**Windscreen Replacement or Repair**

**WHO IS YOUR INSURER?**

This policy has been arranged by Crusader Assistance, Ground Floor, 13 Castle Mews, Hampton, Middlesex TW12 2NP on behalf of your broker.

This policy is underwritten by Inter Partner Assistance SA (IPA) which is fully owned by the AXA Assistance Group. Inter Partner Assistance is a Belgian firm authorised by the National Bank of Belgium and subject to limited regulation by the Financial Conduct Authority. Details about the extent of its regulation by the Financial Conduct Authority are available from us on request. Inter Partner Assistance SA firm register number is 202664. You can check this on the Financial Services Register by visiting the website [www.fca.org.uk/register](http://www.fca.org.uk/register).

**CERTIFICATION OF COVER**

This policy document combined with your policy schedule certifies that this insurance has been effected between you and us. In return for payment of the premium we agree to insure you in accordance with the terms and conditions contained in and endorsed on these documents.

**IMPORTANT**

Please keep this policy document, together with your policy schedule, in a safe place so you can read it again if you need to. You can only take out this insurance if you have bought a motor insurance policy with your broker. If your motor insurance policy with your broker is cancelled for any reason this policy will also be cancelled.

**WHO ADMINISTERS YOUR POLICY?**

We have appointed URIS Group Limited to administer your policy and Direct Group Property Services to handle claims. URIS Group Limited is authorised and regulated by the Financial Conduct Authority number 307332.

**LANGUAGE**

- You will notice that some words throughout this document are shown in bold type. These words are listed and defined in the ‘Definitions’ section at the end of this document.

- Please contact the administrator on 0330 102 6057 if you would like a copy of these terms and conditions in another format such as in large print, braille or audio file.

*Please check that the information contained in this policy meets your requirements. If it does not, please contact your broker who arranged this insurance for you.*
WHAT DOES THE POLICY COVER AND WHAT WILL IT PAY OUT?

Events
During the **period of insurance** and within the **territorial limits** this policy will cover the **insured vehicle** in the event of:

1. Breakage of windows or windscreen glass; or
2. Damage to the windscreen, which would be sufficient to cause the **insured vehicle** to fail a Department of Transport M.O.T. test.

Benefits
1. The cost of replacing broken windows or windscreen glass in the **insured vehicle**.
2. The cost of repairing damage to the windscreen.

Please note that **you** are responsible for the payment of the **excess** and the maximum amount payable by the **insurer** is £500 for all claims in any one **period of insurance**.

WHAT IS NOT COVERED?

The policy will not pay out for the following:

- sunroofs, panoramic windscreens, glass sections of folding or removable roofs, winding mechanisms, lights, reflectors or interior glass;
- any claim where the **insured vehicle** is used for pace making, racing, speed testing or reliability trials, hiring or whilst the **insured vehicle** is being used and/or driven on any racetrack or circuit or any other prepared course;
- loss of use of the **insured vehicle** or any **indirect loss** whatsoever;
- damage to the **insured vehicle** windscreen or glass which occurs prior to or within the first 30 days of the first **period of insurance**;
- any damage where **you** have not taken precautions to protect the **insured vehicle** from malicious or accidental damage e.g. driving to the recommended speed limit on a road with loose chippings;
- any claim resulting in any way from:
  - war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion, terrorist activity of any kind;
  - ionising radiation or contamination by radioactivity from any nuclear fuel or weapons, or from any nuclear waste from the combustion of nuclear fuel.

CONDITIONS AND LIMITATIONS

The following conditions apply to your policy:

- **Consumer Insurance (Disclosure and Representations) Act 2012**
  This requires **you** to be truthful and take care to give accurate and complete answers to any questions your broker ask you when you purchase the policy, if **you** wish to make any changes to it during the **period of insurance**, or if **you** make a claim. If **you** do not do so it may mean that your policy becomes invalid.

  Note that if a claim under this policy is known by **you** to be false in any way, the claim will not be paid AND your policy will be made void with no refund of premium. **We** may also inform other insurers and the appropriate law enforcement authorities.

- **Transferring Your Interest in the Policy**
  You **cannot** transfer your interest in the policy to anyone else.
• **Existing and deliberate damage**
  Cover only applies to events that happen during the period of insurance. Any event caused by anything that occurred before the period of insurance will not be covered.
  
  Also loss or damage caused deliberately by you or any member of your household will not be covered.

• **Wear and tear, maintenance and gradually operating causes**
  Cover is restricted to sudden failure of parts, so gradual deterioration caused by wear and tear, or by environmental factors such as rust, mildew or corrosion, are not covered.
  
  The cover does not extend to damage caused by maintenance or cleaning of any kind.

**HOW TO MAKE A CLAIM**

If you want to make a claim on the policy please follow the instructions below:

- Read this policy document to check that the cause of the claim is covered;

**If you wish to use the recommended glass repair/replacement provider**

1. Contact the **administrator** on 0208 744 4022 as soon as possible;
2. The **administrator** will record details of your claim and will arrange for the glass repair/replacement provider to contact you in order to arrange for the broken or damaged glass to be repaired or replaced;
3. You will be responsible for the excess and payment must be made to the recommended glass repair/replacement provider at the same time the glass is repaired/replaced;
4. We will pay the remainder of the recommended glass repair/replacement provider’s invoice to them directly.

**In the event that you do not use the recommended glass repair/replacement provider**

1. Contact the **administrator** on 0330 102 6057 as soon as possible;
2. The **administrator** will record details of your claim and will confirm whether you may instruct a glass repair/replacement provider of your choice;
3. It will be your responsibility to arrange for repairs to be carried out;
4. When the repair or replacement work has been completed it will be your responsibility to pay the provider the full cost of the replacement or repair;
5. You must submit the repairer’s receipted invoice to the claims department at: Specialist Claims, PO Box 1192, Doncaster, DN1 9PU;
6. We will provide reimbursement of the repair/replacement costs less the excess.

Please note that failure to follow these steps may jeopardise the reimbursement of your costs.

**CLAIMS CONDITIONS**

Please note that the following conditions apply to your claim and we may cancel the policy, refuse to deal with your claim, or reduce the amount of the claims payment if you ignore them:

• **Process**
  In the event of any incident which may give rise to a claim, you must follow the claims procedure detailed in this policy, and you must give the **administrator**, at your own expense, all the information we or they ask for about the claim e.g. invoices.
• You will be required, at your expense, to provide proof of purchase in support of your claim. Till receipts, internet order confirmation or similar documentation provided at the point of sale that includes details of the item(s) purchased by you will be acceptable as proof.
• We have the right, at our expense and in your name to:
  o Take over the defence or settlement of any claim;
  o Start legal action to get compensation from anyone else; and/or
  o Start legal action to get back from anyone else any payments that have already been made.

CANCELLING YOUR POLICY

If you decide that for any reason, this policy does not meet your insurance needs you have the right to cancel it at any time by contacting your broker.

• If this is within the first 14 days from the day of purchase or the day on which you receive your policy documentation, whichever is the later ('cooling off period'), you will be entitled to a full refund of the premium as long as you have not made a claim and do not intend to make a claim on the policy.
• After the first 14 days no refund of premium will be payable.
• Insurer’s right to cancel
  o This policy runs concurrently with your motor insurance policy. If your motor insurance policy is cancelled for any reason this policy will also be cancelled by us. Provided the premium has been paid in full you will be entitled to a proportionate refund of premium in respect of the unexpired period of insurance.
  o We may cancel your policy, but only if there is a valid reason for doing so. Valid reasons include (but are not limited to):
    • Fraud;
    • Non-payment of premium; and/or
    • Threatening and abusive behaviour against our or the administrator’s staff.

Where we have cancelled your policy, no refund of premium would be made.

CUSTOMER SERVICE & COMPLAINTS

This complaints procedure does not affect your legal rights.

• Questions or complaints about the sale of your policy
  If you have a question or concern about, or you wish to make a complaint about, how your policy was sold to you (including the information you were given before you bought the policy), or about the general service you received, please in the first instance contact your broker.
  
  If you remain dissatisfied you may refer the matter directly to the Financial Ombudsman Service (contact details are given below).

• Questions or complaints about your policy or the handling of your claim
  The aim is to provide you with a high quality service at all times. Every effort will always be made to sort out any enquiry or problem that you may have. If you have any questions or concerns about your policy or the handling of a claim you should, in the first instance, contact:

Specialist Claims
PO Box 1192
Doncaster
DN1 9PU
Tel: 0330 102 6057
email: specialist@directgroup.co.uk
If you remain dissatisfied after the administrator has considered your complaint, you may have the right to refer your complaint to the Financial Ombudsman Service. The address is:

**The Financial Ombudsman Service**  
Exchange Tower  
Harbour Exchange Square  
London  
E14 9SR

Telephone Number: 0800 0234 567 from a landline or 0300 1239 123 from a mobile.  
E-mail: complaint.info@financial-ombudsman.org.uk

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Further details will be provided at the appropriate stage of the complaints process. None of the above affects your statutory rights.

**LEGAL AND REGULATORY INFORMATION**

- **Premiums and claims – your rights**  
  Please note that once you have paid your premium to your broker, we treat it as having been received by us.

- **The law & legal proceedings applicable to this insurance**  
  Unless you and we agree otherwise, the law which applies to this policy is the law which applies to the part of the United Kingdom in which you live. Any legal proceedings between you and us in connection with this policy will, therefore, only take place in the courts of the part of the United Kingdom in which you live.

- **Data Protection**  
  Details of you, your insurance cover under this policy and claims will be held by us (acting as data controllers) for underwriting, policy administration, claims handling, complaints handling, sanctions checking and fraud prevention, subject to the provisions of applicable data protection law and in accordance with the assurances contained in our website privacy notice (see below).

  We collect and process these details as necessary for performance of our contract of insurance with you or complying with our legal obligations, or otherwise in our legitimate interests in managing our business and providing our products and services.

  These activities may include:
  a) use of sensitive information about the health or vulnerability of you or others involved in your insurance claim, in order to evaluate your claim and provide other services as described in this policy;
  b) disclosure of information about you and your insurance cover to companies within the AXA group of companies, to our service providers and agents in order to administer and service your insurance cover, to provide you with an insurance windscreen claims service, for fraud prevention, to collect payments, and otherwise as required or permitted by applicable law;
  c) monitoring and/or recording of your telephone calls in relation to cover for the purposes of record-keeping, training and quality control;
  d) obtaining and storing any relevant and appropriate evidence of the condition of the property subject of the windscreen claim, which you have provided for the purpose of validating your claim; and
  e) sending you feedback requests or surveys relating to our services, and other customer care communications.

  We will separately seek your consent before using or disclosing your personal data to another party for the purpose of contacting you about other products or services (direct marketing). Marketing activities may include matching your data with information from public sources, in order
to send you relevant communications. You may withdraw your consent to marketing at any time, or opt-out of feedback requests, by contacting the Data Protection Officer (see contact details below).

We carry out these activities within the UK and the European Economic Area (the European Union plus Norway, Liechtenstein and Iceland) and Switzerland, across which the data protection laws provide a similar level of protection.

By purchasing this policy and using our services, you acknowledge that we may use your personal data, and consent to our use of sensitive information, as described above. If you provide us with details of other individuals, you agree to inform them of our use of their data as described here and in our website privacy notice (see below).

You are entitled on request to a copy of the information we hold about you, and you have other rights in relation to how we use your data (as set out in our website privacy notice – see below). Please let us know if you think any information we hold about you is inaccurate, so that we can correct it.

If you want to know what information is held about you by Inter Partner Assistance or AXA Assistance, or have other requests or concerns relating to our use of your data, please write to us at:
Data Protection Officer
The Quadrangle
106-118 Station Road
Redhill
RH1 1PR
UK
Email: dataprotectionenquiries@axa-assistance.co.uk

Our full data privacy notice is available at: www.axa-assistance.co.uk. Alternatively, a hard copy is available from us on request.

- Financial Services Compensation Scheme
We are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the Scheme if we are unable to meet our obligations to you under this contract.

Further information can be obtained by writing to The Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU or visit the Website: www.fscs.org.uk

DEFINITIONS
Certain words throughout this document are defined words and are shown in bold. These are listed and defined below.

Administrator
URIS Group Limited at Quay Point, Lakeside Boulevard, Doncaster, South Yorkshire, DN4 5PL.

Excess
a) £25 each and every repair; or
b) £70 each and every claim if you use our recommended glass replacement provider; or

c) £120 each and every claim if you do not use our recommended glass replacement provider.

Indirect loss
Any loss or cost that is not directly caused by the event that led to your claim. For example, any loss of earnings.
**Insured vehicle**
The vehicle listed in and insured under the **motor insurance policy**.

**Motor insurance policy**
The motor insurance policy that has been issued to **you** by your broker for the **insured vehicle**.

**Period of insurance**
This policy will run concurrently with **your motor insurance policy** for a maximum of 12 months. If you arranged this policy after the start date of **your motor insurance policy** cover will be provided from the date you bought it and will end on the expiry date of **your motor insurance policy** as detailed on **your policy schedule**.

**Policy schedule**
The document which forms part of **your** motor insurance contract alongside which you have bought this policy. It contains **your** name and address and details of the **insured vehicle**.

**Territorial limits**
Unless stated otherwise this policy only provides cover within the **United Kingdom**.

**United Kingdom/UK**
Means England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man.

**We/us/our/insurer**
Means Inter Partner Assistance (the insurer) of The Quadrangle, 106-118 Station Road, Redhill, Surrey, UK, RH1 1PR.

**You/your**
The person whose name is shown on the **policy schedule** as the insured person.