

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

BMW Excess Protection 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 confirmation of cover if you have purchased a policy.

Who provides the cover?

BMW Excess Protection 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?

Cover lasts for 1 year from the start date shown on your confirmation of cover or until the earlier of the following events:

- the date you or we cancel the policy;
- the date the premium or a premium instalment is not paid on any of your main insurance policies;
- the date the annual aggregate limit has been paid under this policy.

What is covered by the policy?

Depending on the level of cover purchased, we will pay the value of the excess deducted by the insurer for claims settled on either:

- your motor insurance policy; or
- your motor insurance policy, your home and / or contents insurance policy or your annual multi-trip travel insurance policy.

How does the policy work?

If an excess has been applied to your final claim settlement, by the insurer of one of your main motor, home or travel insurance policies, you can reclaim this excess amount under this policy. You must submit this request within 31 days of the settlement being made.

Your main insurance policies must be issued by an authorised and regulated UK insurer, and the claim amount on your main insurance policy must be more than the excess.

Who is this product for?

This insurance is for individuals who meet the following eligibility criteria during the period of insurance:

- You are over 18 years of age and your permanent place of residence is in the UK, or in the case of a business, is registered and trading in the UK;
- You do not hold any other insurance policy providing equivalent cover.
- Your motor insurance policy was not purchased by a business or company involved in the sale of motor vehicles.
- Your motor insurance is for a car or motorcycle and is not for a vehicle used as a taxi, for hire or reward, as a driving instruction vehicle, as a courier or delivery vehicle or used for racing, rallying or any other competitive event.
- You are the lead name on the motor insurance policy and are named as a person insured on the home and / or contents insurance and travel insurance policy (if this applies).
- You understand that this policy does NOT cover the excess under a single trip travel insurance policy.

What happens if I want to cancel my policy?

You may cancel this policy within 30 days of receiving your confirmation of cover. If you have not made a claim, we will refund any premium you have paid. If you cancel after 30 days and have not made a claim, we will provide a pro-rata refund of the premium you have paid for the unexpired period of insurance. We will charge a £15 administration fee for the cancellation.

If we have paid a claim, you will not be entitled to a refund and you will be required to pay any outstanding premium or any premium instalments you may owe.

What are the significant exclusions and limitations of the policy?

Significant or unusual exclusions or limitations of the policy

Where in the policy

You are not covered unless:

- Your main insurance policy is issued by an authorised and regulated UK insurer.
- You are the policyholder on your motor insurance policy, are not using the vehicle for commercial purposes and hold a current full and valid UK driving licence or full internationally recognised licence.
- The vehicle on your motor insurance is one of the following:
 - a car made to carry no more than seven passengers
 - a motorcycle.
- The property shown on your home and / or contents insurance policy is the main place in the UK where you and your family live and where you are registered on the electoral role.

We will not pay for any loss arising from:

- A claim incident on your main insurance policy that occurs outside the period of insurance of this policy.
- A claim incident that you were aware of before the start date of this policy.

We will not pay for:

- Any contribution or deduction from the settlement of your claim under your main insurance policy other than the excess.
- Any liability you accept by agreement or contract, unless you would have been liable anyway.
- Claims not notified to us within 31 days of the successful settlement of your claim under your main insurance policy.
- Claims where the excess on your main insurance policy has been waived or reimbursed.
- Claims under your motor insurance arising from glass repair or replacement.
- Claims under your motor insurance arising from breakdown or misfuel.
- Claims relating to a single trip travel insurance policy.

What is not covered

How do I make a claim under the policy?

Contact us as soon as possible by telephone on 0345 641 9735. Lines are open Monday to Friday between 9am and 6pm or write to: BMW Protect Services, PO Box 1852, Croydon CR9 1PW.

Alternatively download a claim form by visiting www.bmwprotect.co.uk

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

You may be entitled to compensation from the Financial Services Compensation Scheme if the Insurers cannot meet their liabilities.

How do I make a complaint?

BMW Protect Services aim to get it right, first time, every time. If we make a mistake we will try to put it right promptly. Should you wish to make a complaint about the handling of your insurance please contact:

Customer Support,
BMW Protect Services,
PO Box 1852,
Croydon, CR9 1PW.

Telephone: 020 8603 9853. Lines are open Monday to Friday between 9am and 5pm.

Email: customersupport@allianz-assistance.co.uk

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

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.