



Total Gap.

Combined asset and financial protection with negative equity cover. Summary.



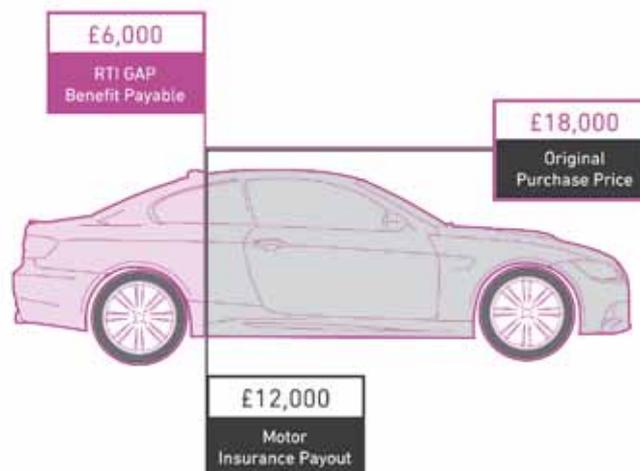
Administered by
The Warranty Group
The world's largest single-source provider of extended warranty.

AvailableCar Return to Invoice and Financial Shortfall GAP Insurance Policy Summary

keyfacts®

This is a summary of the cover provided under the Return to Invoice and Financial Shortfall GAP insurance. The insurer is London General Insurance Company Limited (we/us/our). TWG Services Limited administers this policy on our behalf. A copy of the full terms and conditions will be provided upon purchase of this policy and is available upon request.

How GAP Insurance Works



Eligibility

You are eligible for cover on the date of application for this policy if:

- You are applying as an individual, you are 18 years of age or older and are resident in the UK, Channel Islands or the Isle of Man; or
- You are applying as a company, that company is registered in the United Kingdom, Channel Islands or the Isle of Man; and
- You have purchased this policy no later than 60 days after purchasing the insured vehicle.

The vehicle is eligible for cover if:

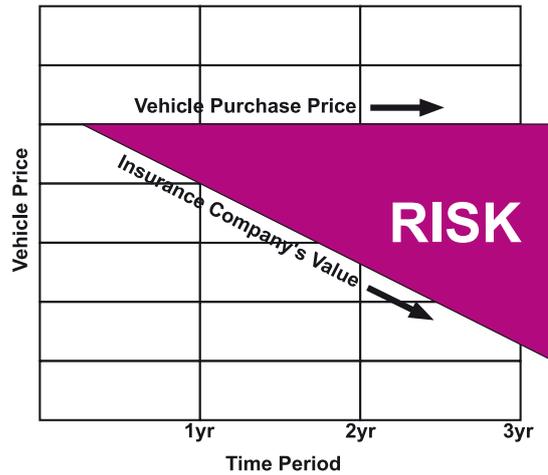
- It is the sole vehicle listed in the finance agreement (if any); and
- It is covered by comprehensive motor insurance; and
- It is a private car or light commercial vehicle not exceeding 3.5 tonnes; and
- It is registered in the United Kingdom and you are the policyholder or named on the comprehensive motor insurance policy; and
- It has a purchase price of no more than £30,000.

Please Note: The following vehicles and vehicle uses are not eligible for cover:

- Any American make of vehicle unless:
 - it was manufactured as a right hand drive; and
 - purchased from an authorised UK distributor and not imported directly; and
- Grey imports*, emergency vehicles, taxis, courier vehicles, buses, coaches, trucks, motorcycles, scooters, motor homes, trailers, heavy goods vehicles, licensed private hire vehicles, daily rental vehicles, breakdown and recovery vehicles; and
- Vehicles used for hire and reward, driving school tuition, chauffeuring, road racing, track days (timed or untimed), rallying, pace-making, speed testing or any other competitive event; and
- Any vehicle that has been modified after the purchase date, outside the manufacturer's specification (for example engine enhancements or lowering of the suspension).

* A new or used vehicle that does not comply with European Community Whole Vehicle Type Approval (ECWVTA) imported into any EU Member State from a non EU country. The ECWVTA provides a mechanism for ensuring that vehicles meet relevant environmental and safety standards. It allows a vehicle of a type to be approved for use across all member states in the EU without the need for further testing in each country.

Cover the largest financial risk to your vehicle



If your vehicle is stolen or written off you may only receive the market value of your vehicle as determined by your motor insurer

Facts

- 2013 there were over 1,073,000 thefts involving a vehicle*.

* Home Office statistical bulletin released on April 2013

Features & Benefits

In the event of your motor insurer declaring the insured vehicle a total loss, for example as a result of accidental or malicious damage, fire, theft or flood damage, the policy will pay the greater of:

Return to Invoice – Available for up to a maximum of 36 months from the policy start date.

The amount by which the purchase price exceeds the sum paid under the comprehensive motor insurance to you. The purchase price is the amount paid to purchase the insured vehicle including any factory fitted options, dealer fitted accessories, and VAT if applicable and you cannot reclaim it. For new vehicles only, this will include road fund licence, delivery charges, number plates and the first registration fee.

OR

Financial Shortfall – Available for up to a maximum of 60 months from the policy start date.

The amount (if any) by which the settlement figure including credit arrangement fees exceeds the sum paid under the comprehensive motor insurance.

Please refer to the main exclusions section below in conjunction with these benefits to ensure you understand what you are covered for.

Important:

- The maximum amount payable in respect of a claim shall not exceed the Claims Limit.
- If you receive payment under your comprehensive motor insurance that is less than the market value because you have insured your vehicle for a fixed sum (commonly known as an agreed value policy), then we will settle your claim based on the market value.
- With the exception of negative equity up to a maximum of £2,000, no amount will be payable in respect of any credit provided under the finance agreement (if any) which exceeds the purchase price of the vehicle. The purchase price includes dealer fitted accessories up to a maximum of £500 including VAT.
- The vehicle is covered in the UK, Isle of Man, and Channel Islands. Cover is extended whilst driving the insured vehicle in countries of the European Economic Area subject to your comprehensive motor insurance being extended during such period.

Please note: If the vehicle is new at the date of purchase and you are entitled to, or are offered a replacement vehicle on a new for old basis under the terms of the comprehensive motor insurance, no benefit is payable under this policy other than in exceptional circumstances. You may however transfer your remaining cover to the replacement vehicle.

POLICY TERM

Return to Invoice benefit lasts for up to 36 months from the start date on your schedule and Financial Shortfall benefit up to 60 months from the start date on your schedule, subject to the duration of your finance agreement. It will end earlier in the event of:

- you failing to pay your premium when due; or
- the insured vehicle being sold, repossessed, disposed of by you or the finance company, or transferred to a new owner, other than in accordance with the terms and conditions; or
- a claim being settled by us; or
- your death during the policy term.

Main Exclusions

No benefit will be paid:

- If the insured vehicle is not covered by comprehensive motor insurance at the date of loss.
- If the insured vehicle does not meet the eligibility criteria above.
- If you or anyone insured to drive the insured vehicle is deemed to have been driving without a valid licence, is under the influence of alcohol or drugs, or is driving whilst disqualified.
- With the exception of negative equity up to a maximum of £2,000, for any finance or outstanding debt and resulting interest due on or carried across to your insured vehicle from previous finance agreements (if any).
- For any motor insurance excess above £250, or if the motor insurance excess is recoverable from a third party.

A full list of exclusions is contained within section 5 of the policy terms and conditions.

IMPORTANT

- Benefit is conditional upon you receiving a total loss payment under the comprehensive motor insurance. **You must contact us before accepting a settlement offer from the motor insurer.**
- Cancellation: You have the right to cancel your policy at any time. If you wish to cancel within 30 days of the start date or receipt of the policy terms and conditions, whichever is the later, please notify the Supplying Dealer. If you cancel within 30 days and have not made a claim on the policy any insurance premium paid by you will be refunded in full. If you wish to cancel at any time after 30 days and have not made a claim on the policy, please notify TWG Services Limited on 0330 100 3728 or write to them at the address above. You will be entitled to a pro rata refund, based on the number of full unexpired months remaining on your policy minus a fixed amount of £50 to cover our costs incurred in relation to the cancelled policy. Financial Shortfall benefit is provided after month 36 at no additional cost, as such no refund will be due after month 36 of the policy term.
- Reduced total loss payments: If the motor insurer reduces the total loss payment for any reason, for example in relation to any damage not associated with the incident giving rise to the claim, we will settle your claim based on the market value and not the settlement amount offered by the comprehensive motor insurer. The market value is determined in accordance with published industry data at the date of the incident giving rise to your claim of a vehicle which is the equivalent age make recorded mileage and model as the insured vehicle.
- Misinformation: When applying for or varying your cover or submitting a claim, you and anyone acting on your behalf must take reasonable care to answer questions to the best of your knowledge. Failure to do so may affect the validity of your policy or payment of your claim.

AvailableCar Cannock

A5 Watling Street
Cannock WS11 1SL
Tel: 01543 506 060

AvailableCar Castle Donington

Station Road
Castle Donington DE74 2NL
Tel: 01332 817 222

AvailableCar Leeds

Capitol Boulevard, Morley
Leeds LS27 0TS
Tel: 01134 678 900

AvailableCar Sutton in Ashfield

Calladine Business Park, Orchard Way
Sutton in Ashfield NG17 1JU
Tel: 01623 445 800

CLAIMS

To make a claim please contact the Claims Department by calling 0330 100 3258 or by writing to GAP Insurance Claims Department, TWG Services Limited, The Aspen Building, Floor 2, Vantage Point Business Village, Mitcheldean, Gloucestershire, GL17 0AF.

COMPLAINTS

For complaints relating to the selling of this insurance please write to the supplying dealer from which the insurance was purchased and whose details were provided to you in their Status Disclosure at point of sale.

For complaints relating to the terms of this policy, administration or claims handling under this insurance please contact the Customer Relations Department at TWG Services Limited, The Aspen Building, Floor 2, Vantage Point Business Village, Mitcheldean, Gloucestershire GL17 0AF, by telephoning 0330 100 3246 or emailing customer.relations@thewarrantygroup.com

If your complaint is not resolved to your satisfaction, you may, within 6 months of a final decision, contact the Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London, E14 9SR or telephone 0800 023 4567 / 0300 123 9 123.

None of the above affects any right of action you may have.

GENERAL

Law Applicable: Unless agreed to the contrary prior to the policy inception, this policy shall be subject to English law.

Language: This policy is written in English and all correspondence entered into shall be in English.

Insurer: The insurer is London General Insurance Company Limited registered number 1865673, whose head and registered offices are at Integra House, Floor 2, Vicarage Road, Egham, Surrey TW20 9JZ. The insurer is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, FRN 202689.

Administrator: TWG Services Limited, The Aspen Building, Floor 2, Vantage Point Business Village, Mitcheldean, Gloucestershire, GL17 0AF, registered number 1883565.

Compensation scheme: You may be entitled to compensation under the Financial Services Compensation Scheme in the event that we are unable to meet our liabilities in full. You are covered for 90% of the entire claim without upper limit. You can get more information about the compensation scheme arrangements by contacting the FSCS by telephone on 0800 678 1100 or 020 7741 4100.

Additional Requirements: This document and all our literature is available in large print, audio or Braille. We will be happy to provide you with a copy on written request, or you can text telephone us on 0330 100 3330 or call us on 0330 100 3400 to request a copy.

**Gap Claims Line:
Tel: 0330 100 3305**



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