

# Gap Insurance

## Insurance Product Information Document

Company: Motorists Insurance Services Ltd

Product: UK Combination Gap Policy

Motorists Insurance Services Ltd is authorised and regulated by the Financial Conduct Authority. Registration Number 307266

This document provides a summary of the key information relating to this insurance policy. Complete pre-contractual and contractual information on the product is provided in the full policy documentation.

### What is this type of Insurance?

This cover can help to protect you against a financial shortfall between the claims settlement figure and the market value of your vehicle in the event of a total loss claim.



#### What is insured?

##### In months 0-36

- ✓ The difference between the settlement from your motor insurance and the purchase price of the vehicle; or
- ✓ If greater the early settlement figure of your finance agreement

##### In months 37-48

- ✓ The difference between the settlement from your motor insurance and the early settlement figure of your finance agreement



#### What is not insured?

- ✗ The excess shown on your schedule
- ✗ Vehicles not listed in the glass's guide
- ✗ Any claim arising from the driver being intoxicated by alcohol or under the influence of drugs
- ✗ Any claim arising from the vehicle being driven illegally
- ✗ Any claim where the driver is not insured on comprehensive motor insurance policy covering the vehicle
- ✗ Any amount in excess of the market value according to the Glass's guide



#### Are there any restrictions on cover?

- ! Your vehicle must have been purchased for less than £175,000, be less than 8 years old and have less than 80,000 miles on the odometer
- ! We will not pay more than the limit of indemnity shown in your schedule
- ! Your vehicle must be covered by a comprehensive motor insurance policy for the full duration of this policy
- ! You must ensure all security devices and immobilisers are activated and in full working order at all times
- ! This policy must be purchased within 105 days of taking ownership of the vehicle



## Where am I covered?

- ✓ England, Scotland, Northern Ireland, Wales, Isle of Man and the Channel Islands. The Vehicle is also covered in the European Union, Croatia, Iceland, Norway, Switzerland, Liechtenstein and Andorra for a maximum of 90 days in any 12 months of cover, providing the cover provided by Your Motor Insurer is an equivalent level of cover as You would have enjoyed in the United Kingdom (UK).



## What are my obligations?

- ✓ You must provide full and accurate information to all questions asked. Your answers must be true to the best of your knowledge and belief. Your answers will form part of the statement of facts on which your policy will be based. If you become aware that information you have given us is inaccurate or has changed, you must inform us as soon as possible. Failure to do this may invalidate your policy and claims may not be paid.
- ✓ You must follow our claims process which can be found in your policy documentation



## When and how do I pay?

You can pay your premium as a one-off payment, annually or in monthly instalments.



## When does the cover start and end?

Your cover will start and end on the dates stated in your policy documents.



## How do I cancel the contract?

By telephone, email or post. If you cancel your policy within 14 days from the date of purchase or the day on which you receive your policy documentation, whichever is the later. On the condition that no claims have been made or are pending, the premium will be refunded in full. If you wish to cancel after the 14 day cooling off period, please contact the organisation from whom you bought your policy.

## Important Information

### Complaints

It is the intention to give you the best possible service but if you do have any questions or concerns about this insurance or the handling of a claim you can call, email or to write to us:

Complaints regarding the SALE OF THE POLICY and CLAIMS  
MIS Claims, Beechwood House, 37 Comber Road, Belfast BT16 2SA  
Telephone: 02890 410220  
Email: [claims@misclaims.com](mailto:claims@misclaims.com)

If your complaint cannot be resolved by the end of the third working day, the administrator will pass it to:

The Customer Relations Department, UK General Insurance Limited, Cast House, Old Mill Business Park, Gibraltar Island Road, Leeds LS19 1RJ  
Tel: 0345 218 2685  
Email: [customerrelations@ukgeneral.co.uk](mailto:customerrelations@ukgeneral.co.uk)

On all correspondence please tell us you are insured by MIS and provide the reference number shown in the policy wording along with the unique policy number from your policy schedule. This will help us to validate your policy details and deal with your query as quickly as possible.

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

The Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London E14 9SR  
Tel: 0300 123 9123  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

The above complaints procedure is in addition to your statutory rights as a consumer.

### What happens if we can't meet our liabilities?

Great Lakes Insurance SE is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme, if it cannot meet its obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim with no upper limit. You can get more information about compensation scheme arrangements from the FSCS or visit [www.fscs.org.uk](http://www.fscs.org.uk).