

Guaranteed Replacement Vehicle

Insurance Product Information Document

Company: ARAG plc

Insurer: HDI Global Specialty SE

Product: Guaranteed Replacement Vehicle

ARAG plc is registered in England number 02585818. Registered address: 9 Whiteladies Road, Clifton, Bristol BS8 1NN. ARAG plc is authorised and regulated by the Financial Conduct Authority firm registration number 452369. ARAG plc is authorised to administer this insurance on behalf of the insurer HDI Global Specialty SE. Registered address: Roderbruchstraße 26, 30655 Hannover, Germany.

HDI Global Specialty SE is authorised and regulated by the Bundesanstalt für Finanzdienstleistungsaufsicht (BaFin). Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request. (FRN: 659331).

The information provided in this document is a summary of the key features and exclusions of the policy and does not form part of the contract between us. Complete pre-contract and contractual information about the product can be found in the policy wording provided by your insurance broker.

What is this type of insurance?

This policy is designed to arrange for a hire vehicle to be provided by an approved hire vehicle company whilst yours is rendered undrivable.



What is insured?

- ✓ If the insured vehicle is damaged and rendered undrivable following a road traffic collision, fire, attempted theft, theft of parts, malicious damage or unrecovered theft, we will arrange for a hire vehicle until the insured vehicle is repaired or declared a total loss by your motor insurer.
- ✓ If we're not able to provide a hire vehicle, we will provide reimbursement of transportation costs.



What is not insured?

- ✗ Any charges imposed by the Hire Vehicle Company for additional drivers that are not named on the motor insurance policy to be included.
- ✗ Any claim which has not been reported to us within 14 days of the event giving rise to the claim occurring.
- ✗ Any provision of a hire vehicle where a hire vehicle is already available under any other insurance or other means.
- ✗ Any further hire vehicle charges incurred after the hire period has expired or the insured vehicle has been repaired.
- ✗ Any claim arising from a road traffic collision if due to glass damage only.



Are there any restrictions on cover?

- ! The maximum hire period shown in your policy schedule.
- ! If we're unable to provide a hire vehicle, transportation costs will be limited to £20.00 plus VAT per day.



Where am I covered?

You are covered for disputes in the UK.



What are my obligations?

- At the start of the contract the information you provide must be true and complete to the best of your knowledge and belief and you must tell us if anything changes later.
- You must provide complete and accurate answers to any questions asked.
- You must observe and fulfil the terms, provisions, conditions and clauses of this policy – failure to do so could affect your cover.
- You must notify us during the period of insurance and within 14 days of any circumstances which may give rise to any claim under the policy.



When and how do I pay?

You should make payment to your broker, this may be by making a one-off payment or your broker may be able to arrange credit facilities if required.



When does cover start and end?

This cover lasts for one year, and the dates of the cover are specified in your policy schedule.



How do I cancel the contract?

If you decide for any reason that this policy does not meet your insurance needs, please return it to your insurance broker within 14 days from the date of purchase or on the day you received your policy documentation. Providing no claims have been made or pending, we will refund you your premium in full.

You may cancel the insurance cover at any time after this by informing your insurance broker, however, you will not be entitled to a refund of the premium.