

Emergency Breakdown

Your policy schedule will show if you have selected this cover

Intana Motor Assistance

(Underwritten by **Ageas Insurance Limited**)

This emergency breakdown service is provided by Intana, a trading style of Collinson Insurance Services Limited and Underwritten by **Ageas Insurance Limited**.

To make sure that **you** get the most from **your** cover, please take the time to read the documentation sent to **you**, which explains the policy between **you** and **us**. **We** suggest **you** keep this document in a safe place as **you** will need to refer to it in the event of a **breakdown** or accident. If **you** have any questions or would like more information, please contact Castle Cover.

How we can help

We are here to help **you** 24 hours a day, 365 days a year.

In the event of a **breakdown** in the UK, call **our** Motor Assistance helpline on 0800 952 9923.

If section 3 is operative and **you** have a **breakdown** in Europe, call **our** Motor Assistance helpline on +44 (0)800 952 9924.

Please refer to your documentation for operative sections.

When calling please provide the following information:

- Policyholder's name
- Registration number of the **vehicle**
- Make, model and colour of the **vehicle**
- Nature of the **breakdown** and location of the **vehicle**.

A Motor Assistance operator will arrange for one of **our** approved agents to come to **your** assistance as quickly as possible.

It is important that **you** contact **our** Motor Assistance centre as soon as possible after the **breakdown**. **We** will not cover any call-out charges and labour costs unless **we** have given **our** agreement.

All telephone calls to **us** are monitored and recorded as part of **our** training and quality assurance programmes.

When we cannot help

Our approved agents cannot work on **your vehicle** if it is unattended. Please do not arrange assistance before **we** have agreed. If **you** do, **we** will not pay the costs involved.

Cancellation Provisions

You may cancel **your** policy within 14 days of either receipt of **your** policy documents or the inception/renewal date of **your** policy (whichever is later) with a full refund of premium (providing no claims have been made). In order to cancel, please telephone the Customer Services number 0800 519 1030 or write to Customer Services, Castle Cover, Deansleigh House, Deansleigh Road, Bournemouth BH7 7DU. **You** can also cancel **your** policy at any other time and **you** will receive a partial refund of premium proportionate to the unexpired period of **your** policy providing **you** have not made a claim.

Complaints Procedure

Our promise of good service

Castle Cover strives to provide the highest standard of service to **you** at all times. However, occasionally, things can go wrong and when this happens, Castle Cover is committed to sorting it out quickly. If **you** wish to make a complaint about the service Castle Cover has provided, please contact their Customer Relations team in writing at:

Customer Relations Manager
Deansleigh House
Deansleigh Road
Bournemouth
Dorset
BH7 7DU

If your complaint cannot be resolved

If you are not satisfied with the final response from Castle Cover, you have the right to refer your complaint to the Financial Ombudsman Service, free of charge, but you must do so within six months of the

date of the final resolution letter. Referral to the Ombudsman does not affect your right to take legal action. You can contact them as follows:

In writing:
Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London
E14 9SR

Tel: 0800 023 4567

E-mail: complaint.info@financial-ombudsman.org.uk

Please note that if you do not refer your complaint within the six months, the Ombudsman will not have Castle Cover's permission to consider your complaint and therefore will only be able to do so in very limited circumstances. For example, if it believes that the delay was as a result of exceptional circumstances.

If your complaint concerns the service provided by Intana.

It is the intention to give **you** the best possible service but if **you** do have an enquiry or complaint about **your** insurance please contact:

Quality Department
Intana
Sussex House
Perrymount Road
Haywards Heath
West Sussex
RH16 1DN

Telephone number: 01444 442010
or **email** on: quality@intana-assist.com

We will aim to provide **you** with a full response within four weeks of the date **we** receive **your** complaint and **our** response will be **our** final decision based on the evidence presented. If for any reason there is a delay in completing **our** investigations, **we** will explain why and tell **you** when **we** hope to reach a decision.

In any event, should **you** remain dissatisfied or fail to receive a final answer within eight weeks of **us** receiving **your** complaint, **you** may have the right to refer **your** complaint to an independent authority for consideration. That authority is the Financial Ombudsman Service at: Exchange Tower, Harbour Exchange Square, London E14 9SR.
Telephone: 0800 023 4567.

Please note that if **you** wish to refer this matter to the Financial Ombudsman Service **you** must do so within 6 months of **our** final decision. **You** must have completed the above procedure before they will consider **your** case.

Your legal rights are not affected.

Governing Law

This policy will be governed by English law, and **you** and **we** agree to submit to the non-exclusive jurisdiction of the courts of England and Wales unless **you** live in Jersey in which case the law of Jersey will apply and the Jersey courts will have exclusive jurisdiction.

Language

The contractual terms and conditions, and other information relating to this contract will be in the English language.

Financial Services Compensation Scheme (FSCS)

Collinson Insurance Services Limited and **Ageas Insurance Limited** are covered by the Financial Services Compensation Scheme (FSCS). If they cannot meet their obligations **you** may be entitled to compensation under the scheme. For this type of policy, the scheme covers at least 90% of any claims with no upper limit. More information can be obtained from www.fscs.org.uk.

Definitions

These definitions replace those found on page 5 in **your** policy and apply only to the Emergency Breakdown.

We/Us/Our

Intana, a trading style of Collinson Insurance Services Limited, Sussex House, Perrymount Road, Haywards Heath, West Sussex RH16 1DN. Collinson Insurance Services Limited (FCA register number 311883) is authorised and regulated by the Financial Conduct Authority.

Ageas Insurance Limited

Ageas Insurance Limited, Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh, Hampshire, SO53 3YA. Ageas Insurance Limited registered in England and Wales No. 354568. Ageas Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

You/Your

The person who has taken out this policy.

Insured person(s)

You, and any passenger or driver who is in the **vehicle** with **your** permission at the time of the **breakdown**.

Vehicle

The vehicle declared to **us**. Cover extends to include any caravan or trailer attached to the vehicle at the time of the **breakdown**. The vehicle, excluding any caravan or trailer, must not weigh more than 3.5 tonnes gross vehicle mass or be over 5.5 metres (18 feet) in length, over 3 metres (9 feet 10 inches) high, or over 2.3 metres (7 feet 6 inches) wide. Any caravan or trailer attached to the vehicle must not weigh more than 3.5 tonnes gross mass, exceed 7.6 metres (25 feet) in length, exceed 3 metres (9 feet 10 inches) in height or exceed 2.3 metres (7 feet 6 inches) in width and must be fitted with a standard 50mm ball coupling.

Territorial limits:

UK area

The United Kingdom of Great Britain and Northern Ireland, the Isle of Man and the Channel Islands.

European area

The European Union (other than the United Kingdom of Great Britain and Northern Ireland, the Isle of Man and the Channel Islands), Albania, Andorra, Bosnia, Herzegovina, Croatia, Gibraltar, Iceland, Liechtenstein, Macedonia, Monaco, Montenegro, Norway, San Marino, Serbia, Switzerland and Turkey (West of the Bosphorus)

Breakdown

1. Mechanical or electrical failure; or
2. Accidental damage, or damage caused by vandalism, fire, theft or attempted theft; which stops **your vehicle** moving.

Period of cover

The period for which **we** have agreed to cover **you**. Please note that there is no cover for any **breakdown** within the first 48 hours following **your** initial purchase of this policy.

Replacement parts

Those mechanical or electrical components that are essential to return the **vehicle** to a roadworthy condition.

Trip

A journey abroad in the **vehicle** to the countries of the **European area**, commencing and ending in the **UK area**.

Please note: Cover under Part B applies door-to-door, so all the appropriate benefits apply within the **UK area** during **your** direct journeys between home and the port or international rail terminal. **You** will be asked to demonstrate that **you** are planning or undertaking a journey abroad, for example by quoting a Channel crossing or accommodation booking reference.

Hire or reward

Any public or private hire which includes any payment in cash or kind by (or on behalf of) passengers which gives them a right to be carried, excluding car sharing schemes.

Cover

You are covered for the assistance services in this policy for a maximum of six **breakdowns** during the **period of cover** if **you** have paid **your** premium. **We** agree to provide the assistance services in this policy keeping to the terms, conditions and exclusions as long as the **breakdown** happens during the **period of cover** and within the **territorial limits**.

After **we** have dealt with **your** sixth **breakdown**, **your** policy becomes void. In such circumstances or if the service **you** require is not provided for under the terms of this policy, **we** will try if **you** wish to arrange it at **your** expense. The terms of any such assistance are a matter for **you** and **your** supplier.

Assistance services under this policy

PART A

For motoring within the **UK area** only. Cover applies as described in Sections 1 & 2.

Section 1 - Motor Recovery

Cover under this section is also available to Motor Recovery Plus and Motor Recovery Gold policies.

1. Emergency roadside repairs

We will pay the call-out charge and up to one hour's roadside labour costs for one of **our** approved repairers. The **breakdown** must occur at least one mile from **your** home.

2. Vehicle recovery

If **your vehicle** cannot be repaired within one hour at the scene of the **breakdown**, **we** will pay for the cost of transporting **your vehicle** and **insured person(s)** to a single destination, being either:

- a) the nearest repairer; or
- b) if the **insured person** wishes, their home address, provided it is nearer.

What is not covered:

- a) roadside labour charges in excess of one hour
- b) any labour charges incurred at the repairer's premises
- c) the cost of **replacement parts** or other materials used in the repair
- d) toll and sea transit charges for the **vehicle**.

3. Emergency message service

We will forward a message to a member of **your** family, friend or work colleague if **you** would like in the event of a claim under this policy.

Section 2 - Motor Recovery Plus

Cover under this section is also available to Motor Recovery Gold policies.

What is covered:

1. Doorstep Cover

Doorstep provides all benefits and exclusions as stated under Section 1 'Emergency roadside repairs' at or within a mile of **your** home address.

2. Getting you to your destination

If **your vehicle** cannot be repaired on the same day as the **breakdown**,

we will either:

- a) **onward travel** – pay the cost of transporting **your vehicle** or **insured person(s)** or both to a destination(s) within the **UK area** provided that the **insured person(s)** are transported to the same destination;
or
- b) **temporary hire car** – arrange and pay the cost of hiring a category A vehicle for up to 24 hours, to allow the **insured person(s)** to continue their journey to a destination within the **UK area**. We will pay for rental charge of up to a Category A vehicle only, collision damage waiver and any necessary drop-off charge, but **you** remain responsible for the cost of any fuel used. **Please note: You** will be responsible for any damage to the replacement vehicle and any excess imposed by the hire car provider.
You must be able to satisfy the requirements of the hire car providers, as to an acceptable driving licence and minimum driver age. They will also require sight of **your** credit/charge card before releasing the replacement vehicle to **you**; or
- c) **while the vehicle is being repaired** – arrange transport for **insured person(s)** to travel to a hotel. **You** will have to pay for the cost of this, and the hotel costs; but we will reimburse **you** up to £50 per person per night for accommodation. The most **we** will pay for transport to the hotel and the cost of hotel accommodation is £300 for any one **breakdown**.

You must pay the hotel bill, but **we** will pay **you** back on receipt of the relevant bill(s) subject to the £300 limit for any one **breakdown**. **You** must send **us** all the relevant invoice(s) before **we** will reimburse **you**.

At all times **we** decide on the best way of providing help.

What is not covered:

- a) any costs which **you** would have had to pay during **your** journey if **you** had not claimed under this section of the policy. For example, the cost of meals and other food or hotel costs which **you** had already planned to pay.
- b) toll and sea transit charges for the **vehicle**.
- c) long-distance transport of the **vehicle** to the premises where the **vehicle** was purchased or previously repaired, solely to claim under a Warranty scheme, when a suitable alternative repairer is nearer to hand.
- d) fines, parking charges and any congestion charges arising from use of a replacement vehicle.

PART B

Motor Recover Gold. For motoring within the **European area** only, or **your** direct journeys between **your** home and **your** port or international rail terminal. Cover applies as described in Sections 3.

Section 3 - Motor Recovery Gold

Cover under this section is available to Motor Recovery Gold policies only. Cover included under Motor Recovery and Motor Recover Plus is also available to Motor Recovery Gold policy holders.

This Section only applies if your vehicle is under 10 years old.

The most we will pay for all claims arising from any one breakdown is £3,000.

What is covered:

1. Cover prior to departure

If the **vehicle** is immobilised or rendered unroadworthy as a result of a **breakdown** occurring during the seven days immediately preceding **your** arranged date of departure for a **trip**, and it cannot be repaired or is not recovered prior to the arranged date of departure, **we** will pay up to £750 in total under this policy to enable **you** to continue **your** originally planned **trip**. **We** will pay for the following:

- a) The hire of a suitable replacement vehicle, where available, for the purpose of carrying out the original **trip** (including rental charge, collision damage waiver and any necessary drop-off charge). **Please note: you** will be responsible for any damage to the replacement vehicle and any excess imposed by the hire car provider.

OR

- b) The additional cost of rebooking any sea crossing missed as

a result of the **breakdown** giving rise to a claim (or, where the original route is unavailable, the nearest suitable alternative sea crossing).

Any claim involving the hire of a replacement vehicle must have **our** prior approval. **You** must contact **us** as soon as **you** know **your vehicle** may be unavailable for the planned **trip**.

Your claim must be supported by a letter from a garage confirming:

- the regular maintenance and servicing of **your vehicle**;
- precise details of the **breakdown**;
- the **breakdown**, when occurring, was sudden and unforeseen;
- repairs cannot be effected before the date planned for **you** to begin **your trip**.

What is not covered:

- a) any claim under this section resulting from a **breakdown** if **you** have purchased this cover less than **TEN** days before the planned date of departure of **your trip**.
- b) any claim under this section when actual or imminent **breakdown of your vehicle** is discovered or diagnosed in the course of a service carried out less than **TEN** days prior to **your** planned date of departure.
- c) loss of use of a vehicle hired to **you**.
- d) the cost of fuel and oil used in any replacement vehicle.
- e) the cost of any Personal Accident insurance or other benefit not specifically covered under this policy.
- f) fines, parking charges and any congestion charges arising from use of a replacement vehicle.
- g) **Trips** solely within the **UK area**.

2. Emergency roadside assistance

We will pay the call-out charge and up to one hour's roadside labour costs for one of **our** approved agents to attend the scene of the **breakdown**, and where possible, carry out emergency repairs.

3. Vehicle recovery

If **your vehicle** cannot be repaired within one hour at the scene of the **breakdown**, **we** will pay for the cost of transporting **your vehicle** and **insured person(s)** to the nearest repairer.

4. Getting you to your destination

If **your vehicle** cannot be repaired on the same day as the **breakdown**, **we** will either:

- a) **onward travel** – pay the cost, up to the value of **your vehicle**, of transporting the **insured person(s)** to a destination within the **European area** provided that the **insured person(s)** are transported to the same destination; or
- b) **temporary hire car** – arrange and pay the cost of hiring a replacement vehicle while the **vehicle** is being repaired, but the most **we** will pay for any one claim is £750; or
- c) **hotel accommodation** – arrange transport for the **insured person(s)** to travel to a hotel. **You** will have to pay for the cost of this, and the hotel costs; but **we** will reimburse **you** up to £50 per person per night for accommodation while the vehicle is being repaired. The most **we** will pay for transport to the hotel and the cost of hotel accommodation is £500 for any one **breakdown**. **You** must pay the hotel bill, but **we** will pay **you** back on receipt of the relevant bill(s) subject to the £500 limit for any one **breakdown**.

You must send **us** all the relevant invoice(s) before **we** will reimburse **you**.

5. Vehicle Repatriation

In addition to Section 4, if the vehicle is lost, immobilised or rendered unroadworthy during a **trip** as a result of a breakdown, **we** will pay:

- a) The cost of transporting **you**, with **your** hand luggage and valuables, to **your** home address in the **UK area** if the **vehicle** cannot be and could not have been repaired (or, in the case of theft, has not been recovered in a roadworthy condition) by the intended time of **your** return home. The means of transport to be employed shall be at **our** discretion and subject to availability.
- b) The cost of transporting the **vehicle** to **your** home address or repairer in the **UK area** if repairs cannot be carried out abroad (or

the **vehicle**, if stolen, has been recovered but not in a roadworthy condition), by the intended time of **your** return home.

- c) **We** will pay for necessary garage storage costs and costs of transportation and delivery, including any additional shipping costs.

OR

When agreed in advance by **us**, **we** will pay the cost of one person to travel to the location of the **vehicle** by public transport to drive the repaired **vehicle** to **your** home address in the **UK area**.

The maximum **we** will pay under this policy to repatriate the **vehicle** will be limited to its current market value in the **UK area**.

Vehicle repatriation will only be carried out when it is apparent that repairs can be effected in the **UK area**, and when you confirm to **us** that these repairs will be put in hand.

If you are repatriated by **us**, **we** will pay the cost of transporting **your** personal possessions, other than hand luggage and valuables, to **your** home address either together with or separately from the **vehicle**.

If a replacement vehicle has been provided, once the vehicle has returned to the policyholders home address within the **UK area**, it will no longer be covered irrespective of whether the original **vehicle** is still in the process of repatriation.

What is not covered:

- charges for any labour not incurred at the roadside.
- the cost of **replacement parts** or other materials.
- any winching costs or the use of specialist off-highway-recovery equipment.
- the cost of fuel and oil used in any replacement vehicle.
- the cost of any optional Personal Accident insurance or other benefit not specifically covered under this policy.
- costs incurred outside the period of the **trip**.
- fining, parking charges and any congestion charges arising from use of a replacement vehicle.
- trips solely within the **UK area**.
- repatriation of **vehicle** occupants injured in an accident involving the **vehicle**.

At all times **we** decide on the best way of providing help

6. Replacement Parts Despatch

If the **vehicle** needs **replacement parts** during a **trip** outside the **UK area** and these are not available locally, then on receipt of **your** instructions **we** will undertake to obtain them elsewhere, and will pay all freight charges involved in despatching them to the location of the **vehicle**. The maximum **we** will pay under this section will be £600. Please be aware there may be some delay in despatching **replacements parts**.

We will endeavour to provide the **replacement parts** required but **we** can give no guarantee that they will be available, especially in the case of older **vehicles** where parts may be impossible to locate.

We will pay the cost of location and transport of the **replacement parts**. The actual cost of the parts and any Customs Duty must be paid to **us** by **you** by a debit to **your** credit or charge card or by a prior deposit of funds in the **UK area**.

When **you** are invoiced for a surcharge subject to the return of the old unit or part, **you** must return the defective part at **your** own expense to the supplier.

If **you** instruct **us** to obtain **replacement parts** and these are not subsequently required, or **you** do not await their arrival, or **you** have instructed **us** to order incorrect **replacement parts**, **you** will be responsible for the net cost of such parts, including all forwarding charges arising from their return and also any further delivery charges for the correct part.

If **you** request a repairing garage or dealer to specify replacements parts then the instructions from the garage or dealer will be treated as coming from **you**.

What is not covered:

- the actual costs of any parts.
- trips** solely within the **UK area**.
- Forwarding charges in excess of the market value of the **vehicle**.

- Forwarding charges for non-essential **replacement parts**.

- Any costs that exceed £600.

General Exclusions applying to all sections

What is not covered:

- The **breakdown** of **your vehicle**:

- occurring within 48 hours following **your** initial purchase of this policy, or;

- if it has knowingly been driven in an unsafe or unroadworthy condition; or

- which has resulted from lack of oil, fuel or water; or

- which occurs while **your vehicle** is being used for motor racing, trials, rallying or is used for **hire or reward** or courier services.

- The cost of:

- any storage charges. **You** will be responsible for any **vehicle** storage charges incurred when **you** are using **our** services; or

- spare or **replacement parts**, fluids or fuel or any other materials used in repairing **your vehicle**; or

- any other repairs except those at the scene of the **breakdown**; or

- replacing a wheel if **your vehicle** does not have a serviceable spare wheel; or

- replacing broken windows or keys or finding missing keys; or

- ferry crossings (under sections 1 & 2), parking charges, congestion charges, fines or toll charges.

- loss of or damage to contents of the **vehicle**; or

- telephone calls when contacting **us**. Wherever possible **we** will call **you** back as soon as possible; or

- any direct or indirect loss of any kind arising from the provision of, or any delay in providing, the services which this policy relates, unless negligence on **our** part can be demonstrated. An example of this would be the loss of wages as a result of a **breakdown**; or

- of draining or removing contaminated fuel or other fluids. **We** will arrange local recovery, but it will be **your** responsibility to pay for any work carried out; or

- locksmiths, glass replacement or tyre specialists; or

- any costs which **you** would have had to pay during **your** journey if **you** had not claimed under this section of the policy. For example, the cost of meals and other food or hotel costs which **you** had already planned to pay.

- Any charges arising from an **insured person's** failure to comply with **our** instructions in respect of the assistance being provided.

- Any costs incurred before **you** have notified **us** of the **breakdown**.

- Any **vehicle** which cannot be recovered by a standard trailer or transporter.

- The recovery of a caravan or trailer on tow which exceeds 3.5 tonnes gross vehicle mass, 7.6 metres (25 feet) in length, 3 metres (9 feet 10 inches) in height, 2.3 metres (7 feet 6 inches) in width or is not fitted with a standard 50mm ball coupling.

- Breakdowns** caused by, contributed to by or arising from:

- ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from burning nuclear fuel; or

- the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear part of it; or

- war, invasion, foreign enemy hostilities (whether war is declared or not), civil war, rebellion, revolution, military force or coup; or

- pressure waves caused by aircraft or any other airborne devices travelling at sonic or supersonic speeds.

- Apart from **us**, the **insured person** is the only person who may enforce all or any part of this **policy** and the rights and interests arising from or connected with it. This means that the Contracts (Rights of Third Parties) Act 1999 does not apply to any third party rights or interests.

- Any claim directly or indirectly caused by or indirectly caused by or resulting from any device failing to recognise, interpret, or process any date as its true calendar date.

10. Any recurring claim due to the same cause within the last 28 days, where a permanent repair has not been undertaken to correct the fault.
11. The provision of service to **vehicles** temporarily immobilised by floods, snow-affected roads, sand or mud, situated in areas to which **our** agents have no right of access, or on Motor Traders' premises.
12. Any deliberately careless or deliberately negligent act or omission by **you**.
13. Any winching costs or specialist off-highway-recovery equipment. Any vehicle or equipment used other than a standard recovery vehicle which is required to move a **vehicle** which has left the highway or is overturned or without wheels, would be considered as specialist. Once the **vehicle** has been recovered to a suitable location, normal service will be provided.
14. Assistance following a **breakdown** or accident attended by the police or other emergency services until they have authorised the **vehicles** removal.

Conditions

1. **You** must answer all questions about this policy honestly and fully at all times. **You** must also tell **us** straight away if anything that **you** have already told **us** changes. If **you** do not tell **us**, **your** policy may be cancelled and any claim **you** make may not be paid.
2. An **insured person** must keep to the terms and conditions of this **policy**. **You** must make no admission, offer, promise or payment without **our** prior consent. In order to benefit from the cover, an **insured person** or member other than the Policyholder must agree to abide by all the relevant terms, conditions and exclusions of this policy.
3. At all times during the **period of cover**, the **vehicle** must be maintained in a roadworthy condition and regularly serviced.
4. If **you** fail to satisfy the terms of **your policy**, **we** may choose to cancel **your** policy during the **period of cover** by giving **you** 14 days written notice of cancellation to the last address **you** provided **us** with. Examples of when **we** might do this includes **you** not paying a premium instalment when due, **us** discovering that **your vehicle** is no longer eligible for cover, etc. **You** can cancel this policy at any time. If the policy is cancelled because **we** have covered **you** for six **breakdowns** in the **period of cover**, **we** or **Ageas Insurance Limited** will not refund any premium **you** have paid.
5. An **insured person** over the age of 18 must be present with the **vehicle** when the approved agent arrives.
6. **We** will make every effort to apply the full range of services in all circumstances dictated by the terms and conditions. Remote geographical locations or unforeseeable adverse local conditions may preclude the normal standard of service being provided. In all cases where such difficulties exist, the full monetary benefits of the insurance cover will apply.
7. The transportation of any animal or livestock is undertaken solely at **our** discretion and **we** accept no liability for the safety or welfare of any animal or livestock during its transportation.
8. **We** or **Ageas Insurance Limited** will not pay for any loss that is not directly covered by the terms and conditions of this policy. For example **we** or **Ageas Insurance Limited** will not pay for loss of income from taking time off work because of a **breakdown**, or loss from cancelled or missed appointments.
9. **We** or **Ageas Insurance Limited** will not pay any claim covered under any other policy, or any claim that would have been covered by any other policy if this policy did not exist.
10. This policy will be governed by English law, and **you** and **we** agree to submit to the non-exclusive jurisdiction of the courts of England and Wales unless **you** live in Jersey in which case the law of Jersey will apply and the Jersey courts will have exclusive jurisdiction.
11. **You** must contact the Emergency Centre and obtain **our** prior consent before agreeing or incurring any costs in relation to any incident which may be the subject of a claim. **We** will not accept liability for expenses incurred without **our** prior knowledge or consent. **Please telephone us first**.
12. If any fraudulent claim is made or if any fraudulent means or devices are used to obtain any benefit under the insurance, this

policy shall become void and the premium paid shall be forfeited. Any benefits so claimed and received must be repaid to **us**.

13. **You** will be required to reimburse to **us**, within seven days of **our** request to **you**, any costs or expenses **we** have paid out on **your** behalf which are not covered under the terms of the insurance.

Data Protection Notice

Please read this notice carefully as it contains important information about **our** use of **your personal information**.

In this notice, unless otherwise indicated, **we** and **us** and **our** mean any, or all, of:

- **Intana**, a trading style of Collinson Insurance Services Limited ("**Intana**");
- **Ageas Insurance Limited** ("**Ageas**"); and
- **Castle Cover**, a trading style of Ageas Retail Limited ("**Castle Cover**").

Your personal information means any information **we** hold about **you** and any information **you** give **us** about anyone else. **You** should show this notice to anyone else insured or proposed to be insured under **your** policy as it will also apply to them. It explains how **we** use all the information **we** have about **you** and the other people insured under **your** policy.

Please note that if **you** give **us** false or inaccurate information this could give **Ageas** or **Castle Cover** the right to avoid **your** insurance policy or it could impact **your** ability to claim.

Sensitive information

Some of the **personal information** that **we** may ask **you** to provide may constitute "sensitive personal data". This may include, without limitation, information relating to any criminal convictions. **We** may need to use sensitive personal data to provide **you** with quotes, arrange and manage **your** policy and to provide the services described in **your** policy documents (such as dealing with claims).

How we use your personal information

We may share **your personal information** with other companies within **our** respective groups for any of the purposes set out in this notice.

If **you** want to know more about the Collinson group (the group which includes **Intana**), please go to www.collinsongroup.com.

If **you** want to know more about the **Ageas** group please go to: www.ageas.co.uk.

We will use **your personal information** to arrange and manage **your** insurance policy, including handling underwriting and claims and issuing renewal documents and information to **you**. **We** will also use **your personal information** to assess **your** insurance application.

We may research, collect and use data about **you** from publically available sources including social media and networking sites. **We** may use this data for the purposes set out in this notice, including fraud detection and prevention.

We may have to share your **personal information** with other insurers, statutory bodies, regulatory authorities, our business partners or agents providing services on our behalf and other authorised bodies.

Ageas will share **your personal information** with others:

- if **Ageas** needs to do this to manage **your** policy;
- for underwriting purposes, such as assessing **your** application and arranging **your** policy;
- for management information purposes;
- to prevent or detect crime, including fraud (see below);
- if **Ageas** is required or permitted to do this by law (for example, if **Ageas** receives a legitimate request from the police or another authority); and/or
- if **you** have given **Ageas** permission.

You can ask for further information about **Ageas'** use of **your personal information**. If **you** require such information, please write to the Data Protection Officer at the corresponding address set out below.

Intana will share **your personal information** with others:

- if **Intana** needs to do this to manage **your** policy, including settling claims;
- for management information purposes;
- to prevent or detect crime, including fraud;

- if **Intana** is required or permitted to do this by law (for example, if **Intana** receives a legitimate request from the police or another authority); and/or
- if **you** have given **Intana** permission.

You can ask for further information about **Intana's** use of **your personal information**. If **you** require such information, please write to the Data Protection Officer at the corresponding address set out below.

Preventing and detecting crime

Ageas may use **your personal information** to prevent crime. In order to prevent and detect crime **Ageas** may:

- check **your personal information** against **Ageas'** own databases;
- share it with fraud prevention agencies. **Your personal information** will be checked with and recorded by a fraud prevention agency. Other companies within the financial services industry may also search such fraud prevention agencies when **you** make an application to them for financial products (including credit, savings, insurance, stockbroking or money transmission services). If such companies suspect fraud, **Ageas** will share **your** relevant **personal information** with them. The information **Ageas** shares may be used by those companies when making decisions about **you**. **You** can find out which fraud prevention agencies are used by **Ageas** by writing to **Ageas'** Data Protection Officer at the corresponding address set out below; and/or
- share it with operators of registers available to the insurance industry to check information and prevent fraud. These include the Claims and Underwriting Exchange Register administered by Insurance Database Services Limited. **Ageas** may pass information relating to **your** insurance policy and any incident (such as an accident, theft or loss) to the operators of these registers, their agents and suppliers.

Dealing with others on your behalf

To help **you** manage **your** insurance policy, subject to answering security questions, **we** will deal with **you** or **your** husband, wife or partner or any other person whom **we** reasonably believe to be acting for **you** if they call us on **your** behalf in connection with **your** policy or a claim relating to **your** policy. For your protection only you can cancel **your** policy or

change the contact address.

Marketing

We may use **your personal information** and information about **your** use of our products and services to carry out research and analysis.

We will only use **your personal information** to market our products and services to **you** if **you** agree to this.

Monitoring and recording

We may record or monitor calls for training purposes, to improve the quality of our service and to prevent and detect fraud. **We** may also use CCTV recording equipment in and around our premises.

Further information

You are entitled to receive a copy of any of **your personal information we** hold. **We** may charge **you** a small fee for this. If **you** would like to receive a copy, or if **you** would like further information on, or wish to complain about, the way that **we** use **your personal information**:

In respect of information held by **Intana**, please write to The Data Protection Officer at Collinson Insurance Services Limited, Sussex House, Perrymount Road, Haywards Heath, West Sussex, RH16 1DN giving **your** name, address and insurance policy number.

In respect of information held by **Ageas**, please write to the Data Protection Officer at **Ageas Insurance Limited**, Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh, Hampshire, SO53 3YA giving **your** name, address and insurance policy number.

In respect of information held by **Castle Cover**, please write to The Data Protection Officer at Ageas Retail Limited, Deansleigh House, Deansleigh Road, Bournemouth, BH7 7DU giving **your** name, address and insurance policy number.

If **we** change the way that **we** use **your personal information**, **we** will write to **you** to let **you** know. If **you** do not agree to that change in use, **you** must let **us** know as soon as possible.

Please note – **Intana** may access **your** personal data from outside of the European Economic Area for the purposes of providing the services described in **your** policy documents, such as dealing with your claim.