

POLICY SUMMARY: KEY INFORMATION THAT YOU NEED TO BE AWARE OF

BMW Alloy Wheel Repair Insurance - Summary of Cover

This policy summary does not contain the full terms and conditions of the policy and does not form part of the contract between you and us. For full details please refer to the policy Handbook which will be supplied to you on request or with your documents if you have purchased a policy.

Who provides the cover?

BMW Alloy Wheel Repair Insurance is underwritten by AWP P&C SA and administered by AWP Assistance UK Ltd (trading as BMW Protect Services)

How long does the cover last?

You can choose to cover your vehicle for 12, 24 or 36 months.

What type of cover is provided?

BMW Alloy Wheel Repair Insurance will pay up to £1,000 (including VAT) per annum for each year of cover towards the cost of repairing minor cosmetic damage to your vehicle's alloy wheels.

Who is this policy for?

Customers who own new BMW vehicles.

What are the significant benefits, exclusions and limitations of the policy?

The Benefits

- The insurer will pay up to £1,000 per year for minor cosmetic repairs following damage to your insured vehicle's alloy wheels after the policy commencement date.
- Light scratches or scuffs which are no more than 15cm in length or width.
- Scratches or scuffs to wheel rims which do not exceed 50% of the alloy wheel circumference.

Significant limitations or exclusions

The policy does not cover:

- Any scratch or scuff, which exceeds the allowable size parameters described in your policy handbook.
- Any repair which a BMW Authorised Retailer or BMW Service Authorised Bodyshop, or their agent, certifies as not being possible using cosmetic repair techniques due to its location or size.
- The amount of excess specified in your confirmation of cover letter.
- Replacement of any alloy wheel.
- Any claim not reported within 30 days of the damage occurring.
- The cost of any single claim or sum of all claims exceeding £1,000 incl. VAT, applicable to each consecutive 12 month period of cover.
- Damage caused intentionally by you.
- Damage resulting in buckling, breakage or distortion of the wheel, its rims or spokes
- Damage to areas exhibiting rust or corrosion.
- Paint that is faded, flaking, stained, blistered or discoloured.

Significant limitations or exclusions continued

- Damage caused by the application of heat or fire.
- Any loss or theft of alloy wheels or wheel nuts.
- Any damage resulting from a manufacturing defect.
- Any repair required wholly or partially due to lack of maintenance, abuse or neglect.
- Damage caused as a result of cleaning/polishing, operations performed under maintenance, adjustment, modification, alteration, tampering or improper adjustment.
- Split rim alloy wheels, multi-piece alloy wheels, polished alloy wheels, diamond cut alloy wheels, chrome finished alloy wheels, liquid black finished alloy wheels.
- Pitting.

What happens if I take out the cover and then change my mind?

You can cancel the policy within 30 days of receiving your documents and if you have not made a claim, receive a full refund for any premiums you have paid. If you cancel after 30 days and have not made a claim, we will refund any premium you have paid pro-rata to the unexpired period of cover. We will charge an administration fee of £15 for the cancellation. If we have paid a claim, you will not be entitled to a refund of premium.

How do I make a claim?

In the event that you wish to make a claim under this policy you should call BMW Protect Services team on 0345 641 9735 (Monday-Friday 9am-6pm) and notify us of any damage with 30 days of the incident occurring.

Can the insurer change the terms and conditions of the cover or the premium?

No, once you have paid the premium the terms and conditions and the price of the insurance are fixed for the term.

Would I receive compensation if the Insurers were unable to meet their liabilities?

If the Insurer is unable to meet its liabilities you may be entitled to compensation under the UK Financial Services Compensation Scheme (FSCS). Further information about compensation scheme arrangements is available at www.fscs.org.uk, by emailing enquiries@fscs.org.uk or by phoning the FSCS on 0800 678 1100 or 020 7741 4100.

How do I make a complaint?

Should you wish to make a complaint about the handling of your insurance please contact:

Customer Support,
BMW Protect Services,
102 George Street,
Croydon, CR9 6HD.

Phone: 020 8603 9853 (Monday-Friday 9am-5pm).

If we have not resolved the situation within eight weeks you can contact the Financial Ombudsman Service:

Visit www.financial-ombudsman.org.uk, write to Financial Ombudsman Service, Exchange Tower, London E14 9SR, call 0800 023 4567 or 0300 123 9 123 or email complaint.info@financial-ombudsman.org.uk

Using our complaints procedure or referral to the Financial Ombudsman Service does not affect your legal rights.

This document is available in large print, audio and Braille. Please phone 0345 641 9735 and we will be pleased to organise an alternative for you.