

# RETURN TO INVOICE GAP INSURANCE

Hitachi Capital

## Policy Summary

This summary of cover is provided for ease of reference. It does not contain the full terms and conditions of the policy, which can be found in the policy document. It is essential that you read the full policy document to ensure that you understand the insurance product purchased.

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### Who is the insurer?

Hitachi Capital Insurance Europe Limited whose registered office is at 4<sup>th</sup> Floor, Marsh House, 25/28 Adelaide Road, Dublin 2. Registered in the Republic of Ireland, company registration number: 156701.

### Significant Features and Benefits

The Return to Invoice GAP insurance policy, for which you pay a single premium and which is for the period agreed at the time of purchase, will pay you the financial shortfall between the market value of your vehicle at the time of the total loss and the original sales invoice price of the vehicle up to the maximum sum insured, following the total loss of your vehicle due to theft, material damage or fire. Only one claim can be made under this policy during the period of insurance.

### Eligibility

You are eligible for this cover if you are the owner or the registered keeper of the vehicle and you are covered under a comprehensive Motor Insurance Policy for the vehicle, and

- your vehicle is under 7 years old, and
- your vehicle has covered less than 80,000 miles, and
- your vehicle has a value within the parameters of the policy offered by your dealer at the time of purchase, and
- your vehicle was purchased by you from a VAT registered motor dealer.

### Significant or Unusual Exclusions

(Please note that all policy exclusions are explained in full under "What is not Covered" in the policy document.)

1. Vehicles which;
  - in any way have been modified from the manufacturer's specification, or;
  - are owned temporarily or otherwise (resulting from trade-in or acquisition for the purposes of re-sale) by a business formed for the purposes of selling or servicing motor vehicles, or;
  - are used for competition, racing, pace making, hire or reward, transportation of goods or off road use (including all Quad Bikes), or;
  - are used as taxis, emergency, military, delivery, haulage, courier or driving school vehicles or designed to carry more than 8 people or are over 3,500kg gross weight, or;
  - are motor cycles, vehicles not listed in Glass's Guide, Kit Cars, Grey Imports and vehicles that are of the following makes; Aston Martin, Bentley, Bristol, Cosworth, De Tomaso, Dorchester, Ferrari, Ginetta, Lamborghini, Lancia, Maserati, Rolls Royce, any left hand side driven American vehicle.
2. Any Total Loss;
  - arising directly or indirectly, in whole or in part, due to any act or omission which is wilful, unlawful or negligent on your or the driver of the vehicle's part ,or;
  - which is not the subject of an indemnity under the

accidental damage, fire or theft sections of a Motor Insurance Policy, or;

- when the vehicle is driven by you or, with your general consent, by a driver who is 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, or;
  - when the vehicle is driven by you or, with your general consent, by a driver without a valid driving license or in breach of the conditions of a valid driving license.
3. Any excess on your Motor Insurance Policy.
  4. If the vehicle is stolen by any person having regular access to the keys to the vehicle.

### Duration of Policy

The cover will run during the period of insurance as shown in the certificate of insurance or until the insured vehicle is sold, transferred to a new owner or until a claim has been paid under this policy whichever is the earliest.

### Cancellation

You may cancel the policy within 30 days of the start date without financial penalty provided no claim has been made. Thereafter both parties must give 30 days notice of cancellation. No premium refund will be given. If you have chosen to pay by Direct Debit you must continue to pay the instalments for your policy

otherwise we will cancel your cover.

### **How do I make a claim?**

You should immediately contact our Claims Office at 0870 609 2083. You should complete the claim form fully, following the instructions given. Please note that you must contact the Claims Office as soon as you receive, and before you have accepted a written offer of settlement under your Motor Insurance Policy. Your claim under this policy may be reduced if you accept a settlement from your motor insurer that represents less than the value of the vehicle. Our Claims Team will be happy to assist you in assessing your motor insurer's offer. Further details about making a claim can be found in the policy document.

### **Our Promise of Good Service**

With Hitachi Capital you can expect the highest level of customer service. In the event that our service does not meet your expectations you should contact:

The Customer Satisfaction Manager  
Hitachi Capital Insurance Europe Ltd,  
2 Apex View  
Leeds  
SL11 9BH  
Tel 0870 609 2083

A full review of your complaint will be promptly undertaken by an appropriate person.

If we are unable to resolve your complaint to your satisfaction, you have the right to ask the Financial Ombudsman Service to review your case. Any referral to the Ombudsman must take place within 6 months from the date of our final decision.

Further details are available at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk), or by writing to;

The Financial Ombudsman Service  
South Quay Plaza  
183 Marsh Wall  
London  
E14 9SR

We can also provide you with a leaflet detailing the services offered by the Ombudsman.

### **Compensation**

Hitachi Capital Insurance Europe Limited is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if Hitachi Capital Insurance Europe Limited cannot meet its obligations. This depends on the type of business and the circumstances of the claim. Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim without any upper limit.

Further information about the compensation scheme is available from the Financial Services Compensation Scheme at 7th floor, Lloyds Chambers, Portsoken Street, London E1 8BN. Telephone Number: 020 7892 7300 or Fax 020 7892 7301 or visit [www.fscs.org.uk](http://www.fscs.org.uk).