

VOLKSWAGEN INSURANCE SERVICE

GREAT BRITAIN LIMITED

Policy summary

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This is a summary of your policy. It does not form part of the contract between you and us. For full details please refer to the policy booklet enclosed.

Who provides the cover?

Allianz Insurance plc.

Uninsured loss recovery and legal expenses cover is provided by Allianz Legal Protection, a trading name of Allianz Insurance plc.

How long does the cover last?

The policy lasts for 12 months.

What is covered?

The cover provided by your policy is comprehensive. If you are involved in an accident you are covered for damage or injury you cause to anyone else as well as fire, theft or accidental damage to your own car.

Subject to acceptance criteria** you can take out a policy as long as:

- you are over 17; and
- you live permanently in the United Kingdom, Channel Islands or the Isle of Man; or
- your car is taxed and registered in the United Kingdom, Channel Islands or the Isle of Man.

** Certain occupations, use of your car, adverse driving records including certain convictions or accident history may not qualify in all circumstances.

What happens if I want to cancel?

You may cancel the policy within 14 days of buying it or receiving your documents. If you cancel within this period a temporary cover charge, minimum £15 (plus Insurance Premium Tax), will apply, except where an incident has occurred which may give rise to a prejudicial claim, in which case the full annual premium will be payable to us.

If you cancel the policy after 14 days but before its first renewal we will refund your unused premium less a charge of £50 (plus Insurance Premium Tax).

If cancellation occurs after the first renewal this charge is reduced to £15 (plus Insurance Premium Tax). Where an incident has occurred which may give rise to prejudicial claim the full annual premium will be payable to us.

How do I notify a claim?

For accidents in the United Kingdom:

Call 0330 102 1805 * – 8am – 6pm Monday to Friday and 9am – 1pm Saturday.

For claims under Part B, Uninsured Loss Recovery and Legal Expenses, of this Policy:

Call 0370 241 4140*.

How do I make a complaint?

If you have a complaint, please contact:

Customer Experience Team

Volkswagen Insurance,

4 Mannin Way,

Lancaster,

LA1 3SW.

You can also phone 0330 102 1782* or email customer.care@insurewithvis.co.uk

If your complaint relates to Part B, Uninsured Loss Recovery and Legal Expenses, of this Policy, contact the Customer Satisfaction Manager at Allianz Legal Protection, Redwood House, Brotherswood Court, Great Park Road, Bradley Stoke, Bristol BS32 4QW.

You can also phone 0345 0700 886* or email legalprotection@allianz.co.uk.

If we are unable to resolve the problem we will provide you with information about the Financial Ombudsman Service.

You have the right to refer your complaint to the Financial Ombudsman, free of charge - but you must do so within six months of the date of the final response letter.

If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Website: www.financial-ombudsman.org.uk
Telephone: 0800 023 4567 or 0300 123 9123
Email: complaint.info@financial-ombudsman.org.uk

Alternatively, you can contact the Financial Ombudsman Service directly.

Full details of our complaints wording can be found in the policy wording.

Using our complaints procedure or contacting the Financial Ombudsman Service does not affect your legal rights.

*For our mutual protection, calls may be recorded or monitored.

Would I receive compensation if Allianz is unable to meet its liabilities?

If Allianz is unable to meet its 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 0800 678 1100 or 0207 741 4100.