



<https://www.chaucerdirect.co.uk/Van-Insurance/Policy-Documents#Key>

POLICY SUMMARY: Van

Some important facts about your Motor Insurance are summarised below. Section A relates to the Motor part of your policy and sections B, C, D & E relate to the ‘add-ons’ which you can obtain in addition to the standard motor policy. This summary does not describe all the terms and conditions of your policy, so please take time to read the Policy Booklet to make sure you understand the cover it provides. All references below are to the relevant section of the Policy Booklet.

NAME OF INSURER:

For all sections the insurer is Chaucer Insurance - a trading name of an authorised Lloyd's syndicate managed by Chaucer Syndicates Limited.

A. MOTOR

TYPE OF INSURANCE:

The policy protects your vehicles, comprising Comprehensive or Third Party Fire and Theft cover, as selected by you when requesting the quotation and itemised in your Schedule.

SIGNIFICANT FEATURES AND BENEFITS:

Your policy includes the following features, which are explained in detail in your Policy Booklet:

Cover	Comprehensive	Third Party Fire & Theft
Legal liability for death or injury to any other person, including passengers	Included	Included
Legal liability for damage to other people’s property up to £5,000,000.	Included	Included
Damage to your vehicle	Included	Fire and Theft Only
Damage to child car seats or booster in your vehicle	Included	Fire and Theft Only
Windscreen repair / replacement	Included	Excluded
Courtesy van for 7 days during the repairs which are authorised by us and completed by an approved repairer	Included. (Not available if we cannot repair your vehicle.)	Excluded
Personal Accident Benefits: For you or your spouse for death or loss of limbs/sight up to age 69	Up to £2,500	Excluded
Medical expenses	Up to £150	Excluded
Personal effects	Up to £100	Excluded



Foreign use	Cover is automatically provided for trips of up to 3 days in total in any period of insurance (with a maximum of 90 days in total). You must notify Chaucer Direct in advance of travel.	Cover is automatically provided for trips of up to 3 days in total in any period of insurance (with a maximum of 90 days in total). You must notify Chaucer Direct in advance of travel.
Voluntary work & 'indemnity to principal' cover	Included	Included
Cover under the Corporate Manslaughter and Corporate Homicide Act 2007 up to £5m – only applies to policies in the name of a company.	Included	Included
Protected no-claim bonus.	Available (subject to certain conditions)	Available (subject to certain conditions)
Passenger transportation provision	Up to £50 per person (with a maximum of £150) is provided for costs of alternative travel after an accident (subject to certain conditions)	Excluded
Entertainment & navigation equipment	Up to £500, subject to policy excess	Up to £500, subject to policy excess

SIGNIFICANT AND UNUSUAL EXCLUSIONS OR LIMITATIONS:

Your policy excludes some situations. Please refer to your Policy Booklet for full details, but the most significant or unusual exclusions and limitations are outlined below.

You will be responsible for the first part of any claim – this is known as the “Excess”. The Excess will be shown on your Schedule and can be advised to you by your insurance adviser.

If your van is damaged while a young or inexperienced person (including you) is driving, or is in charge of the vehicle, you will have to pay an additional amount, as well as the ‘Excess’. Refer to (including for the additional amounts) Excesses for young or inexperienced drivers Section 8.

Damage to or loss of your van or its accessories when your van is left unattended unless all ignition keys are removed from your van and all doors, windows and other openings are closed and locked so that your van is fully secured. This applies even for short periods such as in a petrol station. Refer to, Exceptions to sections 4, 5 & 6 (M).

Loss or damage caused by an inappropriate type or grade of fuel being used. Refer to, Exceptions to sections 4, 5 & 6 (P).

Any liability to others, or loss or damage to any van covered by this insurance when the van is being driven in an unsafe, unroadworthy or damaged condition or does not have a valid MOT certificate when needed. Refer to General exceptions A (6).

Any liability to others, or loss or damage to any van covered by this insurance when the van is carrying a load or a number of passengers which is unsafe or greater than the manufacturer's specifications. Refer to General exceptions A (7).



Loss or damage when your van is left unattended if the last person in charge of your van before the loss or damage happened is not shown on your Certificate of motor insurance as allowed to drive. Refer to, Exceptions to sections 4, 5 & 6 (L).

Courtesy vans (which are provided for 7 days) must be cared for by you and as such you will be responsible for any damage, unauthorised use and any penalties associated with its use. Refer to Courtesy Van Provision Sections 4 & 5.

Any loss, damage or liability incurred when your van is being used on derestricted toll roads (including the Nurburgring). Refer to General Exception (J).

Loss or damage to trade goods, samples, money, stamps or documents. Refer to, Exceptions to sections 4, 5 & 6 (O).

B. BREAKDOWN RECOVERY

TYPE OF INSURANCE:

This extension covers your vans when they suffer a breakdown during the course of a journey more than a one-mile radius from your home (unless stated otherwise).

Cover	Comprehensive	Third Party Fire & Theft
Roadside & recovery - breakdown - localised assistance	Roadside assistance and recovery (if breakdown occurs more than one mile from your home within the UK) for your van, you and up to 5 passengers to the nearest garage (for repair) or your preferred destination within a 20 miles radius of the breakdown.	Roadside assistance and recovery (if breakdown occurs more than one mile from your home within the UK) for your van, you and up to 5 passengers to the nearest garage (for repair) or your preferred destination within a 20 miles radius of the breakdown.
Roadside & recovery - breakdown – national assistance	Roadside assistance and recovery for your van, you and up to 5 passengers to the nearest garage (for repair), your home or original destination (whichever is nearer).	Roadside assistance and recovery for your van, you and up to 5 passengers to the nearest garage (for repair), your home or original destination (whichever is nearer).
Home Assist Breakdown	Provides recovery if breakdown occurs at home address or within one mile of home address.	Provides recovery if breakdown occurs at home address or within one mile of home address.
European breakdown	Provides roadside breakdown and national recovery cover	Provides roadside breakdown and national recovery cover



	including when the breakdown occurs in an EU member state (and selected other countries).	including when the breakdown occurs in an EU member state (and selected other countries).
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SIGNIFICANT AND UNUSUAL EXCLUSIONS OR LIMITATIONS:

Your policy excludes some situations. Please refer to your Policy Booklet for full details, but the most significant or unusual exclusions and limitations are outlined below.

Any caravan/trailer where the total length exceeds 7 metres (23 feet) recovered with the van if the vehicle cannot be repaired roadside, and where it is not attached to the van with a standard towing hitch. Refer to, Exceptions to Sections 16, 17 & 18 (1a).

Any breakdown occurring within 24 hours of commencement of the period of insurance. Refer to, Exceptions to Sections 16, 17 & 18 (22).

We will not pay for the cost of parts, components or materials used to repair the van. Refer to, Exceptions to Sections 16, 17 & 18 (17).

The cost of alternative transport other than to your destination and a return trip to collect your repaired van. Refer to, Exceptions to Sections 16, 17 & 18 (38).

The recovery of the van and passengers if repairs can be carried out at or near the scene of the breakdown within the same working day. If recovery takes effect we will only recover to one address in respect of any one breakdown. Refer to, Exceptions to Sections 16, 17 & 18 (11).

Overnight accommodation or van hire charges if repairs can be carried out at or near the scene of the breakdown within the same working day. Refer to, Exceptions to Sections 16, 17 & 18 (35).

Any additional costs incurred as a result of modifications to your van which you did not tell us about. Refer to, Exceptions to Sections 16, 17 & 18 (7).

Any request for service if the van is being used for motor racing, rallies, public hire, private hire, courier services or any contest or speed trial or practice for any of these activities. Refer to, Exceptions to Sections 16, 17 & 18 (13).

Any damage or loss to your van or its contents and any injury to you or any third party caused by us or the recovery operator. It is your responsibility to ensure personal possessions are removed from the van prior to your van being transported. Refer to, Exceptions to Sections 16, 17 & 18 (37).

Assistance if the van is deemed to be illegal, untaxed, uninsured, unroadworthy or dangerous to transport. Refer to, Exceptions to Sections 16, 17 & 18 (16).

Any van in excess of 3,500kg (5 tonnes) in weight. Refer to, Exceptions to Sections 16, 17 & 18 (15a).

Any van more than 5.18 metres (17 feet) long, 2.209 metres (7 feet 6 inches) wide and 2.44 metres (8 feet) high. Refer to, Exceptions to Sections 16, 17 & 18 (15b).



Any more than six call-outs within the period of insurance. Refer to, Exceptions to Sections 16, 17 & 18 (24).

Claims totalling more than £15,000 in any one period of insurance. Refer to, Exceptions to Sections 16, 17 & 18 (25).

C. MOTOR LEGAL PROTECTION

TYPE OF INSURANCE:

This extension covers the cost of Lyons Davidson Solicitors (the Legal Expenses Insurance Advisers) pursuing damages resulting from claims arising from a road traffic accident.

Cover	Comprehensive	Third Party Fire & Theft
Motor Legal Protection	<p>Legal costs of up to £100,000 per claim are covered to pursue compensation in respect of uninsured losses incurred and / or personal injury sustained as a result of a motor accident arising as a result of another person's negligence.</p> <p>Legal advice service available between 9.00 am to 5.00 pm Mondays to Fridays (excluding bank holidays) on 0870 350 1738.</p>	<p>Legal costs of up to £100,000 per claim are covered to pursue compensation in respect of uninsured losses incurred and / or personal injury sustained as a result of a motor accident arising as a result of another person's negligence.</p> <p>Legal advice service available between 9.00 am to 5.00 pm Mondays to Fridays (excluding bank holidays) on 0870 350 1738.</p>

SIGNIFICANT AND UNUSUAL EXCLUSIONS OR LIMITATIONS:

This insurance covers the legal costs incurred by Lyons Davidson Solicitors (the Legal Expenses Insurance Adviser) who act on our behalf. The insured is not covered for any other legal representatives' costs unless court proceedings are started. Refer to, Section 19.

For a claim to be covered there must be reasonable prospects of a successful outcome. Refer to, Conditions to Section 19 (3) Reasonable Prospects.

Claims must be notified as soon as reasonably possible. Refer to, 'There is no cover where' Section 19 (1a).

Legal advice is available on motor related matters only. Refer to Section 19, What we cover.



D. GUARANTEED HIRE VAN

TYPE OF INSURANCE:

This extension provides you a guaranteed hire van for 14 days after you suffer an insured claim under the motor policy.

Cover	Comprehensive	Third Party Fire & Theft
A medium sized van (such as a Ford Transit) is provided if an insured claim is suffered under the Motor Policy.	Available for a period of up to 14 days after the claim is reported to us. Subject to terms and payment of premium.	Not available

SIGNIFICANT AND UNUSUAL EXCLUSIONS OR LIMITATIONS:

We will only pay for a hire van for 14 days. Refer to section 14.

This policy only applies in the event that, where appropriate, the Police and / or relevant authority(s) have been contacted. Refer to Exception to section 14 (2).

E. INCREASED PERSONAL ACCIDENT BENEFITS COVER

TYPE OF INSURANCE:

This extension increases the standard personal accident benefit within the policy and also provides you with cover for becoming the victim of a physical assault.

Cover	Comprehensive	Third Party Fire & Theft
Personal Accident Benefits: For you or your spouse for death or loss of limbs/sight up to age 69	Up to £5,000	Excluded
Contribution towards the medical expenses, trauma counselling etc incurred as a result of being a victim of a physical assault.	Up to £5,000	Excluded

SIGNIFICANT AND UNUSUAL EXCLUSIONS OR LIMITATIONS:



We will only pay a contribution following a physical assault if the authorised driver suffers this assault as a direct result of an accident involving your van.

We will not pay a contribution following a physical assault if the authorised driver initiates the incident by physically assaulting the third party.

We will not make a payment under the increased personal accident benefit in relation to anyone who is older than 70 at the time of the accident.

We will not make a payment under the increased personal accident benefit in relation to any injury caused by suicide or attempted suicide.

The following apply to all sections of this summary.

DURATION OF CONTRACT:

Your cover is valid for a twelve-month period.

CANCELLATION:

We hope you are happy with the cover this policy provides. However, you have the right to cancel it within 14 days of receiving the policy documents or the start of the policy, whichever is later without giving any reasons. If that happens, we will refund your premium, first deducting a charge for the cover provided from the beginning of the contract until the policy is cancelled and for any applicable administration costs.

CLAIMS ADDRESS:

You should report immediately any accident or loss under the policy to **Chaucer Insurance** at: Prospect House, Chaucer Business Park, Thanet Way, Whitstable, Kent CT5 3FD

Motor Insurance Claims Telephone Number – 01227 284090 from within United Kingdom, 0044 1227 284090 outside the United Kingdom.
(01227 284037 For Broken or Damaged Glass)

Motor Breakdown Claims Telephone Number – 0333 320 2014 from within United Kingdom, 0044 1206 771718 from within Europe.

Motor Legal Protection Claims Telephone Number – 01227 284090.

Guaranteed Hire Van Telephone Number – 01227 284090

Increased Personal Accident Benefits Telephone Number – 01227 284090.

COMPLAINTS PROCESS:

If you have a complaint about the service provided to you by Chaucer Insurance under the policy, you may write to the person at the address shown in the Policy Booklet.

If you remain dissatisfied with the Chaucer Insurance response, you can refer the matter to the Policyholder and Market Assistance Department at Lloyd's (the address is shown in the Policy Booklet) and if you are still dissatisfied, the matter may be referred to the Financial Ombudsman Service (details will be made available at the appropriate stage of the complaints process).



COMPENSATION SCHEME:

Chaucer Insurance and Call Assist (providers of the Motor Breakdown cover) are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations.

You can get more information about compensation scheme arrangements from the FSCS.