

Co-Op Key Cover Insurance

Insurance Product Information Document

Company: West Bay Insurance PLC. Registered in Gibraltar (Reg No. 84085). Registered Office: 846 - 848 Europort, Gibraltar. West Bay Insurance PLC is regulated by the Gibraltar Financial Services Commission and subject to limited regulation by the Financial Conduct Authority and the Prudential Regulation Authority in respect of underwriting insurance business in the UK (No. 211787).

Product: Key Cover Insurance

This document provides a summary of the key information relating to Key Cover and should be read in conjunction with your Policy Wording and Policy Schedule to ensure you understand the full terms and conditions that apply.

What is this type of insurance?

This policy covers you if, during the period of insurance, an insured key is accidentally lost, stolen or accidentally damaged. We will pay up to £1500 for locksmith charges, new locks, replacement keys, onward transport costs (up to £75 per day for up to three days) and vehicle hire costs (up to £40 per day for up to three days).



What is insured?

- ✓ Locksmith charges if your insured keys are lost, stolen, damaged or locked in your motor vehicle
- ✓ New locks if there is a security risk to your motor vehicle due to the loss or theft of your insured key
- ✓ Replacement keys if your insured keys are stolen, deemed permanently lost, or broken.
- ✓ Onward transport costs up to £75 per day if you have no access to your motor vehicle while away from your home due to lost, stolen or broken keys.
- ✓ Vehicle hire costs up to £40 per day for up to three days if you are unable to use your motor vehicle while away from your home due to lost, stolen or broken keys.



What is not insured?

- ✗ Any sum claimed where it is not possible to produce receipts or invoices for payments made by you
- ✗ Insured keys lost or broken by, or stolen from, someone other than you or a member of your immediate family
- ✗ Any costs other than the replacement of insured keys where you have access to duplicate keys unless in the event of an emergency
- ✗ Anything other than an insured key and its associated lock or ignition system, and any immobiliser, infrared handset and/or alarm attached to the insured key
- ✗ Any loss of market value to your motor vehicle
- ✗ Locks that are damaged prior to the accidental loss, theft or accidental damage of insured keys.
- ✗ More than 2 keys per lock per claim.
- ✗ Any part of any claim, if during the waiting period of 48 hours your insured keys are found, unless you are in an emergency situation.
- ✗ Claims arising from any deliberate or criminal act by the insured, or arising from failure to take steps to safeguard an insured key.



Are there any restrictions on cover?

- ! The maximum payable in any one period of insurance is £1500.
- ! Loss or theft claims must be reported to the police within 48 hours of discovery and an incident report number obtained.
- ! Claims must be reported to the claims administrator within 30 days.
- ! No claim will be paid for:
 - Events occurring within 48 hours of the commencement date
 - Sums where it is not possible to produce receipts or invoices for payments made.



Where am I covered?

- ✓ You are covered within the United Kingdom, Channel Islands and Isle of Man.



What are my obligations?

- Premiums must be paid on time
- You are required by the provisions of the Consumer Insurance (Disclosure and Representations) Act to take care to supply accurate and complete answers to all the questions in the declaration and to make sure that all information supplied is true and correct. You must tell us of any changes to the answers you have given as soon as possible. Failure to advise us of a change to your answers may mean that your policy is invalid and that it does not operate in the event of a claim.



When and how do I pay?

Payment must be made in full by credit or debit card upon inception of the policy unless you choose to pay by direct debit and have been accepted by the finance provider.



When does the cover start and end?

Cover commences 48 hours after the date on which your motor insurance policy is effective, or 48 hours after you arranged your Key Cover policy, whichever is later. For renewals of existing policies, cover commences on the date that your renewed policy becomes effective. Cover ends on the date your motor insurance policy ends.



How do I cancel the contract?

You may cancel this insurance, without giving reason, by returning it to Sales & Servicing, PO Box 1170, Whitstable CT5 9DQ or calling 03457 464646 within 14 days of it starting, or (if later) within 14 days of you receiving the insurance documents if you are a new customer or 14 days from the renewal date if you are an existing customer.

You will receive a full refund of all premium paid provided that no claim has been paid by us and you do not intend to make a claim under this insurance.

Cancellation by you after the withdrawal period

If You wish to cancel Your insurance after the initial 14 day withdrawal period You can do so by contacting Sales & Servicing as described above however no refund of premium will be made.