



Co-op Young Driver Insurance

Our Terms of Business

Who are we?

Co-op Insurance is the trading name of CIS General Insurance Limited. CIS General Insurance Limited is an insurer and is part of an integrated financial services business within Co-op Group, one of the largest consumer-owned businesses in the world.

Who regulates us?

Co-op Insurance is a trading name of CIS General Insurance Limited which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Registration Number: 435022). You can check this by visiting www.fca.org.uk and referring to the Financial Services Register or by contacting the Financial Conduct Authority on 0800 111 6768.

Our Service

We will provide information only and we will not make any personal recommendations regarding suitability of the Young Driver Insurance product. Co-op Insurance only offers its own motor insurance and acts as an intermediary when arranging the additional products in connection with your Co-op Young Driver Insurance policy: RAC breakdown. The additional product referred to in this section is underwritten by a single insurer which is specified within your policy documentation. Employees and businesses who work for Co-op Insurance are remunerated in various different ways. Employees receive a basic salary and do not receive a sales-related bonus or commission. Businesses which work for Co-op Insurance on an outsourced basis receive a fee when they sell our insurance policies.

What to do if you need to complain

We know that sometimes things can go wrong and here at Co-op Insurance, we really value your feedback. Letting us know when you are not happy with our products or service provides us with the opportunity to put it right and helps us to improve the service we provide to all our customers.

If you would like to obtain a copy of our complaint handling procedures or would like to raise a complaint, please contact us by phoning: Customer Service Department: 02394 000032. Lines open 9am – 5pm Monday to Friday.

Alternatively, you can write to us at:

The Quality Manager
Customer Service Department
Co-op Insurance
The Connect Centre
Kingston Crescent
Portsmouth
PO2 8QL
Email: customerservice@driver.coop.co.uk

For Claims Complaints:
By telephone: 0345 999 8888

In writing:
Customer Relations
Co-op Insurance
CIS Building
Miller Street
Manchester
M60 0AL

To help us resolve your complaint we'll need the following information: details of what you are concerned about, your name and address, your policy number and, where possible, a daytime telephone number. Please let us know if you need your response to be sent in an alternative format such as large print, audio or Braille.



What happens next?

We will always do everything we possibly can to sort out the problem. We'll send you a written acknowledgement within five working days and keep you informed on our progress until your complaint has been resolved.

The Financial Ombudsman Service (FOS)

Should you remain unhappy with our response to your complaint, or if eight weeks have passed since you first raised your complaint with us, you have the option to refer your complaint to the Financial Ombudsman Service. You'll need to contact them within six months of the date of our response.

To find out more about the Financial Ombudsman Service visit: www.financial-ombudsman.org.uk
Or contact them by writing to: Financial Ombudsman Service, Exchange Tower, London E14 9SR
Telephone: 0800 023 4567 or 0300 123 9123
Email: complaint.info@financial-ombudsman.org.uk

Making a complaint will not affect your legal rights.

Financial Services Compensation Scheme (FSCS)

We are covered by the FSCS which provides protection to customers of authorised financial services firms, where an authorised firm is unable, or likely to be unable, to pay claims against it. In general, this is when a firm becomes insolvent or has gone out of business

The FSCS can pay compensation of:

- (a) 100% of a claim, without any upper limit where the insurance is compulsory (e.g. third party motor insurance) or
- (b) 90% of a claim, without any upper limit, for other insurances

Further information about compensation scheme arrangements is available from:

Financial Services Compensation Scheme, P O Box 300, Mitcheldean, GL17 1DY Telephone: **0800 678 1100 or 020 7741 4100**

How we will use your data:

Please refer to the 'Fair Processing Notice - How we use your information' document which is available on your on-line personal dashboard, for details of how we use the data we collect during the period your policy is in force.

What Fees do we charge?

When you purchase a Young Driver policy from us, we are permitted to charge certain fees in relation to your policy. The fees that we may charge you are set out in the table below.

<p>Missed appointment fee:</p> <p>(a) this fee is charged where you fail to attend an appointment with an engineer to install, repair, inspect or replace a Smartbox; or</p> <p>(b) where you cancel the appointment with less than 24 hours' notice. (refer to 'Smartbox costs and fees' below for further cancellation fee information)</p>	£45
<p>Removal of the Smartbox at your request (e.g. if your policy is cancelled or if you change your vehicle during the time that your policy is in force)</p>	£90



Mid term adjustments (apart from the removal of optional covers)	£15 Payable in addition to any premium adjustment generated when the change is processed
Change of vehicle	£90 in Year 1, £39 any subsequent year Payable in addition to any premium adjustment generated when the change is processed and in addition to the £15 mid-term adjustment fee. The £90 fee is waived if the vehicle being replaced has not yet been fitted with a Smartbox.
Mid-term removal of any of the optional covers: Legal expenses or Breakdown cover	A full refund of the premium paid for the optional covers if removed within the 14 day cooling off period, providing no claim has been made. There is no refund of the premium paid for the optional cover(s) if removed after the 14 day cooling-off period (policy remains in force.)

Cancellation Fees: The fees shown below apply in addition to a proportionate charge for the number of days cover for which cover has been provided. Should you cancel your motor policy the optional covers will also be cancelled at the same time and no refund of premium will be given.

Cancellation of your policy **within the 14 day cooling-off period**, customer request or cancelled by us:

£15 administration fee if Smartbox not fitted
£120 administration fee if Smartbox fitted
Full premium if a fault claim has been reported

Cancellation of your policy **after the 14 day cooling-off period**, customer request or cancelled by us:

£35 cancellation fee if Smartbox not fitted
£120 cancellation fee if Smartbox fitted
Full premium if a fault claim has been reported

If we declare your policy void on the grounds of fraudulent activity, we will be entitled to keep any premium you have paid.

Additional Payments or Refunds:

Where the annual premium is paid by card we reserve the right to automatically take additional payments from, or make refunds to, your debit or credit card in respect of any additional or return premiums which may become due under the terms of your policy. Your card details will be held for the duration of your policy on our records for that reason and will be held securely in accordance with the Payments Card industry Data Security Standards. You will be notified in writing 14 days prior to any request for additional payment or refund.

Documentation

You will need to provide a proof of your No Claim Discount (if applicable) by uploading this to us through your on-line dashboard, within 14 days of the start date of your policy.

This can be in the form of either a renewal notice or letter of proof from your previous insurer. No Claim Discount (NCD) can only be applied to one car at any one time. Please make sure that the NCD is available to use for this car (i.e. will not be applied to another car at the same time). The NCD should be earned on a private UK car insurance policy in your name that expired no more than 3 years ago.

If your proof of NCD is not received, differs from our records or is not acceptable this could result in an additional premium being added to your policy or your policy being cancelled.



The Smartbox device

Your premium is calculated based on how safely your vehicle is driven and we monitor this by fitting a Smartbox device to your vehicle.

The Smartbox tracks a number of aspects of driving style as detailed at the 'Telematics Device data' section of your policy. We will use the following four key indicators to assess driver performance: average speeds on different types of road; how fast and hard the driver accelerates or brakes; what times of the day the vehicle is usually driven; how fast the driver takes corners.

The Smartbox must be fitted within 14 days of the start of your policy (or within 14 days of any subsequent change of vehicle being recorded under your policy a Smartbox needs to be fitted, or where eligible, the Mobile App downloaded on the smartphone of all drivers). **We may not continue with the insurance if the Smartbox is not installed or the Mobile App downloaded within these timescales.**

Smartbox costs and fees:

The initial cost of installing your Smartbox is incorporated in the new business policy premium. It is not possible to purchase this service separately. Subsequent fees may apply if:

- you change your vehicle during the period that your policy is in force
- you miss an appointment to install, repair, inspect or replace a Smartbox
- you cancel an appointment with less than 24 hours' notice (see below)
 - If an appointment is booked 9am – 1pm, the appointment is not cancelled before 9am the day before (except appointments on a Monday or a Tuesday after a Bank Holiday)
 - If an appointment is booked 1pm – 5pm, the appointment is not cancelled before 1pm the day before (except appointments on a Monday or a Tuesday after a Bank Holiday)
 - If an appointment is booked for a Monday or a Tuesday after a Bank Holiday 9am – 1pm, the appointment is not cancelled before 9am on the Friday before.
 - If an appointment is booked for a Monday or a Tuesday after a Bank Holiday 1pm – 5pm, the appointment is not cancelled before 1pm on the Friday before
- you require the Smartbox to be removed from your vehicle following cancellation or sale of the vehicle

Refer to the Fees section above for details of these fees.

Smartbox Installation

Our engineer may take a photograph of your vehicle, to assist in verifying the acceptability, condition and value of your vehicle.

Premium Adjustments:

Every 90 days we recalculate your premium based on the way your vehicle has been driven over that period.

Data collected from the Telematics Device is assessed and an aggregate score is allocated (this score is then reflected in the colour coded bands shown on your on-line dashboard).

- Premium discounts may apply if there has been any improvement in your average score.
- Premium increases may apply if there has been any deterioration in your average score.

Please note that your overall score can be viewed on your Dashboard. Any change to the overall average score may have an effect on your premium at your following 90 day review.

The maximum premium increase which may apply over the period your policy is in force, as a result of driving performance, is 20% of the current Annual Premium.

You will be advised mid-way through the 90 day review period whether, based on current driving performance, your premium is on track to be reduced, remain the same or will increase.

At the end of the 90 day review period, you will be advised whether your premium has changed.

If you pay your premium by direct debit we will amend the remaining direct debits accordingly. If you pay by credit or debit card we will automatically take the additional payments from, or make refunds to, your debit or credit card.



Policy cancellation due to speeding:

Premiums are calculated on the basis that **the insured vehicle is driven within the speed limit for the road.**

If your vehicle is consistently driven above the speed limit for the road on which it is driven, we may decide that your policy is not the correct policy for you. If this is the case, we will issue you with a notice of cancellation. Your policy will be cancelled 9 days after the date of this notice. **Before we issue you with a cancellation notice, we will send you at least 2 alerts.**

Where the speed limits are exceeded **by the significant margins detailed below**, we will issue you with a cancellation notice **without any prior alerts** and your policy will be cancelled 9 days after the date of this notice.

Speed limit for the road	Vehicle driven at speeds of or exceeding
Up to 30 mph	60 mph
31 to 40 mph	75 mph
41 to 50 mph	85 mph
51 to 60 mph	100 mph
61 to 70 mph	110 mph

Theft Tracking

The Smartbox has GPS/GSM tracking functionality. If your vehicle is stolen you must arrange for the Smartbox tracking functionality to be activated. Please log on to your dashboard (www.drivingdashboard.com/cooperative/login.php) to obtain the telephone number for our Secure Operating Centre. Prior to contacting our Secure Operating Centre you must report the theft of your vehicle to the police and obtain a police incident number. You will need to confirm the police incident number to our Secure Operating Centre before our Secure Operating Centre can activate the Smartbox tracking function.

Who owns the Smartbox?

The Smartbox is the property of Co-op Insurance.

What should I do if I want to remove the Smartbox from my vehicle?

You should never attempt to remove or tamper with the Smartbox even if your policy expires or if you no longer require the Smartbox in your vehicle. The Smartbox will remain in your vehicle after your policy expires or cancels.

To remove the Smartbox you must contact us. For more details on what happens to the Smartbox in your vehicle on cancellation or expiry, please see below under the heading "What happens to the Smartbox if I cancel my policy or my policy expires".

Who is entitled to use the data generated by the Smartbox?

We will use the driving data that is generated from the Smartbox during the period which your policy is in force and up to 14 days after the policy cancellation.

What happens to the Smartbox if I cancel my policy or my policy expires?

On the cancellation or expiry of your policy, or the sale of your vehicle, we will arrange to deactivate the Smartbox in your vehicle within 14 days and no further data from the Smartbox will be transmitted to us. If you would prefer that your Smartbox is removed please let us know. The cost of removing the Smartbox is £90.

The collection and transmission of data can occasionally be impaired. We will rectify any interruptions to the transmission of the data where it is possible for us to do so. If, during the period your policy is in force, we suspect that the Smartbox is faulty we will repair or (at our option) replace the Smartbox free of charge (**see the Interruptions to the collection of data section of your policy**).



You, or anyone acting on your behalf, must not tamper with, dismantle, or attempt to deactivate or remove any part of the Smartbox or tamper with the GPS/GSM signal that is emitted from the Smartbox. Whilst you are a policyholder, no one other than us and/or our approved engineers may install, remove, modify or repair the Smartbox. If you or anyone else is found to have tampered with the Smartbox your policy may be cancelled (**see the Tampering with the Smartbox section of your policy**).