



# Return to Value Gap Policy Document

## POLICY DOCUMENT

This document explains exactly what cover is provided and contains the terms and conditions of this policy. This document, together with the application and schedule forms the policy and should be read as one document. The schedule contains information about you, the vehicle, the period of cover and the premium.

It is up to you to ensure that the cover you have selected is appropriate for your needs. If you have any questions regarding this policy or you would like to make any changes or additions to the cover, please contact the administrator, Direct Group Limited on telephone number 0844 412 4272 (all calls are recorded for training, compliance and claims purposes).

You must notify us as soon as possible of any changes which may affect the cover provided and which have occurred since the cover started. If you do not inform us of any changes, this policy may become invalid and may not provide the cover you require.

Please make sure that the cover meets your requirements and that the information detailed in the schedule is correct.

## RETURN TO VALUE GAP INSURANCE IS SUITABLE FOR

- new and used vehicles
- vehicles less than 7 years old at the inception date
- vehicles that have covered less than 80,000 miles at the inception date
- vehicles with an vehicle value of less than £50,000
- vehicles purchased privately or through a trade entity
- vehicles purchased within the last 7 years and owned more than 3 months
- vehicles used for private or business purposes
- vehicles purchased using cash or a personal bank loan
- vehicles purchased by means of finance including but not limited to 'motor loan' and 'personal contract purchase', 'contract hire' or any style of leasing agreement

## ADDITIONAL BENEFITS AVAILABLE

Subject to the payment of the required additional premium, cover can be extended to include the following additional benefits:

- £500 inconvenience cover

## GUIDE TO YOUR POLICY

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## 1. DEFINITIONS

<i>Administrator</i> .....	Direct Group Limited, Direct House, White Rose Way, Doncaster, South Yorkshire DN4 5NU telephone number 0844 412 4272, who administer this insurance on the insurers behalf. Direct Group Limited is authorised and regulated by the Financial Services Authority.
<i>Category A, B, C, D, F &amp; X</i> .....	As per the UK Insurance Write-Off categories – Category A.....Vehicle must be crushed, including all spare parts, Category B.....Vehicle from which spare parts may be salvaged, however the bodysell should be crushed and the car should never return to the road, Category C.....An extensively damaged vehicle which an insurer has decided not to repair, however it could be repaired and returned to the road, Category D.....The damaged vehicle which an Insurer has decided not to repair, however it could be repaired and returned to the road, Category F.....Vehicle damaged by fire, which the Insurer has decided not to repair Category X.....Vehicle has been the subject of a claim but minor or very lightly damaged and required minimal repair work. Theft.....Vehicle has not been recovered and ownership rests with the Insurer who made the loss payment.
<i>Claim Limit</i> .....	The maximum amount that can be claimed as shown on the schedule.
<i>Comprehensive Motor Insurance Policy</i> ..	A valid and in force comprehensive motor insurance policy covering the vehicle against theft, fire or accident as at the date of loss and which was entered into between you and a registered motor insurer or a valid and in force comprehensive motor insurance policy, issued by a U.K. registered motor insurer, in which you are a named driver
<i>Date of Loss</i> .....	The date of the theft, fire or accident which gives rise to your claim for the total loss of the vehicle
<i>Geographical Limits</i> .....	The area in which this policy is effective i.e. Great Britain, Northern Ireland, the Isle of Man, the Channel Islands, member countries of the European Community and any other country for which an international motor insurance card ('Green Card') in respect of the vehicle is effective at the date of loss
<i>Grey Import</i> .....	A vehicle that does not comply with European Union vehicle type specification and which is imported from outside the UK. Note: parallel imports have been produced for a European Member State and will conform to European Wide Type Approval and therefore qualify for cover
<i>Inception Date</i> .....	The date from which this policy is valid and noted on the schedule
<i>Invoice</i> .....	The Invoice for the vehicle provided by an entity registered for VAT for the purpose of providing motor vehicles.
<i>Market Value</i> .....	The market value based on Glass's Guide value for purchasing or replacing the vehicle with one of the same make, model, trim level, book mileage and overall condition. We reserve the right to have an independent valuation undertaken should the specification not be available in Glass's Guide or it is suspected that the condition of the vehicle is such that this would affect the Glass's Guide valuation.
<i>Period of Cover</i> .....	The period as shown on your schedule from the start date to the end date, or the date on which the insured vehicle is sold or transferred to a new owner (whether or not you inform us), whichever occurs sooner. The maximum period of cover shall not be greater than 48 months.
<i>Policy</i> .....	This document together with the application and schedule
<i>Schedule</i> .....	Declaration and additional information submitted by you or on your behalf which shows the level of cover you have chosen
<i>Total Loss</i> .....	Where it is unsafe to repair the vehicle, the cost of repair is greater than the pre-accident market value, or the vehicle has been stolen and not recovered, and a total loss payment has been made by the motor insurer.
<i>Vehicle</i> .....	The vehicle as identified on the proposal, having a maximum vehicle value of £50,000 and which is less than 7 years old and has covered less than 80,000 miles at the inception date, is for use on the public highway, is to be principally used in the U.K., has a valid vehicle excise license (vehicle tax disc) and if your vehicle is more than three years old a valid mot,
<i>Vehicle Value</i> .....	The lesser of the current value declared by you on the schedule or Glass's Guide value for a vehicle of the same make, model specification level, age, book mileage and overall condition on the inception date
<i>We / Us / Our</i> .....	Red Sands Insurance Company (Europe) Limited whose registered office is at Level 3, Ocean Village Business Centre, 23 Ocean Village Promenade, Gibraltar under company registration number 87598
<i>You / Your</i> .....	The person or entity noted on the schedule

From this point on, all defined terms appear in italics throughout this document



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## 2. COVER PROVIDED

If within the *period of cover* the *vehicle* is classed as a *total loss* we will pay the difference, up to the *claim limit*, between the settlement you receive from the *comprehensive motor insurance policy* and the *vehicle value*.

## 3. WHAT IS NOT COVERED

### 3.1 Vehicles:

- 3.1.1 Vehicles not shown in Glass's Guide, vehicles over 3500kg gross weight, all commercial vehicles, emergency service vehicles, vans or car derived vans, designed to carry more than eight people including the driver motor cycles, invalid carriers, kit cars, *grey import(s)*, Aston Martin, Bentley, Bristol, Cosworth, De Tomaso, Dorchester, Ferrari, Ginetta, Lamborghini, Lancia, Maserati, Rolls-Royce and any American make of vehicle unless manufactured as right hand drive for the UK market.
- 3.1.2 Fitted with non manufacturer specified modifications including but not limited to engine modifications; up-rated brakes, roll cages; steering column extension. Modifications such as alloy wheels, in-car entertainment, in-car security, sat-nav, hands-free kit, roof rails, tow bar do not preclude the vehicle from being covered.
- 3.1.3 Used for hire or reward, delivery courier, driving school, haulage, competition, racing, pace making, reliability trials or off road, speed testing or used by an entity formed for the purposes of selling or servicing motor vehicles.
- 3.1.4 Purchased less than 90 days before *the inception date* of the *policy*.
- 3.1.5 Vehicles classified as *category A, B, C, D, F or X total loss* prior to *the inception date*.
- 3.1.6 Without a valid vehicle excise license (vehicle tax disc)
- 3.1.7 More than three years old without a valid MOT

### 3.2 Any *total loss*:

- 3.2.1 Where the *schedule* or premium is not received by *us*.
- 3.2.2 Where *you* have the option to replace the vehicle under the *comprehensive motor insurance policy*
- 3.2.3 Additional costs including but not limited to vehicle excise license (vehicle tax disc), warranty, motor insurance, or motor insurance excess.
- 3.2.4 VAT where *you* are VAT registered.
- 3.2.5 That occurred outside the *geographical limits*.
- 3.2.6 That occurred before the date the *policy* was purchased or *the inception date* of this *policy*.
- 3.2.7 That occurred due to theft while the *vehicle* ignition keys were left with *your vehicle*.
- 3.2.8 If the *total loss* was not covered, or full and final settlement was not paid, under a *comprehensive motor insurance policy*.
- 3.2.9 When the *vehicle* was being driven by a person not covered under a *comprehensive motor insurance policy*; or who does not hold a valid license to drive the *vehicle*; or are intoxicated by alcohol (as defined by legal limits); or under the influence of drugs not prescribed by a registered medical practitioner; or being driven illegally. (Does not apply if the person driving is reported to the police for taking the *vehicle* without *your* permission)
- 3.2.10 That occurred due to any intentional act or wilful neglect on *your* or the driver of the *vehicle's* part.
- 3.2.11 That occurred as a result of war, riot, civil commotion, terrorism, pollution or contamination
- 3.2.12 That occurred as a result of Radioactive contamination from ionising radiation or contamination from any nuclear fuel or from any nuclear waste arising from burning nuclear fuel, or the radioactive, toxic, explosive or other dangerous effect of any explosive nuclear equipment or part of that equipment.
- 3.2.13 That is the subject of fraud or dishonesty. Then *we* may declare the *policy* void in its entirety and no cover will apply, *we* shall be entitled to recover from *you* the amount of any claim already paid under the *policy* and *we* shall not make any return of premium.
- 3.2.14 Where this risk is covered by any other insurance or warranty.
- 3.2.15 Business mileage
- 3.2.16 Classified as *Category X total loss* where it is economical repair the *vehicle* to a safe and roadworthy condition



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## 4. INSURER'S RIGHTS

- 4.1 We may at *our* discretion take any steps in *your* name against any person including but not limited to the *comprehensive motor insurance* insurer to recover any money we pay in settlement of *your* claim. You must give us all assistance necessary. We may also at *our* option take over negotiations with the *comprehensive motor insurance* insurer with respect to *your total loss* claim.
- 4.2 If you accept an offer of settlement in respect of a *total loss* from the *comprehensive motor insurance* insurer without *our* express agreement we may at *our* option refuse to deal with *your* claim, grant no payment under this *policy*, or calculate *your* claim using the *market value* at the *date of loss*.
- 4.3 If this *policy* is purchased more than 21 days after the *vehicle* is purchased we have the right to adjust the claim by the pre-existing depreciation between the time of purchase of the *vehicle* and the *inception date*.
- 4.4 If the *vehicle* is classified as *category C, D, F or X total loss* after the *inception date*, any claim will be adjusted to reflect a reduction of the *vehicle value* as determined by us.
- 4.5 If you do not notify us within 30 days of the *date of loss* then we may at *our* option refuse to deal with *your* claim and grant no payment under this *policy*.
- 4.6 We accept no liability for the responsible disposal of *your vehicle* or its salvage in any event.
- 4.7 If you decline the offer of a replacement vehicle under the *comprehensive motor insurance policy* then we will settle the claim based on the value of the replacement vehicle and not the settlement amount offered under the *comprehensive motor insurance policy*.

## 5. ADDITIONAL COVER OPTIONS

- 5.1 Inconvenience Compensation.  
We will pay £500 directly to you if the *vehicle* is classed as a *total loss*. This benefit applies 90 days following the *inception date*, if it is noted on the *schedule*, the additional premium has been paid by you and a payment is due to you under Section 2 of this *policy*.

## 6. YOUR CANCELLATION RIGHTS

If after having examined this *policy* you decide not to proceed, you have 21 days to cancel from the *inception date* by writing to the *administrator*. On receipt of *your* notice we will refund any premium you have already paid, unless you have already made a claim on this *policy*. After this period if you wish to cancel *your policy* you will not be entitled to any refund of premium

## 7. HOW TO MAKE A CLAIM

If the *vehicle* is subject to a *total loss* please contact the *administrator* within 30 days of the *date of loss*

T 0844 412 4272 (all calls are recorded for training, compliance and claims purposes).

We will discuss *your* claim with you and you will be asked to provide copies of the V5, UK Motor dealer invoice where applicable, copies of *finance agreement* or *contract hire / lease agreement* details and settlements (if benefits selected), details of the *comprehensive motor insurance policy*, *your* driving licence, a valid crime reference number, facts on which the claim is based together with any information and assistance which we may require to establish the amount of the claim



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### 8 DATA PROTECTION ACT 1998

We may store *your* information on a computer and use it for administration, risk assessment, research and statistical purposes, marketing purposes and for crime prevention. We will only disclose *your* personal details to third parties if it is necessary for the performance of *your* contract with us.

#### 8.1 Sensitive Data.

In order to assess the terms of this insurance or administer claims which arise, we may need to collect data which the Data Protection Act defines as sensitive. By accepting this insurance *you* signify *your* consent to such information being processed by us or the *administrator*.

We will keep *your* information secure at all times. In certain circumstances, for example for system administration purposes, we may have to transfer *your* information to another country, which may be a country outside the European Economic Area (EEA). Should *you* wish to receive a copy of the information we hold on *you* please contact; The Compliance Officer, Red Sands Insurance Company (Europe) Limited Level 3, Ocean Village Business Centre, 23 Ocean Village Promenade, Gibraltar.

8.2 Providing Information. The information *you* have provided to us forms the basis of *your* insurance contract. It is important that *you* advise us of all material information and immediately notify us of any change in the information. Please note, if *you* are in any doubt whether or not any information is material, *you* should disclose it. Under English law it is an offence to make any false statements or withhold any material information in order to obtain insurance cover. We reserve the right to decline any insurance risk or to change the premium and terms quoted

### 9. COMPENSATION SCHEME

If the Insurer cannot meet their obligations *your policy* is covered by the Financial Services Compensation Scheme (FSCS). *you* can get more information about the compensation scheme arrangements from the Initial Disclosure Document.

### 10. TERMINATION

The *policy* will automatically terminate when a claim is settled, or on the date *you* sell or otherwise dispose of the *vehicle*. Please note, should *you* sell *your* car in the first 90 days of ownership, on *your* instructions this *policy* may be transferred to a replacement vehicle of the same value or less.

### 11. CANCELLATION

The Insurer is not bound to accept *your schedule* and may at any time cancel *your policy* sending 14 days notice to *you* at *your* last known address. Provided the premium has been paid in full *you* are entitled to a proportionate rebate of premium in respect of the unexpired *period of cover*.

### 12. THE LAW APPLICABLE TO THIS POLICY

*You* are free to choose the law applicable to this *policy*. *Your policy* will be governed by the law of England and Wales unless *you* and we have agreed otherwise.

### 13. IDENTIFICATION

The *policy* and *schedule* will be read as one contract. A word or expression to which a specific meaning has been attached will keep the same meaning wherever it appears unless specifically stated otherwise. A particular word or phrase, which is not defined, will have its ordinary meaning.

### 14. DISABILITY DISCRIMINATION ACT 1995

In accordance with the Disability Discrimination Act 1995, we are able, upon request, to provide a text phone facility, audio tapes and large print documentation. Please advise us if *you* require any of these services to be provided so that we can communicate with *you* in an appropriate manner.



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### 15. OUR PROMISE OF GOOD SERVICE

Please quote *your policy* number in all correspondence as it will help *us* to deal with *your* enquiry or complaint promptly. We aim to provide a high level of service and to pay claims fairly and promptly.

We have appointed Direct Group Limited to deal with all administrative matters relating to this *policy*. It is *our* intention to give *you* the best possible service but if *you* do have questions or concerns about *your policy* or the handling of a claim please contact:

Direct Group Limited,  
Direct House,  
White Rose Way,  
Doncaster,  
DN4 5NU  
Tel: 0844 412 4272

If *you* have an enquiry or complaint regarding the sale of the *policy*, please address it to:

Future 45 Ltd T/a Click4Gap  
64-74 Kingston Road  
Wimbledon, London SW19 1LA  
Tel: 0844 357 8300  
E-mail: [email@click4group.co.uk](mailto:email@click4group.co.uk)

If *you* remain dissatisfied, *you* should then contact:

The Operations Manager  
Red Sands Insurance Company (Europe) Limited  
Level 3, Ocean Village Business Centre  
23 Ocean Village Promenade, Gibraltar  
Tel. +350 216 50000  
e-mail: [underwriter@redsands.gi](mailto:underwriter@redsands.gi)

If we cannot give *you* a final decision within 4 weeks from the day we receive *your* complaint, we will explain why and tell *you* when we hope to reach a decision. *Our* decision is final and based on the information presented. If *you* feel that there is any new evidence or information that may change *our* decision, *you* have the right to make an appeal.

Should the matter still not be resolved to *your* satisfaction, *you* have the right to refer the matter to the Financial Ombudsman Services ('FOS'), 11 South Quay Plaza, 183 Marsh Wall, London E14 9SR. This procedure will not prejudice *your* right to institute legal proceedings. However, please note that there are some instances where the FOS cannot consider a complaint.



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### 16. ANTI-FRAUD AND THEFT REGISTERS

We may pass information to various anti-fraud and theft registers. The aim is to help insurers check the information provided and to prevent fraudulent claims. When *your* request for insurance is considered, these registers may be searched. When *you* tell *us* or *our administrator* about an event, the information relating to the event will be passed on to the registers.

#### 16.1 Fraud

*You* must not act in a fraudulent way. If *you* or anyone acting for *you*:

- makes a claim under the *policy* knowing the claim to be false or exaggerated in any way; or
- makes a statement in support of a claim knowing the statement to be false in any way; or
- sends *us* or *our administrators* any documentation in support of a claim knowing the documentation to be forged or false in any way; or
- makes a claim for any loss caused by *your* deliberate act or with *your* agreement

Then *we* or *our administrators*:

- will not pay the claim;
- will not pay any other claim which has been or will be made under the *policy*;
- may declare the *policy* void;
- will be entitled to recover from *you* the amount of any claim already paid under the *policy*;
- will not return any of *your* premiums;
- may let the police know about the circumstances.

### 17. CUSTOMER DECLARATION

The information I have supplied is true and accurate  
I understand and accept the *policy* terms and conditions