

Insurance Product Information Document

Company (Insurer): Chubb European Group SE is incorporated in France and operates through a branch in the UK. Authorised and regulated by the French Prudential Supervision and Resolution Authority. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request. Details about our authorisation can be found on the Financial Conduct Authority's website (FS Register number 820988).

Product: Monese Finance Limited Purchase Protection Policy

[Classic Account](#) →

[Premium Account](#) →

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Product: Monese Finance Limited Purchase Protection Policy

This document provides a summary of the main cover and exclusions. It is not personalised to your specific individual circumstances. Complete pre-contractual and contractual information about this product is provided in the group policy schedule and group policy wording (copies of which are available from the Group Policyholder).

What is this type of insurance?

This is a group purchase protection insurance policy with Monese Finance Limited as the Group Policyholder. It provides cover in the event of theft or accidental damage to a purchased item.



What is insured?

The primary value of the cover is providing financial benefits in the event of theft or accidental damage to a purchased item.

This policy pays benefits in accordance with the policy wording.

The main sections of the policy and benefit levels are listed below, with full details of sub-sections contained in the policy schedule.

- ✓ **Section 1. Purchase Protection – Classic Account.**
Theft or accidental damage of brand new items for personal use purchased or delivered which has been paid for using your Classic account with Monese. With your current Classic account, the policy will pay up to £1,000 per item and £2,500 during a 12 month period however, claims are only valid for items for 120 days from the date of purchase.



What is not insured?

- ✗ The first £50 of any claim
- ✗ Normal wear and tear
- ✗ Damage caused intentionally by you
- ✗ Theft not reported to the police with 48 hours
- ✗ Any fraudulent, dishonest or criminal act
- ✗ Theft of particular items included including jewellery, precious stones, stocks antiques, animals, food, closing sale items, tickets, digital data, weapons, illegal drugs. A full list of excluded items are contained within the policy General Exclusion
- ✗ Items which are specifically covered by other insurance
- ✗ Any claims which would result in breaches of UN resolutions or trade or economic sanctions or other laws of the EU, UK or USA.
- ✗ Any illegal acts



Are there any restrictions on cover?

- ! The policy only covers persons legally permitted to work in the United Kingdom.
- ! With your current Classic Account, claims are only valid for items for 120 days from the date of purchase.



Where am I covered?

- ✓ At any time whilst when an item is purchased using a current Classic Monese account.



What are my obligations?

At the start of your policy

All insured persons must be legally permitted to work in the UK and have a valid account with Monese.

During the period of insurance

You must supply, proof that you have purchased the item using your Monese account, provide receipts at your own expense and return any damaged goods if requested by us.



In the event of a claim

You must notify Qover (the Administrator) us as soon as practicable in the event of a claim, and as follows:

- Call: +44 (0) 800 088 5786
- App: Go to your dashboard on the Monese app and fill in the claim form
- Web: monese.qover.com



When and how do I pay?

The monthly premium for this policy is paid by the Group Policyholder.



When will the cover start and end?

Cover commences on the start date shown in the group policy schedule or the date the Group Policyholder confirms your cover, if this is later.

An insured person's cover ceases:

- when you no longer meet the description of an insured person (see group policy schedule) or are no longer eligible for cover (as per eligibility terms agreed with the Group Policyholder for this cover); or
- on the date you notify that you want to opt-out of the cover; or
- when you die; or
- if Chubb and/or the Group Policyholder serve notice to end cover under the group insurance policy whichever happens first; or
- at the end of the period of insurance shown in the group policy schedule.



How do I cancel the contract?

You may cancel your cover at any time by contacting the Group Policyholder.

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This policy pays benefits in accordance with the policy wording.

The main sections of the policy and benefit levels are listed below, with full details of sub-sections contained in the policy schedule.

- ✓ **Section 1. Purchase Protection – Premium Account.** Theft or accidental damage of brand new items for personal use purchased or delivered which has been paid for using your Premium account with Monese. With your current Premium account, the policy will pay up to £5,000 per item and £10,000 during a 12 month period however, claims are only valid for items for 180 days from the date of purchase.



What is not insured?

- ✗ The first £50 of any claim
- ✗ Normal wear and tear
- ✗ Damage caused intentionally by you
- ✗ Theft not reported to the police with 48 hours
- ✗ Any fraudulent, dishonest or criminal act
- ✗ Theft of particular items included including jewellery, precious stones, stocks antiques, animals, food, closing sale items, tickets, digital data, weapons, illegal drugs. A full list of excluded items are contained within the policy General Exclusion
- ✗ Items which are specifically covered by other insurance
- ✗ Any claims which would result in breaches of UN resolutions or trade or economic sanctions or other laws of the EU, UK or USA.
- ✗ Any illegal acts



Are there any restrictions on cover?

- ! The policy only covers persons legally permitted to work in the United Kingdom.
- ! With your current Premium Account, claims are only valid for items for 180 days from the date of purchase.



Where am I covered?

- ✓ At any time whilst when an item is purchased using a current Premium Monese account.



What are my obligations?

At the start of your policy

All insured persons must be legally permitted to work in the UK and have a valid account with Monese.

During the period of insurance

You must supply, proof that you have purchased the item using your Monese account, provide receipts at your own expense and return any damaged goods if requested by us.



In the event of a claim

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