only basis) for 1 night, up to £75 per person to a total of £500.
- ✓ **Total UK Cover**

Home Assistance - if the insured vehicle breaks down within a ¼ of a mile of the home address, we will:

 - Provide up to 1 hour of labour costs at the roadside to try & repair the fault.
 - If we can't repair it, we will take the insured vehicle & you to the nearest available repairer.
- ✓ **European Breakdown Cover**
 - All UK cover is expanded to include EU as detailed in the "Where am I covered" section.
 - Cover prior to trip departure if within 7 days.
 - Alternative transport / overnight accommodation.
 - Returning you & the vehicle back home.
 - Dispatch of replacement parts.
 - Emergency repairs following an attempted theft.
 - Tent theft or damage.
 - Replacement vehicle on return to the UK.



What is not insured?

- ✗ **For Roadside Assistance:**
 - If a breakdown is within ¼ of a mile from home.
 - Any costs for repairs carried out other than at the scene of the breakdown.
 - Any resultant damage or failure of any parts caused from Misfuelling.
 - Any repairing, replacing, or re-programming of keys to replace Lost Keys.
- ✗ **For Roadside & Recovery:**
 - Overnight accommodation if the vehicle is a minibus.
 - Any breakdown occurring within a ¼ of a mile of the home address.
 - Any cost for food, meals or drinks, ferry or toll fares.
 - Any costs (including fuel & oil) other than the daily rate of a hire vehicle.
- ✗ **For European Breakdown:**
 - All the above whilst in Europe.
 - Any cover in Europe if the vehicle has been out of the UK for more than 60 consecutive days or more than 90 days in total.
 - Cover purchased less than 10 days before your planned trip.
- ✗ **For All Cover Sections:**
 - If covered by any other insurance or breakdown organisation.
 - Cost of any parts, components or materials used to repair or remobilise the vehicle.
 - Any penalty/parking/congestion/emission charges or fines.
 - Loss of or damage to the vehicle & its contents or valuables.
 - Breakdowns due to frost damage or failure to maintain the vehicle which leads to insufficient oil, coolant, or other fluids (excluding fuel).

N.B. Please refer to your policy wording for full terms and conditions.



Are there any restrictions on cover?

- ! Any claim within the first 24 hours after the policy start date. This does not apply to any renewing policies.
- ! Cover is for the vehicle and anyone driving it, providing they are legally able.



Where am I covered?

- ✓ We will provide the cover for within the mainland of England, Scotland, Wales, Northern Ireland, the Isle of Man, the Channel Islands and the Scottish Isles
We will provide the cover while you are using your vehicle in the European Union, Andorra, Iceland, Norway, Serbia or Switzerland (including Liechtenstein).



What are my obligations?

- Your premium is based on the information you gave at the start of the insurance and when it is renewed. If you have failed to give us complete and accurate information, this could result in you not being covered under this policy.
- If the vehicle suffers a breakdown, you must immediately tell the Rescue Control Centre.
- If the vehicle is fitted with locking wheel nuts you must carry the key/tool to remove them.
- Where possible you must stay with the vehicle when the Recovery Operator arrives.
- If the vehicle is involved in a road traffic accident, you must supply us with your motor insurance details when we ask for this information. You must also report the incident to your insurer immediately.
- Any emergency repairs undertaken at the roadside by recovery agents are temporary, to resolve the immediate breakdown. These repairs cannot be guaranteed and permanent repairs will need to be effected at the earliest opportunity. You are responsible for ensuring any repairs carried out at a repairing garage are to your satisfaction.
- You must make sure that the vehicle is in a roadworthy condition at all times and it has been maintained and serviced in accordance with the manufacturer's recommendations.
- You must tell us immediately about any changes to the information you have already provided. Please contact your administrator if you are not sure if information is relevant. If you don't tell us about relevant changes, your insurance may not cover you fully, or at all.



When and how do I pay?

- For full details of when and how you pay, you need to contact your administrator directly.



When does the cover start and end?

- Your insurance is a 12 month contract which may be renewed each year. Renewal will be subject to the terms and conditions that apply at the time of renewal.
- Your insurance cover start and end dates will be shown on your policy schedule and certificate of motor insurance.



How do I cancel the policy?

- You may cancel the insurance at any time by informing your administrator.
- If you change your mind about this insurance, you must advise us within 14 days of the start date. We will return any premium paid by you, unless a claim(s) has been made.
- After the 14 day period, you may cancel this insurance by contacting the administrator telling them of your wish to cancel. There will be no refund of premium.