

Private Van Insurance

Insurance Product Information Document

Company: Hastings Direct

Product: Van Policy

Hastings Direct is a trading name of Hastings Insurance Services Limited which is authorised and regulated by the Financial Conduct Authority - firm reference number 311492. Registered Office: Conquest House, Collington Avenue, Bexhill-on-Sea, East Sussex TN39 3LW (registered in England and Wales no. 3116518)

This is a brief summary of your insurance policy. It doesn't describe all of the terms and conditions of your contract, so please make sure you read your full policy documents. All policies sold are subject to English Law.

What's this type of Insurance?

This is a comprehensive van policy.



What's insured?

- ✓ Loss of or damage to your van up to its market value, caused by:
 - Accident or malicious damage
 - Fire
 - Theft or attempted theft
- ✓ After any incident involving your van, your insurer will pay all sums you're legally responsible for:
 - Following death or injury to other people
 - Up to £3,000,000 for damage to someone else's property
- ✓ Unlimited cover for audio/visual equipment permanently fitted by the manufacturer when your van was first registered
- ✓ New van replacement if your van is less than one year old and you're the first and only registered owner and repair costs are more than 60% of the manufacturer's list price
- ✓ Windscreen cover: your insurer will pay to replace or repair broken glass in the windscreen or windows of your van and repair scratching to the bodywork caused by the broken glass
- ✓ Uninsured driver promise: you won't lose your no claims discount or pay any excess if the accident wasn't your fault



What's not insured?

- ✗ No cover if you or anyone entitled to drive:
 - is found to be over the prescribed limit for alcohol in the country where the incident happens
 - is driving while unfit through alcohol, drugs or other substances whether prescribed or not
 - doesn't provide a sample of breath, blood or urine when required to do so, without lawful reason
- ✗ No cover if the keys or other devices are left in or on your van, or if the van's left unattended with the engine running
- ✗ Damage or loss caused by anyone driving the van who doesn't have a valid driving licence and/or who isn't named on the certificate of motor insurance
- ✗ You're not covered for any claim, or series of claims, arising from one event that causes loss of, or damage to,



Are there any restrictions on cover?

- ! An excess may be payable and amounts can differ by claim type, who's driving and if you're using the insurer's approved repairer
- ! Replacement of parts on a like for like basis isn't guaranteed
- ! Permanently fitted audio/visual cover is limited to £300 if the equipment wasn't originally part of the van specification when it was first registered
- ! Windscreen cover is subject to the excess shown on the schedule and additional charges/limits if you don't use the insurer's nominated repairer



Where am I covered?

- ✓ This policy covers you in Great Britain, Northern Ireland, the Isle of Man and Channel Islands
- ✓ When driving abroad, usage of your van is restricted to social domestic and pleasure. The same cover level as you have in the UK applies for up to 90 consecutive days in any country that's a member of the EU, Iceland, Norway, Switzerland, Liechtenstein, Andorra and Serbia



What are my obligations?

- You're required to keep to the conditions shown in your full policy documentation. Some examples of these are:
 - You must answer any questions to your best knowledge or belief as if you don't this could affect your policy cover and/or ability to make a claim
 - You must tell us as soon as possible about any changes in circumstances such as any changes to your van, the health of any person driving, any motor accidents, fixed penalty offences or motoring convictions
 - You must tell us as soon as possible if you have had a loss, accident or theft
- You must pay your excess as the first part of your claim (incl. windscreen). This will be shown on your schedule



When and how do I pay?

You can pay your premium annually by credit/debit card or, if eligible, you can pay by monthly direct debit.



When does the cover start and end?

Subject to payment, your policy is for one year, beginning on your chosen start date. Your start date and your renewal date are specified in your cover summary.

Any changes you make to your details during your policy will be effective from the date you make the change.

We'll contact you before your renewal date to confirm your renewal terms or to tell you if we're unable to renew your policy. Unless you've told us not to, we'll automatically renew your policy on your renewal date. If you don't want to renew, or you want to opt out of the automatic renewal process, make sure to tell us before your renewal date.



How do I cancel the contract?

Contact us if you want to cancel the policy.

- If this is within the 14 day cooling off period, we'll refund the premium on a pro-rata basis for the period of cover that hasn't been used minus our non-refundable fees and cancellation fees
- If you or we cancel the policy at any other time, we'll refund the part of the premium on a pro-rata basis for the period of cover that hasn't been used minus our after 14-day cancellation fee and any other non-refundable fees

If your policy is cancelled your insurer won't refund the premium where a non-recoverable claim has been made during the period of cover.