



**F I R S T**  
U N D E R W R I T I N G

**TRAILER TENT / FOLDING  
CARAVAN INSURANCE**  
**Policy Wording**

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# Welcome to First Underwriting Ltd

## Policy Introduction

Thank **You** for choosing this trailer tent/folding caravan insurance policy issued by First Underwriting Ltd.

**You** should have this policy booklet, **Evidence of Insurance** (which indicates operative sections) and any endorsements that apply to **Your** own policy for full details of **Your** cover. These documents provide evidence of a legally binding contract of insurance between **You** and **Us**. Please read all documentation carefully, including the terms, conditions, and exceptions to ensure they meet **Your** needs. If they do not meet **Your** needs, please return them to **Us** or **Your** insurance broker immediately. If the insurance described does not give **You** everything **You** need, please tell **Us** immediately.

This insurance contract is based on the information provided by **You** or on **Your** behalf at the time **You** applied for this insurance and is shown in the **Evidence of Insurance**. Please tell **Us** at once if **You** have made any mistakes or if the information provided by **You** is not accurate or complete, otherwise this policy may not be valid.

### Law applicable to this contract

The law of England and Wales and the decision of the courts of England and Wales will apply to this contract unless:

**You** and **We** agree otherwise; or

At the start date of the contract **You** are a resident of (or, in the case of a business, the registered office or principal place of business is in) the Channel Islands or the Isle of Man, in which case the law and the decision of the courts of that territory will apply.

### About First Underwriting Limited

First Underwriting Limited is registered in England & Wales, Company Number 07857938 and is authorised and regulated by the Financial Conduct Authority under the Firm's Reference Number (FRN) 624585.

First Underwriting Limited is an intermediary and not an insurer. First Underwriting Limited has not made any personal recommendation regarding the sale of this policy.

This policy is issued in accordance with the authorisation Accredited Insurance (Europe) Limited – UK Branch ('**Accredited**') have granted to First Underwriting Limited under the terms of a contract between First Underwriting Limited and Accredited. This contract makes First Underwriting Limited the Agent of Accredited and gives them the authority to perform certain acts on Accredited's behalf, but does not affect **Your** rights to claim or make a complaint.

First Underwriting Limited act as an administrator on behalf of Accredited.

### About the Insurer

Accredited is the UK Branch of Accredited Insurance (Europe) Limited, which is incorporated in Malta (Company number: C59505) with limited liability and with its Registered Office and principal place of business at Development House, St Anne Street, Floriana, FRN 9010 Malta.

Accredited is licenced in accordance with the Insurance Business Act, 1988 (Chapter 403, Laws of Malta) to carry out insurance and reinsurance business, and has a place of registration and principal place of business at 71 Fenchurch Street, London, EC3M 4BS. UK Companies House registered number: BR021362.

Authorised and regulated by the Malta Financial Services Authority. Authorised by the Prudential Regulation Authority and with deemed variation of permission. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. The nature and extent of consumer protections may differ from those for firms based in the UK. Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the Financial Conduct Authority's website.



Colin Johnson  
Director  
Accredited Insurance  
(Europe) Limited – UK  
Branch



Tom Donachie  
Managing Director  
First Underwriting Limited.

## Important information You have given Us

In deciding to accept this policy and in setting the terms and premium, **We** have relied on the information **You** have given **Us**. **You** must take care when answering any questions **We** ask by ensuring that all information provided is accurate and complete.

If **We** establish that **You** deliberately or recklessly provided **Us** with false or misleading information, **We** will treat this policy as if it never existed and decline all claims.

If **We** establish that **You** carelessly provided **Us** with false or misleading information it could adversely affect **Your** policy and any claim. For example, **We** may:

- treat this policy as if it had never existed and refuse to pay all claims and return the premium paid. **We** will only do this if **We** provided **You** with insurance cover which **We** would not otherwise have offered;
- amend the terms of **Your** insurance. **We** may apply these amended terms as if they were already in place if a claim has been adversely impacted by **Your** carelessness;
- reduce the amount **We** pay on a claim in the proportion the premium **You** have paid to the premium **We** would have charged **You**;
- cancel **Your** policy in accordance with the Right to cancel condition below.

**We** or **Your** insurance broker will write to **You** if **We**:

- intend to treat **Your** policy as if it never existed;
- need to amend the terms of **Your** policy.

If **You** become aware that information **You** have given **Us** is inaccurate, **You** must inform **Us** or **Your** broker as soon as possible. If anything changes at any time after this **Policy** has begun which is a change in the information **You** have given and which is relevant to this **Policy**, **You** must also inform **Us** or **Your** broker as soon as possible. If **You** do not, **Your Policy** may not be valid or may not cover **You** fully.

# Cancelling this policy

## 1 Your cancellation rights:

**You** have a statutory right to cancel **Your** policy within fourteen (14) days from either:

- the commencement of the **Period of Insurance**;
- the date **You** receive this policy,

whichever is the later (the 'cooling off period').

**You** can this policy at any time by contacting the entity that effected this insurance on **Your** behalf or by writing to **Us**.

If **You** wish to cancel and the policy cover has not yet commenced, **You** will be entitled to a full refund of the premium paid.

Alternatively, if **You** wish to cancel and the policy has already commenced and provided **You** have not made a claim, **You** will be entitled to a refund of any premium paid, subject to a proportional deduction for the time **We** have provided cover.

If **You** do not exercise **Your** right to cancel **Your** policy, it will continue in force and **You** will be required to pay the premium.

## 2 Our cancellation rights:

**We** may, if **We** have a valid reason, cancel this insurance at any time by sending **You** thirty (30) days' notice in writing to **Your** last known address. The notice will include the reason for the cancellation, which may include but are not limited to **Your**:

- a) non-payment of premium;
- b) continued failure to comply with the terms and conditions of this policy;
- c) failure to co-operate with **Us** or provide **Us** with information or documentation **We** reasonably require where such the lack of cooperation affects:
  - i) **Our** ability to process a claim;
  - ii) the defence of **Our** interests;
  - iii) the making of risk based underwriting decisions.

In this case, the notice of cancellation will be withdrawn if **You** provide the details required in the letter **We** wrote to **You** within the notice period;

- d) use of threatening, abusive or intimidating behaviour or inappropriate language towards, or bullying of **Our** staff or anyone acting on **Our** behalf;

If **We** cancel this policy, provided no claim has been made or no circumstance has arisen which is likely to give rise to a claim during the **Period of Insurance**, **We** will return to **You** a proportionate return of the premium in respect of the unexpired **Period of Insurance**. The amount of premium refund payable will be reduced by all unpaid premiums or unpaid premium instalments due.

# How to make a Claim

To make a claim please contact the **Claims Team** on:

**0330 174 2047**

## Things You must do

Please refer to General Condition 1 (Making Claims) for the claims procedure that must be followed. If **You** fail to do so, **We** may not pay **Your** claim, or any payment could be reduced.

To make a claim please contact the **Claims Team** on:

# Definitions

The definitions of key words which are used in this document are shown below.

Wherever the following words or phrases appear in **Your** policy, they will have the meaning given below unless stated otherwise: Also where the context requires:

- words in the singular will include the plural and vice versa;
- words expressed in one gender shall include all genders;
- references to 'a person' shall include any individual, company, partnership or any other legal entity;
- references to a statute, regulation or trade terms of contract will be construed to include all its amendments or replacements.

## Agreed Value

Following the **Total Loss** of **Your Unit**, **Insurers** will offer **You** an amount equal to the sum insured shown in **Your Evidence of Insurance** less the **Excess** in settlement of a claim. This offer is subject to the following qualifying conditions:

1. In the event of a claim **You** provide **Us** with a valuation or proof of purchase document issued by a **Recognised Dealer** that is dated no more than 5 years before the beginning of the **Period of Insurance** and which takes the form of one of the following:
  - a. a proof of purchase in the form of an invoice or receipt showing how much **You** paid for the **Unit**;
  - b. a valuation certificate issued to **You** before the current policy terms have been arranged and showing how much the **Unit** was worth on the date the valuation certificate was issued.
2. The sum insured is no more than the amount shown in the valuation or proof of purchase document.

If either of these qualifying conditions are not met, then **Insurers** will settle **Your** claim on a **Market Value** basis.

## Approved Security Devices

An anti-theft device that, in the opinion of **Insurers**, provides sufficient protection for it to be categorised as 'Approved'. Where such devices are declared by **You** they will be identified as 'Approved' in **Your Evidence of Insurance**.

**Insurers** recognise the benefit of such anti-theft devices by allowing premium discounts and, in the event of the **Unit** being stolen, a lower **Excess**. To qualify for these benefits the anti-theft device must be fitted in accordance with the manufacturers' instructions, be operating at the time of the **Incident** and keys needed to operate them must be held remotely. If **Your Unit** has twin-axles and the anti-theft device is a wheel lock, **You** must protect both wheels on the same side with such wheel locks.

## Awning

A tent-like structure made of a weatherproof fabric that is specifically designed to be attached to **Your Unit** and provide shelter.

## Claims Team

Claims Consortium Group ("CCG") is a trading name of Property Consortium (Holdings) Ltd. Registered in England 07531688 at Blackdown House, Culmhead Business Centre, Taunton, Somerset TA3 7DY.

**Insurers** have authorised CCG to manage and settle claims on behalf of First Underwriting Limited.

## Communicable Disease

Any disease which can be transmitted by means of any substance or agent from any organism to another organism where:

- 1) the substance or agent includes, but is not limited to, a virus, bacterium, parasite or other organism or any variation thereof, whether deemed living or not;

- 2) the method of transmission, whether direct or indirect, includes but is not limited to, airborne transmission, bodily fluid transmission, transmission from or to any surface or object, solid, liquid or gas or between organisms;
- 3) the disease, substance or agent can cause or threaten damage to human health or human welfare or can cause or threaten damage to, deterioration of, loss of value of, marketability of or loss of use of property insured hereunder.

For the avoidance of doubt, the scope of this definition includes, but is not limited to, Covid-19, any other type or strain of coronavirus or any other pandemic of any type (or any disease as defined here, whether pandemic or non-pandemic).

### **Computer System**

Any computer, hardware, software, communications system, electronic device (including, but not limited to, smart phone, laptop, tablet, wearable device), server, cloud or microcontroller including any similar system or any configuration of the aforementioned and including any associated input, output, data storage device, networking equipment or back up facility, owned or operated by the Insured or any other party.

### **Contents**

Bedding, linen, luggage, general household goods, portable television sets, audio equipment, appliances that are not built-in and **Sports Equipment** belonging to **You** or **Your Family**. This definition does not include **Money** or **Valuables**.

### **Equipment**

Tents (including **Pup Tents**), toilet tents, gas bottles, batteries, security devices (including wheel clamps), stabilisers, generators, satellite dishes, solar panels, aquaroll, air conditioning units, camping lanterns and motor movers that are not fixed to **Your Unit**.

This definition does not include **Awnings** or motor movers that are fixed to the **Unit**. Such motor movers fall under the definition of **Unit**.

### **Cyber Loss**

Any loss, damage, liability, claim, cost or expense of whatsoever nature directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with any **Cyber Act** or **Cyber Incident** including, but not limited to, any action taken in controlling, preventing, suppressing or remediating any **Cyber Act** or **Cyber Incident**.

### **Cyber Act**

An unauthorised, malicious or criminal act or series of related unauthorised, malicious or criminal acts, regardless of time and place, or the threat or hoax thereof involving access to, processing of, use of or operation of any **Computer System**.

### **Cyber Incident**

Any error or omission or series of related errors or omissions involving access to, processing of, use of or operation of any **Computer System**;

Any partial or total unavailability or failure or series of related partial or total unavailability or failures to access, process, use or operate any **Computer System**.

### **Data**

Information, facts, concepts, code or any other information of any kind that is recorded or transmitted in a form to be used, accessed, processed, transmitted or stored by a **Computer System**.

### **Europe**

Any country that is a member State of the European Union, Andorra, Croatia, Faroe Islands, Gibraltar, Liechtenstein, Monaco, Norway, San Marino, Switzerland and Vatican City and transits between those areas.

### **Evidence of Insurance**

The document providing evidence of **Your** contract of insurance with the **Insurers** and identifying the details on which the **Insurers** have based the terms and conditions of this insurance as well as the Sections and amount of cover **You** have bought, the countries in which **You** are covered and the number of days for which cover has been bought for travel outside the **United Kingdom**.

### Excess

The first amount of any one claim (for each separate incident) that **You** pay. **Your Evidence of Insurance** shows the standard amount **You** pay but where **Your Unit** is stolen, the standard amount will vary depending on the **Unit's** location and the security arrangements at the time of the theft. The following table explains those variations:

Approved Security Device fitted?	Other security arrangements for <b>Your Unit</b>	Change to <b>Your Excess</b>
Yes	Any apply	Reduced to NIL
No	stored in a <b>Secure Location</b>	No Change
	stored at <b>Home</b> or <b>Temporarily Unattended</b> and protected with both a wheel clamp and a hitch lock	No Change
	stored at <b>Home</b> or <b>Temporarily Unattended</b> but without the protection of a wheel clamp and a hitch lock	Increased by £150
	stored away from <b>Home</b> but not in a <b>Secure Location</b>	Increased by £400

### Family

**Your** spouse or partner and children, including foster children and anyone **You** have asked **Us** to include and **We** have provided prior written agreement to include them.

### Home

The house where **You** reside and the surrounding private land but excluding any area where the right of way is not restricted to **Your** exclusive use.

### Incident

A sudden, unexpected, specific event which occurs at an identified time and place resulting in loss or damage.

### Insurers / We / Us / Our / Ours

Accredited Insurance (Europe) Ltd – UK Branch and where the context requires, First Underwriting Ltd.

### Market Value

Following a **Total Loss**, **Insurers** will assess **Your** loss to be the cost of replacement property of a similar type and age, less a deduction for wear, tear and/or depreciation. However, the maximum amount **Insurers** will pay under any circumstances will be limited to the sum insured shown in **Your Evidence of Insurance**.

The effect of wear and tear and/or depreciation will have a greater impact on certain parts of **Your Unit** such as upholstery, curtains, carpets as well as appliances such as fridges, freezers and cookers. For **Your Unit** the **Market Value** will be based on information supplied by Glass's Guide Information Services or, if this is not available, other recognised sources of information such as the Internet.

### Money

Currency of any kind, including cash, stamps, bankers drafts, cheques, credit/debit or charge cards or any other type of financial instrument.

### New for Old

Following a **Total Loss**, **Insurers** will assess **Your** loss to be the cost of brand new replacement property of the same type or nearest equivalent. Any settlement offer will be on the assumption that the sums insured are adequate and **You** accept such replacements. If the replacement property costs more than the sum insured **You** will have to make up the shortfall but this arrangement will not be offered for property costing

more than **Your** assessed loss.

The maximum amount **Insurers** will pay under any circumstances will be limited to the sum insured shown in **Your Evidence of Insurance**. All cash settlements will be offered on a **Market Value** basis only.

### **Period of Insurance**

The length of time, shown on **Your of Insurance**, during which cover applies.

### **Personal Effects**

Belongings that are designed to be worn or carried on or about the person but this does not include **Money, Sports Equipment or Valuables**.

### **Property**

Comprises the **Unit, Awnings, Equipment, Contents, Personal Effects** and **Sports Equipment**.

### **Pup Tent**

A small one or two man tent not exceeding 2 metres long or 1.25 metres wide.

### **Recognised Dealer**

A caravan dealer based in the **United Kingdom** who buys touring caravans directly from the manufacturer in order to sell them to the public.

### **Secure Location**

Any one of the following:-

1. A storage site registered by the Caravan Storage Site Owners' Association (CaSSOA) and meeting their Platinum, Gold or Silver standard.
2. A securely locked compound with a clearly defined perimeter that identifies the site as a private area and restricts unauthorised access and has security lighting, closed circuit television and daily supervision and inspection.
3. A location that is shown in **Your Evidence of Insurance** as being a Secure Location.

### **Sports Equipment**

Fishing rods, wet suits, surfboards and inflatable dinghies that are no more than 4.3 metres long.

### **Temporarily Unattended**

When **You** or **Your Family** are not with **Your Unit** and it is not in storage. This definition also includes a **Unit** left with a repairer or dealer for repairs or servicing.

### **Third Party**

Any person other than **You**, a member of **Your Family** or an employee of **You** or **Your Family**.

### **Total Loss**

When **Your** insured belonging is lost or **Insurers** deem it to be damaged beyond economic repair.

### **Unit**

The folding caravan, trailer tent or demountable camper as stated in **Your Evidence of Insurance** together with fixed motor movers, fixtures and fittings, integral furniture, upholstery, curtains, carpets and built-in appliances.

This definition does not include motor movers that are not fixed as these fall under the definition of **Equipment**. Likewise, appliances that are not built-in are not included in this definition as they fall under the definition of **Contents**.

### **United Kingdom**

England, Wales, Scotland, Northern Ireland, the Channel Islands and the Isle of Man, including transits between those areas.

### **Valuables**

Jewellery, gold, silver, precious and non-precious stones and metals, watches, furs, cameras, camcorders and accessories, photographic equipment and binoculars.

### **You / Your**

The name of the person shown as insured in the **Evidence of Insurance**.

## Cover provided

The extent of cover applicable under the policy is as stated in **Your Evidence of Insurance** and determines the extent of cover that applies.

### **Territorial Limits**

Cover is provided for **Incidents** occurring when the **Unit** is in the **United Kingdom** or any other country identified in **Your Evidence of Insurance** for a period not exceeding the number of days shown.

If **You** need insurance for other countries or need to increase the number of days when **You** are covered outside of the **United Kingdom**, please contact the entity through which **You** effected this insurance on **Your** behalf.

# Section 1 – Unit, Awnings, Equipment, Contents and Personal Effects

## What is covered

Insurers will pay the cost to repair or replace **Your**:

- 1) **Unit, Awnings and Equipment**
- 2) **Contents and Personal Effects**

As identified in **Your Evidence of Insurance** whether being used by **You, Your Family** or, where agreed by **Us**, someone else during the **Period of Insurance** in the circumstances described below in 1 and 2.

## What is not covered

Insurers will not pay for:

- 1) The **Excess**, unless the claim arises from the **Total Loss** of a **Pup Tent** that is worth no more than £50 and, at the time of the **Incident**, such **Pup Tent** was with **Your Unit** or on the same pitch on a caravan holiday park where **Your Unit** was sited.
- 2) Depreciation, deterioration, manufacturing defects, general wear and tear, damage by pets, moth, vermin, rot, frost, water leakage or any gradually operating process such as rust or damp.
- 3) Mechanical, electronic or electrical breakdown, failure or damage.
- 4) Any claim, including theft, which arises from deception, fraud or the use of stolen, forged, or invalid cheques, bank drafts or bank notes or any other financial instrument.
- 5) Any claim arising out of the cessation of any business for any reason including liquidation, insolvency or bankruptcy.

## 1) Unit, Awnings and Equipment

### What is covered

Physical loss or damage to **Your Unit, Awnings and Equipment**, directly resulting from an **Incident** occurring during the **Period of Insurance**.

Following an insured **Incident**, **Insurers** will also pay for:

- a) the cost of removing a disabled **Unit** from the location of an insured **Incident** to the nearest garage, repairer or place of safekeeping
- b) the necessary storage charges incurred whilst awaiting repair or disposal
- c) the cost of delivering the **Unit**:
  - from the repairers,
  - in the case of a stolen **Unit**, from the place where it was recovered to the normal place of storage as shown in the **Evidence of Insurance**.

### Replacement Unit

Any replacement **Unit** will be automatically covered up to the amount **You** paid for it for a period of 14 days from the day **You** take delivery of the new **Unit**, provided that **You** have notified **Us** as soon as possible.

### What is not covered

Insurers will not pay for:

- 1) Loss or damage to tents, **Pup Tents, Awnings** or toilet tents when these are left erected and unattended for more than 4 days in succession.
- 2) Theft from tents, **Pup Tents** or **Awnings** unless they have sides that completely enclose the interior and they are attached to or next to **Your Unit**.

- 3) Damage to tyres, unless resulting from an insured **Incident** to the **Unit** or by vandalism.
- 4) Any charges not agreed by **Us** or any storage charges other than necessarily incurred whilst the **Unit** is awaiting repair or disposal.
- 5) Any claim for **Your** replacement **Unit** unless **You** have told **Us** about it within 14 days (from when **You** took delivery of it) together with details of the **Unit** make, model, year and serial/CRIS (Central Registration & Identification Scheme) number and **You** have paid any premium due as a result of the change.

## 2) Contents and Personal Effects

### What is covered

Physical loss or damage to:

- a) **Contents** or **Personal Effects** contained in **Your Unit**, **Your Awning** or in a vehicle towing **Your Unit**.
- b) Inflatable dinghies no longer than 4.3 metres kept by **Your Unit** or **Your** towing vehicle.

All belonging to **You** and **Your Family**

### What is not covered

**Insurers** will not pay for:

- 1) **Your Excess**.
- 2) Loss of or damage to **Contents** or **Personal Effects** when they are in an **Awning** or **Pup Tent** unless their sides have been fixed to enclose the interior completely whenever **You** are away from it.
- 3) Loss of or damage to any of the following: **Money**, **Valuables**, documents, contact lenses, spectacles, motor driven vehicles of any kind or their accessories, mobile telephones, satellite navigation systems, computers and any associated software or hardware devices, any personal audio or visual entertainment devices, cycles or any type of waterborne craft.
- 4) Theft from the **Unit** unless forcible and violent means are used to gain entry.
- 5) Theft or accidental loss of **Contents** or **Personal Effects** that were left in the open at the time of the **Incident**. However, this exclusion does not apply to the theft of inflatable dinghies no longer than 4.3 metres and securely padlocked to **Your Unit** or **Your** towing vehicle.
- 6) Any cost of replacing or repairing any undamaged parts of the **Contents** which form part of a pair or set or part of a common design or function when the loss or damage is restricted to a clearly identifiable area or specific part.
- 7) Loss or damage to **Sports Equipment**:
  - unless it is with **You** or **Your Family** whilst **You** are holidaying with **Your Unit**;
  - directly caused as a result of its use at the time of the **Incident**.

## Maximum Liability

The maximum **Insurers** will pay is limited to the sums insured set out in **Your Evidence of Insurance**.

Within those limits **Insurers** will not pay any more than:

- |   |                         |                    |
|---|-------------------------|--------------------|
| • <b>Sports Equipment</b>                     | £250 any single article | £500 any one claim |
| • <b>Theft</b> from tents or <b>Awnings</b>   | £125 any single article | £500 any one claim |
| • <b>Contents</b> and <b>Personal Effects</b> | £500 any single article |                    |
| • <b>Your</b> fuel costs                      | £0.45 per mile          |                    |

unless **We** have agreed in writing to other limits.

## Basis of Settlement for claims made under Section 1

**Insurers** will only pay for costs **You** have actually incurred or the **Claims Team** have authorised as a result of an insured **Incident**.

**Insurers** will not pay more than the sums insured shown in **Your Evidence of Insurance** or the other maximum limits shown in this Section, irrespective of the basis of cover chosen or the actual cost to repair or to replace insured property. If the basis of cover does not meet **Your** needs or if the sums insured are inadequate, please contact **Us** as soon as possible. **Our** contact details are shown at the beginning of this policy booklet.

The point at which the cost to repair property becomes uneconomic is subject to many factors. Such decisions will be made solely at the discretion of **Insurers** as will the decision to carry out specialist repairs where appropriate or to replace parts. If **Insurers** decide **Your** property is repairable, they will pay up to the sums insured for the appropriate repairs. If **Insurers** decide **Your** property is not repairable, they will declare it to be a **Total Loss**.

The basis of cover used for **Total Loss** claims differs as follows, according to the insured property in question:

<u>Insured Property</u>	<u>Basis of Cover Used</u>
• <b>Unit</b>	As shown in the <b>Evidence of Insurance</b>
• <b>Awnings and Equipment</b>	<b>New for Old</b> if <b>You</b> can provide a proof of purchase to show that such property was under 5 years old at the time of the <b>Incident</b> . In all other instances the basis of cover will be <b>Market Value</b>
• <b>Personal Effects and Contents</b>	<b>Market Value</b> in all cases

The full meaning of the available basis of cover can be found under “Definitions” in this policy booklet. The index on the inside front cover provides the page number.

### Cash Settlements

Unless the basis of cover is **Agreed Value** and **Your** property suffers a **Total Loss**, all cash settlements will be limited to the cost of property of a similar type and age less a deduction for wear, tear and depreciation.

### Failure to use required or declared safety or security arrangements

An initial settlement calculation will presume that at the time of the **Incident**, required or declared security or safety arrangements were in use and operational. As proof that **You** owned such security devices, **Insurers** will require **You** to provide the keys needed to operate them.

If such security and safety arrangements were not in force and the **Incident** was of a type that was affected by their absence, then the settlement offer will be adjusted according to whether or not **Insurers** would have accepted the risk on that basis, as shown below.

*Would **Insurers** have accepted the risk?*

- Yes
- No

*How **Insurers** will approach settlement*

The initial settlement calculation will be reduced by multiplying it by the premium actually charged and dividing the result by the higher premium that would have been charged had **Insurers** known the safety or security arrangement would not be in force.

**Insurers** will not pay the claim.

Failure to use safety or security arrangements may also affect the **Excess** used to calculate **Your** settlement offer.

### Proof of Ownership

In the event of a **Total Loss** of **Your Unit**, **Insurers** will only settle **Your** claim after **You** have provided proof that **You** owned it at the time of the **Incident**. **We** recommend **You** retain any purchase receipts and that, for touring caravans manufactured after 1992, **You** also hold a CRIS registration document showing **You** as the registered owner.

#### Obsolete Parts

Where new parts are needed for a repair but they are found to be obsolete or unobtainable then the claim will be limited to the last known list price of the part, together with the appropriate fitting charge.

#### Repair / Replacing Damaged Parts Only

Claims resulting from loss or damage to panels or windows will be limited to the replacement or repair of the lost or damaged panels or windows only

## **Conditions**

The General Conditions apply to this Section.

## Section 2 – Loss of Use

### What is covered

If **Your Unit** becomes uninhabitable following an insured **Incident** under Section 1, **Insurers** will contribute towards the costs of:

- 1) Hotel, motel or alternative accommodation;
- 2) The hire of a similar **Unit** to enable **You** to continue the holiday;
- 3) The cost of recovering **Your Contents** and **Personal Effects** to **Your Home** address.

### What is not covered

**Insurers** will not pay for any cost that does not arise directly from an insured loss in Section One taking place whilst **You** are away from **Home** on holiday with **Your Unit**.

Despite the above, cover is provided if **You** are due to depart on a pre- booked holiday with **Your Unit** and repair or replacement cannot be completed by the planned departure date, and that **You** have made all reasonable endeavours to repair or replace **Your Unit**.

### Maximum Liability

The maximum **Insurers** will pay is limited to the sums insured set out in **Your Evidence of Insurance**. Within this overall limit, **Insurers** will not pay more than £250 per day.

### Conditions

The General Conditions apply to this Section.

## Section 3 – Liability to the Public

### What is covered

The legal liability of **You** and **Your Family** or **Your** legal representative for causing:

- 1) accidental death, bodily injury or illness to a **Third Party**;
- 2) accidental damage to a **Third Party's** property;

happening during the **Period of Insurance** and arising from the ownership or use of the **Unit**.

**Insurers** will pay:

- a) Damages or compensation to a **Third Party** for the injury or damage caused.
- b) A **Third Party's** legal costs incurred in claiming compensation from **You** as agreed by **Insurers** or awarded by a court or tribunal.
- c) **Your** legal costs for defending the claim as agreed by **Insurers** or awarded by a court or tribunal if incurred with **Insurers** prior written consent.

### What is not covered

**Insurers** will not pay any costs, damages or compensation for:

- 1) Liability arising whilst the **Unit** is hitched to a towing vehicle, being towed or as a result of becoming detached from a towing vehicle.
- 2) Damage to property owned by or in the custody of **You** or **Your Family**, an employee of **You** or **Your Family**, or any person to whom the **Unit** is lent.
- 3) Liability for which compulsory insurance or security is required for any road traffic legislation.
- 4) The legal liability of anyone who is not **You**, **Your Family** or **Your** legal representative unless:-
  - a) **You** have notified **Us** and **We** have agreed to this extension in writing;
  - b) That person is using **Your Unit** with **Your** permission;
  - c) That person observes and abides by the terms of this Section.

### Maximum Liability

will pay for any one claim or series of claims arising from one originating event is shown in **Your Evidence of Insurance** including legal costs

### Conditions

The General Conditions apply to this Section.

## Section 4 – Driver Injury / Illness

### What is covered

If **You** or any member of **Your Family** are driving a vehicle that is towing **Your Unit** and the driver becomes unwell or is accidentally injured such that they cannot continue driving then, provided that no other passenger is able to take over the driving, **Insurers** will compensate **You** for:

- 1) The cost of a standard class rail fare for the driver and passengers to return **Home**.
- 2) The necessary cost of returning:
  - a) **Your Unit** to its place of storage as shown in the **Evidence of Insurance**.
  - b) The towing car to **Your Home**.

### What is not covered

**Insurers** will not pay any claim for costs unless the illness or injury occurs during the **Period of Insurance** and in the **United Kingdom** or in other countries that are identified in **Your Evidence of Insurance**.

**Insurers** will not pay any claim for costs if:

- 1) Another passenger is able to take over the driving.
- 2) The injury or illness was caused directly or indirectly by:-
  - a) Alcohol, narcotic or drug use, unless taken as prescribed by a registered medical practitioner.
  - b) **You** or **Your Family** participating in driving or riding in any kind of race, rock climbing or mountaineering normally involving the use of ropes or guides, skiing, water skiing, tobogganing, potholing, skin diving, scuba diving, snorkelling, hang gliding, parachuting, hunting on horseback, or any winter sports other than skating.
  - c) Any self-inflicted injury.

### Maximum Liability

The maximum **Insurers** will pay under this section is £1,000 in total during the **Period of Insurance**.

### Conditions

The General Conditions apply to this Section.

# Section 5 – Personal Accident and Pet Injury

## Personal Accident

### What is covered

**Insurers** will pay benefits in the event of **You** or **Your Family** suffering any physical injuries listed below caused solely and directly by an accident whilst either:

- 1) on holiday with **Your Unit** during the **Period of Insurance**;
- 2) hitching, unhitching or working on **Your Unit**

which within 52 weeks of the date of the accident solely and independently of any other cause results in their:

- a) Death.
- b) Loss of use of one or more limbs or total loss of sight of one or both eyes.
- c) Permanent total disablement, payable after the incapacity has lasted for 52 weeks.

For the purposes of this Section, disablement means the inability to engage in the usual paid occupation or an occupation with similar remuneration.

### What is not covered

**Insurers** will not pay any amount for:

- 1) anyone whose age does not fall within the bands set out for each benefit in the **Evidence of Insurance** at the time of the accident.
- 2) death, loss or disablement occurring more than 12 months after the bodily injury has been sustained.
- 3) more than one benefit from this policy in connection with the same bodily injury.
- 4) any injury caused directly or indirectly by:-
  - a) Alcohol, narcotic or drug use unless taken as prescribed by a registered medical practitioner.
  - b) **You** or **Your Family** participating in driving or riding in any kind of race, rock climbing or mountaineering normally involving the use of ropes or guides, skiing, water skiing, tobogganing, potholing, skin diving, scuba diving, snorkelling, hang gliding, parachuting, hunting on horseback, or any winter sports other than skating.
  - c) Any self-inflicted injury.

## Pet Injury

### What is covered

**Insurers** will pay veterinary fees for the treatment of an external physical injury suffered by **Your** pet whilst with **You** on holiday with **Your Unit** during the **Period of Insurance**.

### What is not covered

**Insurers** will not pay any claim unless in respect of fees charged for treatment given to **Your** pet by a qualified veterinary practitioner and such treatment is solely provided to deal with an external physical injury.

**Insurers** will not pay any veterinary fees to treat an injury suffered before the first day of **Your** holiday.

## Maximum Liability

The maximum **Insurers** will pay under this section is:

- |                      |   |
|----------------------|---|
| 1) Personal Accident | The benefits set out in <b>Your Evidence of Insurance</b> |
| 2) Pet Injury        | £500 in total in any one <b>Period of Insurance</b>       |

## Conditions

The General Conditions apply to this Section.

# General Conditions

## 1) Making Claims

If **You** wish to make a claim, please contact the **Claims Team** on:

Telephone: 0330 174 2047

Claims paid by **Insurers** will be subject to the conditions set out in this policy, including the following procedures:

- a) **You** must report to the **Claims Team** in writing as soon as possible following the occurrence of any loss, damage, injury, claim, which is likely to give rise to a claim and of the institution of any proceedings being brought against **You**.
- b) **You** must provide the **Claims Team** within 30 days of discovery of the **Incident** giving rise to a claim with a completed claim form. If **You** experience difficulty in obtaining estimates, these may be provided separately;
- c) **You** must, in the event of theft or other malicious **Incident**, notify the Police of such loss as soon as possible;
- d) If a claim for liability is made against **You** or otherwise, **You** must provide the **Claims Team** as soon as practicable but not later than 14 days, with full particulars in writing, and forward to the **Claims Team** any letter, claim, writ, summons or other legal documents **You** receive.
- e) **You** must not admit liability or agree to settle any claim without our prior written permission.
- f) **You** or any person claiming coverage must give all information and assistance to the **Claims Team** and unless **Your** claim results from damage to **Your Unit** where the total cost of repairs is not likely to exceed £400, not negotiate, pay, settle, admit or repudiate any claim without the consent of the **Claims Team**, which would be given on behalf of **Insurers**;
- g) **You** must take all reasonable care to limit and minimize any further injury, loss or damage.
- h) No property may be abandoned and left to the **Insurers**.

In the event of damage to **Your Unit** resulting in a possible claim, where the total cost of repairs is not likely to exceed £400, **You** may proceed with the repairs without reference to the **Claims Team** but **You** must submit the receipted invoice and complete a claim form for their consideration.

### *Insurers' Rights*

**Insurers** may, at their discretion, take over the defence and settlement of any claim, and at any time, in **Your** name or that of any other person entitled to coverage, seek recoveries and indemnities from other parties.

## 2) Observance of Terms

**You** and anyone acting on **Your** behalf must comply with every applicable requirement and provision of this **Policy**. To the extent that any other person (or party) is entitled a benefit from this **Policy**, **You** are to arrange for that other person (or party) to comply with every applicable requirement and provision. If anyone who is required to comply with provisions of this **Policy** does not comply, we may be entitled to reject a claim or reduce the amount payable for a claim to the extent that **Our** liability has been incurred or increased by any such failure to comply.

If **We** have paid any sums which **We** should not have been liable to pay (on account of a breach of a policy provision), **You** shall be obliged to reimburse **Us** promptly for any such amount.

However, this Condition shall not apply to the extent that it may conflict with the provisions of the Insurance Act 2015 or the Consumer Insurance (Disclosure and Representations) Act 2012.

## 3) Reasonable Precautions

**You** should take all reasonable precautions to protect **Your Unit** and other insured items covered under this policy. **Your Unit** should be maintained in a sound and roadworthy condition. Failure to comply with this condition could result in any claim being rejected.

## 4) Towing Safely

**You** must ensure the towing vehicle is capable of towing **Your Unit** safely in accordance with the manufacturer's guidelines and that the combination of vehicle and **Unit** meets the appropriate legal requirements. If the towing vehicle is not suitable for the **Unit**, **You** could suffer a serious accident and any claim for resulting loss or damage could be rejected.

5) Other Insurance

If any claim covered by this policy is also covered in whole or in part by any other insurance, the liability of **Insurers** shall be limited to their rateable proportion of such claim.

6) Fraud

**Insurers** will not pay for any claim that is deliberately exaggerated or where **You** or anyone acting for **You** uses, or attempts to use, fraudulent means to obtain benefits under this policy. If **You** or they do, or attempt to then all benefits under this policy shall be forfeited and **Insurers**:

- a) will cancel this policy from the date of the fraudulent act
- b) will not refund any premiums
- c) may recover from **You** any sums already paid by them in respect of such claim
- d) may inform the police and fraud prevention agencies of the circumstances.

If **you** make a fraudulent claim under this policy, **We**:

- a) will not be liable to pay the claim;
- b) may recover from **You** any sums paid by **Us** to **You** in respect of the claim;
- c) may by notice to **You** treat the contract as having been terminated with effect from the time of the fraudulent act;
- d) may inform the policy and fraud prevention agencies of the circumstances.

If **We** exercise **Our** right under c) above:

- i) **We** shall not be liable to **You** in respect of a relevant event occurring after the time of the fraudulent act. A relevant event is whatever gives rise to **Our** liability under the policy (such occurrence of a loss, the making of a claim, or the notification of a potential claim); and

**We** need not return any of the premiums paid.]

7) Total Loss

If **Your Unit** suffers a **Total Loss**, all cover under this insurance will cease from the date of the appropriate claim settlement. Any salvage becomes the property of the **Insurers** and no refund of premium for any remaining **Period of Insurance** will be payable. Any outstanding premium will be deducted from **Your** claim settlement.

**Insurers** retain the right to offer terms to re-instate cover for a replacement **Unit**, but they are not obliged to do so.

8) Contracts (Rights of Third Parties) Act 1999

A person who is not party to this insurance has no right under the Contract (Rights of Third Parties) Act 1999 to enforce any terms of this insurance but this does not affect any right or remedy of a third party which exists or is available apart from the Act.

9) Sanctions

**We** shall not provide cover nor be liable to pay any claim or provide any benefit under this policy to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose **Us** to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.

## 10) Making Claims

If **You** wish to make a claim, please contact the **Claims Team** on:

Telephone: 0330 174 2047

Claims paid by **Insurers** will be subject to the conditions set out in this policy, including the following procedures:

- i) **You** must report to the **Claims Team** in writing as soon as possible following the occurrence of any loss, damage, injury, claim, which is likely to give rise to a claim and of the institution of any proceedings being brought against **You**.
- j) You must provide the **Claims Team** within 30 days of discovery of the **Incident** giving rise to a claim with a completed claim form. If **You** experience difficulty in obtaining estimates, these may be provided separately;
- k) **You** must, in the event of theft or other malicious **Incident**, notify the Police of such loss as soon as possible;
- l) If a claim for liability is made against **You** or otherwise, **You** must provide the **Claims Team** as soon as practicable but not later than 14 days, with full particulars in writing, and forward to the **Claims Team** any letter, claim, writ, summons or other legal documents **You** receive.
- m) You must not admit liability or agree to settle any claim without our prior written permission.
- n) **You** or any person claiming coverage must give all information and assistance to the **Claims Team** and unless **Your** claim results from damage to **Your Unit** where the total cost of repairs is not likely to exceed £400, not negotiate, pay, settle, admit or repudiate any claim without the consent of the **Claims Team**, which would be given on behalf of **Insurers**;
- o) You must take all reasonable care to limit and minimize any further injury, loss or damage.
- p) No property may be abandoned and left to the **Insurers**.

In the event of damage to **Your Unit** resulting in a possible claim, where the total cost of repairs is not likely to exceed £400, **You** may proceed with the repairs without reference to the **Claims Team** but **You** must submit the receipted invoice and complete a claim form for their consideration.

### *Insurers' Rights*

**Insurers** may, at their discretion, take over the defence and settlement of any claim, and at any time, in **Your** name or that of any other person entitled to coverage, seek recoveries and indemnities from other parties.

## General Exclusions

**Insurers** will not pay for:

- 1) Any loss, damage or liability arising out of any occurrence outside of the Territorial Limits of this policy, except where stated to the contrary.
- 2) Any loss or damage if **Your Unit** is:
  - a) being used for trade or business purposes,
  - b) being used as a permanent place of residence,
  - c) used for speed testing, racing or pace-making,
  - d) let for hire or reward
- 3) Any loss or damage to **Your Unit** when it is being towed unless:
  - a) the driver has an appropriate licence for the towing vehicle and **Unit** combination taking into account the weight of any load being transported;
  - b) the weight of the **Unit** and its load does not exceed the towing capacity of the towing vehicle.
- 4) Loss of use other than provided by Section 2.
- 5) Loss or damage to any property, or any legal liability, or any cost or expense of whatever nature, directly or indirectly caused by, or contributed to, or arising from:
  - a) Ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.
  - b) The radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.

- c) War, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power, and riot and civil commotion in the Republic of Ireland and Northern Ireland.
  - d) Pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds.
- 6) **Insurers** will not pay for liability, death, injury, loss, damage or destruction or any cost or expense of whatsoever nature in respect of the **Territorial Limits** under this policy directly or indirectly caused by, resulting from, or in connection with:
- (a) any act of Terrorism, regardless of any other cause or event contributing concurrently or in any other sequence to such act of Terrorism,
  - (b) any action taken in controlling, preventing, suppressing any act of Terrorism, or in any other way related to such act of Terrorism.

For the purpose of this exclusion, **Terrorism** means:

The use or threat of action, both in or outside the United Kingdom, designed to influence the government or an international governmental organisation or to intimidate the public or a section of the public, and the use or threat is made for the purpose of advancing a political, religious, racial or ideological cause. The use or threat of action includes, but not limited to:

- (a) serious violence against a person or serious damage to property;
- (b) endangering a person's life (other than that of the person committing the action);
- (c) creating a serious risk to the health or safety of the public or a section of the public;
- (d) action designed to seriously interfere with or seriously to disrupt an electronic system.

Terrorism also means Terrorism in accordance with the definition of Terrorism in the Terrorism Act 2000.

- 7) Loss or damage to any property, or any cost or expense of whatever nature arising directly or indirectly resulting or arising from biological, chemical, and/or nuclear pollution or contamination due to or arising from any act of Terrorism, and/or any steps taken to prevent, suppress, control or reduce the consequences of any actual attempted, threatened, suspected or perceived Terrorism.
- 8) Loss or destruction of, or damage to, any property, or death of or bodily injury to any person directly or indirectly caused by pollution or contamination, unless the pollution or contamination is directly caused by a sudden, identifiable, unintended and unexpected **Incident** which occurs in its entirety at a specific time and place during the **Period of Insurance**. All pollution or contamination which arises out of one **Incident** shall be deemed to have occurred at the time such **Incident** takes place.
- 9) Loss of value following any loss, destruction or damage or a claim payment.
- 10) Loss or damage or legal liability directly or indirectly arising from the **Unit** being loaned to any other person other than **Your Family** unless agreed by **Us** in writing.
- 11) Any loss or damage which does not happen within the **Period of Insurance**.
- 12) Loss or damage caused deliberately by **You** or **Your Family**.
- 13) Liability related to the cost of fines, penalties, punitive, exemplary, aggravated or liquidated damages.
- 14) Communicable Disease  
This Policy excludes any loss, damage, claim, liability (whether actual or alleged), any cost or expense of any type or any other sum, directly or indirectly arising out of, attributable to, or occurring concurrently or in any sequence with a **Communicable Disease** or the fear or threat (whether actual or perceived) of a **Communicable Disease**.

For the avoidance of doubt, the loss, cost, damage, liability, expense or any other amount that is excluded here includes any cost to clean-up, detoxify, remove, monitor or test for a **Communicable**

**Disease** or any property that is affected by a **Communicable Disease**.

This exclusion applies to all sections, all covers and all parts of this policy. Nothing else in this Policy will override this exclusion.

15) Cyber and Data

This policy excludes any:

**Cyber Loss;**

Loss, damage, liability, claim, cost, expense of whatsoever nature directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with any loss of use, reduction in functionality, repair, replacement, restoration or reproduction of any **Data**, including any amount pertaining to the value of such **Data**;

Regardless of any other cause or event contributing concurrently or in any other sequence thereto.

If any portion of this exclusion is found to be invalid or unenforceable, the remainder of it shall remain in full force and effect. If this exclusion conflicts with any other provision in this policy this Exclusion shall be the provision that applies.

16) Direct or Indirect Loss

This policy excludes any loss, damage, claim, liability (whether actual or alleged), any cost or expense of any type or any other sum that does not directly result from the perils or from the events set out under 'What is covered'.

# Our complaints procedure

## Our commitment to You

**We** strive to provide an excellent service to all **Our** customers, but occasionally things can go wrong. **We** take all complaints seriously and endeavour to resolve all customers' problems promptly. If **You** have a question about this insurance or complaint about **Your** broker, **You** should contact **Your** broker.

If **You** wish to make a complaint, **You** can do so at any time by contacting **Us** at:

Tom Donachie  
Managing Director  
First Underwriting Ltd  
The Gherkin  
30 St Mary Axe  
London  
EC3A 8EP

If **We** cannot resolve **Your** complaint straightaway, **We** will aim to resolve **Your** concerns as soon as possible and **We** will keep **You** informed of progress while **Our** enquiries are continuing.

If **Your** complaint involves the services of the **insurer**, **You** may complain to them directly, and **We** will provide the contact details for **You**.

## The Financial Ombudsman Service (FOS)

If **We** are unable to resolve **Your** complaint to **Your** satisfaction or if **You** remain dissatisfied following receipt of **Our** final response letter, **You** may have the right to refer **Your** complaint to the FOS. **You** must contact FOS within six months of **Our** final response.

The FOS contact details are as follows:

Address: Financial Ombudsman Service Exchange Tower, London E14 9SR  
Telephone: 0800 023 4567 for people phoning from a "fixed line" (for example a landline at home)  
or  
0300 123 9123 for mobile-phone users who pay a monthly charge for calls to numbers starting 01 or 02  
E-mail: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

This is a free and impartial service and **You** are entitled to contact the FOS at any stage of **Your** complaint.

If **You** are unsure whether the FOS will consider **Your** complaint or **You** require for more information, please contact the FOS directly, or visit [www.financialombudsman.org.uk](http://www.financialombudsman.org.uk).

## Office of the Arbiter for Financial Services

If **You** are not satisfied with **Our** final response or where **We** have not responded within fifteen (15) working days, **You** may have the right to refer **Your** complaint to:

Office of the Arbiter for Financial Services, 1<sup>st</sup> Floor, St Calcedonius Square, Floriana, FRN 1530, Malta, telephone (+356) 212 49245. **You** will have to pay EUR 25.00 at the time of making **Your** complaint to the Arbiter to use this service.

The Office of the Arbiter for Financial Services considers that a "complaint" refers to a statement of dissatisfaction addressed to an insurance undertaking by a person relating to the insurance contract or the service he/she has been provided with. The terms "person" does not specify that this is limited to individuals and therefore any policyholder, insured person, beneficiary and injured third party (irrespective of the country of residence or where the risk is situated) is eligible to make a complaint.

For more information on the Office of the Arbiter for Financial Services and its complaints process, please visit [www.financialarbiter.org.mt](http://www.financialarbiter.org.mt)

## The Financial Services Compensation Scheme (FSCS)

**We** are covered by the Financial Services Compensation Scheme (FSCS) which means that **You** may be entitled to compensation if **We** are unable to meet **Our** obligations to **You**. The level and extent of compensation will depend on the nature of this insurance. Further information about the FSCS is available on their website [www.fscs.org.uk](http://www.fscs.org.uk), or by contacting them directly on 0800 678 1100, or **You** can write to them at PO Box 300, Mitcheldean, GL17 1DY.

# How we use personal information

## Your personal information notice

### Data Protection

First Underwriting Ltd is the data controller and processor in respect of **Your** personal data. This means that **We** decide how **Your** personal data is processed and for what purposes, and process **Your** personal data.

**We** comply with **Our** obligations under the GDPR by keeping personal data up to date, by storing and destroying it securely, by not collecting or retaining excessive amounts of data, by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

### Use of Personal Information

**We** use personal information for the following purposes:-

- To assess **Your** request for insurance, provide a quotation and administer **Your** policy;
- To undertake the performance of a contract of insurance to which **You** are a party;
- To administer **Your** claims and third party claims;
- To prevent fraud and financial crime;
- statistical analysis and management information;
- audits, system integrity checking and risk management;
- To send marketing information about **Our** products and services if **We** have received specific consent.

There is no obligation to provide **Us** with personal information, but if **You** do not, **We** may not be able to provide products or services or administer claims.

### Profiling and Automated Decision Making

**We** may use automated decision making, which includes profiling in **Our** assessment of insurance risks and for the administration of policies. This is used to help **Us** decide whether to offer insurance, determine prices and validate claims.

### Collection of Personal Information

**We** collect the following types of personal information to allow **Us** to complete the activities described under 'use of personal information' above:-

- Individual details such as name, address, phone numbers, age, gender, marital status, dependents, employment status and job title;
- Financial details such as bank account or credit card information;
- Identification details such as a passport number or national insurance number;
- Background insurance checks including previous policy information and claims history;
- Special categories of data including criminal convictions.

### Where We collect Personal Information From

**We** may collect information about **You** from the following sources:-

- **You** or **Your** family members;
- **Your** representatives;
- Information **You** have made public (such as via social media);
- Credit reference or fraud prevention agencies;
- Emergency services, law enforcement agencies, medical and legal practices;
- Insurance industry registers and databases used to detect and prevent insurance fraud, for example, the Claims and Underwriting Exchange (CUE);
- In the event of a claim, insurance investigators, claims service providers, claimants or witnesses;
- Other service providers or provider services for **Our** products.

### Sharing of Personal Information

**We** may need to share **Your** personal information with other recipients which could include:-

- Approved service providers or suppliers or other group companies that provide support services;
- Fraud prevention or credit reference agencies or other agencies that carry out work on **Our** behalf such as the Insurance Fraud Bureau (IFB);
- Other insurers, reinsurers, underwriters, regulators, law enforcement, Ombudsman Services or the Claims and Underwriting Exchange (CUE);
- Purchasers of the whole or part of **Our** business.

### **Retention of Personal Information**

**We** keep personal information only for as long as is necessary to administer the policy or manage **Our** business or as required for legal or regulatory purposes.

### **Use and Sharing of Special Categories of Personal Information**

Special categories of personal information under Data Protection Legislation include medical history, disabilities, motoring or criminal convictions. **We** may need to collect and process this information for the purposes of evaluating the risk and/or administering **Your** policy or a claim. **You** or any person covered under this policy must provide explicit verbal or written confirmation to such information being processed by **Us**.

**We** will only share this information in accordance with appropriate laws and regulations or where it is essential to administer the policy or when dealing with a claim.

### **Your Rights**

**You** have the right regarding any personal information that **We** hold to:-

- Restrict or object to **Us** processing it and **We** will agree to either stop processing or explain why **We** are not able to;
- Access the personal information **We** hold about **You** subject to certain restrictions;
- Ask **Us** to update any data that is incomplete or correct any inaccurate information;
- Ask **Us** to delete the information from **Our** records if it is no longer needed for the original purpose;
- Ask **Us** for an electronic copy so it can be used for **Your** own purposes;
- Ask **Us** to stop processing the information if the processing is based solely on individual consent;
- Find out about any automated decisions **We** make that affect **Your** insurance premiums.

If **You** have any questions about how **We** use personal information or if **You** wish to exercise any of **Your** rights or to complain if **You** feel that **Your** personal information has been mishandled, **You** can contact **Our** Data Protection Officer as follows:-

[dataprotection@firstuw.com](mailto:dataprotection@firstuw.com)

**You** also have the right to complain directly to the Information Commissioners Office (ICO) whose details can be found at [www.ico.org.uk](http://www.ico.org.uk)

# Key information about Fraud prevention and detection

In order to prevent and detect fraud, **We** may at any time:

- share information about **You** with other organisations including law enforcement agencies and public bodies;
- conduct searches using publicly available databases;
- undertake credit searches;
- check and share **Your** details with fraud prevention and detection agencies.

If false or inaccurate information is provided and fraud is identified or **We** suspect fraud, details will be passed to fraud prevention agencies. Law enforcement agencies may access and use this information.

**We** and other organisations, including those from other countries may also access and use this information to prevent fraud and money laundering for example when:

- checking details on applications for credit and credit related to other facilities;
- managing credit and credit related accounts or facilities;
- recovering debt and tracing beneficiaries;
- checking details on proposals and claims for all types of insurance;
- checking details of job applicants and employees.

**You** can contact **Us** if **You** want to receive details of the relevant databases, registers and fraud prevention agencies that **We** use.

## Claims history

When **You** tell **Us** about an incident or claim **We** may pass information relating to it to the Claims and Underwriting Exchange Register (CUE), run by Insurance Database Services Ltd (IDSL), or another relevant database.

**We** and other insurers may search these databases when **You** apply for insurance, in the event of any incident or claim or at time of renewal to validate **Your** claims history or that of any other person or property likely to be involved in the policy or claim.

This helps to check information provided and prevent fraudulent claims.