

## CoverMyKeys – Policy Summary

### Policy Summary

Some important facts about your insurance are summarised below. This summary does not describe all the terms and conditions of your policy, so please take time to read the policy document to make sure you understand the cover it provides. Your policy is administered by Valeos (2013) Limited and underwritten by Ageas Insurance Limited. Ageas Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority - registration number 202039.

### The Product

This is a key protection policy which provides you with insurance cover up to the maximum cover limit (detailed in your Policy Schedule) in the event that any of your keys are lost, stolen, broken in a lock or locked inside your home, vehicle or property.

### Duration of Contract

The standard duration of the contract is normally 12 months from the date on which the cover starts. Any variations to this duration will be detailed in your Policy Schedule

### Commencement and Duration of Cover

Cover commences 7 days after the inception date of your policy. This means you cannot claim for an occurrence before day 8 of the policy in your first year of cover.

### Significant Features and Benefits

1. Cover for lost and stolen keys, keys broken in a lock, replacement locks and locksmith charges up to the annual cover limit.
2. Up to 3 days car hire if your car is unusable as a result of lost or stolen keys.
3. 24 hour, 365 days a year emergency helpline.
4. Access to a nationwide network of locksmiths.
5. No excess to pay.
6. No claims discount on other insurance policies not affected.
7. Any of your keys are covered.

### Significant Exclusions and Limitations

1. The total value of claims in any one year may not exceed the annual cover limit.
2. A maximum of 2 claims may be made in a period of insurance.
3. The policyholder will not be paid more than £100 in respect of any insured key broken in a lock or locked inside your home, vehicle or property, £40 per day for vehicle hire, £100 for onward transport costs and £100 for overnight accommodation costs.
4. The policyholder must report a claim to Valeos before any costs are incurred.
5. The policyholder must notify Valeos within 30 days of an incident that may give rise to a claim.
6. All receipts must be submitted to Valeos within 120 days of a claim occurring.
7. The maximum number of replacement keys that can be claimed for per lock is 3.
8. Keys must have been lost by or stolen from the policyholder, or a member of the policyholder's immediate family permanently living at the same address.
9. A crime reference number must be provided where keys have been stolen.

10. Wear and tear and/or general maintenance of keys and locks will not be covered.
11. Cover is subject to the terms, conditions, and claims procedure contained in the policy booklet and schedule.

### **How to make a Claim**

Call the Valeos Helpline on 01423 535 037. Please quote the policy number found on your Policy Schedule. You must report any claim as soon as reasonably possible and within 30 days. You are responsible for the cost of preparing any claim under this policy.

### **Cancellation**

We hope that you are happy with the cover that this policy provides. You have the right to cancel the policy at any time. If this policy is cancelled with 14 days of receiving the policy documentation then we will return the premium paid in full (providing that no claims have been made on the policy). This is called the “cooling off” period. If you cancel at any other time, you will not be entitled to any refund of premium.

### **Comments and Complaints**

We are committed to providing you with the best possible standards of service, however, we realise there may be times when we do not meet your expectations. We want you to let us know immediately if you are not satisfied with the service you have received and we will always do our best to resolve any complaint quickly and fairly.

Please refer your concerns regarding your policy or claim to:

Complaints, Valeos (2013) Limited, Fulwood Park, Caxton Road, Fulwood, Preston. PR2 9NZ  
Tel: 01423 535 037  
Email: [complaints@valeos.co.uk](mailto:complaints@valeos.co.uk)

If we have given you a final response and you are still unhappy, or more than eight weeks have passed since we received your original complaint, you may refer your complaint to the Financial Ombudsman Service. Their details are as follows:

Financial Ombudsman Service, Exchange Tower, London, E14 9SR.  
Tel: 0800 023 4567  
Fax: 0207 964 1001  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

You must approach the Financial Ombudsman Service within six months of the final response to your complaint. We will remind you of this time limit in the final response. Contacting the Financial Ombudsman Service at any stage of your complaint will not affect your legal rights.

### **Compensation Scheme**

The insurer is covered by the Financial Services Compensation Scheme (FSCS), which means that you may be entitled to compensation if the insurer is unable to meet their obligations to you. Further information is available at [www.fscs.org.uk](http://www.fscs.org.uk) or by contacting the FSCS directly on 0800 678 1100.