

## EXCESS RECOVERY INSURANCE SUMMARY

This is the Policy Summary only and does not contain the full terms, conditions and exceptions of the contract. The full terms, conditions and exceptions are contained in the Excess Recovery Insurance Policy and the accompanying Schedule of Insurance.

### INSURANCE COMPANY

#### **Mulsanne Insurance Company Limited.**

Mulsanne Insurance Company Limited is licensed by the Gibraltar Financial Services Commission to carry on insurance business under the Financial Services (Insurance Companies) Act 1987.

The following companies act as administrators on behalf of Mulsanne Insurance Company Limited:

**Complete Cover Group Ltd.** Registered in England and Wales: Company No: 03578103. Registered Address: Elmbrook House, 18-19 Station Road, Sunbury-on-Thames, Surrey, TW16 6SU. Authorised and regulated by the Financial Conduct Authority under register number 309611.

**Hyperformance Limited.** Registered in England and Wales: Company No: 03758951. Registered Address: Elmbrook House, 18-19 Station Road, Sunbury-on-Thames, Surrey, TW16 6SU. Authorised and regulated by the Financial Conduct Authority under register number 307711.

### TYPE OF INSURANCE

Excess Recovery Insurance - (relating to a separate Motor Insurance Policy)

### DURATION OF CONTRACT

This period of insurance will be the same as the period of insurance detailed within your Motor Insurance Schedule and Certificate of Motor Insurance.

### CANCELLATION RIGHTS (General Conditions of the Policy)

You have fourteen (14) days to decide whether to proceed with the purchase of this insurance policy, and if you are not satisfied with this policy for any reason we will allow a full refund of premium if you have not made a claim. If you have made a claim under this policy within the first fourteen days then no refund of premium will be allowed. Cancellation must be advised in writing.

Outside of the 14 day period: You may cancel this policy at any time, subject to you giving notice in writing. No refund of premium is due, and the cancellation will be effective from the date we receive your written request.

### CLAIMS INFORMATION

Should your Motor Vehicle be involved in an incident that is covered by your Motor Insurance policy, and you then wish to make a claim on this Excess Recovery Insurance Policy for the excess covered, then please contact us for a Claim Form either on **0344 557 2670** or by e-mail at: **excessrecovery@mulsanneinsurance.com**

### COMPLAINTS PROCEDURE

Mulsanne Insurance Company Ltd aim to provide a standard of service that will leave no cause for complaint. However if you are dissatisfied with the service we have provided please write to The Complaints Department, c/o Complete Cover Group Ltd or Hyperformance Ltd quoting your policy number or claim number and give us full details of your complaint.

Complete Cover Group Ltd and Hyperformance Ltd are authorised to issue a final response to your complaint but where appropriate the final response may be issued by your insurer, Mulsanne Insurance Company Limited

Should you remain dissatisfied having received a final response, you may be able to take your complaint to the Financial Ombudsman Service (FOS) in appropriate circumstances. Their address is The Financial Ombudsman Service, Tower Exchange, London E14 9SR

### COMPENSATION

You may be entitled to compensation from the Financial Services Compensation Scheme (FSCS) should your insurer be unable to meet its liabilities. You can get more information from the Financial Services Compensation Scheme at [www.fscs.org.uk](http://www.fscs.org.uk)

## What is Covered

The Excess Recovery Insurance Policy will reimburse the amount of the Excess stated on your Excess Recovery Schedule of Insurance, should you be unfortunate enough to be involved in an accident, or your vehicle catches fire, or your vehicle is stolen.

The maximum amount payable under this policy is stated within your Excess Recovery Schedule of Insurance.

Only when the cost of the claim exceeds the excess of the current and valid motor insurance policy will this policy reimburse the excess amount stated on your Excess Recovery Schedule of Insurance.

Only one claim during the policy period is allowed and therefore once a claim has been paid this policy is deemed to have been cancelled and there is no longer any cover in force for the remaining policy period.

**Definitions:** within this document, the following definitions apply to words & phrases:

**Motor Insurance Policy** – a policy issued in respect of Private Car Insurance, Motorcycle Insurance, Commercial Vehicle Insurance, Courier Insurance and Public or Private Hire Insurance.

**Motor Vehicle / Your Motor Vehicle** - The motor vehicle covered by your Motor Insurance Policy for which you are the owner and for which you are authorised to drive. This motor vehicle does not exceed a Gross Vehicle Weight of 3.5 tonnes, is not legally able to carry more than seven passengers.

**Refer to the Excess Recovery Policy for definitions of other defined words.**

## What is Not Covered – Significant Exclusions

The summary does not contain all the exclusions contained in the Terms and Conditions or your Policy, so please ensure that you read the Excess Recovery Insurance Policy document to make sure you understand the cover that is provided.

This policy does not cover:

- 1) Any claim must be submitted with-in 31 days of the settlement of the damage or loss of your vehicle by your Motor Insurer.
- 2) Any Excess recoverable from a third party within nine months of the claim being made.
- 3) Any Excess payable in respect of Glass Damage or replacement, personal effects or Third Party claims.
- 4) If your Excess has been waived or reimbursed by your Motor Insurer or by a Third Party.
- 5) When your vehicle is being driven by a person who is not named on your Motor Insurance Certificate of Insurance, or who you know does not hold a valid driving licence.
- 6) When your vehicle is being used outside of the Use permitted on your Motor Insurance Certificate of Insurance.
- 7) Any claim resulting from empowerment or confiscation of your vehicle by Customs and Excise, Police or any other Government authority.
- 8) Your vehicle is being used for pace making, rallying, speed testing, competitions, or is being driven on any racetrack, circuit, any other prepared course or derestricted toll road (including the Nurburgring Nordschleife).
- 9) Any claim that is refused by your Motor Insurer.
- 10) Any deliberate act by the driver or passenger of your vehicle intended to cause harm, damage or intimidation to another person or damage to their vehicle or property.
- 11) Where you have failed to maintain a current Comprehensive or Third Party Fire and Theft Motor Insurance policy with a UK registered Motor Insurer in your name and in respect of your vehicle.
- 12) Where you have made any misrepresentation, exaggeration or concealment in obtaining this insurance policy, or when making a claim.
- 13) Other Insurance – if you are covered by any other insurance policy for the recovery of your Excess payable after a claim made against your Motor Insurance policy, and which would result in a valid claim being made under this policy, then we will only pay our share of the claim.

If you are in any doubt about what is covered under this Excess Recovery Insurance Policy, then please contact your Insurance Agent to discuss it with them.

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