

# Insurance Product Information Document

Company: ALA Insurance Brokers Limited  
Product: Motor Warranty



This document is a summary of cover highlighting the main features and benefits as well as the general conditions and exclusions of this policy. Full terms and conditions can be found in the policy wording. You will also receive a policy schedule showing the specific details of your policy and the cover(s) you have selected. Please take some time to read the policy documents when you receive them. It is important that you tell us as soon as possible if any of the information is incorrect.

## What is this type of insurance?

This cover will pay you for costs incurred for repair or replacement of mechanical and electrical components (dependent on cover level) of your vehicle that have suffered breakdown causing sudden stoppage of their function and necessitating immediate repair or replacement before their normal operation can be resumed.



### What is insured?

- ✓ Repair or replacement of mechanical and electrical components (dependent on cover level).
- ✓ Wear and tear after the first 30 days and / or 1,000 miles from the purchase of the original policy where the Vehicle which has suffered a mechanical breakdown is under 5 years old and has covered less than 75,000 miles at the date of claim.
- ✓ Claims for consequential breakdown.
- ✓ A contribution of up to £65 for diagnostic costs.
- ✓ Roadside assistance and recovery.
- ✓ Replacement vehicle hire.
- ✓ Travel expenses and overnight hotel stay.
- ✓ Continental use.
- ✓ MOT test insurance.



### What is not insured?

- ✗ Any vehicle which has covered more than 80,000 miles or is more than 10 years old at the start date of this policy.
- ✗ Repair or replacement costs which are determined by an independent engineer to have been for components that were developing a fault prior to the inception of this policy.
- ✗ Claims in excess of the claim limit as shown on your policy schedule.
- ✗ All bodywork and trim, seat belts, seat frames, glass, sunroof panels, fuel tank, wheels and tyres, hinges, brake facings, seized callipers, air bags.
- ✗ HT Leads, spark plugs, filters, wiper blades, lights and bulbs, belts (other than timing belts), wiring looms, glow plugs.
- ✗ Batteries.
- ✗ Components which have failed as a result of correct oil levels not being maintained.



### Are there any restrictions on cover?

- ! Mechanical and electrical components must form part of the vehicles' original specification
- ! Policies only available to vehicles up to 10 years old at the start date of this policy
- ! No work of any description is carried out on the vehicle without the express authorisation of the claims administrator.
- ! You are to be the owner or registered keeper of the vehicle or you are financing the vehicle on behalf of the owner or registered keeper of the vehicle.



## Where am I covered?

- ✓ England, Scotland, Wales, Northern Ireland, the Isle of Man and the Channel Islands. The vehicle is also covered in the European Union for a maximum of 60 days in any 12 months of cover.



## What are my obligations?

You must provide full and accurate information to all questions asked. Your answers must be true to the best of your knowledge and belief. Your answers will form part of the statement of facts on which your policy will be based. If you become aware that information you have given us is inaccurate or has changed, you must inform us as soon as possible. Failure to do this may invalidate your policy and claims may not be paid.



## When and how do I pay?

You can pay your premium as a one-off payment by debit card, credit card, PayPal or Apple Pay. Alternatively, you can pay by direct debit over 10 months.



## When does the cover start and end?

Your cover will start and end on the dates stated in your policy documents.



## How do I cancel the contract?

If you decide that for any reason, this policy does not meet your insurance needs then please return it within 30 days from the date of purchase or the day on which you receive your policy documentation, whichever is the later. On the condition that no claims have been made or are pending, the premium will be refunded in full. If you wish to cancel after the 30-day cooling off period, please contact the Administrator.

## Your Insurer

This insurance is underwritten by UK General Insurance Limited on behalf of Great Lakes Insurance SE. Great Lakes Insurance SE is a German insurance company with its headquarters at Königinstrasse 107, 80802 Munich. UK Branch office: Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ.

UK General Insurance Limited are authorised and regulated by the Financial Conduct Authority. Great Lakes Insurance SE, UK Branch, is authorised by Bundesanstalt für Finanzdienstleistungsaufsicht and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority. This can be checked on the Financial Services Register at <https://register.fca.org.uk>

## Making a claim

If you need to make a claim, please contact Mechanical Breakdown & General Insurance Services Limited, the claims handler acting on our behalf, as soon as possible:

- Mechanical Breakdown & General Insurance Services Limited, Cobalt Business Exchange, Cobalt Park Way, Wallsend, Newcastle Upon Tyne, NE28 9NZ or 0191 258 8141
- Roadside assistance and recovery, please telephone: 01206 714324.

**On all correspondence please tell us you are insured by UK General Insurance Limited and provide the reference number shown in the policy wording along with the unique policy number from your policy schedule. This will help us to validate your policy details and deal with your claim as quickly as possible.**

## Your Insurer

It is the intention to give you the best possible service but if you do have any questions or concerns about this insurance or the handling of a claim you should follow the complaints procedure below:

### **Complaints regarding the SALE OF THE POLICY In the first instance please contact:**

ALA IB Limited trading as ALA Insurance Brokers  
Unit 3  
Park Farm Courtyard  
Easthorpe  
Malton  
YO17 6QX

### **Complaints regarding CLAIMS**

Mechanical Breakdown & General Insurance Services Limited  
Cobalt Business Exchange  
Cobalt Park Way  
Wallsend  
Newcastle Upon Tyne  
NE28 9NZ  
Tel: 0191 258 8141

### **If your complaint cannot be resolved by the end of the third working day it will be passed to:**

Customer Relations Department  
UK General Insurance Group Limited, Cast House, Old Mill Business Park, Gibraltar Island Road, Leeds LS10 1RJ  
Tel: 0345 218 2685  
Email: [customerrelations@ukgeneral.co.uk](mailto:customerrelations@ukgeneral.co.uk)

**On all correspondence please tell us you are insured by UK General Insurance Limited and provide the reference number shown in the policy wording along with the unique policy number from your policy schedule. This will help us to validate your policy details and deal with your query as quickly as possible.**

If it is not possible to reach an agreement, you have the right to make an appeal to the Financial Ombudsman Service. This also applies if you are insured in a business capacity and have an annual turnover of up to €2million and fewer than ten employees. You may contact the Financial Ombudsman Service at:

The Financial Ombudsman Service  
Exchange Tower, London E14 9SR  
Tel: 0800 023 4 567 or 0300 123 9 123  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

The above complaints procedure is in addition to your statutory rights as a consumer.

## What happens if we can't meet our liabilities?

Great Lakes Insurance SE is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme, if it cannot meet its obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim with no upper limit. You can get more information about compensation scheme arrangements from the FSCS or visit [www.fscs.org.uk](http://www.fscs.org.uk). You may also contact the FSCS on their Freephone number: 0800 678 1100 or 020 7741 4100 or You can write to: Financial Services Compensation Scheme, P O Box 300, Mitcheldean, GL17 1DY.