

AA Warranty guaranteed asset protection Finance GAP (summary)

keyfacts®

Please note that an insurance summary does not contain the full terms and conditions of the insurance product. Full terms and conditions can be found in the Insurance document.

How to contact Us

Important telephone numbers

Claims Line08454 74 74 35

Claims e-mail.....gapclaims@AAwarranty.co.uk

Claims Fax.....08454 74 74 36

Customer Services.....08454 74 74 07

e-mailcustomerservices@AAwarranty.co.uk

Calls to these numbers are recorded for training and security purposes.

Welcome to AA Warranty Guaranteed Asset Protection

The protection offered to You is an Insurance policy. Like all Insurance policies it has terms and conditions. It is important that You read and understand these conditions to make sure that it is the right product to suit Your needs. If You have any questions on the content of this summary document, please contact AA Warranty customer services on 08454 74 74 07, or clarify them with Your sales executive. We will be happy to help.

This Insurance is underwritten by Zenith Insurance Plc (the Insurer) Authorised Insurers, registered in Gibraltar No 84085, whose registered office is 846-848 Europort, Gibraltar, and effected through AA Warranty (the administrator for the Insurer). Claims made under this Insurance will be handled by AA Warranty.

Zenith Insurance Plc is licensed by the Commissioner of Insurance under the Insurance Companies Ordinance to carry out insurance business in Gibraltar and regulated by the Financial Services Authority (FSA) for the conduct of UK business (FSA Register Number 230684).

AA Warranty is a trading style of AA Mechanical Insurance Services Limited.

Your Insurance cover

The Insurance

Subject to the correct premium having been paid, the Insurer will provide cover as detailed in the Insurance document.

What is covered by Your Insurance

In the event of a Total Loss happening within the Geographical Area and occurring within the Period of Insurance, the Insurer will pay an amount equal to the difference between the Market Value of Your Vehicle at the Point of Total Loss and Outstanding Finance Balance relating strictly to the purchase of Your Vehicle, less any arrears, rebates or refunds for creditor insurance.

The most We will pay will be the amount shown on Your Schedule.

Important notes

- a) You must have bona fide motor insurance on Your Vehicle, issued by an authorised UK insurer, which gives You cover against accidental damage, fire and theft.
- b) If You only have third party, fire and theft insurance Your claim will be restricted to a Total Loss resulting from fire or theft.
- c) For this Insurance to become effective, Your Motor Insurer must declare Your Vehicle a Total Loss, make a payment to You in settlement of Your claim, and declare Your Vehicle 'beyond economic repair'.
- d) If You make a claim on this Insurance You must do so within 30 days of the accidental damage, fire or theft occurring.

- e) You are advised not to accept any settlement offer made by Your Motor Insurer without Our prior agreement.
- f) You cannot claim on this Insurance if the driver of Your Vehicle was affected by drugs or alcohol when the accident happened.
- g) To qualify for cover, Your Vehicle must be shown in Glass's Guide. Not all vehicles or their uses are covered. Details can be found in the General Conditions section of this Insurance.
- h) Certain exclusions apply to Your Insurance. Full details can be found in the 'what is not covered' section of the Insurance document.
- i) You cannot claim under this Insurance if You have the option to receive a replacement vehicle under the terms of Your Motor Insurance Policy in respect of the Total Loss of Your Vehicle. (The balance of any cover hereunder will be transferred to the replacement vehicle on request).
- j) If You have elected to pay Your premium on a credit funding agreement You must be over 18 years of age at the time of Your Application. Failure to pay any premium instalment will result in the immediate suspension of cover and may result in cancellation. In the event of a claim, We will offset any outstanding premium against Your claim settlement.

Features and benefits

1. Cover available for any vehicle listed in Glass's Guide.
2. Cover runs along side Your finance agreement for up to 60 months.
3. Can pay out up to the original Purchase Price of the Vehicle.
4. Allows You to fulfil Your outstanding Vehicle finance commitment.
5. Available on any finance agreement of £30,000 or less.

What is not covered - important exclusions

Your Insurance does not cover: -

1. Any claim where the Total Loss is not subject to an indemnity under the accidental damage, fire or theft sections of the Motor Insurance Policy.
2. Any excess, salvage value or outstanding premium deducted under the Motor Insurance Policy.
3. Any claim where the Total Loss arises as a consequence of war, riot, civil commotion or terrorism.
4. Any claim where the Total Loss is caused by an accident when the driver of Your Vehicle is under the influence of alcohol or drugs not prescribed by a registered medical practitioner or drugs prescribed by a registered medical practitioner in respect of which a warning against driving is given.
5. Any loss of use of Your Vehicle or any consequential loss of any kind.
6. Any claim where the Total Loss occurs outside the Geographical Area.
7. Any claim which is the subject of fraud or dishonesty.
8. Any claim where the loss is covered by any other insurance or warranty.
9. Theft committed by any person who has access to keys of Your Vehicle.
10. Radioactive contamination from ionising radiation or contamination from any nuclear fuel or from any nuclear waste arising from burning nuclear fuel, or the radioactive, toxic, explosive or other dangerous effect of any explosive nuclear equipment or part of that equipment.
11. Any claim where You have the option to receive a replacement vehicle under the terms of Your Motor Insurance Policy in respect of the Total Loss of Your Vehicle.
12. Your Vehicle if it is not shown in Glass's Guide.
13. Your Vehicle if it is manufactured by Aston Martin, Bentley, Ferrari, Lamborghini, Lotus, Maserati, Rolls Royce or TVR.
14. Your Vehicle is used for hire and reward (for example, but not limited to, use as a hackney carriage or courier), if it is an Driving instruction vehicle, emergency vehicle, bus, truck, heavy goods vehicle, motorcycles, scooters, quad bike, trike, or invalid carriage.
15. Your Vehicle if it is used for road-racing, rallying, pace-making, speed testing, or any other competitive event or is driven by any person not holding a valid, current licence to drive Your Vehicle.
16. Your Vehicle if it has been modified other than in accordance with the manufacturer's specification.
17. Your Vehicle if it is a commercial vehicle over 3,500 kg GVM.

Caring for customers

If You have a problem

Our aim is to provide the highest level of service to You at all times in dealing with all aspects of Your Insurance. If You feel We have not achieved Our aim, please inform Us. Your feedback enables Us to monitor and improve the service We provide.

In the first instance, please contact Our Claims Manager, or Customer Services Manager either by telephone on 08454 74 74 07, or by e-mail to customerservices@AAwarranty.co.uk. Alternatively write to them at AA Warranty, 1 Waterside Court, Bold Street, Sheffield, S9 2LR.

Please ensure You quote Your Insurance number in all correspondence and enclose any evidence or documentation You wish Us to consider in reviewing Your complaint.

We will do Our best to resolve Your complaint quickly and with the least inconvenience to You, ideally within 5 working days. We will keep You informed of the progress of Your complaint if We require time to investigate.

On receiving Our answer You may, if You are not satisfied, appeal in writing to The Underwriting Director, Motorway Direct, 1 Waterside Court, Bold Street, Sheffield, S9 2LR. Please make sure any new evidence or information is enclosed.

We expect complaints to be quickly and satisfactorily resolved at this level, however You can take the matter further by writing to The Chief Executive Officer, Zenith Insurance Plc, registered office 846-848 Europort, Gibraltar, who will arrange an investigation into the matter on behalf of the Executive Directors.

If You have still not received a satisfactory response, or Your complaint has not been resolved within eight weeks of Our receiving it, You may refer Your case to the Financial Ombudsman Service, set up by the Financial Services Authority to review unresolved Complaints. They can be reached at: The Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR. Telephone 0207 964 1000, e-mail: enquiries@financial-ombudsman.org.uk

Cancellation

You may cancel this Insurance within 14 days of the Issue Date provided that You have not made a claim, and obtain a full refund by contacting Our customer services department. After 14 days You may cancel this Insurance but no refund of premium is available and any outstanding premium instalments must be paid in full.

Why do I need Finance GAP Insurance?

It is a sad fact that vehicle related crime represents a significant percentage of all reported crime in the UK. How often have You heard of people who have had their vehicle stolen or written off and have not been able to replace their vehicle with another of a similar value?

This is because at the time of loss You will only be entitled to receive the current Market Value of Your Vehicle from Your insurance company, not what You paid for it.

How Finance GAP Insurance cover helps You.

In the event of a Total Loss happening within the Geographical Area and occurring within the Period of Insurance, the Insurer will pay an amount equal to the difference between the Market Value of Your Vehicle at the Point of Total Loss and Outstanding Finance Balance relating strictly to the purchase of Your Vehicle, less any arrears, rebates or refunds for creditor insurance.

"We pay for what Your insurance company does not."

Finance GAP Insurance is Our commitment to helping You retain financial security and peace of mind when You need it most. You could receive up to the original Purchase Price.

The Cover

To take advantage of the benefits of Finance GAP Insurance Your Vehicle must be;

- insured by a Motor Insurance Policy issued by an authorised UK motor insurer, which insures against accidental damage, fire and theft.
- listed in Glass's Guide.

Please refer to Your Insurance document for full Terms and Conditions.

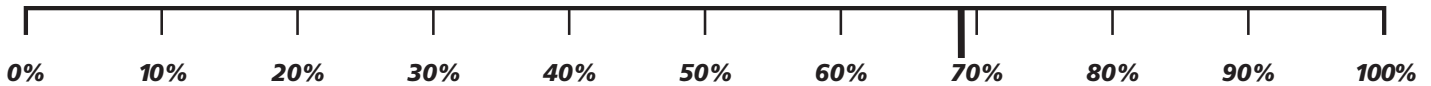


Diagram is for illustration purposes only.



**Even though You're insured
Your payout could stop here**

Your insurance company may only pay You a percentage of Your Vehicle's original Market Value in the event of Total Loss, accident or theft!

(Remember You will only be entitled to the current Market Value at the time of Your loss. Will this be enough to settle Your outstanding Vehicle finance commitment?).

**If You are wise
we'll pay the rest**

Finance GAP Insurance can cover the Outstanding Balance on Your Vehicle finance up to £10,000!