

Complete Accident Care Policy Summary

Some important facts about your Complete Accident Care insurance are summarised below. This summary does not describe all the terms and conditions of your policy, so please take time to read the policy document to make sure you understand the cover it provides. When reviewing your policy it should be read in conjunction with your Policy Schedule.

Insurer: Groupama Insurance Company Limited, 6th Floor, One America Square, 17 Crosswall, London, EC3N 2LB

Coverholder: Composite Legal Expenses Limited, Suffolk House, Trade Street, Cardiff CF10 5DT.

Your cover is valid for one year.

Significant Features and Benefits	Significant and unusual exclusions or limitations	Relevant section in the policy document
<p>Legal Expenses Cover</p> <p>This policy covers legal and professional fees, costs and expenses up to £75,000 in connection with legal proceedings in respect of any of the following insured incidents:</p> <ol style="list-style-type: none"> 1. We will pursue the recovery of uninsured losses with legal fees cover up to £75,000 per incident following road accidents. 2. We will pay legal costs in defending a criminal prosecution brought against you as a result of a driving offence where our driving licence is at risk of being revoked or suspended 3. We will pay legal costs in defending any claim arising out of the sale, purchase, HP or lease of the vehicle or the testing, servicing or repair of the vehicle providing always that the value of the contract in dispute exceeds £500 4. Wherever possible in non-fault accidents we will provide replacement cars on a credit hire basis and also a credit repair service 	<p>The policy does not cover:</p> <ul style="list-style-type: none"> • Legal Costs incurred as a result of Legal Proceedings arising out of an Insured Incident which occurred outside the Period of Insurance. • Claims where you take action without first obtaining our agreement or cause delay or fail to give reasonable assistance to us • Claims which have not been made by submitting to us Our Claim Form duly completed and signed within 30 days of the occurrence of the Insured Incident. • Legal Costs, expenses, fines or other penalties you are order to pay by a Court of criminal jurisdiction. • Claims made by You against any authorised passenger in the Insured Vehicle. Also claims for passengers where there is a conflict of interest between You or the authorised driver and any other passenger(s). • Any claim where You: <ol style="list-style-type: none"> a) Take action without first obtaining Our written consent or that of the Authorised Representative b) Cause delay or fail to give reasonable assistance to Us or the Authorised Representative • Under Insured incident 3 either the first £150 of Legal Costs or Legal Costs in excess of £1,000 in respect of each claim • You should take reasonable steps to minimise any amount of Your claim and attempt to prevent any event which may cause a claim. You should also obtain Our consent in writing to pay Legal Costs 	<p>Terms and conditions of policy</p>
<p>Helpline</p> <p>We provide a 24 hour, seven days a week helpline service.</p>		<p>Terms and conditions of policy</p>
<p>Legal Advice Service</p> <p>We will give you confidential legal advice over the phone on any personal legal problem, under the laws of the United Kingdom.</p>		<p>Terms and conditions of policy</p>

We hope that you will be happy with your insurance policy. If not, please contact us (or the intermediary or organisation that arranged this insurance on your behalf). If you decide not to proceed with this insurance you should return the Policy Documents within 14 days of receipt.

Providing a claim has not been made and so long as no incidents have arisen that could result in a claim under the policy, we will refund any premium you have paid.

Making a Claim

Call the Claims Department on 0871 423 5244 (Calls from BT landlines cost 10p per minute at all times. Mobiles and other networks may cost more).

The following information will be required:

- Policy reference as above.
- Your name and address.
- The type of insured problem you are experiencing

Complaints Procedure

If you are not satisfied with any aspect of this policy or our service, you should write to: The Managing Director Composite Legal Expenses Limited, Suffolk House, Trade Street, Cardiff CF10 5DT.

If your concern or issue cannot be settled you may be entitled to refer it to the Financial Ombudsman Service.

If you wish to put your complaint direct to the insurer, their address is Groupama Insurance Company Limited, 6th Floor, One America Square, 17 Crosswall, London, EC3N 2LB. Groupama Insurance Company Limited is covered by the Financial Services Compensation Scheme (FSCS). This means that you may be entitled to receive compensation if it is unable to meet its obligations. Full details are available from FSCS.

Groupama Insurance Company Limited Registered Number 995253

Registered in England Registered Office: 6th Floor, One America Square, 17 Crosswall, London, EC3N 2LB

www.groupama.co.uk

Member of the Association of British Insurers

Authorised and regulated by the Financial Services Authority