

# SMART Insurance

## Insurance Product Information Document

Insurance Company and Co-Manufacturer:  
Fortegra Europe Insurance Company SE

Intermediary:  
Connect Administration Limited

Product:  
SMART Insurance

This product is underwritten by Fortegra Europe Insurance Company SE UK Branch, a branch of Fortegra Europe Insurance Company SE (Malta Company Registration Number SE 17; UK Branch registration number BR021916) who is authorised and regulated by the Malta Financial Services Authority.

Together with its UK Branch, Fortegra Europe Insurance Company SE is authorised by the Prudential Regulation Authority, is subject to regulation by the Financial Conduct Authority under registration number 805770 and limited regulation by the Prudential Regulation Authority. Details about the extent of the underwriter's regulation by the Prudential Regulation Authority are available from the underwriter on request.

The product is administered by Connect Administration Limited who are authorised and regulated by the Financial Conduct Authority under registration number 937565. Details of the extent of the administrator's regulation by the Financial Conduct Authority are available from the administrator on request.

This is a summary of key information. Full information on this product, including information about the underwriter, how to make a claim, the complaints procedure, and the Financial Services Compensation Scheme (UK), can be found in the policy terms and conditions.

### What is this type of Insurance?

This insurance covers minor cosmetic damage to your vehicle, such as stone chips, minor dents, minor scratches or minor scuffs, which require a repair that can be achieved that involves using Small to Medium Area Repair Technique, subject to the policy terms and conditions.



#### What is insured?

- ✓ The cost of a SMART repair where minor cosmetic damage occurs to the bodywork of your vehicle as a result of day-to-day motoring.
- ✓ Damage to the roof, bonnet, boot lid/tailgate or any horizontal surface is covered if a SMART repair is achievable.
- ✓ Minor cosmetic damage includes the following:-
  - ✓ a minor stone chip, up to 3mm in diameter and 1.5mm in depth.
  - ✓ a minor dent to a metal body panel, not exceeding 30cm in diameter.
  - ✓ a minor scratch, up to 1.5mm in depth and not exceeding 30cm in length.
  - ✓ a scuffed bumper, which is less than 30cm in diameter and less than 3mm in depth.
  - ✓ a scratched or scuffed wing mirror cover/casing, where the damage is less than 30cm in diameter and less than 3mm in depth.
- ✓ The cost of a SMART repair for minor cosmetic damage is limited to £250 per claim including VAT. Total Number of claims as detailed on the policy schedule.
- ✓ A contribution of up to £250 including VAT towards a bodyshop repair, where the minor cosmetic damage is not repairable using a SMART Repair technique.
- ✓ The interest of a family member if this insurance is transferred to them with ownership of the vehicle.
- ✓ Full settlement per claim with no excess



#### What is not insured?

- ✗ Any minor cosmetic damage which is not reported within thirty (30) days of the incident date.
- ✗ Damage that is not repairable by a SMART repair, is beyond minor cosmetic damage or because of the extent or number of areas of damage, a bodyshop repair is required.
- ✗ Where the body panel, bumper or wing mirror is ripped, perforated, cracked or torn or there is damage to the structure and/or alignment.
- ✗ Damage to the locks or handles, beading, mouldings, lamps, window panels, tyres, wheels or wheel trims.
- ✗ Any amount in excess of the maximum limits shown in the policy schedule or terms and conditions.
- ✗ Any damage that is the subject of a motor insurance claim.
- ✗ Any claim relating to a road traffic accident or as a result of fire, theft or flood.
- ✗ Any damage that has been accumulated over an extended period, which is deemed to be wear and tear.
- ✗ Any damage showing evidence of rust or corrosion.
- ✗ Any damage that occurs within 14 days of the Policy start date
- ✗ The vehicle must not have a specialist bodywork finish, including self-healing, chrome illusion, matte or textured finish or bodywork wrap.



#### Are there any restrictions on cover?

- ! You must be resident in the United Kingdom, Channel Islands or the Isle of Man.
- ! You must have purchased the policy from the policy retailer no later than ninety (90) days after purchasing the vehicle.
- ! The vehicle must not be an emergency vehicle, commercial vehicle, taxi, courier vehicle, bus, minibus, coach, truck, motor home, trailer, heavy goods vehicle, licensed private hire vehicle, daily rental vehicle or breakdown and recovery vehicle.
- ! The vehicle must not be used for dispatch, hire and reward, driving school tuition, commercial use, chauffeuring, road racing, track days (timed or untimed), rallying, pace-making, speed testing or any other competitive event.
- ! The vehicle must not be older than 7 years or covered more than 100,000 miles at the start of the policy.
- ! You must provide images of the front, both sides and rear panels of your vehicle within fourteen(14)days of purchasing the policy.



## Where am I covered?

- ✓ Cover is provided for incidents which occur within the UK, Isle of Man, the Channel Islands and the countries of the European Economic Area.



## What are my obligations?

- You must take reasonable care to provide us with accurate and complete answers to our questions whether you are at proposal stage or making changes to your policy.
- If you become aware that information you have given us is inaccurate or has changed, you should inform us as soon as possible, as failure to do so may invalidate your policy and claims may not be paid.
- Your vehicle must be insured under a comprehensive motor policy throughout the period of this insurance.
- You must advise us within thirty (30) days if you sell or transfer ownership of the vehicle as this will require changes to your insurance.
- You must make us aware of any change in circumstances that effect your eligibility for this policy.
- You must notify us as soon as reasonably possible in the event of a claim.
- You must provide images within fourteen (14) days of purchasing this policy.



## When and how do I pay?

You can purchase this policy and pay your premium to your policy retailer.



## When does the cover start and end?

The cover will run from the start date, which is detailed on the policy schedule, until the earliest of the following dates:

- The date on which the insured vehicle is sold or transferred to a new owner, or
- The date on which the policy is cancelled, or
- The number or value of claims settled having reached the limits; or
- The expiry date as detailed on the policy schedule.

Please note that this insurance policy cannot be renewed.



## How do I cancel the contract?

If you have not made a claim and do not intend to make a claim, you may cancel this insurance within thirty (30) days of receiving the policy documents and receive a full refund of the premium. If you cancel after thirty (30) days and have not made a successful claim, you will pay for the number of months you have had the insurance for and the rest of the premium will be returned to you, less an administration fee of £35.

No refund will be possible if any claims have been paid.

For example;

36 months cover

Premium paid £360

Cancellation in month 12 leaves 24 full months remaining

Refund of £240—£35 administration fee

Amount of refund due £205