

## TERMS AND CONDITIONS

### IMPORTANT INFORMATION

This is a contract of insurance between **you** and the **insurer** and is subject to the terms, conditions, claims procedure, **cover limit** and exclusions contained in this **policy**, in respect of an **insured event** which occurs within the **territorial limits** and during the period of insurance, for which **you** have paid or agreed to pay the premium.

### ABOUT YOUR INSURANCE

This insurance is administered by Valeos (2013) Limited and is underwritten by the **insurer**, Ageas Insurance Limited. Valeos (2013) Limited is an appointed representative of NCI Vehicle Rescue Plc who is authorised and regulated by the Financial Conduct Authority - registration number 307654. 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. This can be checked on the Financial Services Register by visiting the FCA website [www.fca.org.uk](http://www.fca.org.uk) or by contacting the FCA on 0800 111 6768 or the PRA on 020 7601 4878.

### DEFINITIONS

The following words will have the meanings shown here next to them and wherever they appear throughout this **policy**; they have been printed in bold to help **you** identify them.

**Cover limit:** The maximum amount payable in total within each **period of insurance**, as shown in **your policy schedule**.

**Immediate family member:** Spouse, domestic partner, son or daughter.

**Insurer:** Ageas Insurance Limited, Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh, Hampshire, SO53 3YA.

**Insured event:** The loss or theft of any **insured key**, or any **insured key** broken in a lock or locked inside **your** home, vehicle or **property** during the **period of insurance**.

**Insured key:** Any keys that belong to **you**.

**Period of insurance:** The period shown in **your policy schedule** for which **you** have paid or agreed to pay the premium.

**Policy:** These terms and conditions and any changes to them.

**Policyholder:** The person named on the **policy schedule**.

**Policy schedule:** The document headed **Policy Schedule** giving details of the **policyholder**, **cover limit** and **period of insurance**.

**Property:** Any **property** or item that belongs to the **policyholder** and that **your insured key** unlocks. This includes the **policyholder's** personal business premises.

**Security risk:** The risk arising from the accidental loss or theft of an **insured key** which means it may be possible for someone who found the key to trace it to **your** home, vehicle or **property**.

**Territorial limits:** The European Union.

**Valeos/we/us/our:** Valeos (2013) Limited, 6 East Parade, Leeds, United Kingdom, LS1 2AD

**You/your:** The **policyholder** and any **immediate family member** permanently living at the same address as the **policyholder** during the **period of insurance**.

## WHAT IS COVERED

If during the **period of insurance** and within the **territorial limits** an **insured key** is lost, stolen, broken in a lock or locked inside **your** home, vehicle or **property**, the **insurer / Valeos** will:

- a) Pay up to the **cover limit** as detailed in **your policy schedule** in respect of:
1. Locksmith charges if **you** are unable to access **your** home, vehicle or **property**.
  2. New locks if there is a **security risk**. Or if an **insured key** is lost by **you** and no duplicate exists, but only if no duplicate key can be sourced by an approved locksmith.
  3. Replacement keys (including the reprogramming of infra-red handsets, immobilisers and alarms necessary as a result of the replacement of an **insured key**). Up to 3 replacement keys per lock per **insured event**.
  4. Vehicle hire charges for up to 3 days if **you** are unable to access **your** vehicle.
  5. Onward transport costs for getting **you** to **your** original destination or **your** home if **you** are unable to access **your** vehicle and **you** are away from **your** home.
  6. Overnight accommodation costs for 1 night if **you** are unable to access **your** home.
- b) Provide an emergency helpline 24 hours a day, 365 days a year

## THE MOST THAT WILL BE PAID UNDER THIS POLICY

No more than the **cover limit** as detailed in **your policy schedule** in a **period of insurance**. For each **insured event** no 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.

No more than two **insured events** in a **period of insurance**.

## WHAT IS NOT COVERED

- a) Any amount exceeding the **cover limit** in total within the same **period of insurance**.
- b) More than two **insured events** in a **period of insurance**.
- c) Sums claimed exceeding the amounts detailed in the section above.
- d) Any claim made within first 7 days of inception of the **policy**.
- e) Any claim made where costs have been incurred by **you** prior to the **insured event** being reported to **Valeos**.
- f) Any **insured event** not reported to **Valeos** within 30 days.
- g) Sums claimed where **you** do not submit, within 120 days of an **insured event**, valid receipts or invoices to **Valeos** for payments **you** have made.
- h) Any claim arising from theft of **your insured keys** unless **you** have reported the theft to the police and obtained a crime reference number.
- i) Sums claimed for more than 3 replacement keys per lock.
- j) Vehicle hire charges after 3 days of hire.
- k) Vehicle hire charges where a hire vehicle exceeds 1600cc.
- l) Overnight accommodation costs for more than 1 night.
- m) **Insured keys** lost or stolen from someone other than **you**
- n) Any associated costs (other than the cost of replacing the **insured key**) where duplicate keys are available.
- o) Wear and tear or, general maintenance of, or damage to locks and keys.
- p) Replacement locks or keys of a higher standard or specification than those replaced.

- q) Charges or costs incurred where **Valeos** arranges for the attendance of a locksmith or other tradesman, agent or representative at a particular location and **you** fail to attend.
- r) Charges or costs incurred where **you** make alternative arrangements with a third party once **Valeos** has arranged for a locksmith or other tradesman, agent or representative to attend a particular location.
- s) Loss of any property other than an **insured key** and its associated lock or ignition system, and any infra-red handsets, immobilisers and alarms attached to an **insured key**.
- t) Loss caused by radiation, radioactive contamination or the hazardous properties of any explosive, corrosive, invasive or toxic substance or material.
- u) Loss caused by war, invasion, foreign enemy hostilities (whether war is declared or not), civil war, terrorism, rebellion, revolution, military force or coup, or the actions of any lawful government, or public or local authority.
- v) Any loss of earnings or profits which **you** suffer as a result of the loss or theft of an **insured key**.
- w) Claims arising from any deliberate or criminal act or omission by **you**.
- x) Loss or theft of an **insured key** which occurs outside the **period of insurance**.
- y) Claims arising as a result of **your** failure to take all necessary steps to safeguard an **insured key**

## **CLAIMS PROCEDURE AND CONDITIONS**

### **1. 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. The 8 day exclusion period does not apply in future years if **you** have renewed the cover.

### **2. How to Make a Claim**

To make a claim please call 01423 535 037 and quote the **policy** number found on **your policy schedule**.

**You** must notify **Valeos** as soon as reasonably possible and within 30 days of any **insured event** which may give rise to a claim. **You** are responsible for any costs of supplying all the relevant information or documents required in preparing any claim under this **policy**. When **you** make a claim evidence of occupancy of **your** home or ownership of **your** vehicle or **property** to which the **insured keys** relate may be required.

### **3. Theft**

If an **insured key** has been stolen it must be reported to the police immediately and a crime reference number obtained.

### **4. Fraud**

If any claim is in any respect fraudulent, or if any fraudulent means are used to obtain benefit by **you** or anybody acting on **your** behalf, including exaggeration of the claim or submission of forged or falsified documents, **you** will not be entitled to any benefit under this **policy** and criminal proceedings may follow.

## **GENERAL CONDITIONS**

### **1. Compliance and Precautions**

The insurance described in this **policy** will only apply if **you** have complied with all the terms and conditions, and have taken all reasonable steps to protect the **insured key** and minimise the cost of any claim.

### **2. Cancellation**

The **policyholder** may cancel this **policy** at any time. If the **policyholder** cancels within 14 days of either receiving the **policy** documentation or from the inception date of the **policy** (whichever is later) then, any premium already paid will be returned (providing that no claims have been made on

the **policy**). If the **policyholder** cancels outside this period there is no entitlement to a refund of premium. The **Insurer**, and/or **Valeos** may, in certain circumstances such as fraud having been committed by **you**, cancel the **policy** in writing by sending 7 days' notice to the last known address of the **policyholder**.

### 3. **Applicable Contract Law**

**You** and the **Insurer** are free to choose the law applicable to this contract, but in the absence of agreement to the contrary the law of England and Wales will apply. All communication is to be conducted in English.

## **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 532 787  
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). **You** may be entitled to compensation from the scheme if they are unable to meet their obligations to **you**. **You** can find out more about compensation scheme arrangements at [www.fscs.org.uk](http://www.fscs.org.uk) or by contacting the FSCS directly on 0800 678 1100

## **RECORDING CALLS**

All telephone calls to **Valeos** are recorded to:

- Provide a record of the instructions received from **you**.
- Help monitor quality standards and assist with staff training.
- Meet legal and regulatory requirements.

## DATA PROTECTION

**We** are committed to protecting **your** privacy. By providing **your** information **you** are consenting to **us** contacting **you** by email, text, telephone or mail as part of the administration of **your policy** in accordance with the terms set out in this document. In contacting **you we** may also provide **you** with details of other products and services that may be of specific interest to **you**. **We** will not use or disclose the personal information **we** hold about **you** on **our** records to any third party organisation that is not associated with providing **your policy**. If at any time **you** wish **us**, or any company associated with **us**, to cease processing any of the personal data **we** hold, or to cease contacting **you** about products and services, **you** can do so by calling **us** on 01423 535 037

For full details of how **your insurer** will collect, use and store **your** personal data please visit their website [www.ageas.co.uk/privacy-policy](http://www.ageas.co.uk/privacy-policy) or contact their Data Protection Officer at Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh, Hampshire SO53 3YA or [thedpo@ageas.co.uk](mailto:thedpo@ageas.co.uk)

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