



ABOUT OUR INSURANCE SERVICES



Driven Leasing & Finance Ltd
New Horizons, Studio Way, Borehamwood, Herts. WD6 5XX
tel 020 8736 5500 fax 020 8953 0104 email :sales@drivenleasing.com

1. The Financial Services Authority [FSA.]

The FSA is the independent watchdog that regulates financial services. It requires us to give you this document. Use this information to decide if our services are right for you.

2. Whose products do we offer?

- We offer products from a range of insurers for GAP Insurance
- We only offer products from a limited number of insurers for Payment Protection Insurance. Ask us for a list of insurers we offer insurance from.
- We only offer products from a single insurer for Early Termination Insurance.

3. Which service will we provide you with?

We will advise and make a recommendation for you after we have assessed your needs for all of our products.

4. What will you have to pay us for our services?

- A fee No fee

You will receive a quotation which will tell you about other fees relating to any particular Insurance Policy.

5. Who regulates us?

Driven Leasing & Finance Ltd, New Horizons, Studio Way, Borehamwood, Herts. WD6 5XX is authorised and regulated by the Financial Services Authority. Our FSA Register number is 307214.

Our permitted business is advising on and arranging general insurance contracts

You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.

6. Ownership

Driven Leasing & Finance Ltd is a privately owned company with 100% of the shares owned by the Directors and has no holding direct or indirect that represents voting rights in any insurance undertaking.

7. Complaints

If you wish to register a complaint, please contact us:

... **in writing** Write to Driven Leasing & Finance Ltd New Horizons, Studio Way, Borehamwood, Herts. WD6 5XX.

... **by phone** Telephone: 020 8736 5500

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

8. Are we covered by the Financial Compensation Scheme [FSCS?]

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our 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. Or for compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit. Further information about compensation scheme arrangements is available from the FSCS.

Contract Hire GAP Insurance
Insurance Application Form – Cars & Light Vans
Underwritten by AmTrust International Underwriters Ltd



Customer Details:

Title: Mr / Mrs / Ms / Miss / Other: Forename:

Surname:

Company: (if applicable) Contact Name:

Address:

Post Code:

Tel No: Fax No:

Email Address:

Vehicle Details:

Make and Model: Date Registered:
(DD/MM/YEAR)

Registration Number: Vehicle Purchase Price:
(Not to exceed £40,000)

Contract Details:

Monthly repayment for vehicle: (excluding VAT) Contract Term: Years Months

Type of Contract (i.e. Contract Hire, Personal Contract Hire, Lease Hire):

Finance House: Contract Start Date:
(DD/MM/YEAR)

When would you like the GAP insurance to start: Insurance Premium Charged:
(Inclusive of 5% IPT)

DECLARATION:

When completing this application you should disclose any facts, which may influence the assessment and acceptance of this Insurance. Failure to disclose all relevant facts may invalidate your policy or may result in your policy not fully operating. I have read the contents of this completed application and I declare that the information given in it is, to the best of my knowledge and belief, correct and complete. I confirm that I have read the Policy Summary document and have a Comprehensive UK Motor Insurance Policy in place for the above vehicle. The description of the Insurance must be regarded only as an outline. The policy is a legal document and defines the cover in precise terms, this proposal together with your schedule form part of your policy.

COOLING OFF PERIOD:

Under the Private Customer Code, we have to give you certain information before you make your decision. If we have not given you this information when you buy your Insurance (and you have not told us you do not want it) we will allow you a "cooling off period" of 14 days from the time you receive Product Information. If you do not want to continue with the Insurance, you may cancel your cover within this period and get all your money back (as long as you have not made any claims) minus an administration charge.

DATA PROTECTION:

This information will be processed for the purposes of underwriting & managing this insurance & administering claims. Information may be passed to loss adjusters and reinsurers for these purposes. You are entitled to inspect the personal data held about you. If you wish to make such an inspection you should contact the Administrator.

Customer Signature: _____ **Date:** _____

Please ensure all sections are fully completed before signing.

To be completed by Driven Leasing & Finance Ltd:

Agent Declaration– I declare that I act as the Agent of the Insured and confirm that I have shown the Insured the Policy Summary document and fully explained its content:

FSA Agent Signature: _____ **Date:** _____



Contract Hire GAP Insurance Policy Summary – Cars & Light Vans up to 3.5t

CUSTOMER COPY - PLEASE RETAIN THIS DOCUMENT FOR YOUR RECORDS.

This document does not contain the full policy terms and conditions of the Contract Hire GAP Insurance Policy. The information given in this leaflet is only a summary of the cover and does not override the terms and conditions set out in the policy, a copy of which is available on request and will be sent to you once your application has been accepted.

This policy protects you against unexpected losses that may be payable following the “Write off” of your vehicle due to **Fire, Accident or Theft**.

Your comprehensive motor insurance policy will only pay the market value of your vehicle at the time of the “Write off”. A write off means that in the comprehensive motor insurers view the vehicle is damaged beyond economical repair, or the vehicle has been stolen and not recovered.

If these circumstances occur the contract hire company will require settlement of the agreement and the money offered by your motor insurer may not be enough to clear the termination charge. GAP Insurance will pay for the shortfall (**up to a maximum of £10,000**).

WHO IS ELIGIBLE FOR COVER?

You will be eligible for Contract Hire GAP Insurance provided:

- The Purchase Price of your vehicle does not exceed £40,000.
- Your monthly Contract Hire repayment amount is not more than £1000 per month excluding VAT.
- The vehicle is under 5 years of age and registered in the United Kingdom.
- Your vehicle is covered by a comprehensive motor insurance policy. (If there is not a comprehensive motor insurance policy cover can still be taken, but special terms will apply regarding the settlement of the motor claim).
- Your vehicle is not an Emergency vehicle, Taxi, Bus, Truck or Heavy Goods Vehicle.
- Your vehicle does not exceed 3.5 tonnes.

BENEFITS:

- In the event of an incident due to Fire, Accident or Theft of the vehicle, this policy will pay the difference between the comprehensive motor policy settlement and the net balance outstanding on your lease hire or contract hire agreement (excluding arrears, recoverable VAT, maintenance and excess mileage charges).
- The maximum the policy will pay is **£10,000**. This is payable to the financier.

PRINCIPLE EXCLUSIONS:

Benefits will not be paid if your claim results from any of the following:

- Page 3, ‘Exclusions – part 1’:
 - A - Where the Total Loss is not subject to an indemnity under the accidental damage, fire or theft sections of the motor insurance.
 - B - In respect of any excess deducted under the motor insurance policy.
 - D - If the event causing the total loss is occasioned by wilful act or with your consent or where the driver was unlicensed or under the influence of alcohol or drugs.
 - H - Any contribution that you specifically insure with another insurer.
 - I - If the Insured Vehicle is stolen by any person who has access to the keys of the insured vehicle.
- Page 4, ‘Exclusions – part 2’:
 - A - If your vehicle is not shown in Glass’s Guide.
 - B-D - If your vehicle is an Aston Martin, Ferrari, Bentley, Rolls Royce, Lotus, Maserati, TVR or a North American Vehicle. Or if your vehicle is an emergency vehicle, taxi, bus, truck, HGV, invalid carrier or commercial vehicle.
 - E - If your vehicle is used for road-racing, rallying, pace-making, speed testing or any other competitive event.

POLICY DURATION:

This insurance cover will commence from the insurance start date and would last until:

- 48 months from the start date;
 - The date on which the insured shall have paid all sums due under the Contract Hire Agreement or for any other reason ceases to be indebted.
- Whichever happens first.

CANCELLATION RIGHTS:

You may cancel this cover within the 14-day cooling off period and receive a full refund of premium less an administration charge. After this period no refund of premium will be payable.

HOW TO CLAIM:

If you wish to make a claim you can obtain a claim form by calling 01285 886600.

HOW TO MAKE A COMPLAINT:

If you have any cause to complain, or you feel that we have not kept our promise, please follow the procedures below.

If you are not happy with the way the matter is dealt with, please write to our Customer Services Department, Virtual Insurance Products Ltd, PO BOX 7565, Little Horkesley, Colchester, Essex CO6 4WA. When you do this quote your certificate number, which is on your schedule.

After this action, if you are still not satisfied with the way a complaint has been dealt with, you may ask the Claims Manager at AmTrust International Underwriters Limited to review Your case (This would not affect Your rights to take legal action if necessary). The address is: Claims Manager, AmTrust International Underwriters Limited, 122 Lower Baggot Street, Dublin 2, Ireland.

If you still remain dissatisfied after following the above procedures in full, you can ask the Financial Ombudsman Service to review your case. Further details will be provided at the appropriate stage.

CUSTOMER COMPENSATION:

AmTrust International Underwriters Ltd are members of the Financial Services Compensation Scheme (FSCS). If we were unable to meet our obligations you may be entitled to compensation from the scheme, depending on the type of insurance and circumstances of the claim.

Terms of Business.

Please take the time to read this document as it contains important information.

About Us : Driven Leasing & Finance Ltd New Horizons, Studio Way, Borehamwood, Herts. WD6 5XX, is authorised and regulated by the Financial Services Authority. Our FSA registration number is 307214. Our permitted business is advising on and arranging non-investment General Insurance contracts. You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register/ or by contacting the FSA on 0845 606 1234.

Quotations: Unless otherwise advised, any quotation will remain valid for a period of 21 days. We reserve the right to amend or withdraw any quotation following submission of a proposal form which contains information that we believe was not advised to us at the time the original quotation was proffered.

Cooling Off Period and Cancellation : You have the right to cancel your policy during a period of 14 days either from the day of purchase of the contract or the day you received your policy documents, whichever is the later. If you wish to do so and the insurance has not yet commenced you will be entitled to a full refund of the premium paid. Alternatively, if you wish to do so and the cover has already commenced, you will be entitled to a refund, subject to a deduction for the time for which you have been covered. A refund of premium may not be given if you have made a claim under the policy or an incident has occurred which may give rise to a claim under the policy. To exercise your right to cancel, please contact Driven Leasing & Finance Ltd directly at the address shown above. If you do not exercise your right to cancel it will continue in force for the full term of the policy and you will be required to pay the full premium.

Payment and Documentation: The provision of insurance services is subject to the satisfactory payment of the appropriate premium. Premiums are due for payment by inception / renewal date of the policy. Premiums resulting from a request for amendment are due immediately upon request. We will provide full information about your payment options at the appropriate time. We may keep certain documents such as your insurance policy documents or certificate until we receive full payment. In these circumstances we will ensure that you receive full details of your insurance cover and will provide you with any documents which you are required to have by law. Failure to make arrangements to pay premiums by the due date will lead to the cancellation of cover in respect of new policies and renewals, or the required change not being actioned in respect of amendments. If you are unable to pay the premium by the due date please let us know immediately.

Your Duty to Disclose Information: It is your responsibility to provide information to Insurers when you take out your insurance policy, throughout the life of the policy, and if applicable when you renew your insurance. It is important that you ensure that all statements made on proposal forms, claim forms and other documents are full and accurate. If a form is completed on your behalf check that the answers shown to any of the questions are true and accurate before signing the document. Where statements of fact documents form the basis of your insurance contract, the information should be accurate and any errors advised to us immediately. You are responsible for checking that the policy terms and conditions meet your requirements and for notifying claims or circumstances that may give rise to a claim. To ensure full protection under your policy you should familiarise yourself with the coverage conditions and procedures relating to claims and their notification. Please note that if you fail to disclose any material information to your Insurers this could invalidate your insurance cover and could mean that part or all of a claim may not be paid. If you are in doubt over any of the policy terms and conditions, please seek our advice promptly.

Termination of Terms: These terms of business may be varied or suspended at any time by notice in writing - any such variation will not affect any rights or obligations already accrued by either party.

Confidentiality: All personal information about you will be treated as private and confidential. We will only use and disclose the information we have about you in the normal course of arranging and administering your insurance. Other than this we will not disclose any information to any other parties outside our Group of Companies without your consent, unless where disclosure is required by a regulatory regime to fulfil its regulatory function, or; where we are legally obliged to do so. Customers should be aware that Insurers exchange information with each other through various databases to help check the information provided and also prevent fraudulent claims.

Under the Data Protection Act 1998 you have the right to see personal information about you that we hold in our records. If you have any queries in this respect, please contact us at the address shown above.

Complaints: It is our intention to provide you with a first class level of customer service at all times. If you should wish to make a complaint about our service we have a formal complaints procedure. In the first instance you should contact The Complaints Department at the address shown above. Your complaint will be acknowledged within five business days advising you who is dealing with the complaint and indicating when you may receive an answer. We will provide a formal written response within twenty business days from receipt of the original complaint. If the complaint cannot be resolved within this timescale we will write with an explanation as to the progress and the likely timescale involved. If we are unable to settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service at: Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR. Your Insurer also operates a complaints procedure, details of which are in your Policy.

Financial Services Compensation Scheme (FSCS): We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. Further information about compensation scheme arrangements are available from the FSCS.

Law and Jurisdiction: These terms of business shall be governed by and construed in accordance with English law. In relation to any legal action or proceedings arising out of or in connection with these terms of business we both irrevocably submit to the non-exclusive jurisdiction of the English courts.

Note: Your acceptance of these Terms of business does not affect your normal legal rights.