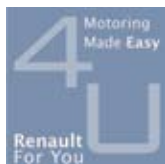




EXTENDED WARRANTY FOR YOUR NEW VEHICLE

January 2010 Edition



Lo-Call 1890 771 771

www.renault.ie



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*If you need to make a claim on your policy,
in the first instance please call Dublin 01 6792821.*

Policy Summary

Mechanical Breakdown Insurance. Underwritten by AXA Insurance UK plc.

This summary of cover does not contain full details and conditions of your insurance – these are located in your policy wording.

Where headings are shown in *blue italics* in this policy summary, full details can be found in your policy wording using the same headings. To help you locate these within the policy wording, please refer to the contents page detailing the main sections of the policy.

Type of Insurance and Cover

Mechanical breakdown insurance for cars and light commercial vehicles up to 3500kg gross vehicle weight. This insurance provides cover for repair or replacement costs, incurred as a result of a breakdown anywhere in the Republic of Ireland, as defined in the policy wording.

You are insured up to the single claim limit in respect of each claim and the sum insured as a total for all claims. The sum insured will be reduced by the cost of any claim during the period of insurance.

Eligibility

You are eligible for this insurance, provided at inception and during the period of insurance your vehicle:

- is a car or light commercial vehicle up to 3500kg gross weight.
- Is permanently registered in the Republic of Ireland.
- Is insured by a motor insurance policy issued by an insurer authorised in the Republic of Ireland.

- Was imported by the manufacturer or its authorised importer into the Republic of Ireland.
- Is not included under the section entitled *Excluded Vehicles*.
- Is not used for any of the usage specified under the section of this cover entitled *Excluded Vehicle Uses*.
- Is not a new vehicle sold without a manufacturer guarantee.
- you are named as the policyholder in the motor insurance policy for your vehicle.
- Your vehicle must, if appropriate, have a current NCT Test Certificate.

Significant Features and Benefits

What is Covered

This insurance covers most of the mechanical, electrical and electronic parts of the vehicle that were the manufacturer's original fitment. Please see *What is Not Covered* for a list of items that are not included.

Additional Benefits of Renault for You Extended Warranty

- Multi-media pack: (factory fitted).
- Airbag system – all components.
- Alarm system (excluding remote transmitters and key fobs).

In addition to the above, the following non-mechanical and non-electrical components are also covered:

- Casings – following damage caused by any covered component, following breakdown of that component.
- Catalytic converter – emission failure only.
- Heater matrix – cover for sudden core or joint failure.
- Oil cooler – cover for sudden core or joint failure.
- Radiator – cover for sudden core or joint failure.
- Timing belt – breakage of the timing belt.
- Working materials – where their replacement is essential due to failure of a covered component.

Other Benefits

In the event of a breakdown as defined in the policy wording, the following other benefits are automatically included, subject to single claim limit and sum insured.

- Overnight expenses and onwards travel.
- Overseas use.
- Vehicle hire.
- Vehicle recovery.

Transfer of Ownership

You may transfer the cover available under this section to a new private owner, subject to our approval. If the insurance is transferred to a new owner the policy will not be subject to the statutory cancellation period.

Significant or Unusual Exclusions or Limitations

What is Not Covered and General Conditions

- Your vehicle must be serviced in accordance with the manufacturer's requirements during the period of insurance. You must keep all service invoices as these will be needed when making a claim.
- Any repair or replacement after a breakdown that can be claimed from any more specific insurance or guarantee.
- Timing belts - where no proof is available of the replacement of the timing belt in accordance with the manufacturer's replacement schedule.
- Any loss or damage caused by incorrect fuel.
- Any loss caused by frost or the freezing of liquids unless anti-freeze has been added in accordance with manufacturer's recommendations.
- Claims arising as a result of using the vehicle for any of the *Excluded Vehicle Uses*.
- Repair or replacement of components which have not suffered a breakdown or to enable your vehicle to pass the Government Vehicle Testing Requirement (NCT).
- Vehicles specifically designed for primary sale in Northern, Southern and Central America.
- Wear and tear and worn out components.

Duration

The cover duration is variable. You may need to review this cover periodically to ensure it remains adequate for your needs. Please refer to your policy schedule which will show the duration of cover applicable.

Cancelling Your Policy

You have the right to cancel this policy at any time during the period of insurance.

If you have paid a premium for the cover and you cancel within 14 days of the receipt of the policy, we will make a full refund of premium unless you have made a total loss claim.

If you cancel after the first 14 days of cover or if you have not paid a premium for the policy, then no refund of premium will be given. Please refer to the [Cancelling Your Policy](#) section for full cancellation terms and conditions.

Claim Notification

To make a claim, please telephone the claims office on telephone number Dublin 01 6792821.

Making Yourself Heard

Any complaint you may have should in the first instance be addressed to Global Insurance Management customer services or the claims office, as applicable.

Global Insurance Management Limited, 3rd Floor 4 Copthall House, Station Square, Coventry, CV1 2FL, United Kingdom.

Customer Services
Tel: Dublin 01 6792821

Customer Services
Email: info@globalim.co.uk

Claims Tel: Dublin 01 6792821
Claims E mail: claims@globalim.co.uk

If you are not satisfied with the way in which your complaint has been dealt with, you should write to the Head of Customer Care at AXA Insurance UK plc.

Head of Customer Care,
AXA Insurance, Civic Drive,
Ipswich, IP1 2AN, United Kingdom.
Tel: 00 44 1473 205926
Fax: 00 44 1473 205101
E mail:
customercare@axa-insurance.co.uk

If the complaint is still not resolved, you can approach the Financial Ombudsman Service. Referral to the Financial Ombudsman will not affect your right to take legal action.

Full details of addresses and contact numbers can be found in the [Making Yourself Heard](#) section of the policy wording.

Financial Services Compensation Scheme (FSCS)

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme in the unlikely event we cannot meet our obligations to you. This depends on the type of insurance, size of the business and the circumstances of the claim. Further information about the compensation scheme arrangements is available from the FSCS (www.fscs.org.uk).

Understanding Your Policy

*This **policy** is underwritten by AXA Insurance UK plc, Registered in England No: 78950. Registered Office: 5 Old Broad Street, London, EC2N 1AD, United Kingdom. AXA Insurance UK plc is authorised and regulated by the Financial Services Authority in the UK. This can be checked on the FSA's register by visiting the FSA's website at www.fsa.gov.uk/register or by contacting them on 00 44 845 606 1234.*

This **policy** is administered by Global Insurance Management Limited on behalf of AXA Insurance UK plc. Global Insurance Management Limited is authorised and regulated by the Financial Services Authority in the UK. This can be checked on the FSA's register by visiting the FSA's website at www.fsa.gov.uk/register or by contacting them on 00 44 845 606 1234.

Stamp duty has been or will be paid to the Revenue Commissioners in accordance with the provisions of Section 112 Finance Act 1990.

Please refer to **your** policy schedule for confirmation of the cover **you** have been supplied with or have purchased.

Please read this **policy** carefully and make sure **you** understand and fully comply with its terms and conditions. Failure to do so may jeopardise the payment of any claim which might arise and could lead to the **policy** becoming void. Please ensure **you** keep it in a safe place so **you** can read it again if **you** need to.

Your attention is drawn to the complaints procedure in the section entitled Making Yourself Heard.

The Policy

Your policy is evidence of **your** contract of insurance with **us**. **You** should read it carefully and keep it in a safe place.

In return for having accepted **your premium we will, in the event of breakdown** occurring in the **period of insurance**, provide insurance as described in the following pages and referred to in **your** policy schedule.

The **policy** contains details of the insurance cover **you** have been supplied with or have purchased, what is excluded from cover and the conditions of this insurance. The policy should be read in conjunction with the **policy** schedule.

The Policy Schedule

This must be kept with the **policy** and contains **your** details, details of the **vehicle**, details of the cover provided to **you** under this **policy** and the **period of insurance**. Please check that the information contained in the schedule is correct and that it meets **your** requirements. If it does not, please immediately contact the **administrator** or the **agent** who arranged this insurance for **you**.

The Law Applicable to This Policy

You and **we** are free to choose the laws applicable to the **policy**. As **we** are based in England, **we** propose to apply the laws of England and Wales and by receiving or purchasing this **policy you** have agreed to this.

Definitions

*Any word or expression to which a specific meaning has been attached will bear the same meaning throughout this insurance and will appear in **bold**.*

1. **Administrator** means Global Insurance Management Limited, whose address is 3rd Floor, 4 Copthall House, Station Square, Coventry CV1 2FL United Kingdom. Customer services telephone number: Dublin 01 6792821.
2. **Agent** means the party, person or company who has arranged this insurance on **your** behalf.
3. **Breakdown** means the sudden and unforeseen failure of an insured **component** arising from any permanent mechanical, electrical or electronic defect, causing sudden stoppage of its function, necessitating immediate repair or replacement before its normal operation can be resumed.
4. **Claims office** means Global Insurance Management Limited, whose address is 3rd Floor, 4 Copthall House, Station Square, Coventry CV1 2FL United Kingdom. Claims telephone number: Dublin 01 6792821.
5. **Component** means any mechanical, electrical or electronic part, which forms part of the **vehicle's** original specification.
6. **Excess** means the specified portion of any claim which **you** must bear the cost of before **we** will pay **our** liability. Please refer to **your** policy schedule for further details.
7. **Period of insurance** means the length of time that this policy operates as stated on the policy schedule as determined by the expiry date.
8. **Policy** means **your** policy booklet and most recent policy schedule which includes any endorsements.
9. **Repair cost** means the cost of repair materials, limited by manufacturer's cost prices, and the labour cost of repairing the **component** which has suffered **breakdown**, limited by the Autodata/Manufacturers published times.
10. **Repairer** means the Global Insurance Management approved or authorised repairer or a business involved in the servicing and repair of motor vehicles and light commercial vehicles.
11. **Replacement cost** means the cost of a replacement **component** of similar make and quality as the component that had suffered **breakdown**, including the labour cost of fitting the new **component**, in line with the Autodata/Manufacturers published times.
12. **Single claim limit** is the maximum amount per claim or event that can be claimed during the period of insurance. Please refer to your policy schedule for further details.

13. **Original purchase** means the maximum amount that can be claimed during the **period of insurance**. The **sum insured** will be reduced by the amount of any valid claim(s) during the **period of insurance**. Please refer to your policy schedule for further details.
14. **Total loss** means any claim where the **sum insured** has been paid out by **us**, or where **your vehicle** has been replaced as part of a claim due to repair of **component(s)** being deemed uneconomical by us.
15. **Vehicle** means only the vehicle as stated on the policy schedule. Please refer to the Excluded Vehicles section for details of vehicles excluded from cover.
16. **We/us/our** means AXA Insurance UK plc. Registered in England No. 78950. Registered Office: 5 Old Broad Street, London EC2N 1AD United Kingdom.
17. **Wear and tear** means the gradual deterioration associated with the use, age and mileage of the **vehicle**.
18. **Worn out** describes **components** which have reached the end of their normal effective working lives because of their age and/or usage.
19. **You/your** means the policyholder named on the **policy** schedule.

What is Covered

This insurance covers the vehicle against **breakdown** anywhere in the Republic of Ireland of mechanical and electrical **components** of the **vehicle** that were the manufacturer's original specification except those listed in the What is not Covered section.

Additional Benefits of Renault for You Extended Warranty

- Factory fitted multimedia pack
- Airbag system - all components
- Alarm system (excluding remote transmitters and key fobs)

Any claim is subject to the **single claim limit, sum insured, excess**, conditions and exclusions set out in this policy.

Please note: This mechanical **breakdown** insurance does not cover failure due to **wear and tear** or impact damage.

In addition, the following non mechanical or non-electrical **components** are covered:

Casings

The following casings are only covered if their failure is a direct result of a failure of a covered **component** and will constitute part of the total claim subject to the **policy** limits:-

Cylinder block, cylinder head, gearbox casing, axle housing.

Catalytic converter

The cost of replacement of the insured **vehicle's** catalytic converter(s) following failure of the exhaust gas to meet the

relevant in-service emissions standard. Subject to the following:

1. The catalytic converter being found to be no longer serviceable.
2. The results of the failed test being made accessible to the **claims office** before authorisation is requested.
3. The results printed out from a successful test following the replacement is submitted to the **claims office** with the repair invoice.

Heater matrix

The heater matrix is covered against sudden core or joint failure.

Oil cooler

The oil cooler is covered against sudden core or joint failure.

Radiator

The radiator is covered against sudden core or joint failure.

Timing belt

If the timing belt has been changed in accordance with the time or mileage requirements specified by the manufacturer (receipt required) it will be covered against mechanical **breakdown**.

Working materials

Should any authorised repair to any of the above **components** require essential replacement or topping up of lubricants, oils or coolant or replacement of the oil filter these shall be covered as part of the total claim, within the **policy limits**.

Policy Limits

Single claim limit

Please refer to your policy schedule for the **single claim limit** applicable to this **policy**.

Sum insured

Please refer to **your** policy schedule for the **sum insured** applicable to this policy. The **sum insured** will be reduced by the cost of any claim(s) during the **period of insurance**.

Other Benefits

This insurance also includes the following benefits, subject to the General Conditions, Claims Conditions and What is Not Covered by this policy.

These benefits are provided within the **single claim limit** and **sum insured**. **you** will have to pay the bill and provide **us** with a bona fide VAT receipt as part of a valid claim following a **breakdown**.

Vehicle Recovery

This insurance covers **vehicle** recovery to the nearest **repairer** following **breakdown** of any component of the vehicle covered by this insurance, subject to a maximum of €65 (including VAT) per **breakdown**. The method of recovery must prevent any further damage to the **vehicle**.

Vehicle Hire

If **your vehicle** suffers a **breakdown** and the manufacturer's standard repair time is in excess of 8 hours, **we** will pay a contribution of up to €45 (including VAT) per day for a maximum of 7 days towards the cost of hiring a similar vehicle. In this situation, the hire period is to begin no earlier than 24 hours after the **breakdown** occurring.

A contribution towards vehicle hire is specifically excluded when **your vehicle** is off the road and repairs are unable to commence or be completed due to non availability of parts, space or labour, with the exception of repairs involving the replacement of engine and gearbox assemblies in the event that they have to be ordered from the supplier.

Please note that **we** will not pay for:

- Hire costs within the first 24 hours following **breakdown**.
- Hire costs in excess of the 7 day allowance.
- Charges incurred for fuel, collision damage waiver, insurance or other fees.

We cannot be held responsible should hire be refused for any reason.

Overnight Expenses and Onward Travel

In the event that authorised repair or replacement of a **component** cannot be completed on the day of **breakdown**, necessitating an unscheduled overnight stay, **we** will pay up to a total of €130 including VAT towards overnight accommodation. The overnight expenses limit of €130 including VAT is on a room only basis per **breakdown**.

Alternatively **we** will, at our discretion, pay up to a total of €130 including VAT towards onward travel to **your** original destination.

Overseas Use

This policy covers overseas use for a maximum of 60 days continual use during the total period of insurance, subject to the following:

1. **You** must pay the **repairer** and claim reimbursement direct from **us** by sending the **claims office** a receipted claim invoice.
2. The other terms, conditions and exclusions of this **policy**.
3. The **repair cost** or **replacement cost** will be reimbursed at the exchange rate applicable on the date **you** paid the **repairer**.

Transfer Request

Subject to our approval, this policy may only be transferred with the vehicle direct to a new private owner.

Application must be made to the administrator at the time of the change of ownership. Please refer to the Transfer of Ownership section for further details. Under no circumstances can this policy be transferred to another vehicle or to/via any member of the motor trade.

If the insurance is transferred to a new owner the policy will not be subject to the statutory cancellation period.

What is Not Covered

The following are excluded from cover provided under this **policy**:

1. The **excess** - Please refer to your policy schedule for details of any **excess** which may apply.
2. Bodywork, panels, paint, exterior and interior trim, bright work, glass of any description, remote control transmitters and receivers, key fobs, tyres, exhaust system and manifold, wiper blades, brake linings, discs and drums, belts not specifically listed, batteries, wiring, printed circuits and bulbs.
3. Any costs related to adjustments or diagnostic work.
4. Any costs incurred in excess of or outside the liability under this insurance. It is your responsibility to meet any **repairer** charges in excess of, or rejected as not being **our** liability.
5. Any costs resulting from using **your vehicle** for any usage in the Excluded Vehicle Uses section.
6. Any costs arising from depreciation or diminution in the value of the **vehicle**.
7. **You** are not covered for any other costs that are indirectly caused by the event which led to your claim, unless specifically stated as covered by this **policy**.
8. Any liability where the **vehicle** is found to be unfit for the purpose for which it was intended, is not as described or is not of satisfactory quality.
9. **Air-conditioning and climate control**
The receiver drier and costs over €50 inclusive of VAT in respect of re-gassing the air-conditioning system in the event of breakdown necessitating the system to be re-gassed. Routine maintenance or re-gassing is not covered.
10. **Automatic transmission**
Burnt or worn out clutches or brake bands.
11. **Brake parts**
Failure due to corrosion or seizure.
12. **Catalytic converter**
Repair costs or replacement costs if **breakdown** of the catalytic converter is due to impact or other accidental damage, loose or noisy baffles within the catalytic converter or as a result of contamination due to the use of incorrect fuel.
13. Damage to the **vehicle** or its **component(s)**:
 - a) Where the fault or damage occurred due to the **vehicle** being driven following the initial failure.
 - b) Caused by fire, theft or attempted theft, impact, any road traffic accident, accidental damage, lack of lubrication or fluids, damage caused during recovery, or by failure of mountings and fixings of any description.
 - c) Caused by frost, corrosion, contamination, or the freezing of

- any liquids, or caused by the use of incorrect fuel, or a grade of fuel or lubricant not recommended by the manufacturer of the vehicle.
- d) Of any nature arising directly or indirectly, in whole or in part, due to any misuse, act or omission which is wilful, unlawful or negligent on your part.
 - e) Caused by carbonised, burnt, pitted and sticking valves.
 - f) Skimming and de-coking of the cylinder head.
 - g) Incurred whilst your vehicle is outside the Republic of Ireland for more than 60 days consecutively.
14. Electrical parts – glow and heater plugs.
 15. Engine – decarbonising, reseating, sticking or burnt out valves and seats, decoking and external oil leaks.
 16. External linkage, joints or swivel pins.
 17. Cylinder head: Cracks.
 18. Factory fitted multi-media pack – hi-fi remote control unit, headphones, discs for CD and DVD players and LCD screen pixelisation are excluded.
 19. Faults in workmanship, materials or repairs paid for by **us** on **your** behalf.
 20. Failure of mountings and fixings of any description.
 21. Failure of fixings of any description i.e. nuts and bolts, etc.
 22. Final drive – gaiters and boots.
 23. Fuel system – fuel leakage, failure of piping and seals.
 24. Loss or damage to any computer or other equipment, data processing service product, microchip, micro processor, integrated circuit, embedded chip or similar device, computer software program or process or any other electrical or electronic system directly or indirectly caused by computer viruses.
 25. The failure or fear of failure or inability of any equipment or any computer programme, whether or not **you** own it, to recognise or to interpret correctly or process any date as its true calendar date, or to continue to function correctly beyond that date.
 26. Oil leaks.
 27. **Replacement or repair costs** where damage is due to an uninsured **component** failure.
 28. Service items including but not limited to: distributor cap, gaiters, boots, rotor arm, condensers, points, high tension leads, spark plugs, wiper blades, filters, bulbs, belts, pipes, joints and seals.
 29. Steering parts – gaiters and boots.
 30. Anti-freeze, fluids and grease, fuel or oils (unless replacement is necessary following the **breakdown** of a **component** which forms part of a valid claim accepted by **us**).
 31. The clearing of fuel lines, filters, carburettors and pumps.

32. The renewal of any clutch **component**, due to being burnt out, incorrect adjustment, misuse or **wear and tear**.
33. The cost of supplying items not insured under this policy which are required to be replaced as part of an authorised claim under this **policy**.
34. The **repair costs** or **replacement costs** of **components**:
 - a) Which were faulty or had suffered a **breakdown** prior to commencement of the **policy**.
 - b) Where the repair, replacement, loss, damage or liability is claimable on a more specific warranty or guarantee.
 - c) Necessitated due to inherent faulty design, manufacturing fault or following a recall by the manufacturer.
 - d) The replacement or adjustment of any parts to enable **your vehicle** to pass a Department of Transport MOT test or to meet current emission legislation.
 - e) Where the **breakdown** was caused by, or occurring to, any modification from the manufacturer's specification, any accessory or equipment not fitted and supplied with the **vehicle** at the time of manufacture and any experimental equipment whether or not supplied by the manufacturer.
 - f) Where damage is due to an uninsured **component** failure.
35. Timing belt – where no proof is available of the replacement of the timing belt in accordance with the manufacturer's replacement schedule.
36. VAT where **you** are VAT registered.
37. **Wear and tear** generally, and worn out **components**.
38. Wheel alignment and balancing and adjustments to suspension.

Excluded Vehicles

The following vehicles and uses are excluded from cover provided under this **policy**.

Vehicles:

- Modified from the manufacturer's specification.
- Which include any experimental equipment, whether or not supplied by the manufacturer.
- Owned temporarily or otherwise (resulting from trade-in or acquisition for the purposes of resale) by a lease company or business formed for the purposes of selling or servicing motor vehicles.
- Designed to carry more than eight people including the driver.
- Over 3500kg gross weight.
- Which are classified as non-passenger cars, motor caravans, caravans, kit cars or replica cars.
- Specifically designed for primary sale in Northern, Southern and Central America.
- Powered by rotary engine.
- Powered by fuel cell or liquid petroleum gas (LPG).

Excluded Vehicle Uses

Any **vehicle** used for competition, trial (other than treasure hunts), track days, rally, racing, pace making or off road use. Any **vehicle** used for hire or reward,

transportation of goods, driving school, delivery courier and emergency or recovery services.

Claims Conditions and How to Make a Claim

You must comply with the following instructions to have the full protection of **your policy**. If **you** do not comply with them **we** may, at **our** option:

- cancel the **policy**
- refuse to deal with **your** claim
- reduce the amount of the claim payment.

If **breakdown** occurs please help the claims office by reporting your claim according to the following procedure. All claims must be made as soon as reasonable and in any case, no more than 30 working days after the **breakdown** has occurred.

Prevent Further Damage

In the event of any incident, **breakdown** or operation of a warning hazard light, **you** must not drive the **vehicle** further.

Fraud

You must not act in a fraudulent manner. If **you**, or anyone acting for **you**:

- make a claim under the **policy** knowing the claim to be false or fraudulently exaggerated in any respect or
- make a statement in support of a claim, knowing the statement to be false in any respect or
- submit a document in support of a claim, knowing the document to be forged or false in any respect or
- make a claim in respect of any loss or damage caused by **your** wilful

act, or with **your** connivance

Then **we**:

- shall not pay the claim
- shall not pay any other claim which has been made or will be made under the **policy**
- may at **our** option declare the policy void
- shall be entitled to recover from **you** the amount of any claim already paid under the **policy**
- shall not make any return of premium
- may inform the Gardai of the circumstances.

Subrogation

We may at **our** option take any steps in **your** name against any person to recover any money **we** pay in settlement of **your** claim. **You** must give **us** all assistance necessary.

Contact the Claims Office

Before any work is undertaken, you are required to contact the claims office so that the claims procedure can be fully explained to you.

The claim notification telephone number is Dublin 01 6792821. Calls are recorded and monitored.

Claims Authorisation

For claims authorisation, the **repairer** confirm:

- **Your policy** number and **vehicle** details.
- The exact mileage of **your vehicle** at the time of **breakdown**.
- The cause of **breakdown**.

and:

- provide an itemised **repair cost** estimate
- provide a full service history from inception of cover.

Cause of Breakdown Uncertain?

If the cause of the **breakdown** is uncertain, dismantling work may be necessary.

- If this reveals that the **breakdown** is covered by this policy and the claim is duly authorised, **we** will pay the dismantling costs.
- If work reveals that the **breakdown** is not covered, **you** must pay the costs incurred.

Only **you** may give permission for dismantling work and you do so in the knowledge that **you** will be responsible for the costs incurred if the fault is not covered.

- This **policy** does not cover any costs related to diagnostic work. For claims involving a catalytic converter, details must be provided to the **claims office** of the results of the tests conducted showing the failure of **your vehicle** to pass an exhaust gas emissions test prior to replacement along with the

result of the successful re-test after the replacement of the catalytic converter to **your vehicle**.

For all claims involving a timing belt **breakdown**, we require proof that the timing belt has been changed in accordance with the time or mileage requirements specified by **your vehicle** manufacturer. A copy invoice for the change of the timing belt will be required showing the date of timing belt change and the odometer reading of **your vehicle** at this time.

If the claim is covered by this **policy**, verbal authorisation will be given by the **claims office** to carry out the repair. A claims authority number will be issued with an authorised repair cost, which is the most **we** will pay for the repair.

Authorisation of repairs will remain valid for 90 days.

If any part of **your** claim is declined you may request the reason in writing, please contact the **claims office**.

Use of an Engineer

At notification of any claim, or following receipt of the estimate, the **claims office** reserves the right to:

- instruct an engineer to inspect **your vehicle** before authorising any claim
- Inspect any insured **components** which have been removed, together with any original documentation, within one calendar month after any repair or replacement has been authorised or carried out.

When this right is exercised **we** shall have no liability for any loss incurred by **you** arising from any possible delay. Any decision on liability will be withheld until the engineer's report is received.

Salvage

We accept no liability for the disposal of **your vehicle** or any parts of it in any event.

Components

We reserve the right to use guaranteed original equipment manufacturer (OEM), factor, reconditioned or exchange units in the repair of **your vehicle**.

Payment of Repairs

Authorised Repairs

In most circumstances there will be no need for **you** to pay the **repairer**, as **we** will pay them directly up to the authorised **repair cost** or **replacement cost**.

If **we** are paying the **repairer** direct they must send the **claims office** an itemised repair invoice stating the claim authority number. They will be reimbursed up to the authorised **repair cost** or **replacement cost**. **You** will be liable for any costs incurred in excess of or outside of the liability of this insurance.

Occasionally a **repairer** will ask for payment directly from **you**. Where **you** have paid the **repairer**, and **we** have authorised **your claim** in advance, **we** will reimburse **you** up to the authorised **repair cost** or **replacement cost** if **you** send the **claims office** the receipted and itemised invoice.

In the event of **breakdown** outside of the Republic of Ireland:

1. **You** must pay the **repairer** and claim reimbursement direct from **us** by sending the **claims office** a receipted claim invoice.
2. All other terms, conditions and exclusions of this **policy** and the **general conditions** and exclusions of this **policy** apply.
3. The **repair cost** or **replacement cost** will be reimbursed at the exchange rate applicable on the date **you** paid the **repairer**.

If requested by the claims office, copies of service invoices should be attached to the repair invoice when sent for payment.

Unauthorised repair or replacement

Should you decide to give permission to the repairer to commence work, without obtaining an authorisation number from the claims office, you do so in the full knowledge that we reserve the right not to meet your claim because you have denied us our right under this policy to agree cover, inspect the vehicle and manage costs prior to its repair. You will have to pay the bill in full and submit to the claims office for consideration.

When You Collect Your Vehicle

If you are aware, or believe, that the repair is not satisfactory do not accept your vehicle and advise the claims office immediately.

General Conditions

You must comply with the following conditions to have the full protection of **your policy**. If **you** do not comply with them **we** may, at **our** option:

- cancel the **policy**.
- refuse to deal with **your** claim.
- reduce the amount of the claim payment.

1. Servicing Requirements

Your vehicle must be serviced at a repairer in accordance with the manufacturer's recommendations detailed in the **vehicle's** servicing handbook within a tolerance of 30 days or 1,500 kms whichever occurs first, of the stipulated service interval. It is **your** responsibility to establish **your vehicle** manufacturer's servicing schedules and to comply with them by both time and mileage whichever is the sooner.

2. Timing Belts

The timing belt on **your vehicle** must be changed in accordance with the manufacturer's recommendations within a tolerance of 30 days or 1,500 kms whichever occurs first, of the stipulated change interval. It is **your** responsibility to establish **your vehicle** manufacturer's timing belt change schedule and to comply with it by both time and mileage whichever is the sooner.

You should obtain acceptable proof that this work has been carried out as **you** will need to produce this in the event of a claim. Acceptable proof will be a copy invoice for the change of the timing belt showing the date the timing belt was changed and the odometer reading of your **vehicle**.

3. Vehicle Checks

Between services **you** must ensure that the regular **vehicle** checks are carried out, as recommended by the manufacturer and stated in the servicing handbook, for example: fluid level checks.

4. Changes in Your Circumstances

You must notify **us** immediately of any change which may affect this insurance and in particular any of the following: change of address, change of registration number, or change of use and change of ownership of the **vehicle**. **We** will then advise **you** of any change in terms.

5. Vehicle Registration

Your vehicle must be permanently registered in the Republic of Ireland during the **period of insurance** and insured by a **motor insurance policy** issued by an insurer authorised in the Republic of Ireland during the **period of insurance**.

Cancelling Your Policy

Statutory Cancellation Rights

If **you** received this policy free of charge **you** may cancel this policy at any time. **You** must tell **us** by writing to:

Administration Office
Global Insurance Management Ltd
3rd Floor, 4 Copthall House
Station Square, Coventry CV1 2FL
United Kingdom

If **you** have paid a premium for the cover and **you** cancel within 14 days of the receipt of the **policy**, **we** will make a full refund of premium, unless **you** have made a **total loss** claim.

You should contact the **agent** who will contact this office to arrange the premium refund.

The **agent** will refund **your** premium to **you** after authorisation from **us**.

There is no refund of premium in the event of a **total loss** claim.

Cancellation Outside the Statutory Period

You may cancel this policy at any time by providing prior written notice to:

Administration Office
Global Insurance Management Ltd
3rd Floor, 4 Copthall House
Station Square, Coventry CV1 2FL
United Kingdom

If **you** cancel this policy after the first 14 days of receipt of the policy documentation no premium refund will be given.

Cancellation by Us

We reserve the right to cancel the policy by providing 21 days prior written notice by registered post to **your** last known address.

There is no refund of premium in the event of a **total loss** claim. However in all other cases **we** will retain an amount of premium in proportion to the time **you** have been on cover and refund the balance to **you**.

Making Yourself Heard

*If **you** have cause for complaint, it is important **you** know **we** are committed to providing **you** with an exceptional level of service and customer care. **We** realise that things can go wrong and there may be occasions when **you** feel that **we** have not provided the service **you** expected. When this happens, **we** want to hear about it so that **we** can try to put things right.*

Who to Contact

The most important factors in getting **your** complaint dealt with as quickly and efficiently as possible are:

- to be sure **you** are talking to the right person, and;
- that **you** are giving them the right information.

When **you** contact **us**:

- please give **us your** name and a contact telephone number
- please quote **your policy** and/or claim number and the type of **policy you** hold
- please explain clearly and concisely the reason for **your** complaint.

So **we** begin by establishing **your** first point of contact.

Step One – Initiating Your Complaint

Does **your** complaint relate to:

A: **Your policy?**

B: A claim on **your policy?**

If A, please contact:

Customer Services,
Global Insurance Management Limited
3rd Floor, 4 Copthall House
Station Square, Coventry CV1 2FL
United Kingdom

Tel: Dublin 01 6792821.

E mail: info@globalim.co.uk

If B, please contact:

Claims office,
Global Insurance Management Limited,
3rd Floor, 4 Copthall House,
Station Square, Coventry CV1 2FL
United Kingdom

Tel: Dublin 01 6792821.

E mail: claims@globalim.co.uk

In either case, if **you** wish to provide written details, the following checklist has been prepared for **you** to use when drafting **your** letter.

- Head **your** letter 'COMPLAINT'
- Give **your** full name, post code and contact telephone number(s)

- Quote the type of **policy** and **your policy** and/or claim number
- Explain clearly and concisely the reason(s) for **your** complaint

The letter should be sent to the person dealing with **your** complaint along with any other material required.

We expect that the majority of complaints will be quickly and satisfactorily resolved at this stage, but if **you** are not satisfied, **you** can take the issue further:

Step Two – Contacting AXA Head Office

If **your** complaint is one of the few that cannot be resolved by this stage, please contact the Head of Customer Care who will arrange for an investigation on behalf of the Chief Executive:

Head of Customer Care,
AXA Insurance,
Civic Drive,
Ipswich
IP1 2AN

Tel: 00 44 1473 205926
Fax: 00 44 1473 205101

Email:
customer@axa-insurance.co.uk

Step Three – Beyond AXA

If **we** have given **you our** final response and **you** are still dissatisfied **you** may refer **your** case to the Financial Ombudsman Service (FOS).

The FOS is an independent body that arbitrates on complaints about general insurance products. It will only consider complaints after **we** have provided **you** with written confirmation that **our** internal complaints procedure has been exhausted.

The Ombudsman can be contacted at:

Insurance Division,
Financial Ombudsman Service,
South Quay Plaza,
183 Marsh Wall,
London
E14 9SR

Tel: 00 44 845 080 1800
Fax: 00 44 207 964 1001

Referral to the FOS will not affect **your** right to take legal action against **us**.

Our Promise to You

- Acknowledge written complaints promptly.
- Investigate quickly and thoroughly.
- Keep **you** informed of progress.
- Do everything possible to resolve **your** complaint.
- Learn from **our** mistakes.
- Use information from complaints to continuously improve **our** service.

Calls are recorded and monitored.

Data Protection Act

Details of **you** and **your** insurance cover will be held by **us** and the **administrator** in their records for underwriting, processing, claims handling and fraud prevention, subject to the provisions of the Data Protection Act 1998. **We** may send it in confidence for processing to other companies in the AXA Group (or companies acting on **our** instructions) including those located outside the European Economic Area. By taking out this **policy you** consent to such use of **your** personal data.

Service Record

Please see General Conditions section in the policy wording where it applies to cover selected by you. If you do not keep to the servicing requirements or you cannot prove you have done so, your selected covers may not be valid.

The only acceptable proof of servicing is the detailed VAT invoice from a repairer which shows the servicing date, mileage and shows the full cost of parts and labour.

If you record the details below, you know when your next service is due. This page will not be accepted as proof of servicing.

FIRST SERVICE	
Date:	Your 2nd service is due on:
Mileage:	or at: miles (whichever is sooner)

SIXTH SERVICE	
Date:	Your 7th service is due on:
Mileage:	or at: miles (whichever is sooner)

SECOND SERVICE	
Date:	Your 3rd service is due on:
Mileage:	or at: miles (whichever is sooner)

SEVENTH SERVICE	
Date:	Your 8th service is due on:
Mileage:	or at: miles (whichever is sooner)

THIRD SERVICE	
Date:	Your 4th service is due on:
Mileage:	or at: miles (whichever is sooner)

EIGHTH SERVICE	
Date:	Your 9th service is due on:
Mileage:	or at: miles (whichever is sooner)

FOURTH SERVICE	
Date:	Your 5th service is due on:
Mileage:	or at: miles (whichever is sooner)

NINTH SERVICE	
Date:	Your 10th service is due on:
Mileage:	or at: miles (whichever is sooner)

FIFTH SERVICE	
Date:	Your 6th service is due on:
Mileage:	or at: miles (whichever is sooner)

TENTH SERVICE	
Date:	Your 11th service is due on:
Mileage:	or at: miles (whichever is sooner)

Transfer of Ownership Request

Mechanical Breakdown Insurance

Should you sell your vehicle to another person, excluding a motor trader, the unexpired portion of the policy can be transferred to the new owner. Unfortunately it is not possible to transfer this policy to a motor trader. Transfer to the new owner can only occur if, as at the date of the transfer request, you have complied with all terms and conditions of this policy, in particular the General Conditions relating to servicing and the change of any timing belts fitted to the vehicle.

All You Need To Do

Fill in the details as set out on page 27 and return the complete policy document within 14 days of assuming ownership. Please send the application form, and evidence of servicing. You should send this to:

Global Insurance Management Limited
3rd Floor
4 Copthall House
Station Square
Coventry
CV1 2FL
United Kingdom

The new owner will then be sent a policy document complete with a new policy schedule to cover the unexpired period of the original cover. Any documentation supplied as evidence of servicing will be returned to the new owner.

Important Note To The New Owner

Please ensure that the General conditions relating to servicing and the change of any timing belts fitted to the vehicle under this policy have been adhered to. If they have not, the cover under this policy will be invalid.

If the insurance is transferred to a new owner the policy will not be subject to the statutory cancellation period.

Transfer Request Form

Policy Number:

Registration Number:

New Owners Surname:

Initials:

Address:

Address:

Postcode:

Recorded Mileage at Date of Transfer:

Tel No:

Date of Transfer:

I enclose Service History

Policyholders Signature:

Date:

New Owners Signature:

Date:

By signing this transfer request form I accept all the terms and conditions of this policy.

