



CONTRACT HIRE / LEASING GAP INSURANCE

POLICY WORDING WITH INITIAL RENTAL PROTECTION

Please keep this document together with your Policy Schedule.

Welcome to **your** GAP Insurance (Contract Hire/Leasing with initial rental protection).

Some words and phrases are in bold type. These have a particular meaning that you can find in the Definitions section at the end of this document.

UNDERSTANDING YOUR POLICY

This policy wording contains details of the insurance cover **you** have bought, what is not covered, the terms and conditions of the cover and how to cancel the policy, make a claim or raise a complaint.

You also have a **policy schedule**. This shows the details that are specific to **your policy** – for example:

- **Your** details.
- The premium **you** have to pay.
- Details of the **vehicle** the **policy** is for.
- When **your** cover starts and ends.
- The **claim limit**.

Please:

- Check that the information in the **policy schedule** is correct and that the **policy** is right for **you**. If anything is not right, please contact **us**.
- Read these documents carefully – if **you** have any questions, please contact **us**. If **you** do not keep to the terms and conditions, **we** may not be able to pay any claim that **you** make.

This policy document and the **policy schedule** make up **your** contract of insurance with AmTrust Specialty Limited. Please keep these documents in a place where **you** can easily find them if **you** need to. As long as **you** pay the premium, **we** will give **you** the cover set out in the contract.

If **you** need this document in a different format, for example Braille or audio, please tell **us**.

IMPORTANT INFORMATION

If the policy is for you as a private individual:

You must give us the information we ask for

When **we** look at an application for a policy, **we** rely on the information in it. **You** must take reasonable care to give full and accurate answers to the questions **we** ask. This applies when **you** buy a policy or make changes to it. If **you** don't give **us** full and accurate answers, this can affect **your** cover. For example, the law may allow **us** to:

- Cancel the **policy** from the date it started and refuse to pay any claim, or
- Not pay a claim in full.

We will write to **you** if **we**:

- Plan to cancel the **policy**, or
- Need to change the policy terms, or
- Need **you** to pay more for the **policy**.

If **you** realise that **you** have given answers that are not full or accurate, **you** must tell **us**.

If the policy is for a partnership, a sole trader, a limited company or other legal person:

The information we need to know

We need to understand the risk that **we** are going to insure. By law the person buying the policy has to do what they can to help **us** assess that risk. They need to do this before the policy starts, at each renewal and when they make any changes.

This means they must:

- Tell **us** all material facts which they know or should know.
- Tell **us** in a way that is clear and easy to understand.
- Be honest and make sure that what they tell **us** is correct.

ELIGIBILITY

You will be eligible for this Policy if you have entered into a Lease Contract Hire Agreement for a car or light commercial vehicle (LCV) weighing no more than 3,500 kg (GVW), supplied by a VAT-registered dealer or leasing company, within the 180 days immediately before the Policy start date, and:

- **You live in the UK, the Isle of Man or the Channel Islands.**
- You must be the owner and keeper of the vehicle (or authorised driver with respect to contract hire/leased vehicles) which must be registered and principally used in the UK.
- The vehicle is no more than 10 years old when you purchased this Policy.
- The Lease Contract Hire Agreement is in your name.
- The vehicle has no more than 100,000 recorded miles when you purchased this Policy.
- The vehicle has a value of at least £5,000 and no more than £125,000 (including factory fitted accessories and Dealer Fitted Accessories (Up to £2,000), warranty, vehicle excise duty, new vehicle delivery and paint protection).
- The **vehicle** is insured under a comprehensive **Motor Insurance Policy** with **you** as the policyholder or named driver.
- **If you request a vehicle transfer, you must notify Us and obtain Our written acceptance in accordance with the Policy Transfer section.**

WHAT IS COVERED

In the event of a total loss of the Insured vehicle, this Policy will cover the shortfall between the **Motor Insurer's** settlement and the **outstanding balance** of **Your Lease Contract Hire Agreement**. We will also cover Your Initial Rental Payment to the value stated on your **policy schedule**, even if there is no lease shortfall. The maximum benefit will not exceed the sum insured shown on **your policy schedule**. This will include any **Motor Insurance Policy** excess up to £500.00.

Only one claim can be made under this **Policy**, cover will end when a claim is paid and cannot be transferred to another **vehicle**. **Your Initial Rental Payment and Motor Insurance Policy excess** will form part of the overall claim limit.

You are also covered in Europe if the **vehicle** is out of the UK for no more than 90 days in any 12-month period and European cover is also included under your motor insurance policy.

WHAT IS NOT COVERED

We will not pay any claim for: -

- Vehicles bought more than 180 days before **your policy** starts.
- Which are more than ten years old and /or have covered more than 100,000 miles.
- Vehicles valued under £5,000 or over £125,000.
- Which have been modified in any way from the manufacturer's specification where such modification:
 - Increases the insurance group applicable to the **vehicle** and/or
 - Decreases the value of the **vehicle**.
- Which are owned temporarily or otherwise (resulting from trade-in or acquisition for the purposes of resale) by a business formed for the purposes of selling or servicing motor vehicles.
- Which are over 3500kg gross weight.
- Any left-hand-drive vehicle.
- Which are not insured.
- Which have been repossessed by the **Finance Company**.
- Which are not deemed to be a **total loss** by **your Motor Insurer**.
- Of the following makes: Ferrari, Lamborghini, Maserati, Rolls Royce, and Vans above 3500kgs GVM. Kit cars, Grey Imports and any American make of **vehicle** unless manufactured as right-hand drive for the UK market. Any **vehicle** not mentioned in **Glass's Guide**, emergency Vehicles, taxis, driving school Vehicles, buses, invalid carriers or **Vehicles** which have been modified other than in accordance with the manufacturer's specifications and any make of **vehicle** not built for principal sale in the UK.
- Your motor insurance policy insurer replacing your motor vehicle or offering you a replacement vehicle in settlement which you decline.
- Your motor insurance policy insurer offers to repair your motor vehicle, but you have instead requested the claim to be dealt with as a total loss.
- Motor vehicles previously declared a Total Loss/written off.

Which have been used:

- For racing, pace making, speed testing, reliability trials or any off-road use, or any competitive event.
- For the carriage of goods or passengers for hire or reward, use of the **vehicle** as a taxi, as part of a driving school, for couriering or for self-drive hire.

Any **Total Loss**:

- Where the **total loss** occurred before the inception of this **policy** or a Policy transfer.
- Where the driver does not hold a valid driving licence.
- Which is not the subject of a total loss claim against a **Motor Insurance Policy**.
- Where **your** claim is being processed by a Third-Party claims management company.

- Arising directly or indirectly from any act or omission which is wilful, unlawful or negligent on **your** or the driver of the **vehicle's** part.
- Caused by an accident where the driver of the **vehicle** was under the influence of alcohol, drugs not prescribed by a registered medical practitioner, or drugs prescribed by a registered medical practitioner where a warning against driving has been given.
- Arising from the theft of the **vehicle** by any person having access to the keys of the **vehicle** unless taken by force or violence.
- Resulting from pollution or contamination.
- Caused by, or resulting from, riot, attending a strike, civil commotion and malicious damage.
- This policy does not cover additional charges such as arrears, late payment charges, excess mileage charges.
- Loss of use of the insured **vehicle**.
- Consequential Loss, which is the costs and losses which you may suffer as a result of **your** claim, for example, additional costs of transportation.

Any claim caused by:

- Earthquake.
- War, terrorism, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power confiscation, or nationalisation.
- Riot or civil commotion outside the UK, the Isle of Man, and the Channel Islands.
- Loss or destruction of, or damage to, any property or any loss or expense resulting, or arising from, the loss or destruction of, or damage to, any property.
- Any legal liability directly or indirectly caused by, or contributed to by, or arising from ionising radiations or contamination by radioactivity from the combustion of nuclear fuel.
- For damage caused by pressure waves of an aircraft or other aerial device travelling at sonic or supersonic speed.
- For liability, which is incurred as a result of any other agreement.
- For any loss, damage, liability or expense, directly or indirectly caused by or contributed to, or arising from one single event where the use or operation of any system, software, malicious code, virus, process or any other electronic system, intended to inflict harm, impacts **your vehicle** and other vehicles simultaneously.
- Any claim if paying said claim would expose Us to any sanctions, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.

CANCELLATION

Cancellation by you

If **you** have made a claim, **you** will not get a refund.

You may cancel the **policy** at any time – just contact **us**:

ALA Insurance Brokers

Unit 3

Park Farm Courtyard

Easthorpe

Malton

YO17 6QX

Tel: **01653 916 304**

Email: info@ala.co.uk

If **you** cancel within the first 30 days – the cooling-off period, **you** will get a full refund of premium as long as **you** have not made a claim.

If **you** cancel the **policy** after 30 days, **you will receive a refund** for the remaining cover on the **policy** as long as **you** have not made a claim.

If **you** used a premium financing agreement to pay the premium, any refund following cancellation will be used to settle any amount outstanding under the premium financing agreement. Any amount remaining will then be paid to **you**.

Cancellation by us

The **policy** will end automatically:

- If **you** do not pay the premium or
- If **you** commit fraud or
- There is a change to **your** circumstances which means that **we** can no longer cover **you**, or
- **You** display threatening or abusive behaviour.

No return of premium will be provided if the policy is cancelled by **Us**.

TERMINATION

This **policy** will end automatically:

- When the **period of insurance** ends;
- If the **vehicle** is repossessed by, or returned to, the finance or lease company due to non-payment or the end of the lease agreement, cover will end on the date of repossession, or the end of the agreement.
- When a claim is paid under this Policy, even if the overall claim limit has not been reached;
- When your Lease Contract Hire Agreement ends or you cease to be entitled to use the vehicle under that agreement;

Whichever happens first.

FRAUDULENT CLAIMS OR MISLEADING INFORMATION

If **you** (or anyone acting for **you**) make a claim that is fraudulent, exaggerated on purpose or trying to mislead **us, we**:

- Do not have to pay the claim.
- Can recover (from **you**) any payments **we** have already made for that claim.

- Can cancel the **policy** from the time of the fraud.
- Can tell the Police of the fraud.

If **we** cancel the **policy**, **we** will not pay claims for any incident that happens after that. We do not have to return any premium **we** have received.

MAKING A CLAIM

Wherever possible all claims should be reported within ninety (90) days of the **total loss** occurring by contacting the **Claims Handler**:

Enterprise Innovation Holdings Limited T/A Enterprise Insurance

Exchange Street Buildings

35-37 Exchange Street

Norwich

NR2 1DP

Telephone: 01603 559343 / 01603 559344

Email: claims@alaclaims.co.uk

You must take all reasonable steps to safeguard the **vehicle** against any further damage occurring to the **vehicle** and minimise the potential loss.

In the case of malicious damage or theft, **you** must report the incident to the Police and advise the **claims handler** of **your** valid crime reference number.

We may contact the **Motor Insurer** to confirm that they have been notified of the incident.

If **you** accept an offer of settlement in respect of a **total loss** claim from a **Motor Insurance Policy** without getting acceptance from the **claims handler**, the claim will be settled using the **Market Value**.

For Claims Authorisation, you must:

- Provide **your** Policy number and vehicle details; and
- Advise the cause of **Total Loss**.
- Provide any other details and documents that **We** request.
- Give **us** permission to contact **your Lease Company** to discuss the **outstanding balance** remaining under **your lease Agreement**.

No benefit will be payable under this **Policy** until We have received proof to Our satisfaction of:

- Payment of the appropriate premium in respect of your **Motor Insurance Policy**;
- The payment of the claim for **total loss** under the relevant **Motor Insurance Policy**;
- Evidence of the **total loss** and the **Insured Value** as at the date of **Total Loss**.
- **Your lease Company's** settlement letter, together with details of the lease arrangement including the **outstanding balance**, remaining term, interest charges etc.
- Your original **lease agreement** detailing the **vehicle value**; and
- Any other evidence which may be reasonably required by **Us**.

We accept no liability for the responsible disposal of the vehicle or its salvage in any event. The **vehicle** must not be disposed of or sold for salvage without Our prior permission.

When receiving notification of any claim **We** reserve the right to instruct an independent engineer to inspect the **vehicle** before authorising any claim. Any decision on liability will be withheld until this report is received. When this right is exercised, **We** shall have no liability for any loss to **you** arising from any possible delay.

You must provide full details of **your Motor Insurer** so that the **claims handler** can ensure they are fully aware of any third-party claim and any condition markers that apply to **your** damaged **vehicle**.

We may take any steps in **your** name against any person including but not limited to the **Motor Insurer** to recover any money **we** pay in settlement of **your** claim. **You** must give **us** all assistance necessary.

We may also take over negotiations with the **Motor Insurance Policy Insurer** with respect to **your total loss** claim.

If **You** bought this GAP **policy** with a Premium Financing Agreement and make a valid claim, **you** must settle the Premium Financing Agreement with the Finance Company.

Subrogation

If **you** make a claim on this **policy** and **you** have rights that **you** can enforce against someone else, **you** must:

- Take all necessary steps to enforce those rights for **our** benefit, or
- Let **us** take those steps in **your** name.

This is so that if the other person is liable to pay towards the claim, **we** can recover any money that **we** have paid or might have to pay.

You must also let **us**, in **your** name, take over, conduct, defend and settle any claim against **you** that **we** may be liable for.

Doing this will not affect **your** claim with **us**. If there are any costs for taking any of the steps in this subrogation clause, **we** will pay them.

Other insurance

If **you** have another policy that would also cover **your** claim, **we** only have to pay **our** share of the claim. So that **we** can recover any money that is more than **our** share of the claim, **you** must:

- Tell **us** that **you** have the other insurance policy, and
- Give **us** full details of it, and
- Let **us** take all necessary steps to enforce it in **your** name.

COMPLAINTS PROCESS

If **you** have a query or complaint regarding the way the **policy** was sold, or the administration or the handling of a claim under your policy, please contact:

ALA Insurance Brokers

Unit 3

Park Farm Courtyard

Easthorpe

Malton

YO17 6QX

Tel: **01653 916 304**

Email: **complaints@ala.co.uk**

We will contact **you** within three days of receiving **your** complaint to tell **you** what action **we** are taking.

We will try to resolve the complaint within four weeks. If it will take longer than four weeks, **we** will explain the current position and tell **you** when to expect a response.

Taking your complaint to the Financial Ombudsman Service (FOS)

If **you**:

- Are not happy with the final response to **your** complaint, or
- **You** have not received a response within eight weeks of the date **you** made the complaint;

You may be able to take the complaint to the FOS, but **you** must do this within six months. **You** can find more information at:

www.financial-ombudsman.org.uk

The FOS is there to help resolve complaints when **you** are not happy with the response **you** have received. The service it offers is free and independent. Its contact details are:

Financial Ombudsman Service

Exchange Tower

Harbour Exchange Square

London

E14 9SR

Call: 0800 023 4567 (calls to this number are free on mobile phones and landlines) or

0300 123 9123 (Calls to this number cost no more than calls to 01 and 02 numbers.)

Email: complaint.info@financial-ombudsman.org.uk

This complaints procedure does not affect **your** legal rights.

Financial Services Compensation Scheme (FSCS)

AmTrust Specialty Limited is covered by the FSCS. **You** may be able to get compensation from the FSCS if AmTrust goes out of business and can't meet its commitments under this contract. This might, for example, be a claim that it cannot pay, or a refund it owes **you**. **You** can get more details from:

Financial Services Compensation Scheme

PO Box 300

Mitcheldean

GL17 1DY

☎ 0800 678 1100 (Calls are free) or 020 7741 4100

🌐 www.fscs.org.uk

LAW APPLICABLE

If there is a dispute about, or in connection with, this **policy** that the complaints process cannot resolve:

- The laws of England and Wales will apply to the dispute.
- Only the courts of England can decide the outcome of the dispute.

CONTRACTS (RIGHTS OF THIRD PARTIES) ACT 1999

This Act does not give anyone who is not a party to this contract any right to enforce any of the contract's terms. However, this does not affect a right or remedy they might have which exists or is available for any other reason. For example, someone who has cover on the policy might have the right to make a claim or a complaint.

LANGUAGE

This **policy** is written in English, and all correspondence will be in English.

SANCTIONS

We do not have to provide cover or benefits, pay any claim or give any refund if **you**, or any person acting on **your** behalf:

- Are subject to, or
- Do (or don't do) something that exposes AmTrust Specialty Limited, or any company in the AmTrust group, to;

Any sanction, prohibition or restriction under United Nations resolutions, or sanction, law or regulation of the European Union, United Kingdom, the USA or any other government or regulatory authority.

If this happens, **we** can also cancel the policy with immediate effect by writing to **you**.

POLICY TRANSFER

This **Policy** only applies to **you** and is not transferrable to any other person or business. In the event of **your** death the remaining benefit of this insurance may be transferred to **your** spouse or partner.

If during the first year of cover, the **vehicle** is involved in an incident causing it to be written off by **your** motor insurer and **you** get a replacement **vehicle** on a "New for Old" basis, **you** can transfer the remaining duration of this **Policy** to **your** replacement **vehicle** free of charge, but subject to the conditions and eligibility criteria laid out in this **Policy**.

If **you** wish to transfer this **Policy** to a replacement **vehicle** **you** must contact the Administrator within 7 days of purchasing the replacement **vehicle** with the following information:

- Details of the replacement **Vehicle**;

- A copy of the **Lease Agreement**.
- A copy of **your** comprehensive **Motor Insurance Policy**;
- A copy of **your** original **Policy** documentation;

The claim limit on any **Policy** transfer will be the **claim limit** on the original **Vehicle**. Any transfer is subject to approval by **Us** and will need to be confirmed in writing. If **you** have made any claims against **your Policy**, **you** will not be able to ask for a transfer as this **Policy** will be cancelled.

The insurer

AmTrust Specialty Limited is the insurer for this **policy**. It is:

- Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Its financial services register number is 202189.
- Registered in England & Wales under company number 01229676.

Its registered office is at:

Exchequer Court,
33 St Mary Axe,
London EC3A 8AA

The administrator

ALA Insurance Brokers arranges and is the **administrator** for this **policy**. It is:

- Authorised and regulated by the Financial Conduct Authority. Its financial services register number is 571109.
- Registered in England under company number 06833207.

Its registered office is at:

ALA Insurance Brokers
Unit 3
Park Farm Courtyard
Easthorpe
Malton
YO17 6QX

The claims handler

Enterprise Innovation Holdings Limited T/A Enterprise Insurance

Exchange Street Buildings
35-37 Exchange Street
Norwich
NR2 1DP

Enterprise Innovation Holdings Limited T/A Enterprise Insurance handles the claims and is the **claims handler** for this **policy**.

It is:

- Authorised and regulated by the Financial Conduct Authority. Its financial services register number is 1016834.

- Registered in England under company number 14711765.

To check these details on the Financial Services Register, visit the website www.fca.org.uk/register or contact the Financial Conduct Authority on 0800 111 6768.

DATA PROTECTION

AmTrust Specialty Limited (AmTrust) will keep **your** personal information safe and private. AmTrust follows all laws that protect **your** privacy. Under the laws, AmTrust is responsible for handling **your** personal information as Data Controller. Here is a simple explanation of how and why it does this. For more details visit the website at www.amtrustinternational.com/dpn

What AmTrust does with your personal information

There are different reasons for using **your** information. AmTrust will need it to:

- Give **you** this **policy**.
- Contact **you** to ask if **you** want to continue with the **policy**.
- Protect both **you** and AmTrust against fraud and money laundering.
- Follow the law and any regulations that apply.

AmTrust might need **your** information:

- To run through its computer systems to see if it can offer **you** this **policy**.
- To help **you** if **you** have any queries or want to make a claim.
- To give **you** information, products, or services that **you** ask for.
- For research or statistics.

Some personal information is very private or sensitive. For example, information about **your** health or any criminal convictions **you** might have. AmTrust might need this kind of information to decide if it can offer **you** this **policy**, or to help **you** with a claim. It will only use this type of information for these specific reasons and will follow any rules that it has to.

AmTrust might need to share **your** information with companies and people who provide a service to it, or to **you** on its behalf. It will only do this if the law allows it to. This includes, for example:

- Companies in the AmTrust group and people it works with.
- Reinsurers, insurance brokers, insurance reference bureaus and agents.
- Credit and fraud agencies.
- Medical professionals.
- Regulators, and anyone it might need to share the information with by law.

AmTrust might send **your** information outside the UK and European Economic Area for processing and storage. This can include to the USA and Israel. It makes sure that **your** information is stored safely and processed in line with the law and this notice.

You can ask AmTrust to:

- Provide **you** with the information it has about **you**.
- Restrict or stop processing **your** information on certain occasions.

- Correct any mistakes or update your information.
- Delete **your** information (although there are some things it cannot delete).
- Give **your** information to someone else involved in **your policy**.
- Not use **your** information for marketing.

If **you** think AmTrust has done something wrong with **your** information, **you** should speak to the local data protection authority.

AmTrust will:

- Not keep **your** information longer than it needs to. This is usually up to 10 years after **your policy** ends.
- Only keep **your** information longer than 10 years if there is a business or regulatory reason for doing so.

If **you** have questions about how AmTrust uses **your** information, contact its Data Protection Officer. The contact details are on the website – www.amtrustinternational.com/dpn

DEFINITIONS

This section explains the meanings of words and phrases which are used in this **policy** when they appear in bold print.

Vehicle

The vehicle leased by you and the subject of this insurance policy and the Lease Contract Hire Agreement. You must be the owner and keeper of the vehicle (or authorised driver with respect to contract hire/leased vehicles)

Vehicle Purchase Price

The amount paid for this vehicle and shown on the lease agreement. This will include factory and dealer fitted accessories, warranty, vehicle excise duty, new vehicle delivery & paint protection. All other costs are excluded.

Administrator

ALA Insurance Brokers, Unit 3, Park Farm Courtyard, Easthorpe, Malton, YO17 6QX. Telephone: 01653 916304. This insurance is administered by ALA Insurance Brokers on behalf of the Insurer. ALA Insurance Brokers is authorised and regulated by the Financial Conduct Authority, reference number 571109.

Claims handler

Enterprise Innovation Holdings Limited T/A Enterprise Insurance Exchange Street Buildings, 35-37 Exchange Street, Norwich, NR2 1DP. Telephone: 01603 559343 / 01603 559344.

Claim limit

The maximum amount we will pay in respect of a claim under this Policy, as shown on your Policy Schedule.

Glass's Guide

A trade publication recognised and used extensively throughout the motor vehicle industry to value used vehicles.

Lease Contract Hire Agreement

The agreement (Lease Contract Hire) You entered into with the Lease Company

Lease Company

The company that provided the Lease Contract Hire Agreement to You.

Initial Rental Payment

The first payment made as part of Your Lease Contract Hire Agreement. As shown on your policy schedule.

Dealer Fitted Accessories

Accessories that were fitted by and purchased from the Supplying Dealer and that are shown separately on the vehicle purchase invoice, up to a maximum of £2,000 including VAT

Motor Insurance Policy

- A comprehensive motor insurance policy in respect of the Vehicle, with you as the policyholder or named driver, which is on cover for the duration of the Lease Contract Hire Agreement and kept in force, or replaced by a similar comprehensive motor insurance policy, or
- The motor insurance policy covering the at fault third party vehicle against which you are making a claim.

Motor Insurer

- The UK authorised Insurance company that issued the comprehensive Motor Insurance Policy covering your vehicle or
- The insurer providing the Motor Insurance Policy covering the at fault third party vehicle against which you are making a claim.

Outstanding Balance

The amount outstanding under the Lease Contract Hire Agreement following the Motor Insurer's settlement, excluding negative equity, outstanding payments, penalties or other costs that increase the outstanding balance

Total Loss

Where you have claimed under a Motor Insurance Policy, the claim has been settled, and the vehicle has been surrendered to the Motor Insurer or declared an unrecoverable theft.

Insured Value

The amount you receive following a claim under a Motor Insurance Policy in respect of the insured vehicle as a result of a Total Loss, or the Market Value of the vehicle at the date of loss if you have already accepted a settlement from a Motor Insurer before notifying Us, whichever is the greater. This does not include any adjustments or deductions made by the Motor Insurer.

Market Value

The market value of the Insured Vehicle, as determined by reference to the Glass's Guide retail value

Insurer

AmTrust Specialty Limited.

Period of insurance

The term of cover from the date the policy starts shown on the policy schedule.

Policy

The contract of insurance with AmTrust Specialty Limited. This document and the policy schedule form the contract.

Policy schedule

The document which shows your details, your vehicle details, period of insurance, type of policy chosen and the claim limit.

We, us, our

The administrator, the claims handler or the insurer as appropriate

You, your

The person named on the policy schedule.