

Hire Car Cover

Comprehensive Cover

Diamond

DEMANDS AND NEEDS STATEMENT

This Policy meets the demands and needs of a driver whose vehicle has been rendered a total loss as a result of a road traffic accident, recovered theft, attempted theft, fire, act of god, vandalism or malicious damage or had their vehicle stolen and it remains unrecovered and who will be using the replacement vehicle facility provided by HAS Accident Management Solutions Ltd trading as Albany Vehicle Rentals (AVR). This Policy will cover You against the replacement vehicle hire charges within the terms and conditions of Your Diamond Hire Car Cover, which are not recoverable from any Third Party.

Diamond does not make personal recommendations as to the suitability of the Policy to individual circumstances.

If you need to claim your hire car, please call **0844 543 4420**.

If you need to extend the hire, please refer to Section 2.

Policy Summary

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Hire Car Cover (comprehensive)

This Policy summary does not contain full terms and conditions of the cover, which can be found in the Policy document. It is important that You read the Policy document which follows this Policy Summary.

Name of The Insurance Undertaking

Ultimate Insurance Company Limited, Suite 913, Europort, Gibraltar.

Type of Insurance and Cover

Hire Car Cover

The Diamond Hire Car Policy provides insurance to cover the funding of vehicle hire charges to help You stay mobile following a road traffic accident, recovered theft, attempted theft, fire, act of god, vandalism or malicious damage which renders the Insured Vehicle a total loss or where that vehicle is stolen and remains unrecovered, all within the Territorial Limits.

Significant Features and Benefits:

- A single period of up to 21 days of continuous vehicle hire (Section 2: What is Covered?)
- A Group A (ABI Group S1/S2) vehicle provided by AVR, within the Territorial Limits e.g. 1.0 litre car (Section 1 Definitions: Hire Car)

- A Hire Car for when the Insured Vehicle is rendered a total loss through an Insured Incident (Section 1 Definitions: Insured Incident)
- A Hire Car for when the Insured Vehicle has been stolen and not recovered (Section 1 Definitions: Insured Incident)

Significant and Unusual Exclusions or Limitations:

- A maximum of two claims can be made within the Period of Insurance. (Section 2: What is Covered?)
- The Insured Person must be a full driving licence holder aged 18 years and over. (Section 1 Definitions: Insured Person)

The following are not covered under this Policy:

- All fuel, fares, fines and fees relating to the Hire Car whilst in Your possession (Section 5: What is Not Covered? a.)
- Any claim where the Insured Vehicle was being used for hire or reward (Section 5: What is Not Covered? b.)
- Any claim where the Insured Vehicle has been stolen and has not been reported to the Police (Section 5: What is Not Covered? e.)
- Any claim reported to EUI Ltd more than fourteen days after the Insured Incident (Section 5: What is Not Covered? g.)

Duration

The period of the comprehensive motor insurance policy which runs concurrent with this Policy and does not exceed twelve months. (Section 1 Definitions: Period of Insurance).

Your right to cancel

You may cancel Your policy and receive a full refund providing You inform Us within the 14 days after You receive the policy terms and conditions. You may cancel this policy after this period but we reserve the right to charge a cancellation fee.

Please contact EUI Ltd, Capital Tower, Greyfriars Road, Cardiff CF10 3AZ or call **0871 882 2200** (calls to 0871 numbers are charged at 8p per minute plus network extras).

Claim Notification

To make a claim please call the Claims Line **0844 543 4420**.

How to Make a Complaint

Any enquiry or complaint regarding this policy should be addressed to:
The Quality Executive, EUI Limited,
Capital Tower, Cardiff CF10 3AZ.
Tel: 0844 543 4444
Email: quality@diamond.co.uk

If you remain dissatisfied you can contact Complaints Department, Ultimate Insurance Company Limited, Suite 913, Europort, Gibraltar or email complaints@uicl.eu

If we have given you our final response and you are still unhappy, or more than 8 weeks have passed since we received your original complaint, you may refer your complaint to the Financial Ombudsman Service (FOS) at South Quay Plaza, 183 Marsh Wall, London E14 9SR. Tel: 0845 080 1800.

Financial Services Compensation Scheme

EUI Ltd are covered by the Financial Services Compensation Scheme (FSCS). If EUI Ltd were unable to meet their obligations You may be entitled to compensation from the scheme, depending on the type of insurance and circumstances of any claim. Cover for the claim or policy is provided at 90%. Further information can be obtained from www.FSCS.org.uk

Ultimate Insurance Company Limited is licensed and regulated by the Gibraltar Financial Services Commission under the Financial Services (Insurance Companies) Act 1987 of Gibraltar. Ultimate Insurance Company Limited is a member of the FSCS. If Ultimate Insurance Company Limited is unable to meet their obligations to you under this contract you may be entitled to compensation from the FSCS. Cover for the claim or policy is provided at 90%.

IMPORTANT

Your Hire Car Policy

This is to confirm that Ultimate Insurance Company Limited will provide the cover described below during the Period of Insurance. Cover is subject to the terms and conditions that follow. Payment of the Hire Car Premium must be paid before cover is provided.

Albany Vehicle Rentals (AVR) or a supplier of AVR provides the benefits under this Policy, however the insurance contract is between Ultimate Insurance Company Limited and the Policyholder.

1. Definitions

Please find below an explanation of the words used in this insurance Policy:

Appointed Agents

Albany Assistance Ltd who will act on behalf of the Underwriters in connection with the Policy and its claims administration and may monitor and record calls for Your protection and theirs.

Hire Car

A Group A (ABI Group S1/S2) vehicle as determined by AVR, within the Territorial Limits (e.g. 1.0 litre car).

Insured Incident

A road traffic accident, recovered theft, attempted theft, fire, act of god, vandalism or malicious damage within the Territorial Limits that renders the Insured Vehicle a total loss as determined by EUI Limited. Alternatively it is where the Insured Vehicle has been stolen and remains unrecovered.

Insured Person/You/Your

A full driving licence holder aged 18 years and over who appears on the current comprehensive certificate of motor insurance issued by EUI Ltd.

Insured Vehicle

Any motor vehicle insured with EUI Ltd that appears on a current comprehensive certificate of motor insurance, and for which a Premium has been paid for Hire Car cover.

Participating Agent

EUI Limited who are authorised to administer this insurance on behalf of the Underwriters.

Period of Insurance

The period of the comprehensive motor insurance policy which runs concurrent with this Policy and does not exceed 12 months.

Policy

This Policy of insurance.

Policyholder

The person, firm or company who has taken out this Policy and has paid the Premium due.

Premium

The payment, which needs to be paid to the Participating Agent by You to get the benefit of this Policy.

Provider

HAS Accident Management Solutions Ltd trading as Albany Vehicle Rentals (AVR) supplies the Hire Car.

Albany Assistance Ltd who administer claims.

Territorial Limits

Great Britain, Northern Ireland, Isle of Man and the Channel Islands (for residents only).

Third Party

The other person(s) and/or party(s) responsible for the Insured Incident, excluding the Insured Person and/or Policyholder (as defined in this Policy).

Underwriters

Ultimate Insurance Company Limited, Suite 913, Europort, Gibraltar.

We/Us/Our

Albany Assistance Ltd/AVR and/or the Underwriters.

2. What is Covered?

- This insurance provides for a single period of up to 21 days of continuous car hire within the Territorial Limits following an Insured Incident during the Period of Insurance and within those Territorial Limits
- A maximum of two claims in the Period of Insurance can be made

You may extend the hire by contacting Albany Assistance Ltd on **0800 085 8134** who will then contact AVR to make arrangements. A discounted rate is available to EUI Ltd customers.

The Hire Car must be returned to AVR or its designated agent no later than 48 hours after payment is issued to the Policyholder based on EUI Ltd's total loss valuation of their claim OR no later than the 21st day of hire (whichever comes first).

3. How to Claim Your Hire Car

Following an Insured Incident, You must report it immediately to EUI Ltd and to the Police if the Insured Vehicle was stolen.

Please only call the Claims Line on **0844 543 4420** to obtain Your Hire Car.

EUI Ltd will advise AVR, who will contact You to arrange the supply of a Hire Car.

4. Conditions

You should note that the following conditions apply in all circumstances:

- a. a fuel service charge is payable ensuring that the vehicle is delivered with sufficient fuel to meet your immediate journey requirements
- b. when taking possession of the Hire Car, the driver will need to produce their full current driving licence and personal identification, e.g. phone bill
- c. You must have a valid comprehensive motor insurance with EUI Ltd to take advantage of this cover
- d. Hire Cars are provided in accordance with AVR or its agent's standard requirements, terms and conditions
- e. a Hire Car will only be provided once confirmation is received from EUI Ltd that the Insured Vehicle is a total loss, not before
- f. if the Insured Vehicle has suffered theft damage or been stolen You must supply a Police crime reference number before a Hire Car can be provided
- g. the Insured Person may have to provide comprehensive insurance for the Hire Car

We must draw Your attention to the additional terms and conditions of AVR, which are held by EUI Ltd, and can be viewed on request. They may affect the provision of the Hire Car.

5. What is Not Covered?

The following are not covered under this insurance:

- a. all fuel, fares, fines and fees relating to the Hire Car whilst in Your possession
- b. any claim where the Insured Vehicle was being used for hire or reward
- c. any claim where EUI Ltd do not provide indemnity under the terms of the underlying motor policy
- d. any further hire charges incurred after 21 days, or more than 48 hours after payment is issued under the terms of the underlying motor policy for a total loss or theft unrecovered
- e. any claim for theft which has not been reported to the Police
- f. any claim reported to EUI Ltd more than 14 days after the Insured Incident
- g. any claim for a Hire Car more than 14 days after the Insured Vehicle has been determined a total loss
- h. sea transit charges in the delivery and collection of the Hire Car
- i. any claim arising out of a deliberate or criminal act or omission, which is found to the Provider's satisfaction to be of a fraudulent or false nature. The Insured Person will be held responsible for any costs paid or incurred as a result
- j. any excess payable in the event of a claim involving the Hire Car
- k. any Insured Incident which took place outside of the Period of Insurance

6. Notice to the Policyholder/ Insured Person

Subrogated Rights

- a. The Insured Person must take all reasonable steps to mitigate the costs of the claim
- b. The Insured Person must pay to the Underwriters any sums by way of costs, charges or fees directly recovered from the Third Party to the extent of the sums indemnified under this Policy
- c. The Insured Person must take all action possible to recover any costs, charges or fees the Underwriters may have paid or be liable to pay and pay any such amounts recovered to the Underwriters
- d. Upon conclusion of the hire of a replacement car the Underwriters can take over and if necessary conduct proceedings in the name of the Insured Person to recover the hire costs of the Hire Car from the Third Party

Governing Law and Language

This insurance shall be subject to English Law, unless specifically agreed to the contrary. All communication is to be conducted in English.

Cancellation Rights

Subject to you not making a claim on this product, you have 14 days from the receipt of the welcome policy to cancel the product. Should you cancel outside the 14 day cancellation period, additional charges, including a £5 cancellation fee will apply for the time on cover. We reserve the right to amend this fee at any time without

notice. Please contact EUI Ltd, Capital Tower, Greyfriars Road, Cardiff CF10 3AZ or call **0871 882 2200** (calls to 0871 numbers are charged at 8p per minute plus network extras).

Cancellation

The Underwriter may at any time cancel Your policy sending 7 days notice to You at Your last known address.

How to Make a Complaint

Any enquiry or complaint regarding this policy should be addressed to: The Quality Executive, EUI Limited, Capital Tower, Cardiff CF10 3AZ.
Tel: 0844 543 4444
Email: quality@diamond.co.uk

If you remain dissatisfied you can contact Complaints Department, Ultimate Insurance Company Limited, Suite 913, Europort, Gibraltar or email complaints@uicl.eu

If we have given you our final response and you are still unhappy, or more than 8 weeks have passed since we received your original complaint, you may refer your complaint to the Financial Ombudsman Service (FOS) at South Quay Plaza, 183 Marsh Wall, London E14 9SR. Tel: 0845 080 1800.

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90%. Further information can be obtained from www.FSCS.org.uk

Ultimate Insurance Company Limited is licensed and regulated by the Gibraltar Financial Services Commission under the Financial Services (Insurance Companies) Act 1987 of Gibraltar. Ultimate Insurance Company Limited is a member of the FSCS. If Ultimate Insurance Company Limited is unable to meet their obligations to you under this contract you may be entitled to compensation from the FSCS. Cover for the claim or policy is provided at 90%.

Whole Agreement

Supplied by EUI Ltd (FSA Registration No 309378), Capital Tower, Greyfriars Road, Cardiff CF10 3AZ, and is administered by Albany Assistance Ltd (FSA Registration No 312423), Redmond House, Fern Court, Bracken Hill Business Park, Peterlee, Co Durham SR8 2RR and is underwritten by Ultimate Insurance Company Limited, Suite 913, Europort, Gibraltar. Home State: Gibraltar.

EUI Limited and Albany Assistance Ltd are authorised and regulated by the Financial Services Authority. Ultimate Insurance Company Limited is licensed and regulated by the Gibraltar Financial Services Commission under the Financial Services (Insurance Companies) Act 1987 of Gibraltar.

The Hire Car is provided by Albany Vehicle Rentals. Head Office: Fleet House, Wilcock Road, Old Boston Trading Estate, Haydock, St Helens, Merseyside WA11 9SJ.

For general advice about an incident or cover under this Policy please call **0844 543 4420**.

Notes

Notes



This booklet is made from recycled paper.

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