

Motor Insurance

Insurance Product Information Document

Company: Aviva Insurance Limited

Product: Quotemehappy Connect
Car Insurance

Registered in Scotland No. 2116. Registered office: Pitheavlis, Perth PH2 0NH. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.
Firm Reference Number 202153.

This is a summary of our insurance policy. You will find all the terms and conditions (along with other important information) online and in the policy documents.

What is this type of insurance?

Quotemehappy Connect car insurance provides the compulsory cover you need to drive a vehicle on a public highway. It also offers additional benefits (as set out below) depending on the cover you choose.



What is insured?

Under Essentials cover:

- ✓ Damage to other peoples' property and compensation for other peoples' death or injury, if you're at fault for an accident
- ✓ Loss of (or damage to) your car following malicious or accidental damage
- ✓ Vehicle recovery – we'll recover your car and take you and your passengers to where you need to be
- ✓ Repair guarantee – we will guarantee the quality of repairs made by our approved repairers for as long as you own your car
- ✓ Courtesy car – if your claim is accepted and your car is repairable (and it's being repaired by our approved repairer network), we'll provide you with a courtesy car
- ✓ Uninsured driver promise – if you're hit by an uninsured driver and it wasn't your fault, you won't lose your No Claim Discount and we'll refund your excess
- ✓ Driving other cars – if you're aged 25 or over at inception or renewal, you may drive other cars not owned or hired by you
- ✓ Loaned vehicle cover – we will insure a car loaned to you from a garage for up to seven days while your car is having mechanical repairs, a service or an MOT
- ✓ Personal accident – £1,000 each, per insurance year, if policyholder, their partner or named driver(s) suffers death or the loss of limbs/sight/hearing within three months as a direct result of a motor incident
- ✓ Replacement locks – we will pay up to £100 for the replacement of locks if your ignition keys are lost or stolen

Under Plus cover, in addition to above:

- ✓ New car replacement – if you've owned your car from new, and it's written off or stolen and not recovered within 12 months of purchase, we'll replace it with a new car of the same make, model and specification
- ✓ Personal belongings – we'll cover you for up to £150 for any personal belongings that are lost, damaged or stolen as a result of an accident, fire or theft
- ✓ Glass – we'll replace or repair the glass in your car
- ✓ Personal accident increased to £2,500 each, per insurance year, if policyholder, their partner or named driver(s) suffers death or the loss of limbs/sight/hearing within three months as a direct result of a motor incident
- ✓ Replacement locks increased up to £300 for the replacement of locks if your ignition keys are lost or stolen



What is not insured?

- ✗ Under Essentials cover, there is no cover for your car's windscreen, windows or sunroof glass unless the bodywork is damaged at the same time by something other than broken glass from the windscreen, windows or sunroof
- ✗ Under Essentials cover, there is no cover for your Personal Belongings
- ✗ Under Essentials cover, New car replacement isn't available
- ✗ Any accident, injury, loss or damage while any vehicle is being used for purposes not described on your certificate of motor insurance, or while being driven by somebody not permitted to drive (or not having a correct and valid driving licence)
- ✗ Any consequence as a result of war or terrorism – except where cover must be provided under Road Traffic Acts
- ✗ Loss or damage if your car has been left with the ignition keys, or left unattended with the engine running
- ✗ Loss of value following a repair
- ✗ Damage arising from wear and tear, electrical and mechanical breakdown, or gradual deterioration



Are there any restrictions on cover?

- ! New car replacement is available when the cost of damage or repair exceeds more than 60% of the car's UK list price when purchased (including vehicle tax and VAT) – if you don't want us to replace your car or you don't qualify, the most we'll pay is the market value of your car at the time of loss or damage – New car replacement cover only applies under Plus
- ! For loss or damage claims, the most we'll pay is the market value of your car at the time
- ! Excesses apply to glass repairs (£15) and glass replacement (£125) – there is a limit of £50 for glass claims if you don't use an approved repairer, and we may not use glass supplied by the original manufacturer – Glass repair and replacement cover only applies under Plus
- ! An excess will apply to most other claims
- ! An additional specific excess of £250 applies if you use a non-approved repairer. This increases to £500 if you have Essentials cover
- ! Cover for personal belongings only applies if you're also claiming for loss or damage to your car – Personal belongings cover only applies under Plus
- ! When driving other cars, you'll only be covered for third-party claims – not loss of or damage to the car you're driving



What is insured? Continued...

Optional cover

- Motor Legal – help with legal costs if you attempt to recover compensation or financial losses after a motor accident that's not your fault
- Protected No Claim Discount (NCD) – you won't lose your NCD after making a claim when you're at fault (Customers with three years NCD are protected against one claim in one policy year. Customers with four or more years NCD are protected against two claims in any three-year period)
- Hire car – we'll give you a hire car if yours has been stolen or has been damaged and is not repairable
- Keycare – all keys attached to your fob are covered if you lose them (up to £1,000 per fob, per year)
- Increased Personal Accident cover – £60,000 each, per insurance year, if policyholder, their partner or named driver(s) suffers death or the loss of limbs/sight/hearing within three months as a direct result of a motor incident. Plus up to £500 each, per claim, for physiotherapy cover for minor injuries.
- Breakdown cover – choose from six levels



Are there any restrictions on cover? Continued...

- ! We won't supply a courtesy car unless you are using one of our approved repairers – and we won't provide one if your car is stolen or written off unless you've taken out optional hire car cover
- ! We can't give you a courtesy car if you're only claiming for glass
- ! We won't cover any accident, injury, loss or damage if the driver of your car was arrested and charged with being over the legal limit for alcohol or drugs, and/or driving whilst unfit through alcohol or drugs, whether prescribed or otherwise and/or failing to provide a sample of breath, blood or urine when required to do so, without lawful reason
- ! Extending your continental use cover, which applies to Plus only, is restricted to any one trip not exceeding 90 days and trips in total not exceeding six months in any one period of insurance.
- ! We may cancel your insurance if:
 - you have two consecutive red driver rating weeks (or four separate red weeks in a quarterly period)
 - you fail to register in the app and pair your device
 - we have evidence of app misuse or tampering of the device which indicates trips are not recorded or necessary settings are not enabled to do so

Optional cover

- If you're involved in an accident where someone else is to blame, we will not be able to recover your financial losses (such as excess) or claim compensation unless you have purchased Motor Legal cover
- Motor Legal cover only applies if it is likely you will be successful in your claim against the person responsible
- Protecting your No Claim Discount does not protect the overall price of your insurance policy
- We can't provide a hire car if you are only claiming for glass



Where am I covered?

- ✓ Great Britain, Northern Ireland, the Channel Islands and the Isle of Man.
- ✓ Under Plus cover, cover is extended to the following countries: Andorra, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, the Czech Republic, Denmark, Estonia, Finland, France (including Monaco), Germany, Gibraltar, Greece, Hungary, Iceland, Italy (including San Marino and the Vatican City), Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden and Switzerland (including Liechtenstein)



What are my obligations?

- You must register in the Quotemehappy Connect app and stick a self-fit device to your car windscreen within seven days of your cover start date
- You must ensure your mobile Bluetooth and app permissions are enabled at all times when driving your vehicle for your driving to be monitored by the app and device
- Failure to comply with the above may result in your policy being cancelled
- You must take reasonable care to give us complete and accurate answers to any questions we ask – whether you're taking out, renewing or making changes to your policy
- You must tell us about any changes to the vehicle(s) insured (or to be insured) that may increase the amount that needs to be insured or change the limits on your schedule
- You must also tell us about any changes to the people on the policy (including convictions) that may require us to change the terms
- You must observe and fulfil the terms, provisions, conditions and clauses of this policy – failure to do so could affect your cover
- You must tell us about any accident, injury, loss or damage as soon as possible – so we can tell you what to do next and help resolve any claim
- If you need to make a claim, you must give us all the information we need to achieve a settlement or pursue a recovery



When and how do I pay?

You can pay your premium all at once by debit or credit card. You may be able to pay in monthly instalments by Direct Debit (a variable credit charge will apply). You can also pay with Amazon Payments or PayPal.



When does the cover start and end?

From the start date you select, for 12 months.



How do I cancel the contract?

If you cancel your policy within 14 days of purchase or renewal (or on the day you receive the policy documents, if that is later) and cover has not started we'll refund any money paid.

If cover has started we'll reduce your refund to pay for the time we provided cover – we'll also charge a fee of £25 (plus Insurance Premium Tax) to cover our administration costs.

Once the 14 days have expired the administration fee charged will be £50 (plus Insurance Premium Tax).

Once cover has started a proportionate device cost will also be applicable, up to a maximum of £17 (within the first year of insurance only).

The cancellation fee may be reduced to ensure the total amount you pay in the period does not exceed your annual premium.

If a claim has been made during the period of insurance, and we have not been able to confirm recovery of the full amount of the claim from a responsible third party, you will not receive a refund of premium and all premiums will be due.

Please refer to your policy document for full cancellation details.

To cancel, visit the 'My account' section of the [quotemehappy.com](https://www.quotemehappy.com) website.

