

This document is a summary of cover highlighting the main features and benefits as well as the general conditions and exclusions of this policy. Full terms and conditions can be found in the policy wording. You will also receive a policy schedule showing the specific details of your policy and the cover(s) you have selected. Please take some time to read the policy documents when you receive them. It is important that you tell us as soon as possible if any of the information is incorrect.

### What is this type of insurance?

This Tools in Transit insurance policy provides cover for you in respect of portable tools and equipment owned by you and used in the course of your business activities whilst it is being loaded on or into, carried or transported by, temporarily stored in or unloaded from your vehicle.



#### What is insured?

The policy will cover damage to or theft of your property in respect of a claim which occurs during the period of insurance and within the territorial limits.

The insurer will (at their option) pay either:

- ✓ the cost of replacement property as new; or
- ✓ the cost of repairs to your property

The claims limit applying to this policy is £5,000 in respect of any one claim and in the aggregate for all claims made during the period of insurance. Temporary vehicle substitution is allowed.



#### What is not insured?

- ✗ the first £100 of each and every claim, this excess is payable by you;
- ✗ any claim where you have not checked your property for more than 48 hrs when it has been temporarily stored in your vehicle;
- ✗ damage to ropes, chains, toggles, packaging or packing material or sheets;
- ✗ claims where you are carrying or unloading property for hire and reward;
- ✗ claims in respect of any portable electronic equipment which is not directly connected with your work;
- ✗ claims in respect of property which is stored in a rental warehouse or which is being stored under a contract for storage and distribution.



#### Are there any restrictions on cover?

Vehicle Security Conditions apply to this policy.

When your vehicle is left unattended;

- ! any property temporarily left in the vehicle must be fully hidden from view in a locked boot, locked internal compartment or cargo hold;
- ! all the doors and windows of your vehicle must be fully closed, locked and all available security measures (such as a vehicle alarm) activated;
- ! you must undertake a visible check of your vehicle at least every 48 hours whilst property is temporarily stored in it.

When your vehicle is parked or stored between the hours of 22:00 and 6:00, you must:

- ! secure your vehicle in a locked garage or building which is locked and secured; or
- ! secure your vehicle in a compound which is locked and secured; or
- ! you must park your vehicle on the private off-road driveway immediately adjacent to your main residence.
- ! if your property has been stolen, you must report this to the police and obtain a valid crime reference number.



## Where am I covered?

You are covered in respect of property located in the United Kingdom, the Isle of Man and the Channel Islands.



## What are my obligations?

You must provide full and accurate information to all questions asked. Your answers must be true to the best of your knowledge and belief. Your answers will form part of the statement of facts on which your policy will be based. If you become aware that information you have given us is inaccurate or has changed, you must inform us as soon as possible. Failure to do this may invalidate your policy and claims may not be paid.



## When and how do I pay?

The company from whom you have purchased this insurance will advise you the methods by which you can pay your premium.



## When does the cover start and end?

Your cover will start and end on the dates stated in your policy documents.



## How do I cancel the contract?

If you decide that for any reason, this policy does not meet your insurance needs then please return it within 14 days from the date of purchase or the day on which you receive your policy documentation, whichever is the later. On the condition that no claims have been made or are pending, the premium will be refunded in full. If you wish to cancel after the 14 day cooling off period, please contact the organisation from whom you bought your policy.

## Your Insurer

This insurance is underwritten by UK General Insurance Limited on behalf of Great Lakes Insurance SE. Great Lakes Insurance SE is a German insurance company with its headquarters at Königinstrasse 107, 80802 Munich. UK Branch office: Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ.

UK General Insurance Limited are authorised and regulated by the Financial Conduct Authority. Great Lakes Insurance SE, UK Branch, is authorised by Bundesanstalt für Finanzdienstleistungsaufsicht and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority. This can be checked on the Financial Services Register at <https://register.fca.org.uk> or by calling them on 0800 111 6768 or 0300 500 8082.

## Making a claim

If you need to make a claim, please call **0333 241 3355** quoting "Tools in Transit"

## Complaints

We hope that you are completely happy with this policy and the service that you receive, however if you do have any reason to make a complaint, please follow the procedure below.

### Complaints regarding the sale of the policy

If your complaint relates to the sale of this policy, please contact your insurance broker.

### Complaints regarding claims

If your complaint relates to a claim, please contact us at:

Coplus Complaints Department  
MB&G Insurance Services Ltd  
Cobalt Business Exchange  
Cobalt Park Way  
Wallsend  
NE28 9NZ  
Telephone: 0191 258 8187

If your complaint about your claim cannot be resolved by the end of the third working day, your complaint will be passed to:

Customer Relations Department  
UK General Insurance Limited  
Cast House  
Old Mill Business Park  
Gibraltar Island Road  
Leeds  
LS10 1RJ

Tel: 0345 218 2685 or Email: [customerrelations@ukgeneral.co.uk](mailto:customerrelations@ukgeneral.co.uk)

If for any reason it is not possible for us to reach an agreement, you have the right to make an appeal to the Financial Ombudsman Service. This applies if you are an individual, or in a business capacity if your annual turnover is up to EUR 2,000,000 (or equivalent in sterling) and you have fewer than 10 members of staff. You can contact the Financial Ombudsman Service at:

The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR  
Telephone: 0800 023 4 567 or Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

## What happens if we can't meet our liabilities?

Great Lakes Insurance SE is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme, if it cannot meet its obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim with no upper limit. You can get more information about compensation scheme arrangements from the FSCS or visit [www.fscs.org.uk](http://www.fscs.org.uk).

Coplus is a trading name of Motorplus Limited. Registered in England and Wales with Company No. 03092837.

Head Office: Floor 2, Norfolk Tower, 48-52 Surrey Street, Norwich NR1 3PA.

Registered Office: Speed Medical House, Eaton Avenue, Buckshaw Village, Chorley, Lancashire PR7 7NA.

Motorplus Limited is authorised and regulated by the Financial Conduct Authority (309657).