

# To report a claim, call:

**ADRIAN FLUX**

**0344 381 4420**

**FLUXDIRECT** 

**0344 381 4461**

 **sterling**

**0344 381 9350**



**Chartwell Insurance**

**0344 381 4463**



**0344 381 4462**

**Lines are open 24 hours a day, 7 days a week, all year round**

UK call centre

## **Important**

You must report all claims, whether or not they are your fault and whether you plan to make a claim or not.

You should call to report your claim as soon as possible and within 12 hours of the incident occurring.

## **Legal cover**

Your policy includes free legal cover up to £100,000 and access to a legal advice helpline.

If you've had an accident that was not your fault, your legal cover could help you with;

- repairs for your vehicle
- arranging a hire car
- compensation for injury  
and
- recovery of other losses, such as loss of earnings

Our claims handlers will discuss your legal cover with you. You can also find more information in the legal cover policy booklet, which is available on our website or through the link provided in your insurance documents.

COMMERCIAL VEHICLE  
POLICY WORDING AND KEY FACTS



keyfacts®

**24/7**

**Claims Line**

**0844 888 7360**



YOU'LL ONLY NEED  
TO WORRY ABOUT  
THE TRAFFIC

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**Thank you for choosing NIG as your Motor insurer, underwritten by U K Insurance Limited.**

If this cover does not meet your requirements, please return all your documents (including the certificate) within 14 days of receipt to your broker or agent. We will return any premium paid less a pro rata charge for the number of days for which cover has been given. The full annual premium is due if a total loss claim has been made.

For other Cancellation and administration charges please refer to Condition 3 and Notes for your information sections of this policy booklet.

## A summary of your cover

Please read this document carefully. Full terms and conditions can be found within the policy documents.

The Commercial Vehicle policy is underwritten by U K Insurance Limited and will run for 12 months or as shown on the schedule.

Please refer to your policy documents for full terms and conditions and to your policy schedule for full details of endorsements or excess that may apply.

### Significant Features & Benefits

Description	Comprehensive	Third Party Fire & Theft
Audio, television, video, computer or computer games, telecommunication and navigational equipment (Refer to Part 1 of the policy booklet).	Unlimited unless equipment fitted after vehicle built then restricted to £500	Restricted to £250
Fire Excess	As per schedule	As per schedule
Theft Excess	As per schedule	As per schedule
Malicious Damage Excess	As per schedule	No Cover
Vandalism Excess	As per schedule	No Cover
Accidental damage Excess	As per schedule	No Cover
Protected Bonus: This is available subject to certain criteria. Refer to your policy schedule.	Available	Available
Foreign use (Refer to Part 4 of the policy booklet).	Full policy cover is available on request in any country of the European Union and Iceland, Norway and Switzerland subject to an additional premium. A Green Card can be issued.	
Loss of accessories from your private garage (Refer to Part 1 of the policy booklet).	£500	£500
Standard young driver excess for drivers under 21 (Comprehensive cover only).	£300	Not applicable
Standard young driver excess for drivers between 21 and 24 (Comprehensive cover only).	£200	Not applicable
Standard excess for drivers who hold a UK provisional licence, a full UK driving licence for less than 1 year, or hold a non-UK driving licence for less than 2 years (Comprehensive cover only).	£150	Not applicable
Trailer cover (Third Party whilst attached) (Refer to Part 2 of the policy booklet).	Included	Included
Windscreen cover	Unlimited	No cover
Windscreen excess (replacement)	£75	Not applicable
Windscreen excess (repair)	Nil	Not applicable
Windscreen Cover approved repairer	Unlimited	No cover
Windscreen Cover unapproved repairer	Maximum is £125 after excess deducted	No cover
Loss or damage as a result of theft if the ignition key or any other similar device is left in or on the vehicle (Refer to Part 1 of the policy booklet).	No cover	No cover

## Exclusions & Limitations

Description	Comprehensive	Third Party Fire & Theft
Loss or damage as a result of theft if all doors, roofs, and windows have not been closed and locked (Refer to Part 1 of the policy booklet).	No cover	No cover
Loss or damage as a result of theft if any security or tracking device has not been set or is not in working order (Refer to Part 1 of the policy booklet).	No cover	No cover
Replacement of vehicle locks or reprogramming or replacing any vehicle theft device as a result of the loss of the vehicle's keys (Refer to Part 1 of the policy booklet).	No cover	No cover
Trailer cover (loss or damage).	No cover	No cover

## Further Information

### Making a Claim

In the event of a claim you can contact our claims department at Commercial Vans, 2nd Floor, 10 Livery Street, Birmingham, B3 2NU.

Telephone Claim Call number: **0845 607 1626**.

Windscreen claim line number: **0800 028 3754**.

### Rights of Cancellation

If this cover does not meet your requirements, please return all your documents (including the certificate) to your broker or agent within 14 days of receipt. We will return any premium paid less a pro rata charge for the number of days for which cover has been given.

The full annual premium is due if a total loss claim has been made.

### How to Complain

If you have an enquiry or complaint arising from your Policy, please contact the broker, intermediary or agent who arranged the Policy for you. If the broker is unable to resolve your complaint or it is regarding the terms and conditions of the policy they will refer it to NIG.

If your complaint is still outstanding you can write to NIG direct at the following address, quoting your policy number.

The Chief Executive, NIG, Churchill Court, Westmoreland Road, Bromley BR1 1DP.

Once you receive a written response and if you remain dissatisfied, you may refer your complaint to the Financial Ombudsman Service (FOS). Their address is: South Quay Plaza, 183 Marsh Wall,

London E14 9SR.

Telephone: **0800 023 4567** or **0300 123 9123**

### Details of our Regulator

NIG policies are underwritten by U K Insurance Limited who is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, registration number 202810. The Financial Conduct Authority website, which includes a register of all regulated firms can be visited at [www.fca.org.uk](http://www.fca.org.uk), or the Financial Conduct Authority can be contacted on **0800 111 6768**. The Prudential Regulation Authority website can be visited at [www.bankofengland.co.uk/pr](http://www.bankofengland.co.uk/pr), or the Prudential Regulation Authority can be contacted on **020 7601 4878**.

### Financial Services Compensation Scheme

Under the Financial Services and Markets Act 2000, should we be unable to meet our liabilities to policyholders, compensation may be available. Insurance advising and arranging is covered for 90% of the claim, without any upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit.

Information can be obtained on request, or by visiting the Financial Services Compensation Scheme website at [www.fscs.org.uk](http://www.fscs.org.uk).

# Your policy cover

Please read this policy, your certificate of insurance and your schedule carefully to make sure you have all the cover you need. You should keep all these documents in a safe place.

## Policy cover

If the cover shown in your schedule is:

- **comprehensive** - all parts of the policy apply;
- **third party fire and theft** - part 1 applies when it relates to loss or damage resulting from fire or your vehicle being stolen, and parts 2, 3 and 4 apply; or
- **third party only** - parts 2, 3 and 4 only apply.

## Our insurance contract with you

This policy is a contract between us and you. Nobody else has any rights they can enforce under this contract, and the Contracts (Rights of Third Parties) Act 1999 shall not apply (except as set out in the Road Traffic Acts).

The proposal and declaration you made form the basis of this policy.

We will provide insurance as shown in:

- this policy, as amended by the schedule, which shows any changes to the policy; and
- the certificate of motor insurance, which is evidence of the motor insurance you need by law.

The insurance applies throughout the United Kingdom except where we say otherwise.

## The Law applicable to this contract

Under European Law, you and we may choose which law will apply to this contract. English Law will apply unless both parties agree otherwise.

### How to make a claim

You must report all accidents and losses immediately. Either phone Claim Call on **0845 607 1626** or ask your insurance adviser for a report form. Windscreen claim line number: **0800 028 3754**.

# Part 1 | Loss or Damage

## What is insured

Your vehicle if it is damaged, stolen or taken without your permission.

Accessories and spare parts fitted to your vehicle or in your private garage if they are damaged, stolen or taken without your permission.

We will at our option:

- pay for the damage to be repaired; or
- repair or replace what is stolen or damaged; or
- pay the amount of the loss or damage.

If you are registered for VAT you are required to minimise your loss by recovering VAT on the cost of repairs and replacement goods to the extent allowed by law.

We will not pay more than the market value of your vehicle at the time the loss or damage happened. This will not be more than the amount you paid for it. We will not pay any costs which increase the market value of your vehicle.

Where we have agreed to pay the market value of your vehicle and payment is made to you the vehicle will become our property.

If your vehicle is under a hire-purchase or leasing agreement, we will make any payment for the total loss of your vehicle to the hire-purchase or leasing company.

We will also pay the reasonable cost of taking your vehicle to the nearest repairer and returning it to your address after the repairs have been carried out.

Other parts, which will have a warranty from their manufacturer and our approved repairers, may be fitted during repairs.

If we cannot get a replacement part or accessory, we will pay the manufacturer's last list price.

You may authorise repairs if the estimated cost is not more than £250, but you must send us a detailed estimate immediately.

If you have comprehensive cover and you claim for broken glass in your vehicle windscreen or windows or scratched bodywork caused by the broken glass, it will not reduce your No Claim Bonus.

## What is not insured

- a Loss of use, loss of market value for any reason, deterioration or wear and tear.
- b Mechanical, electrical, electronic or computer faults, failures, malfunctions or breakdowns.
- c Damage to tyres from braking or by road punctures, cuts or bursts.
- d Loss of, or damage to, your vehicle as a result of it being stolen or taken without your permission unless you make a report to the police and get a crime reference number.
- e Loss of, or damage to, your vehicle as a result of someone getting it by fraud or trickery while pretending to be a buyer.
- f Loss of, or damage to, your vehicle as a result of it being stolen or taken without your permission at any time if:
  - an ignition key or any similar device is left in or on the vehicle; and/or
  - all doors, roofs, windows and all other openings have not been closed and locked; and/or
  - any security or tracking device, which you have told us is fitted to your vehicle, has not been set or is not in working order:
- g Loss of your vehicle resulting from it being repossessed and returned to its rightful owner.
- h Confiscation or destruction of your vehicle by, or under the order of, any government or public or local authority.
- i More than £500 for permanently-fitted audio, television, video, computer or computer games, telecommunication and navigational equipment unless it is standard equipment for your vehicle when built and your policy cover is comprehensive.
- j More than £250 for permanently fitted audio, television, video, computer or computer games, telecommunication and navigational equipment, if the policy cover is third party fire and theft.



- k** More than £500 for accessories and spare parts in your private garage.
- l** Loss of, or damage to, any trailer or caravan, whether attached to or detached from your vehicle.
- m** The cost of replacing vehicle locks or reprogramming or replacing any vehicle theft device as a result of the loss of the vehicle keys.
- n** The first amount you must pay shown under endorsements added to the schedule.
- o** Loss of, or damage to, your vehicle as a result of its tipping mechanism in operation.
- p** More than £125 after excess deducted for unapproved repairer for windscreen claims.

## Part 2 | Liability to Others

### What is insured

We will insure you for all amounts (subject to the limits set out below) you legally have to pay for causing the death of, or injury to, any person or damage to their property as a result of an accident caused by any vehicle which your certificate of motor insurance allows you to drive or use. This includes towing a trailer, caravan or broken-down motor vehicle if your certificate of motor insurance allows it. This towing must be allowed by law and the vehicle being towed must be properly attached to your vehicle.

We will provide the same insurance to the following people:

- Anyone you allow to drive your vehicle if they are allowed by your certificate of motor insurance.
- The employer of anyone you allow to drive your vehicle if they are allowed by your certificate of motor insurance.

If you ask, we will provide the same insurance to the following people in the event of an accident:

- Anyone you allow to use (but not drive) your vehicle for social, domestic and pleasure purposes.
- Anyone travelling in or getting into or out of your vehicle.

We will insure the estate of anyone insured by this policy against any liability covered by this policy that they may previously have had if they die.

As long as the claim is insured by this policy, we will, with our prior agreement, pay for a solicitor or barrister to:

- represent anyone insured under this policy at a coroner's inquest or fatal accident inquiry; or
- defend anyone insured under this policy in a court.

If there is an accident insured by this policy, we will pay for emergency medical treatment that must be provided under the Road Traffic Acts. This will not reduce your No Claim Bonus.

### What is not insured

- Liability for death of, or injury caused to, any person while they are working with or for anyone insured by this policy (except as set out in the Road Traffic Acts).
- Anyone who has other insurance covering the same liability.
- Liability for loss of, or damage to, property which belongs to, or is in the charge of, any person who is insured by this policy.
- Liability for more than £2,000,000 other than that which is required by the Road Traffic Acts for causing death or bodily injury.
- Liability in connection with loading or unloading your vehicle when it is off the road.
- Liability for loss or damage caused in a place where aircraft land, park or move, including the associated service roads, refueling areas, and ground equipment parking areas.
- Liability for pollution or contamination unless it is caused by a sudden and identifiable event which is accidental and unexpected.
- Liability caused by acts of terrorism as defined in the Terrorism Act 2000 unless we have to provide cover under the Road Traffic Acts.

# Part 3 | No Claim Bonus

If no claim is made under this policy, we will reduce the premium you pay when you renew it according to our current scale of No Claim Bonus. You cannot transfer this bonus to another person.

If you have not paid all the premiums you owe, we will not issue proof of your No Claim Bonus.

In the event of a claim being made the No Claim Bonus will be stepped back in accordance with the following scale:

No. of years bonus at the start of the period of insurance	No. of years bonus at the next renewal date following:		
	1 claim	2 claims	3 claims or more
7 or more	3 years	1 year	Nil
4 to 6 years	2 years	Nil	Nil
3 years	1 year	Nil	Nil
2 years	Nil	Nil	Nil
1 year	Nil	Nil	Nil

Your No Claim Bonus will not be reduced as long as we have got back all that we have paid from those who are responsible.

## Protected bonus

If this is shown in your schedule, your No Claim Bonus is protected. You will keep your No Claim Bonus protection unless you have;

- more than one claim in a period of cover; or
- more than two claims in any three periods of cover in a row.

If we have to reduce No Claim Bonus we will do so as follows.

Number of claims in a period of insurance	No. of years bonus at the start of period of insurance:	
	5 or more years	4 years
2 claims	2 years	1 year
3 or more claims	Nil	Nil
Number of claims in three periods of insurance in a row		
3 claims	2 years	1 year
4 or more claims	Nil	Nil

# Part 4 | Foreign Use

## Compulsory cover

This policy provides the compulsory cover you need by law to use your vehicle covered in:

- Any country which is a member of the European Union.
- Any country which the Commission of the European Community approves as meeting the requirements of Article 7 (2) of the European Community Directive on Insurance of Civil Liabilities arising from the use of motor vehicles (no72/166/EEC) as amended.

**See list of countries on Page 13.**

## Full policy cover

You may ask us to extend the policy to give the cover shown in your schedule. If we agree to do this, you must give us full details including who will drive and what your vehicle will be used for, and pay an extra premium. This will cover your vehicle while it is in and being transported between any countries shown in the International Motor Insurance Card (Green Card) or the United Kingdom.

If you cannot drive the vehicle because of loss or damage covered by this policy, we will also pay the reasonable cost of delivering it to your address in the United Kingdom.

We will also pay the amount of customs duty you have to pay as a result of the loss or damage.

# General Exceptions

- 1** This policy does not provide insurance when any vehicle covered is:
- a** being driven by, or in the charge of, anyone not covered in your certificate of motor insurance or schedule;
  - b** being used for purposes that are not shown in your certificate of motor insurance;
  - c** being driven with your permission by anyone who you know has not got a driving licence or who you know is disqualified from holding or getting a licence; or
  - d** being driven by or in the charge of anyone who does not keep to the conditions of their driving licence

Any cover you have for loss of, or damage to, your vehicle continues while the vehicle is being repaired or serviced by a member of the motor trade.

- 2** This policy does not insure liability which anyone covered by this policy has as a result of an agreement or contract unless they would have had that liability if the agreement or contract did not exist.
- 3** This policy does not insure any loss or damage caused by war, revolution or any similar event.
- 4** This policy does not provide insurance except under part 2 (Liability to Others) for any accident, injury, loss or damage caused by:
- a** an earthquake; or
  - b** riot or civil commotion if it happens outside Great Britain, the Isle of Man or the Channel Islands.

- 5** This policy does not provide insurance for any loss, damage or liability caused directly or indirectly by:
- ionising radiation or contamination by radiation from any irradiated nuclear fuel or from any nuclear waste from burning nuclear fuel; or
  - the radioactive, toxic, explosive or other dangerous properties of any explosive nuclear equipment or any part of it.
- 6** We will not insure legal proceedings or court judgements unless they result from the use of your vehicle and the proceedings are brought in a country which we have agreed this policy will cover. Any other legal proceedings must be brought in an English or Welsh court.

If you live in the Isle of Man or the Channel Islands, any legal disputes will be dealt with by the courts and under the laws of those islands.

# Conditions

- 1** The insurance described in this policy will apply only if you and any person claiming to be covered by this policy have kept to all the conditions and endorsements.
- 2a** You must immediately send us a filled-in report form or report fully to us, quoting your policy number, if there is an event which could lead to a claim being made against you or by you under this policy. You must do this even if you do not plan to claim personally under this policy or if damage to your own vehicle is not covered by this policy. You must also send us any letter, notice, claim form, court proceedings, summons, writ or communication connected with any claim arising out of any event. We will contact the people who wrote to you.

If you know about any possible future prosecution, inquest or fatal accident enquiry, you must write and tell us immediately. Our address is:  
 Claims Department, NIG, Commercial Vans, 2nd Floor, 10 Livery Street, Birmingham, B3 2NU.

You must not pay or agree to settle any claim without our written permission.

- 2b** We are entitled to:
  - a** take over and carry out the defence or settlement of any claim in your name, or in the name of any other person insured by this policy;
  - b** take proceedings in your name, or in the name of any other person insured by this policy, to get back any money we have paid under this policy; and
  - c** any information and help we need from you or any other person insured by this policy.
- 3** We or your insurance adviser may cancel this policy by sending you seven days' notice by recorded delivery to your last known address. You must then send us or your insurance adviser the certificate of motor insurance. When this is received we will refund the unused part of your premium.
- If you wish to cancel your policy outside of the first 14 days (shown on page 2 of this policy) you can write to us or your insurance adviser and return your certificate of motor insurance. If you or others have not made a claim in the current insurance year, we will refund any premium paid less a pro rata charge for the number of days for which cover has been given plus an administration charge will be made of £25 (excluding Insurance Premium Tax). Insurance Premium Tax where applicable is charged at 6% on the net refund.
- 4** You and any other person who is covered by this policy must do everything possible to:
  - a** keep your vehicle in an efficient, safe and roadworthy condition; and
  - b** protect it from loss or damage.
- 5** If a claim is made under this policy and there is another policy that covers the claim, we will pay only our share of the claim.
- 6** If you make or report a claim under this policy which is in any way fraudulent, you will lose all benefit and the premiums you have paid. You may also have to repay money we have already paid to you.
- 7** You must allow us to examine your vehicle at any reasonable time.
- 8** If under the laws of any country where this policy applies, we have to make a payment which we would not otherwise have paid under this policy, you or the person who caused the accident must repay that amount to us.
- 9** If more than one company or person is named as the insured in the schedule, the insurance will apply to them together and separately.

# Notes for your information

## This is not part of your policy

### 1 Accidents and losses

You must report all accidents and losses immediately. Either telephone Claim Call on **0845 607 1626** or ask your insurance adviser for a report form. Windscreen claim line number: **0800 028 3754**.

Legal procedures now make it vital that you report any accident at once. Strict time scales have been set for dealing with claims, in particular those involving bodily injury. Heavy financial penalties may be imposed by the courts if you do not keep to these. This may affect our ability, as your insurer, to mount the best defence on your behalf.

Delay can involve us in higher costs which may go against your driving record. If the delay is extreme, we may refuse to cover you.

If your vehicle is damaged in a way which is insured under the policy, ask for details of the nearest recommended repairers so that you can get your vehicle back on the road as soon as possible.

Please do not admit that any accident was your fault.

Please try to get the names and addresses of witnesses.

Please take photographs of the accident scene if at all possible.

Please send us immediately any letters, summonses, writs or notices you receive and do not answer them.

### 2 Changes to the insurance

You must tell your insurance adviser about the following before you need cover, and receive a cover note or certificate of motor insurance:

- if the owner of your vehicle changes;
- if you replace your vehicle or modify it;
- if the drivers or how you use your vehicle change.

Please tell your insurance adviser about changes of address or occupation as soon as you can. When you tell us of any change during the period of insurance and this results in an additional or return premium an administration charge will be made of £15 (excluding Insurance Premium Tax). The applicable IPT rate for fees is 6%. You must tell your insurance adviser about the following before the next renewal date:

- accidents, thefts or losses (whether covered by insurance or not and regardless of blame) where these have not been previously reported to your insurance adviser.
- motoring convictions (including fixed penalty offences) or prosecutions you expect or outstanding police enquiries. Criminal convictions or charges for a criminal offence. Physical or mental impairments.

### 3 Travel abroad

If you are going abroad, please:

- give your insurance adviser 14 days' notice whenever possible; and
- read carefully 'Information for travellers abroad' which we will send you with your International Motor Insurance Card (Green Card);
- check that the countries you are driving in (listed overleaf) are covered by this policy and that the cover matches that which is shown in your schedule.

#### As of July 2013

#### European Union Countries

Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Republic of Ireland, Romania, Slovakia, Slovenia, Spain and Sweden.

#### Other countries

Iceland, Norway and Switzerland.

## 4 Data Protection

### Important Note

The Road Traffic Acts state that it is an offence to make a false statement, or to withhold information to obtain a Certificate of Motor Car Insurance.

It is a condition of your policy that you agree to us using your personal data in the way set out in the data protection notice.

Please check that this policy meets your needs, it is based upon information provided to us by you at the time of quotation. You must take reasonable care to provide us with accurate information and you should notify us immediately if anything is incorrect or if you are unsure about any details. Providing inaccurate information could adversely affect your policy, including invalidating your policy and claims being rejected or not fully paid.

Please note that the statement of fact or the proposal form, policy booklet, schedule and any additional information on the insurance provided by you will be the basis of the contract between us.

### NIG Commercial Privacy Notice

At NIG we are aware of the trust you place in us when you buy our products and our responsibility to protect your information.

This notice describes who we are, why we need to collect your information and how we will use it.

We will tell you who we share your information with and how we use it to improve the service we provide to our customers.

### Privacy Statement

#### Why we need your information

We will use your information to give you quotations, and manage your insurance policy, including underwriting and claims handling.

Your information comprises of all the details we hold about you and your transactions and includes information we obtain about you from third parties.

We will only collect the information we need so that we can provide you with the service you expect from us.

From time to time we may need to change the way we use your information. Where we believe you may not reasonably expect such a change we will write to you. When we do so, you will have 60 days to object to the change but if we do not hear from you within that time you consent to that change.

### Who we will share your information with

NIG insurance policies are underwritten by U K Insurance Limited (UKI).

During the course of our dealings with you we may need to disclose some of your information to other insurers, third party underwriters, reinsurers, credit reference and fraud prevention and law prevention agencies and other companies that provide service to us or you, to:

- assess financial and insurance risks
- recover debt
- prevent and detect crime
- develop our products, services, systems and relationships with you
- understand our customers' requirements
- rating and pricing.

We do not disclose your information to anyone outside UKI except:

- where we have your permission; or
- where we are required or permitted to do so by law; or
- to other companies who provide a service to us or you; or
- where we may transfer rights and obligations under this agreement.



### Where we transfer your information

From time to time we may require services from suppliers that are based worldwide and your information will be shared with them for the purposes of providing that service. Where we engage these suppliers we make sure that they apply the same levels of protection, security and confidentiality we apply. However, such information may be accessed by law enforcement agencies and other authorities to prevent and detect crime and comply with legal obligations.

### Motor Insurance Database (MID)

Information relating to your policy will be added to the Motor Insurance Database (MID) managed by the Motor Insurers' Bureau (MIB). MID and the data stored on it may be used by certain statutory and/or authorized bodies including the police, the DVLA, the DVANI, the Insurance Fraud Bureau and other bodies permitted by law for purposes not limited to but including:

- Electronic Licensing;  
Continuous Insurance Enforcement;
- Law enforcement (prevention, detection, apprehension and or prosecution of offenders);
- The provision of government services and or other services aimed at reducing the level and incidence of uninsured driving.

If you are involved in a road traffic accident (either in the UK, the EEA or certain territories), insurers and or the MIB may search the MID to obtain relevant information.

Persons (including his or her appointed representatives) pursuing a claim in respect of a road traffic accident (including citizens of other countries) may also obtain relevant information which is held on MID.

It is vital that the MID holds your correct registration number. It is our responsibility to update your policy to the MID. We fully comply with the agreements in place with the MIB to update your details within seven days, however it is important that you check your policy documents, ensuring that the registration number is recorded correctly.

If it is incorrectly shown on the MID you are at risk having your car seized by the Police. You can check that your correct registration number is shown in the MID at [www.askMID.com](http://www.askMID.com). If the registration number is not shown correctly on your policy documents, or you cannot find your car on the MID, please contact us immediately.

### Brokers or Agencies

We will discuss your information with your broker or agency and provide them with information about your policy and dealings with us to enable them to manage your relationship.

### Sensitive Information

Some of the personal information we ask you for may be sensitive personal information, as defined by the Data Protection Act 1998 (such as information about health or criminal convictions). We may also ask you to provide sensitive information about other people, please ensure that you have their agreement before providing information to us. We will not use such sensitive personal data about you or others except for the specific purpose for which you provide it and to provide the services described in your policy documents.

## Dealing with other people

It is our policy to deal with your spouse or partner who calls us on your behalf, provided they are named on the policy. If you would like someone else to deal with your policy on your behalf on a regular basis please let us know. In some exceptional cases we may also deal with other people who call on your behalf, with your consent. If at any time you would prefer us to deal only with you, please let us know.

## Credit Reference Agencies

UKI carries out a consumer search when any application for insurance is submitted. This is done using public data to evaluate insurance risks and no financial information is reviewed as part of this process. There is no visible credit footprint and after 12 months is automatically deleted.

## Access to your information

You have the right to see the information we hold about you. If you would like a copy of your information, please telephone 0870 609 9920, or write to The Data Protection Officer, Churchill Court, Westmoreland Road, Bromley BR1 1DP quoting your reference and ask for a Subject Access Request Form. A fee may be payable

## Fraud prevention and detection

Please take time to read the following as it contains important information relating to the details you have given or should give to us. You should show this notice to anyone whose data has been supplied to us in connection with your policy.

To prevent and detect fraud we may at any time:

Share information with other organisations and public bodies including the police although we only do so in compliance with the Data Protection Act 1998

Check and/or file details with fraud prevention agencies and databases and if we are given false or inaccurate information and we identify fraud, we will record this. We and other organisations may also use and search these agencies and databases from the UK and other countries to:

- help make decisions about the provision and administration of insurance, credit and related services for you and members of your household;
- trace debtors or beneficiaries, recover debt, prevent fraud, and to manage your accounts or insurance policies; or
- check your identity to prevent money laundering, unless you provide us with other satisfactory proof of identity

Law enforcement agencies may access and use this information.

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

- Checking applications for, and managing credit and other facilities and recovering debt;
- Checking insurance proposals and claims;
- Checking details of job applicants and employees.

We, and other organisations that may access and use information recorded by fraud prevention agencies, may do so from other countries.

We can provide the names and addresses of the agencies we use if you would like a copy of your information held by them. Please contact us at, UKI, Churchill Court, Westmoreland Road, Bromley, BR1 1DP, quoting your reference. The agencies may charge a fee.

## 5 Complaints

If you have an enquiry or complaint arising from your Policy, please contact the broker, intermediary or agent who arranged the Policy for you. If the broker is unable to resolve your complaint or it is regarding the terms and conditions of the policy they will refer it to NIG.

If your complaint is still outstanding you can write to NIG direct at the following address, quoting your policy number.

The Chief Executive,  
NIG  
Churchill Court  
Westmoreland Road  
Bromley BR1 1DP.

Once you receive a written response and if you remain dissatisfied, you may refer your complaint to the Financial Ombudsman Service (FOS). Their address is:

South Quay Plaza,  
183 Marsh Wall,  
London E14 9SR  
Telephone: **0800 023 4567** or **0300 123 9123**

## 6 Details of our Regulator

NIG policies are underwritten by U K Insurance Limited who is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, registration number 202810. The Financial Conduct Authority website, which includes a register of all regulated firms can be visited at [www.fca.org.uk](http://www.fca.org.uk), or the Financial Conduct Authority can be contacted on **0800 111 6768**. The Prudential Regulation Authority website can be visited at [www.bankofengland.co.uk/pru](http://www.bankofengland.co.uk/pru), or the Prudential Regulation Authority can be contacted on **020 7601 4878**.

### Financial Services Compensation Scheme

Under the Financial Services and Markets Act 2000, should we be unable to meet our liabilities to policyholders, compensation may be available. Insurance advising and arranging is covered for 90% of the claim, without any upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit.

Information can be obtained on request, or by visiting the Financial Services Compensation Scheme website at [www.fscs.org.uk](http://www.fscs.org.uk).



NIG policies are underwritten by U K Insurance Limited, Registered office: The Wharf, Neville Street, Leeds LS1 4AZ.  
Registered in England No 1179980. U K Insurance Limited is authorised by the Prudential Regulation Authority  
and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.  
Calls may be recorded.

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