

THIS POLICY SUMMARY

Thank you for considering protecting your car with a policy from Click4GAP.

Click4GAP was founded in 2004, our ethos to provide comprehensive affordable GAP Insurance that our policy holders could rely on to protect them against the cost of depreciation in the event of total loss.

This policy summary provides key information about your policy, it does not contain the full terms and conditions. It is important to read your policy documents, together with the IPID, to ensure that the information is as you expect, and the cover meets your demands and needs.

If you have any questions, our Surrey based consultants are ready to help
email@click4group.co.uk
0208 819 3424

POLICY SUMMARY GUIDE

1. What Is Insured?
2. What Additional Benefits Are Available?
3. What Are The Significant Features Of This Policy?
4. What Is Not Insured?
5. Are There Any Restrictions On Cover?
6. Who Is The Insurer?
7. Who Is The Policy Administrator?
8. How Long Does The Policy Run For?
9. What Happens If I Want To Cancel?
10. How Do I Make A Claim?
11. Would I Receive Any Compensation If The Insurer Were Unable To Meet Its Liabilities?
12. What If I'm Not Happy With Your Service?
13. What Are My Obligations?
14. Where Am I Covered?

1 - WHAT IS INSURED?

Guaranteed Asset Protection ("GAP") is a contract of insurance designed to pay the policy holder the difference between the purchase and loss value insured under the terms of the GAP policy in the event of a total loss due to an accident, or the car being stolen and not recovered.

If your car is classed total loss, Click4Gap Return To Value GAP pays the difference up to £25,000, subject to the claim limit you select and policy terms, between the loss value and the value declared by you on the schedule up to a maximum of Glass's Guide mid-book value for a car of the same make, model specification age and mileage at the start date

2 - WHAT ADDITIONAL BENEFITS ARE AVAILABLE?

By paying an additional premium, you can also upgrade the cover to include our "Motor Insurance Excess Buster", which in the event of a valid claim, will cover your motor insurance policy excess up to a maximum amount of £500. This benefit applies from 90 days after the start date.

3 - WHAT ARE THE SIGNIFICANT FEATURES OF THIS POLICY?

If your car is stolen or damaged beyond safe or economical repair, the amount settled by your motor insurer will typically be based on the value of your car at the time of loss, not what it was worth at the start of your policy.

Click4Gap Return to Value Gap is designed to pay you the difference between the value of your car at the start of the policy and the value on the date of loss.

- ✓ cover is available for up to 4 years
- ✓ no excess
- ✓ covers all named drivers
- ✓ covers theft with keys
- ✓ Committed to settle claims in 14 days
- ✓ Daily rate pro-rata refund in the event of cancellation

Suitable for

- ✓ new and used cars
- ✓ cars less than 7 years old at the start date (*no limit once cover starts*)
- ✓ cars that have covered less than 80,000 miles at the start date (*no limit once cover starts*)
- ✓ cars with a purchase value of less than £50,000
- ✓ cars purchased privately or through a trade entity
- ✓ cover can be purchased for cars purchased 3 months to 7 years before the start date
- ✓ cars used for private or business purposes
- ✓ cars purchased using cash or a personal bank loan
- ✓ cars purchased by means of finance including but not limited to motor loan, personal contract purchase, contract hire, lease, or personal loan

WHAT IS NOT INSURED?

These are the general exclusions, always read your policy documents to ensure cover meets your needs.

- * Vans, car derived vans, motorcycles, commercial vehicles
- * Abarth, Aston Martin, Bentley, Bristol, Cosworth, De Tomaso, Dorchester, Ferrari, Ginetta, Lamborghini, Lancia, Maserati, Rolls-Royce, any American make of vehicle, invalid carriers, kit cars, grey import(s), emergency vehicles,
- * Any Vehicle Used
 - For hire, reward, delivery courier, driving school, haulage, competition, racing, pace making
 - By an entity formed for the purposes of selling or servicing motor vehicles.
- * Any Vehicle
 - not shown in Glass's Guide
 - over 3500kg gross weight
 - designed to carry more than 8 people including driver
 - classified as a total loss before policy purchased
 - Fitted with non-manufacturer modifications such as engine modifications; up-rated brakes
- * Portable equipment such as sat-nav, entertainment, phones etc
- * Additional costs such as fuel, road fund licence, registration fees, delivery charges, paintwork, insurance premiums, dealer fitted accessories, service plans, warranty premiums, negative equity from a previous loan

4 - ARE THERE ANY RESTRICTIONS ON COVER?

These are the general limitations, always read your policy documents to ensure cover meets your needs.

- ! VAT where you are VAT registered
- ! No benefit is due from the policy where
 - The claim is covered by any other insurance or warranty for the same or similar benefit(s) of this policy
 - You are entitled to a replacement car under the terms of your comprehensive motor insurance
 - It is economical and safe to repair the car to roadworthy condition
 - Your comprehensive motor insurer offers to repair or replace your car and you request the claim be dealt with on a total loss basis
 - The person driving at time of loss, with your general consent, did not hold a valid license to drive, was intoxicated by alcohol or unprescribed drugs, was driving illegally or not covered under any comprehensive motor insurance
 - theft when ignition keys were left in your car
 - The claim is subject of fraud, dishonesty or due to illegal or wilful neglect
- ! If the vehicle value declared by you at time of purchase of the policy is greater than the Glass's Guide mid-book value for a car of the same make, model, specification age and mileage at start date, the claim will be based on the Glass's Guide mid-book value
- ! If the motor insurer reduces the total loss payment for any reason, such as damage not associated with the total loss, the claim will be based on Glass's Guide retail transacted value for a car of the same make, model, mileage, specification and age on date of loss
- ! Motor Insurance Excess Buster cover applies 90 days from the start date
- ! The maximum claim limit benefit is £25,000.

5 - WHO IS THE INSURER?

Red Sands Insurance Company (Europe) Limited

- ✓ Member of the UK's Financial Services Compensation Scheme
- ✓ Financial Ombudsman Scheme
- ✓ The Association of British Insurers.

Financial Strength

The success of the Red Sands Insurance Group has been built on sound financial principles. Every policy holder needs to trust the provider can honour terms and settle claims.

At time of publishing this document, the group currently has assets in excess of £77,000,000 and always holds a significant margin above the European Union solvency threshold. Red Sands Insurance and Red Sands Life together hold more than 195% of the EU's Solvency II capital requirement.

Registered office: Level 3, Ocean Village Business Centre, 23 Ocean Village Promenade, Gibraltar (Company No. 87598)
Licensed and regulated by the Gibraltar Financial Services Commission under the Financial Services (Insurance Companies) Act 1987

6 - WHO IS THE POLICY ADMINISTRATOR?

AutoProtect (MBI) Ltd

Appointed to act on our behalf in relation to claims and the handling of claims.
Telephone number 01279 456 500
Registered office: Warwick House, Roydon Road, Harlow, Essex, CM19 5DY.
Financial Services Register number: 312143.

7 - HOW LONG DOES THE POLICY RUN FOR?

Your cover will start and end on the dates specified on your policy schedule for a maximum of term of four years. If 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.

Cover will end earlier in the event of: -

- a claim being settled by us
- the Insured vehicle being sold, repossessed, or disposed of
- the insured vehicle being transferred to a new owner, other than someone noted on the policy
- you cease to have comprehensive motor insurance
- you do not accept the motor insurer's offer to replace the insured vehicle with another vehicle under the terms of your motor insurance policy
- you are no longer a resident in the United Kingdom
- you cancel your policy, or we tell you your cover has been terminated

8 - WHAT HAPPENS IF I WANT TO CANCEL?

If you wish to cancel the policy within the first 30 days, you must contact Click4GAP who sold you the policy, call 0208 819 3424 (option 0) or email@click4group.co.uk. If the policy is cancelled within the first 30 days of receiving it (cooling off period) you will be entitled to a full refund of the premium as long as you have not made a claim and do not intend to make a claim.

If you wish to cancel your policy after 30 days and you do not wish to transfer the policy to a replacement vehicle, you will be entitled to a pro-rata refund on the remainder of your policy. This will be calculated monthly and is paid for each full month left to run, and an administration fee of £35 will be charged to reflect the administrative cost of arranging and cancelling the policy.

Should you wish to cancel your policy you will be required to submit the request via the AutoProtect claims app or online.

Download the AutoProtect app by searching your app store with the words AutoProtect Claims; or text the word APAPP to 88802. You will then receive a download link via SMS. Messages are charged at your standard message rate.

Or visit www.apapp.co.uk

If the policy has not been paid in full, you will be entitled to a pro-rata refund on the amount you have paid under the Instalment Plan less the administration fee of £35.

9 - HOW DO I MAKE A CLAIM?

It is important that you understand that you should contact us prior to accepting an offer of settlement from your motor insurer. We may at our option negotiate with the motor insurance policy insurer on your behalf. If you accept an offer of settlement with your motor insurer before you contact us we reserve the right to reduce the settlement amount under this policy.

If total loss occurs report your claim using the following procedure:

Download the AutoProtect app by searching your app store with the words AutoProtect GAP; or text the word APAPP to 88802. You will then receive a download link via SMS. Messages are charged at your standard message rate.

Contact the administrators via the app or online at www.apapp.co.uk and notify us of your claim within 90 days of the total Loss.

For claims authorisation, you will be asked to provide:

- The cause of the total Loss.
- Your original invoice detailing original purchase price if you did not use a finance agreement to fund the vehicle purchase.
- Proof of payment of the appropriate premium or premium instalment in respect of the policy via a supplementary invoice supplied by the retailer.
- Proof of payment of the claim for total loss under the motor insurance policy.
- Valid crime reference number in the case of malicious damage or theft.
- Details of the finance settlement amount including the outstanding balance, remaining term, interest charges etc.

10 - WOULD I RECEIVE ANY COMPENSATION IF THE INSURER WERE UNABLE TO MEET ITS LIABILITIES?

If we are unable to meet our liabilities, you may be entitled to compensation under the Financial Services Compensation Scheme (FSCS). Further information about compensation scheme arrangements is available at www.fscs.org.uk, by emailing enquiries@fscs.org.uk or by phoning the FSCS on 0207 741 4100

11 - WHAT IF I'M NOT HAPPY WITH YOUR SERVICE?

We are committed to providing a high-quality service to all our policy holders, but if we should get it wrong we need you to let us know so we can learn from and wherever possible, put it right.

Who to Contact

If you have a question or concern in relation to a claim or the handling of a claim, please contact the Administrator, you should address your complaint to: The Managing Director, AutoProtect (MBI) Limited Warwick House, Roydon Road, Harlow, Essex CM19 5DY. Tel. No. 01279 456 500 or alternatively email services@autoprotect.net. Questions or concerns in relation to the purchase process or policy terms, please contact Click4Group 0208 819 3424 (option 4)

What Happens next?

We will always acknowledge receipt by email and let you know who will be investigating your concerns. After collating all records, call recordings and emails, you will be contacted directly by the case handler and as soon as possible.

In accordance with the requirements of the Financial Conduct Authority, in the unlikely event investigations require longer than 4 weeks to complete, we will write to explain why we are not in a position to respond and indicate when we will make further contact (this must be within 8 weeks of the receipt of the original correspondence).

If after 8 weeks we are still not able to make a response, we will again write to you, explain the reasons for the delay and an indication when we expect to provide a full and final response. At this point we will include details of the financial ombudsman service, who you can refer your complaint to.

When we believe we have fully addressed your concerns, we will issue our final response.

If you remain dissatisfied with our final response, you may refer the complaint to the financial ombudsman service within 6 months from the date of the final response.

12 - WHAT ARE MY OBLIGATIONS?

- During cover the car must be taxed, legal for use on a public highway and, if over 3 years old, with a valid MOT
- When purchasing your policy, you must provide us with accurate information that is true to the best of your knowledge and declare any material facts that may affect our decision to accept your car for cover
- If you become aware information you gave us is inaccurate, or has changed, you must inform us as soon as possible.
- Claims should be reported as soon as possible and within 90 days of the date of loss
- You must obtain our consent before accepting your motor insurers total loss offer.
- If you make a claim, you will need to provide us with the following
 - a clear bona fide copy of your valid driving licence or that of the person driving
 - evidence that you, or named driver, purchased the insured vehicle
 - where applicable, a clear bona fide copy of the purchase invoice of the insured vehicle showing dealer's name, address and VAT registration number and must show the full cost of the insured vehicle including the breakdown of all items.
 - copies of any finance, contract hire or lease agreements
 - details of the comprehensive motor insurance policy,
 - a valid crime reference number where applicable
 - facts on which the claim is based together with any information and assistance which we may require to establish the amount of the claim

13 - WHERE AM I COVERED?

- ✓ Great Britain, Northern Ireland, the Isle of Man, the Channel Islands, member countries of the European Community
- ✓ Any other country for which an international motor insurance card ('Green Card') in respect of the car is effective at date of loss