



YOUR POLICY BOOK  
**STANDARD MOTOR  
INSURANCE**

**SAGA**  
Experience is everything



# CONTENTS

## Policy information

<a href="#">Cover at a glance</a>	<a href="#">3</a>
<a href="#">Introduction</a>	<a href="#">4</a>
<a href="#">Definitions</a>	<a href="#">6</a>
<a href="#">Loss or damage</a>	<a href="#">8</a>
<a href="#">Liability to others</a>	<a href="#">14</a>
<a href="#">Standard Personal Accident</a>	<a href="#">17</a>
<a href="#">Use abroad</a>	<a href="#">18</a>
<a href="#">No Claim Discount</a>	<a href="#">19</a>
<a href="#">Electric vehicle battery recharge</a>	<a href="#">21</a>
<a href="#">Vehicle sharing</a>	<a href="#">21</a>
<a href="#">Vehicle service, overhaul or repair</a>	<a href="#">21</a>
<a href="#">Uninsured driver claims</a>	<a href="#">21</a>
<a href="#">Voluntary use</a>	<a href="#">21</a>
<a href="#">Trailer Cover</a>	<a href="#">21</a>
<a href="#">Increased Personal Accident</a>	<a href="#">22</a>
<a href="#">Legal Protection</a>	<a href="#">27</a>
<a href="#">Replacement Car Extension for Theft and Total Loss</a>	<a href="#">35</a>
<a href="#">Key Protection</a>	<a href="#">36</a>
<a href="#">General exceptions</a>	<a href="#">38</a>

<a href="#">General conditions</a>	<a href="#">40</a>
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## Useful information

<a href="#">Saga Claims Service – How to make a claim</a>	<a href="#">44</a>
<a href="#">Use of your information</a>	<a href="#">46</a>
<a href="#">Future underwriter changes</a>	<a href="#">48</a>

## WELCOME TO SAGA MOTOR INSURANCE

We aim to provide the highest level of care and service possible for our customers, so we have designed this policy with your specific needs in mind.

Please read the Policy Book carefully, together with your policy Schedule, to make sure the cover you have chosen is the most appropriate for you. We offer three levels of Comprehensive cover: Saga Standard, Saga Select and Saga Plus. Your policy is for the Saga Standard cover level.

We hope that you will find this policy gives you the level of protection you want for your vehicle.

If you need to make a claim on the policy, you can find details of how to do so on [pages 44 to 46](#).

## COVER AT A GLANCE

Features and benefits	Comprehensive cover		
	Saga Standard	Saga Select	Saga Plus
<b>Protected No Claim Discount (NCD)</b> – If you have four or more years' NCD, we'll protect it against two fault claims in a three-year period.	Optional ✗	✓	✓
<b>Emergency any driver cover</b> – If there's a medical emergency during your journey, any driver can take over the driving or take your vehicle back home.	✗	✓	✓
<b>Vandalism Promise</b> – You won't lose your NCD if you make a valid claim for damage caused by vandals.	✗	✓	✓
<b>Legal Protection</b> – We'll cover up to £100,000 of legal costs for accidents that are not your fault, as long as an independent legal representative believes there is more than 51% chance of success.	Optional ✗	✗	✓
<b>Accident Healthcare cover</b> – Private medical treatment if you or your spouse/partner are injured in a road traffic accident. (See separate Policy Book.)	✗	✗	✓
<b>Onward taxi travel</b> – If you can't use your vehicle after an insured incident in the UK, we'll provide onward travel by taxi to any destination in the UK.	✗	✗	✓

Features and benefits	Comprehensive cover		
	Saga Standard	Saga Select	Saga Plus
<b>Key Protection</b> – We'll cover up to £2,500 per claim and, with us, you'll even get up to £250 per incident for wear and tear. You won't have to pay an excess and your NCD won't be affected.	Optional ✗	Optional ✗	✓
<b>Claims Promise</b> – While you are with us, your NCD won't be affected by claims caused by theft, fire, storm, flood or animal damage, or if your vehicle is hit when parked.	✗	✗	✓
<b>Misfuelling</b> – Any loss or damage caused directly or indirectly as a result of accidentally filling your vehicle with the incorrect type of fuel.	✗	✓	✓
<b>Cover for trips abroad</b> – Cover in most European countries for up to 90 days in any policy year with the same level of cover as you have in the UK.	✓	Unlimited period	Unlimited period
<b>Audio/visual cover</b> – Up to £1,000 for permanently fitted equipment.	✓	Unlimited amount	Unlimited amount
<b>Uninsured driver promise</b> – You won't lose your NCD and your excess will be reimbursed if you're hit by an uninsured driver and you supply us with their vehicle details.	✓	✓	✓

Features and benefits	Comprehensive cover		
	Saga Standard	Saga Select	Saga Plus
<b>Guaranteed replacement car</b> – We'll give you a replacement car while yours is being repaired after an accident anywhere in the UK, or until it's declared a total loss (if you use our repairer network).	✓	✓	✓
<b>Windscreen and windows cover</b> – You won't lose your NCD and are also covered for the realignment and/or calibration of sensor equipment.	✓ Excess Approved repair - £25 Non-approved repair - £25 Replacement – Market value	✓ Excess Approved repair - £0 Non-approved repair - £25 Replacement – Market value	✓ Excess Approved repair - £0 Non-approved repair - £25 Replacement – Market value
<b>Additional non-approved repairer accidental damage excess</b> – In addition to your voluntary and compulsory accidental damage excesses, if you choose a non-approved repairer.	£100	£0	£0
<b>Personal accident cover</b> – £5,000 for certain injuries you sustain in an accident involving your vehicle.	✓	✓	✓
<b>Emergency accommodation/get you home cover</b> – Up to £500 per incident for accommodation or travel expenses if you're stranded after an accident.	✓	✓	✓
<b>Personal belongings cover</b> – Up to £400 for items carried in your car, such as phones, laptops, glasses and clothing.	✓	Extended to £1,000	Extended to £1,000

Features and benefits	Comprehensive cover		
	Saga Standard	Saga Select	Saga Plus
<b>New for old cover</b> – If you've owned your vehicle from new and it's up to a year old, we'll replace it with a brand-new one if it's written off.	✓	Extended to 2 years (up to 12,000 miles in year 2)	Extended to 2 years (up to 12,000 miles in year 2)
<b>Child car seat cover</b> – We'll replace your child car seat with a brand-new one following an accident even if there is no apparent damage to it.	✓	✓	✓
<b>Medical expenses cover</b> – We'll provide to £250 per person following an accident involving your vehicle.	✓	Extended to £300	Extended to £300 for passengers only (Plus Accident Healthcare)

## INTRODUCTION

The words shown in **bold** print are defined on [pages 6 and 7](#).

The contract of insurance between **you** and **us** is made up of:

- the Policy Book;
- the **Schedule**;
- any **endorsements** to **your policy**; and
- the **Certificate of Insurance**.

It is based on the information **you** have given **us**. It is not intended that the Contracts (Rights of Third Parties) Act 1999 should give any additional rights under this **policy** to any third party. Any advice leaflet or similar literature **you** receive about this insurance does not form part of **your** contract.

**You** should read the Policy Book together with the **Schedule** and

**endorsement** sheet. Please check them carefully to make sure that they give **you** the cover **you** want.

**You** agree to keep to the conditions of the **policy** and to ensure that the **policy** premium and any **arrangement** or **cancellation fees** are paid.

**We** agree to insure **you** according to the terms in this Policy Book for the sections shown in the **Schedule**. **We** will provide cover for any period of insurance for which **we** have accepted **your** premium.

The cover applies throughout the **territory** except when **we** say otherwise. **Your vehicle** is also covered when in transit within these countries and between any of their ports.

### The language and law applicable to this policy

The terms and conditions and all other information concerning this insurance are supplied in the English language and **we** undertake to communicate in this language for the duration of the policy. Unless **we** have agreed otherwise, this contract will be governed by the law of England and Wales.

### Changes to your policy details or cover

It is most important that **you** tell **us** as quickly as possible of any changes that occur since the insurance started or since the last renewal date. If **you** do not it is possible that a claim will not be covered, please see 'General conditions' on [pages 40 to 43](#) for full details. Some examples of changes are given below; if **you** are in any doubt whether a change needs to be advised, please contact Customer Services on **0800 056 9167**.

- Change of vehicle – **you** will not be insured until a cover note or revised **Certificate of Insurance** has been issued;
- Change or proposed change to the **vehicle** itself such as fitting alloy wheels, bodywork alterations, engine modifications or change to the functionality and/or performance of **your vehicle** made either electronically or via **over the air (OTA)** updates that are not mandated by **your vehicle's** manufacturer;
- Change of ownership or main user of the **vehicle**;
- Change of address, including where **your vehicle** will be kept

- overnight and where **you** primarily reside;
- Change to the use of **your vehicle** or the full or part-time occupation of any of the drivers;
- Change of drivers – **you** will not be insured until a cover note or revised **Certificate of Insurance** has been issued, unless **your Certificate of Insurance** already allows this;
- Change to the driver details, including details of any motoring conviction, pending motoring conviction or fixed penalty offence involving a driver;
- Change to **your** annual mileage.

Please note that if **you** amend or cancel **your policy** during the **policy** year and have paid by annual credit card or cheque, **we** will be unable to refund any amounts of £5 or less. Similarly, if **you** make any changes to **your policy** during the **policy** year, **we** will only request any charges from **you** if the amount is over £5.

**You** will not be entitled to a refund should **you** reduce the level of cover on **your policy** if **you** have made a claim in that current year.

### Renewal process

**You** will be sent a renewal invitation 21 days before **your** renewal date, which will include the premium and **arrangement fee for your policy** for the next year. If **you** renew on a continuous payment method, **we** will automatically renew **your policy** each year using the payment details **you** have given **us**. Very significant changes to **your policy** or to the underwriter's risk criteria or unfavourable insurance market conditions which materially affect the risk of insuring **you** may mean that Saga cannot reasonably identify an insurer from our panel who will provide insurance to **you**. If this is the case **we** will contact **you** to confirm that **we** are no longer able to offer **you** cover. Please contact **us** prior to **your** renewal date if **you** wish to renew using a different payment method. If **you** currently pay by a continuous payment method but **you** do not want to renew **your policy**, **you** should contact **us** prior to **your** renewal date on 0800 056 9128 or by writing to **us** at Saga Services Limited, PO Box 253, Seaham DO, SR7 1BN. **You** should also ensure that **your** continuous payment method is cancelled.

## Complaints process

We aim to provide **you** with high levels of service at all times. However, there may be times when **you** feel that **our** service has fallen below the standard **you** expect. If this is the case and **you** want to complain, **we** will do **our** best to try to resolve the situation. If **you** have a query or a complaint, please refer to **your Schedule**, which shows telephone numbers and **our** address details if **you** prefer to write to **us**.

## DEFINITIONS

We have defined some words and phrases that appear throughout the **policy**. They have the meanings shown next to them and are shown in bold print.

**Accidental damage** Loss of or damage to **your vehicle** and its accessories and spare parts other than by fire, lightning, explosion, theft or attempted theft.

**Advanced driver assistance system (ADAS)** An electronic system designed to assist drivers in driving and parking functions. Examples of this might be Autonomous Emergency Breaking (AEB), Lane Keep Assist (LKA) and Forward Collision Warning (FCW).

**Arrangement fee** The amount shown in **your** documents as a fee charged under a separate contract between **you** and Saga Services Limited for arranging **your** insurance **policy**.

**Automated vehicle** A motor vehicle that is designed or adapted to be capable of safely driving itself in prescribed circumstances and situations and is identified on the list of **automated vehicles** published by the Secretary of State.

**Cancellation fee** The amount shown in **your** documents as a fee for cancellation, relating to the amount Saga

**Cancellation fee (Cont'd)** Services Limited will charge for cancelling **your** insurance **policy**.

**Certificate of Insurance** Evidence that **you** have motor insurance as required by law.

**Computer system** Any hardware, software, communications system, electronic device (e.g. smartphone, laptop, tablet or wearable device) server, cloud **data** storage device or networking equipment.

**Cyber act** A deliberate, malicious or criminal act affecting any **computer system** within or connected to **your vehicle**, including but not limited to: a computer virus, hacking, denial of service or unauthorised access to, corruption of, or deletion of **data**. This includes changes made or attempted changes to **your vehicle's computer system** to alter its functionality that are not mandated, or approved by **your vehicle's** manufacturer.

**Data** Any electronically stored information and/or code that is used, accessed, processed, transmitted, or stored by your **vehicle's computer system**.

**Endorsement(s)** An extension or restriction to **your policy**. (**Endorsements** only apply if they appear in **your policy**.)

**Excess** The first amount of any claim which **you** have to pay if **your vehicle** is lost, stolen or damaged. (Various **excess** levels apply to **accidental damage** to **your vehicle**, fire, theft or attempted theft of or from **your vehicle** and damage to **your vehicle's** glass as shown in the **Schedule** and **endorsements** of this **policy**.)

**Family** **Your** relatives and **your spouse/domestic**

<b>Family (Cont'd)</b>	<b>partner's</b> relatives, plus any other person who lives at <b>your</b> home address.	<b>Policy (Cont'd)</b>	between <b>you</b> and <b>us</b> . This is made up of the following documents: the Policy Book; the <b>Schedule</b> ; the <b>Certificate of Insurance</b> and any <b>endorsements</b> to the <b>policy</b> .
<b>First registered keeper</b>	The person recorded as the first registered keeper of the <b>vehicle</b> . Or the second registered keeper of the <b>vehicle</b> where the first registered keeper of the <b>vehicle</b> is the garage/dealership that sold <b>you</b> the <b>vehicle</b> and the <b>vehicle</b> mileage at point of delivery was less than 100 miles. Or, if the <b>vehicle</b> is a leased <b>vehicle</b> , the lease company is recorded as the first registered keeper of the <b>vehicle</b> .	<b>Saga</b>	Saga Services Limited.
<b>Green Parts</b>	Undamaged, recycled parts sourced from approved members of the Vehicle Recyclers Association, which have been inspected and retested.	<b>Schedule</b>	A record of <b>your</b> insurance. Please read the <b>Schedule</b> carefully as it sets out the cover <b>we</b> will give <b>you</b> under this <b>policy</b> . ( <b>We</b> will give <b>you</b> a replacement <b>Schedule</b> whenever <b>you</b> renew the <b>policy</b> or if <b>you</b> make any changes to the <b>policy</b> during the period of insurance.)
<b>Ignition key</b>	Any key or device designed by the manufacturer to access, start, immobilise or secure <b>your vehicle</b> .	<b>Spouse/domestic partner</b>	<b>Your</b> wife, husband, civil partner or someone <b>you</b> are living with as if <b>you</b> are married to them.
<b>Insurer</b>	The insurance company shown in <b>your Schedule</b> .	<b>Territory</b>	Gibraltar and the United Kingdom meaning England, Scotland, Wales, Northern Ireland, the Isle of Man and the Channel Islands.
<b>Market value</b>	The cost of replacing <b>your vehicle</b> with a vehicle of the same make, model, specification, age, mileage and condition as <b>your vehicle</b> was immediately before the loss or damage <b>you</b> are claiming for. Where <b>we</b> are unable to estimate the <b>market value of your vehicle we</b> will use the nearest market equivalent for comparison.	<b>Trailer</b>	A single-axle road vehicle of standard manufacturer's construction towed by a motor vehicle adhering to all towing regulations and fitted with a standard 50mm towball, excluding mechanically propelled vehicles, caravans, trailer tents, vehicle transporters, food bars and horseboxes.
<b>Over the air (OTA)</b>	Over the air (OTA) are updates to software and settings wirelessly installed in <b>your vehicle</b> (for example, safety and performance updates).	<b>Vehicle</b>	Any motor vehicle for which <b>you</b> have a current <b>Certificate of Insurance</b> under this <b>policy</b> .
<b>Policy</b>	The details of the contract of insurance	<b>We, Us, Our</b>	The <b>insurer</b> .
		<b>Working day</b>	Monday to Friday (but not if these days are public holidays) between 8.30am and 5.30pm and Saturday between 9am and 1pm.
		<b>You, Your, Yourself</b>	The person named on the <b>Schedule</b> as the policyholder.



## LOSS OR DAMAGE

This section should be read in conjunction with 'General exceptions' on [pages 38 and 39](#), 'General conditions' on [pages 40 to 43](#) and 'How to make a claim' on [pages 44 to 46](#).

We cover the following	We do not cover the following
<p><b>1. Your vehicle</b></p> <p>Loss of or damage to:</p> <ul style="list-style-type: none"><li>• <b>your vehicle</b>;</li><li>• <b>your</b> electric/hybrid vehicle's battery (whether leased or owned), charging cable/adaptor and professionally installed home charging point. If <b>your vehicle's</b> battery is leased or hired and a claim for loss or damage occurs, <b>we</b> may be required to pay the owner, lessor or the hirer of the battery out of any settlement agreed;</li><li>• accessories and spare parts that are only for <b>your vehicle</b> and are in or on <b>your vehicle</b>, or in <b>your</b> private garage at the time of the loss or damage;</li><li>• <b>your vehicle's ignition key</b> in the event of loss or theft. In addition, in the event of loss of <b>your vehicle's ignition key</b> by theft, the cost of replacing the relevant locks to <b>your vehicle</b> if it is likely that the location of <b>your vehicle</b> is known to the person who has taken <b>your vehicle's ignition key</b>.</li></ul> <p><b>We</b> have the right to choose which action to take in the case of any claim and <b>we</b> will do one of the following:</p> <ul style="list-style-type: none"><li>• repair the damage; or</li><li>• replace what is lost or damaged beyond economical repair; or</li><li>• pay <b>you</b> cash for the amount of the loss or damage.</li></ul> <p>If <b>we</b> ask, <b>you</b> need to give <b>us</b> any evidence to support <b>your</b> claim. <b>We</b> will confirm exactly what <b>we</b> need.</p> <p><b>We</b> may decide to appoint an independent assessor to inspect <b>your vehicle</b> to support the evidence <b>you</b> provide or to confirm <b>your vehicle</b> has been maintained in a roadworthy condition in</p>	<p>The following exclusions apply to all claims under Parts <b>1, 2, 3, 4, 5, 6, 9</b> and <b>10</b> of the 'Loss or damage' section:</p> <ul style="list-style-type: none"><li>• any <b>excess</b> shown in the <b>Schedule</b>;</li><li>• any repair or replacement that improves <b>your vehicle</b>;</li><li>• loss or damage caused by theft or attempted theft if:<ul style="list-style-type: none"><li>– <b>your vehicle</b> is not fully locked and secured; or</li><li>– the keys and/or any other device(s) that unlock and/or start <b>your vehicle</b> are in, on or next to <b>your vehicle</b> while it is left unattended and/or unoccupied;</li></ul></li><li>• electric cables/adaptors that are not original equipment or produced to the vehicle manufacturer's specifications;</li><li>• loss of use, loss of value, wear and tear;</li><li>• mechanical, electrical, electronic, computer or computer software failures, faults or breakdowns;</li><li>• loss, destruction or damage caused directly by pressure waves caused by aircraft and other aerial devices travelling at or above the speed of sound;</li><li>• loss, damage or corruption to a mobile device connected temporarily to <b>your vehicle's</b> computer system as a result of a <b>cyber act</b>;</li><li>• loss of, corruption of, loss of use of, or loss of access to <b>data</b>;</li><li>• loss of use of <b>your vehicle</b> resulting from a <b>cyber act</b> that intends to deny, or denies access to, the normal functionality of <b>your vehicle</b> or any monetary amount demanded of <b>you</b> to restore the normal functionality of <b>your vehicle</b>;</li><li>• any reduction in the <b>market value</b> of <b>your vehicle</b> following any repair whether or not as a result of any claim under this <b>policy</b>;</li><li>• loss of or damage to any <b>trailer</b> or caravan whether or not it is being towed by or attached to <b>your vehicle</b>;</li></ul>



## We cover the following

accordance with General Condition **2a**.

The most **we** will pay is the **market value of your vehicle**, accessories and spare parts at the time of the loss or damage, unless covered under Part **4** of the 'Loss or damage' section of this **policy**. If **your vehicle** is under a hire purchase or leasing agreement, **we** will pay any claim to the legal owner in the event of a total loss.

**We** will also pay costs **we** have authorised to:

- protect **your vehicle** and take it to the nearest competent repairer if **your vehicle** cannot be driven because of loss or damage covered by this **policy**; and
- deliver **your vehicle** to **your** address in the **territory** following repair.

If **your vehicle** is within the manufacturer's warranty, regardless of how old **your vehicle** is, **we** will fit replacement parts that have been made by the **vehicle's** manufacturer. If **your vehicle** is three or more years old and is outside of the manufacturer's warranty, **we** may decide to fit replacement parts that have not been made by the **vehicle's** manufacturer but are of an equivalent standard, or **we** may fit **green parts**.

## 2. Audio, visual and/or communication equipment

**We** will pay up to £1,000 for loss of or damage to audio, visual and/or communication equipment permanently fitted in **your vehicle**.

**We** have the right to choose which action to take in the case of any claim and **we** will do one of the following:

- repair the damage; or
- replace what is lost or damaged beyond economical repair; or
- pay **you** cash for the amount of the loss or damage.

## We do not cover the following

- loss of **your vehicle** by deception by someone who claims to be a buyer or a buying or selling agent;
- loss of or damage to **your vehicle** caused by any unauthorised use or 'joy riding' by a member of **your family** unless it was reported to the police and a crime reference number obtained.
- any storage costs **you** incur before **you** have notified **us** of the location that **you** have moved **your vehicle** to;
- damage to tyres by road punctures or bursts.
- loss or damage caused by **over the air (OTA)** updates that are not approved by **your vehicle's** manufacturer;
- loss or damage caused by **over the air (OTA)** updates recommended by **your vehicle's** manufacturer not being installed when advised;
- any loss or damage caused directly or indirectly as a result of accidentally filling **your vehicle** with the incorrect type of fuel.

Any audio, visual and/or communication equipment not permanently fitted in **your vehicle**.

### We cover the following

#### 3. Broken glass

For broken glass claims within the **territory** please call the Saga Glass Line on **0800 096 3603**.

For broken panoramic glass roofs, sensors and/or cameras, please call **0800 001 5424** as these are covered under Part 1 of the 'Loss or damage' section of this **policy**.

**We** will pay for:

- any replacement of **your vehicle's** windscreen, windows and glass sunroof;
- the realignment and/or calibration of any manufacturer-fitted Advanced Driver Assistance Systems sensor equipment; and
- any damage to the bodywork that was caused by the broken glass, subject to the deduction of **your** £100 **excess**.

**Our** approved glass repairer will fit replacement glass, which may not have been made by the **vehicle's** manufacturer but is of an equivalent standard. They may also need to arrange for **you** and **your vehicle** to attend a regional fitting centre or main dealership to have any Advanced Driver Assistance Systems sensor equipment realigned/calibrated.

If **your vehicle's** windscreen, windows or glass sunroof can be repaired there is a £25 **excess** to pay.

**We** have the right to choose which action to take in the case of any claim and **we** will do one of the following:

- repair the damage; or
- replace what is lost or damaged beyond economical repair; or
- pay **you** cash for the amount of the loss or damage.

For broken glass claims when travelling under the 'Use abroad' section of this **policy**, please call the Saga Glass Line on **+44 1772 429 640**. **You** must pay for broken glass claims **yourself** and submit receipts for **us** to reimburse **you**.

### We do not cover the following

Damage to and/or replacement of panoramic glass roofs, sensors and/or cameras.

The first £100 of each glass replacement carried out.

The first £25 of each glass repair.

More than the **market value** after deducting **your excess** if the glass is replaced by a glass repairer not previously approved by **us** within the **territory**.

The cost of broken glass for claims made while travelling under the 'Use abroad' section of this **policy**, unless **you** submit receipts to **us**.

More than the **market value** of **your vehicle** at the time of the loss after deducting **your excess**.

## We cover the following

### 4. New vehicle benefit

If **your vehicle** is stolen and not recovered or is damaged and the cost of repair will be more than 60% of the manufacturer's list price (including vehicle tax and VAT) at the time of the loss or damage, **we** will replace **your vehicle** with a new vehicle of the same make and model.

If a vehicle of the same make and model is not available **we** will either:

- replace **your vehicle** with a new vehicle of the same make and the nearest equivalent specification and value model; or
- pay **you** the last manufacturer's list price for **your vehicle**.

If **you** own the **vehicle** outright and **you** request a cash settlement, and **we** agree, **we** will not pay more than the amount **we** would have paid if **we** had replaced **your vehicle**.

If the **vehicle** is on a lease agreement and **you** request a cash settlement, and **we** agree, **we** will settle the agreement on **your** behalf and pay back any monthly repayments and initial deposit/ rental payment up to a maximum of the amount **we** would have paid if **we** had replaced your **vehicle**.

If the **vehicle** is on a finance agreement (such as a loan, hire purchase or personal contract plan) and **you** request a cash settlement, and **we** agree, **we** will settle the finance agreement on **your** behalf, and pay back any monthly repayments and initial deposit payment up to a maximum of the amount **we** would have paid if **we** had replaced your **vehicle**.

**We** will only replace **your vehicle** if **you** and any other known interested parties agree. The **vehicle** being replaced will become **our** property.

## We do not cover the following

### Your vehicle if:

- it is more than 12 months old from the date of first registration; or
- **you** are not the **first registered keeper**.

## We cover the following

### 5. Claims outside the Saga Claims Service repairer network

**You** may choose to make a claim for loss of or damage to **your vehicle** under this **policy** without using the Saga Claims Service repairer network (see [pages 44 to 46](#) for details). If so **you** will need to notify **us** of the incident and **you** will not be entitled to any of the benefits of this service.

**You** will need to complete a claim form over the telephone and obtain an estimate for repair for **our** approval. Once approved, whether or not an inspection is required, **we** will authorise repairs subject to any **excess** that applies.

**We** will pay the cost of transporting **your vehicle** to the nearest competent repairer following an accident.

### 6. Replacement car cover

If **your vehicle** is damaged in circumstances that give rise to a valid claim under Part 1 of the 'Loss or damage' section of the **policy**, **we** will ask **our** nominated supplier to provide **you** with a replacement car for the duration of the repair.

The replacement car will be provided within one **working day** of repairs commencing, unless **you** agree an alternative date with **us**.

If **you** request a replacement car before repairs start because **you** believe **your vehicle** is immobile, and if **we** agree with **you**, **we** will arrange for a replacement car to be provided within one **working day** of **our** agreement.

The car provided will be a small manual transmission hatchback up to 1200cc, such as a Ford KA. If **you** or any of **your** named drivers can only drive an automatic transmission vehicle, then an automatic car will be provided.

**We** will automatically extend the cover provided by this **policy** to the replacement car that **our** nominated supplier provides.

## We do not cover the following

The cost of delivering **your vehicle** to **your** home address after repair.

The cost of a replacement car:

- when **your vehicle** has been repaired and is made available for **you** to collect or for **us** to re-deliver to **you**; or
- if **you** claim, or **we** offer to settle, under any new vehicle benefit clause that may apply; or
- if **your vehicle** is declared a total loss or is stolen and not recovered; whichever happens first.

Provision of a replacement car if the loss or damage happens outside of England, Scotland, Wales, Northern Ireland, the Channel Islands or the Isle of Man.

Replacement car cover if **you** choose not to take advantage of the repairer network.

All fuel, fares, fines and fees relating to the replacement car whilst in **your** possession.

## We cover the following

**Our** existing **policy** terms and conditions will apply unless **our** nominated supplier advises **you** that they are providing alternative insurance free of charge, in which case **you** will be advised of any differences in the terms, conditions and excesses that apply.

### 7. Medical expenses

If **you**, **your** driver or any of **your** passengers are injured in an accident involving **your vehicle**, **we** will pay **you** the medical expenses incurred up to £250 per person.

### 8. Overnight accommodation

If **you** are deprived of **your vehicle** or unable to continue **your** journey as a result of loss or damage covered under Part 1 of the 'Loss or damage' section of this **policy**, **we** will arrange for occupants of the **vehicle** to be taken to a safe location if required. **We** will also pay **you** in respect of:

- hotel expenses for occupants of the **vehicle** where loss of use necessitates an unplanned overnight stop; and/or
- travelling expenses for occupants of the **vehicle**.

**You** must pay for the accommodation or travelling expenses **yourself** and submit receipts for **us** to reimburse **you**.

### 9. Personal belongings

**We** will pay up to £400 for personal belongings, such as clothing, wheelchairs and pushchairs, in or on **your vehicle**, if they are lost or damaged due to fire, theft, attempted theft or an accident involving **your vehicle**.

**We** have the right to choose which action to take in the case of any claim and **we** will do one of the following:

- repair the damage; or
- replace what is lost or damaged beyond economical repair;

## We do not cover the following

More than £500 for any one incident.

Any expenses incurred for alcoholic drinks.

Overnight accommodation if the loss or damage happens outside of the **territory** unless the **vehicle** is returned to the **territory** for repair, or is lost or damaged beyond economical repair.

Any **excess** shown in the **Schedule**.

Money, stamps, tickets, documents or securities.

Goods, samples or tools carried in connection with any trade or business.

Wear, tear and depreciation.

Any gift where evidence of purchase cannot be produced.

More than £400 for any one incident.

We cover the following	We do not cover the following
<p>or</p> <ul style="list-style-type: none"> <li>• pay <b>you</b> the cash amount for the loss or damage.</li> </ul> <p>If <b>you</b> do not own the property lost or damaged <b>you</b> may ask <b>us</b> to pay the compensation to the actual owner. The owner's acceptance of payment will be the proof that <b>we</b> have met the claim.</p> <hr/> <p><b>10. Child car seats</b></p> <p><b>We</b> will pay the cost of replacing child car seats that are fitted in <b>your vehicle</b> if they are lost or damaged due to fire, theft, attempted theft or an accident involving <b>your vehicle</b>.</p> <p><b>We</b> will replace the child car seat with a new one of the same make and specification even if there is no apparent damage. If this is not available then <b>we</b> will replace it with a child car seat of an equivalent specification.</p> <p><b>We</b> have the right to choose which action to take in the case of any claim and <b>we</b> will do one of the following:</p> <ul style="list-style-type: none"> <li>• replace what is lost or damaged; or</li> <li>• pay <b>you</b> cash for the amount of the loss or damage.</li> </ul>	<hr/> <p>Any <b>excess</b> shown in the <b>Schedule</b>. Wear, tear and depreciation.</p>

## LIABILITY TO OTHERS

This section should be read in conjunction with 'General exceptions' on [pages 38 and 39](#), 'General conditions' on [pages 40 to 43](#) and 'How to make a claim' on [pages 44 to 46](#).

We cover the following	We do not cover the following
<p><b>1. Cover provided for you</b></p> <p>This <b>policy</b> covers <b>you</b> for all amounts which <b>you</b> legally have to pay as a result of an accident involving <b>your vehicle</b> – or trailer or caravan being towed by <b>your vehicle</b> at the time of accident</p>	<p>The following exclusions apply to all claims under Parts <b>1, 2 and 3</b> of the 'Liability to others' section:</p>

## We cover the following

- which results in compensation for:
  - causing accidental bodily injury, disease or death of any person; or
  - the accidental damage to any third-party property.

The most **we** will pay for any one accident or series of accidents arising out of one event including all costs, expenses and indirect losses (other than those covered under Part 4 of the 'Liability to others' section) for damage to any other person's property is limited to £20,000,000.

The same cover will apply if **you** or **your spouse/domestic partner** named on **your Certificate of Insurance** are driving in the **territory** or any country listed within the 'Use abroad' section of this **policy** or any other country where cover has been agreed and **we** have issued a Green Card, any other private car, which **your Certificate of Insurance** allows **you** or **your spouse/domestic partner** to drive, providing:

- **you** or **your spouse/domestic partner** have the owner's permission;
- the other car is insured in its own right in the UK.
- **you** or **your spouse/domestic partner** are not covered on any other insurance policy to drive the other car;
- the other car is not owned by **you** or **your spouse/domestic partner** and is not hired to **you** or **your spouse/domestic partner** under a hire purchase or self-drive agreement;
- the **vehicle** insured under this **policy** is still owned by **you** or **your spouse/domestic partner** and has not been stolen and not recovered or damaged beyond repair; and
- the other car is not an **automated vehicle**.

## 2. Cover provided for other people

If **you** give **you** permission, **we** will provide the same cover to the following people:

## We do not cover the following

- anyone who fails to keep to any of the terms, exceptions, conditions and **endorsements** of this **policy**;
- anyone entitled to cover under any other policy;
- liability for the death of or injury to any person, arising out of their employment, by any persons insured under this **policy** except as required under the Road Traffic Acts;
- loss of or damage to property belonging to, or in the custody or control of any person insured under this part of the **policy**;
- loss of or damage to any **vehicle** being used or driven under this part of the **policy**;
- liability for the death of, or injury to, any person caused by tripping over the charging cable whilst **you** are charging the insured **vehicle** and **you** have not taken due care to prevent an accident.



## We cover the following

- anyone **you** allow to drive **your vehicle** if allowed by **your Certificate of Insurance**;
- anyone **you** allow to use **your vehicle** for social, domestic and pleasure purposes (this does not include driving);
- any person travelling in or getting into or out of **your vehicle**;
- **your employer** for any **vehicle** which is covered by this **policy** and is being driven in connection with **your employer's business**, provided the use and driver are allowed by **your Certificate of Insurance**.

### 3. Cover provided for legal personal representatives

If anyone insured under the **policy** dies **we** will transfer to their estate the protection **we** provide under this **policy**.

### 4. Legal expenses

If **we** agree, legal costs to:

- represent any person insured under this **policy** at any coroner's inquest or fatal accident inquiry;
- defend any person insured under this **policy** in a court of summary jurisdiction in connection with any accident which **you** may be able to claim for under the 'Liability to others' section of the **policy**;
- defend anyone insured under this **policy** if proceedings are taken against them for manslaughter or causing death by careless or dangerous driving or causing death while under the influence of drink or drugs, provided that the death(s) giving rise to the proceedings are covered under this **policy**.

### 5. Emergency medical treatment

**We** will pay emergency treatment fees as required under the Road Traffic Acts.

## We do not cover the following

Any costs where **we** have not given **our** prior written agreement to the legal costs.

**We** will not pay more than £5,000,000.

# STANDARD PERSONAL ACCIDENT

## Accidental injury to you, your named spouse/domestic partner

This section should be read in conjunction with the 'General exceptions' on [pages 38 and 39](#), 'General conditions' on [pages 40 to 43](#) and 'How to make a claim' on [pages 44 to 46](#).

### Definitions (applying to this Part only)

- Benefit** The sum payable upon the happening of a death or an injury as a result of a motoring accident.
- Loss of sight in one or both eyes** The permanent and total loss of sight which shall be considered as having occurred:  
 a. In both eyes if the insured person's name is added to the Register of Blind Persons on the authority of a fully qualified ophthalmic specialist

- Loss of sight in one or both eyes (Cont.)** b. In one eye if the degree of sight remaining after correction is 3/60 or less on the Snellen scale (meaning the insured person sees at 3 feet what they should see at 60 feet).
- Loss of or loss of use of one or more limbs** The permanent and complete loss of limb or limbs by physical separation at or above the wrist or ankle or the permanent and complete loss of use of a limb or limbs.
- Period of insurance** Dates as shown on **your Certificate of Insurance**.

We cover the following	We do not cover the following						
<p>If <b>you</b> or <b>your</b> named <b>spouse/domestic partner</b>, who <b>you</b> have declared as a driver under this <b>policy</b>, are killed or injured during the <b>period of insurance</b> as a direct result of a motoring accident involving <b>your vehicle</b> in the <b>territory</b> or any country listed within the 'Use abroad' section of this <b>policy</b> or any other country where cover has been agreed and <b>we</b> have issued a Green Card <b>you</b> will qualify for personal accident <b>benefit</b>.</p> <p><b>Benefit</b> we will provide under Standard Personal Accident cover:</p> <table> <tr> <td>Death</td> <td>£5,000</td> </tr> <tr> <td><b>Loss of sight in one or both eyes</b></td> <td>£5,000</td> </tr> <tr> <td><b>Loss of or loss of use of one or more limbs</b></td> <td>£5,000</td> </tr> </table> <p>To qualify for the <b>benefit</b>:</p> <p><b>You</b> or <b>your</b> named <b>spouse/domestic partner</b> must have:</p> <ul style="list-style-type: none"> <li>suffered the death or injury whilst travelling in or getting into or</li> </ul>	Death	£5,000	<b>Loss of sight in one or both eyes</b>	£5,000	<b>Loss of or loss of use of one or more limbs</b>	£5,000	<p>Any payment for <b>benefit</b> if the death or injury is caused by or as a result of:</p> <ul style="list-style-type: none"> <li>suicide or attempted suicide or self-inflicted injury;</li> <li>war;</li> <li>racing and other competitions;</li> <li>the injured person being at the time the injury happened under the influence of drink or drugs or having more alcohol in their body than the limits set down in the Road Traffic Acts.</li> </ul> <p>The cost of obtaining any medical evidence to support <b>your</b> claim.</p> <p>More than one <b>benefit</b> per injured claimant per incident.</p> <p>Any payment for <b>benefit</b> under the 'Standard Personal Accident' section of this <b>policy</b> if <b>your Schedule</b> shows <b>you</b> are covered under the 'Increased Personal Accident' section.</p> <p>Payment of <b>benefit</b> under more than one policy if <b>you</b> or <b>your</b></p>
Death	£5,000						
<b>Loss of sight in one or both eyes</b>	£5,000						
<b>Loss of or loss of use of one or more limbs</b>	£5,000						

### We cover the following

- out of **your vehicle**; and
- suffered the death or injury as a result of a motoring accident involving **your vehicle** for which **you** are also claiming under this **policy**; and
- notified **us** of **your** intention to claim as soon as reasonably practicable after the motoring accident.

A doctor registered to practise in the **territory** must:

- confirm the extent of the injury; or
- certify the death was caused by the motoring accident.

The **benefit** will be paid direct to the injured persons or to their legal personal representatives.

### We do not cover the following

named **spouse/domestic partner** hold any other motor insurance policy with **us**.

Any disability which exists prior to an accident shall not count towards the **benefit**-payable calculations.

## USE ABROAD

This section should be read in conjunction with 'General exceptions' on [pages 38 and 39](#), 'General conditions' on [pages 40 to 43](#) and 'How to make a claim' on [pages 44 to 46](#).

If **your** – or **your** named driver's(s') – trip is to any of the countries listed in the table, **we** will provide the cover shown in **your Schedule**. Following the Brexit transitional period you no longer need to obtain a Green Card (International Motor Insurance Card) when travelling to these countries. The period of cover under this section will automatically commence as soon as **you** or **your** named driver(s) enter one of these countries and will cease after 90 days in total have been spent in one or a combination of these countries, either as a result of a single trip or multiple trips. If **your** – or **your** named driver's(s') – trip extends beyond the 90 days, cover will reduce to the minimum cover required by law to drive in the country **you** or **your** named driver(s) are in.

Andorra	Hungary	Portugal (inc. Madeira)
Austria	Iceland	Republic of Cyprus
Belgium	Italy	Republic of Ireland
Bosnia and Herzegovina	Latvia	Romania
Bulgaria	Liechtenstein	San Marino
Croatia	Lithuania	Serbia
Czech Republic	Luxembourg	Slovakia
Denmark	Malta	Slovenia
Estonia	Monaco	Spain
Finland	Montenegro	Sweden
France	Netherlands	Switzerland
Germany	Norway	
Greece	Poland	

We will provide cover while **your vehicle** is being transported between any of these countries and the **territory**.

Please contact Customer Services on **0800 056 9167** if **you** wish to visit a country not listed in the table. If **we** agree to provide **you** with a Green Card for any countries not listed **we** will provide cover for the period shown and while **you** or **your** named driver(s) are in any country shown on the Green Card. **We** will also provide cover whilst **your vehicle** is being transported between any of these countries and the **territory**.

### United Kingdom Delivery and Customs Duty

We will also pay costs **we** have authorised to:

- deliver **your vehicle** to **your** address in the **territory** if **your vehicle** cannot be driven because of loss or damage covered by this **policy**; and
- pay the amount of any customs duty **you** have to pay as a direct result of the loss or damage.

## NO CLAIM DISCOUNT

### Standard No Claim Discount

If no claim or incident resulting in a claim has arisen under **your policy** during the previous year of insurance, **your** renewal premium will be adjusted in accordance with **our** current No Claim Discount scale applicable at **your** renewal date.

If **your Schedule** shows **your** No Claim Discount is not protected and one or more claims are made or arise under **your policy** in the period of insurance, **your** No Claim Discount will be reduced at **your** next renewal in accordance with **our** current scale for each claim made.

**Your** No Claim Discount entitlement will be shown in **your Schedule**.

**You** may not transfer **your** No Claim Discount to anyone else without **our** prior approval.

If **you** have a Comprehensive policy and **you** make a claim where full recovery of **our** costs is made, or **you** claim only for broken glass

in **your vehicle's** windscreen, windows or sunroof (not including panoramic glass roofs) under Part **3** of the 'Loss or damage' section or **we** have accepted a claim as an uninsured driver claim, **your** No Claim Discount will not be affected by that claim. If **we** pay emergency treatment fees under the Road Traffic Acts it will not affect **your** No Claim Discount.

Depending on the circumstances of **your** claims, **we** may increase **your** premium and/or apply additional terms to **your policy**.

The following table shows the effect on **your** No Claim Discount depending on the number of claims **you** make during the **policy year** where **your insurer** cannot recover their costs. No Claim Discount cannot be protected until **you** have four years' No Claim Discount entitlement and **you** meet the eligibility criteria.

No Claim Discount years at inception /last renewal	No Claim Discount years at next renewal				
	No claims* made in preceding 12 months	One claim* made in preceding 12 months	Two claims* made in preceding 12 months	Three claims* made in preceding 12 months	Four claims* made in preceding 12 months
<b>0</b>	1	0	0	0	0
<b>1</b>	2	0	0	0	0
<b>2</b>	3	0	0	0	0
<b>3</b>	4	1	0	0	0
<b>4</b>	5	2	0	0	0
<b>5+</b>	6+	3	1	0	0

\*A claim where **your insurer** has been unable to recover costs from a third party. However, the following will not step-back **your** No Claim Discount entitlement: claims for broken glass in **your vehicle's** windscreen, windows or sunroof (not including panoramic glass roofs) under Part **3** of the 'Loss or damage' section of **your policy** or any claims **we** have accepted as uninsured driver claims.

### Protected No Claim Discount eligibility

**You** will be eligible for Protected No Claim Discount if **you** have four or more years' No Claim Discount and, in the last three years,

**you** have had no more than one claim where **your insurer** has been unable to recover costs from a third party (other than a claim for broken glass in **your vehicle's** windscreen, windows or sunroof (not including panoramic glass roofs) under Part **3** of the 'Loss or damage' section of **your policy**). No Claim Discount Protection no longer applies once there have been two or more of these claims in the last three years.

If **you** have had one claim in the two years prior to the start of this policy, **we** will agree to provide protected No Claim Discount but this claim will be counted as one of the two claims allowable in any three-year period.

### Protected No Claim Discount (optional cover)

**Your Schedule** will show if **your** No Claim Discount is protected.

If two claims\* have been made in any three-year period **you** will not

lose any of **your** No Claim Discount. Any claims in excess of two in a three-year period will be dealt with in accordance with **our** current scale.

**Your** No Claim Discount entitlement will not increase if **you** make a claim where **your insurer** has been unable to recover costs from a third party (other than claims for broken glass in **your vehicle's** windscreen, windows or sunroof (not including panoramic glass roofs) under Part **3** of the 'Loss or damage' section of **your policy**). Protected No Claim Discount does not protect **your** premium from any increase at renewal, but it does protect **your** No Claim Discount entitlement from being reduced, which means **your** No Claim Discount entitlement at the start of the **policy** year will be maintained and included in **your** renewal premium.

No Claim Discount Protection also applies to claims made under the 'Use abroad' section of **your policy**.

No Claim Discount years at next renewal – Protected No Claim Discount									
NCD years at inception/last renewal	No claims* made in preceding 12 months	One claim* made in preceding 12 months		Two claims* made in preceding 12 months		Three claims* made in preceding 12 months		Four claims* made in preceding 12 months	
		No existing claims* in preceding 3 years	One existing claim* in preceding 3 years	No existing claims* in preceding 3 years	One existing claim* in preceding 3 years	No existing claims* in preceding 3 years	One existing claim* in preceding 3 years	No existing claims* in preceding 3 years	One existing claim* in preceding 3 years
4	5	4	4	4	2	2	0	0	0
5	6	5	5	5	3	3	1	1	0
6	7	6	6	6	3	3	1	1	0
7	8	7	7	7	3	3	1	1	0
8	9	8	8	8	3	3	1	1	0
9+	10+	9	9	9	3	3	1	1	0

\*A claim where **your insurer** has been unable to recover costs from a third party (other than a claim for broken glass in **your vehicle's** windscreen, windows or sunroof (not including panoramic glass roofs) under Part **3** of the 'Loss or damage' section of **your policy** or claims **we** have accepted as uninsured driver claims.)

## ELECTRIC VEHICLE BATTERY RECHARGE

If **your** electric vehicle is immobile because it is out of charge and **you** are away from home while driving in the United Kingdom without any valid breakdown cover, call RAC on **0333 070 2741** and they will give **your vehicle** a recharge to get **you** to the nearest electric vehicle charge point, or they will arrange for **you, your** passengers and **your vehicle** to be taken to the nearest electric vehicle charge point, or to **your** home, whichever is closer.

## VEHICLE SHARING

If passengers in **your vehicle** make a payment towards the cost of a journey, **we** will not consider this to be hire or reward use provided:

- **your vehicle** is not constructed or adapted to carry more than eight passengers (not including the driver);
- the passengers are not being carried in the course of a business of carrying passengers;
- the total contributions **you** receive for the journey do not involve any profit.

## VEHICLE SERVICE, OVERHAUL OR REPAIR

The cover **you** have under this **policy** applies to **you** when **your vehicle** is in the hands of a motor trader carrying on a business from a motor trade outlet or premises for service, overhaul or repair.

On such occasions **we** will ignore the limitations about driving and use described in **your Certificate of Insurance**.

## UNINSURED DRIVER PROMISE

(Comprehensive policies only)

**We** will not reduce **your** No Claim Discount under this **policy** for any claim **we** accept as caused solely by an uninsured driver. To obtain

this benefit **you** will need to provide:

- The vehicle registration number, make and model of the uninsured vehicle;
- The driver's details, if possible;
- The names and addresses of any independent witnesses, if available.

Until **we** have confirmed that **you** have a valid claim under this section of **your policy**, **you** will have to pay **your policy excess**, and if **your policy** is due for renewal, **you** will temporarily lose **your** No Claim Discount. Once **we** have confirmed that **you** have a valid uninsured driver claim **we** will refund any **excess** paid and restore **your** No Claim Discount.

This cover excludes uninsured drivers of **your vehicle**.

## VOLUNTARY USE

While **your vehicle** is being used for voluntary work in connection with a UK-registered voluntary or charitable organisation, the exclusion of hiring on the **Certificate of Insurance**, in the 'Limitations to the Use' section, does not apply.

## TRAILER COVER (optional cover)

**Your Schedule** shows if **you** are covered under this section of the **policy**. This section should be read in conjunction with 'General exceptions' on [pages 38 and 39](#), 'General conditions' on [pages 40 to 43](#) and 'How to make a claim' on [pages 44 to 46](#).

For the **trailer** to be covered under this **policy** it is required to meet all the necessary regulations with regard to towing and needs to be fitted with a standard 50mm towball.

We cover the following	We do not cover the following
<p>If <b>your trailer</b> is stolen or damaged <b>we</b> will:</p> <ul style="list-style-type: none"> <li>• repair the damage; or</li> <li>• replace what is lost or damaged beyond economical repair; or</li> <li>• pay <b>you</b> cash for the amount of the loss or damage.</li> </ul> <p><b>We</b> have the right to choose which action to take in the case of any claim.</p> <p>The maximum amount <b>we</b> will pay is the amount <b>you</b> declared to <b>us your trailer</b> to be worth, or the <b>market value</b>, whichever is the less.</p>	<p>Anything carried in or on the <b>trailer</b>.</p> <p>Caravans, trailer tents, horse boxes, vehicle transporters, food bars and mechanically propelled vehicles.</p>

## INCREASED PERSONAL ACCIDENT (optional cover for Comprehensive policies only)

### Accidental injury to you, your spouse/domestic partner and family members.

Increased Personal Accident cover is underwritten by the **insurer** shown in **your policy Schedule**. **Your Schedule** shows if **you** are covered under this section of the **policy**. This section should be read in conjunction with 'General exceptions' on [pages 38 and 39](#), 'General conditions' on [pages 40 to 43](#) and 'How to make a claim' on [pages 44 to 46](#).

#### Definitions (applying to this Part only)

<b>Accident/ Accidental</b>	A sudden, unexpected, unforeseeable, specific event which happens by chance at an identifiable time and place.
<b>Any one accident</b>	Any one <b>accident</b> or series of <b>accidents</b> contributed to by, caused by, or as a result of the same original cause or event.
<b>Benefit</b>	The sums payable upon the happening of a death or <b>bodily injury</b> as a result of a motoring <b>accident</b> detailed in the benefit table.

<b>Bodily injury</b>	An identifiable physical injury to the body as described in the <b>benefit</b> table, which is caused directly and solely by a motoring <b>accident</b> during the <b>period of insurance</b> .
<b>Borrowed vehicle</b>	A vehicle not owned by or insured by <b>you</b> or <b>your spouse/domestic partner</b> and which the owner has granted permission for <b>you</b> or <b>your spouse/domestic partner</b> to drive provided that the vehicle is insured in its own right.
<b>Child</b>	Any person who is under 18 years of age at the date of <b>bodily injury</b> .



<b>Family member</b>	Your wife, husband, civil partner or someone that <b>you</b> are living with as if <b>you</b> are married to them, or <b>your</b> or <b>your spouse/domestic partner's</b> mother, father, sister, brother, daughter, son, grandparent, grandchild, parent-in-law, son-in-law, brother-in-law, daughter-in-law or sister-in-law.	<b>Period of insurance</b>	Dates as shown on <b>your Certificate of Insurance</b> .
<b>Fracture</b>	A medically diagnosed break in a bone that is not medically classified as a hairline.	<b>Permanent total disablement</b>	Disablement caused other than by <b>loss of limb(s)</b> or <b>loss of sight</b> , which has lasted for 52 consecutive weeks and will in all probability prevent the injured person from engaging in gainful employment of any and every kind for the remainder of their life.
<b>Greenstick fracture</b>	An incomplete break in a bone where the bone both bends and cracks but does not completely break.	<b>Spouse/ domestic partner</b>	<b>Your</b> wife, husband, civil partner or someone <b>you</b> are living with as if <b>you</b> are married to them, who is named in the <b>Certificate of Insurance</b> as being authorised to drive <b>your vehicle</b> .
<b>Hospitalisation</b>	The admission procedure in a hospital where a clinical case record has been opened and where such admission is necessary for the medical care and treatment of a <b>bodily injury</b> .	<b>Territory</b>	Gibraltar, England, Scotland, Wales, Northern Ireland, the Isle of Man, the Channel Islands and any country listed within the 'Use abroad' section of this <b>policy</b> or any other country where cover has been agreed and <b>Saga</b> has issued a Green Card to <b>you</b> .
<b>Insurer</b>	The insurer shown in <b>your Schedule</b> .	<b>We, our, us</b>	The <b>insurer</b> .
<b>Linear fracture</b>	A break in a bone along its length and not across its width.	<b>Whiplash</b>	Injury to the neck muscles, nerves, discs or tendons caused by the neck being forcibly and suddenly bent forwards, backwards or sideways.
<b>Loss of limb</b>	The permanent loss by physical separation of the entire four fingers of the hand at or above the first finger joint (metacarpophalangeal joint), or of a foot at or above the ankle (talotibial joint), or permanent total and irrecoverable loss of use of an entire hand, arm, foot or leg.		
<b>Loss of sight</b>	The permanent and total loss of sight, which shall be considered as having occurred: <ul style="list-style-type: none"> <li>a. In both eyes if the insured person's name is added to the Register of Blind Persons on the authority of a fully qualified ophthalmic specialist</li> <li>b. In one eye if the degree of sight remaining after correction is 3/60 or less on the Snellen scale (meaning the injured person sees at 3 feet what they should see at 60 feet).</li> </ul>		

## We cover the following

Subject to the 'To qualify for the benefits' section on [pages 25 to 26](#), if during the **period of insurance you, your spouse/domestic partner** or a **family member**, die or suffer **bodily injury** as a direct result of a motoring **accident** in a covered **territory** and **vehicle**, we will pay a **benefit**.

### Benefit table

The **benefits** provided under Increased Personal Accident cover:

1. <b>Accidental death</b>	£150,000
<b>(Accidental death of a child)</b>	£25,000)
2. <b>Permanent total disablement</b>	£150,000
3. <b>Loss of limb</b> – one or more	£150,000
4. <b>Loss of sight</b>	£150,000
5. Total and irrecoverable loss of hearing	£150,000
6. Total and irrecoverable loss of speech	£150,000
7. Total and irrecoverable organic paralysis	£150,000
8. Total and irrecoverable loss of intellectual capacity	£150,000
9. Total and irrecoverable loss of use of spinal column	£30,000
10. Loss of, or permanent total and irrecoverable loss of use of:	
One hand or one foot	£50,000
A thumb	£20,000
A finger	£10,000
A big toe	£20,000
Any other toe	£10,000
11. Total and irrecoverable loss of use of internal organs	
Group One (lung, kidney(s), liver, large intestine, small intestine, stomach, bladder)	£15,000
Group Two (spleen, gallbladder, pancreas)	£7,500
12. A <b>fracture</b> to one or more of the following bones:	
Group One (pelvis, arm, leg, skull, vertebrae, jaw, knee, hand, facial bones excluding nose)	£5,000

## We do not cover the following

- a) Any payment for **benefit** if the death or **bodily injury** is caused by or as a result of:
  - suicide or attempted suicide or self-inflicted injury;
  - war;
  - racing and other competitions;
  - injury to the driver if, at the time the **bodily injury** happened, they were under the influence of drink or drugs or had more alcohol in their body than the limits set down in the Road Traffic Acts for the **territory** in which the motoring **accident** occurs;
  - participation in an illegal act as determined by United Kingdom legislation.
- b) The cost of obtaining any medical evidence to support the claim.
- c) More than £150,000 for each injured person in total for all items 5-19 shown in the **benefit** table, arising from **any one accident**.
- d) More than £10,000 for all **fractures** arising from the same **accident**.
- e) More than £400,000 in total for all injured persons arising from **any one accident**.
- f) More than £150,000 in total for each injured person arising from **any one accident**.
- g) Any payment for **benefit** under the 'Standard Personal Accident section' of this **policy** if **your Schedule** shows **you** are covered under this 'Increased Personal Accident' section.
- h) Payment of **benefit** under more than one policy if **you** or **your spouse/domestic partner** hold any other motor insurance policy with **Saga**.

### We cover the following

### We do not cover the following

Group Two (foot, shoulder blade, elbow, sternum, wrist, ankle, collarbone, coccyx) £3,500

Group Three (**greenstick fracture, linear fracture** or any other body part including nose bone/cartilage) £2,000

13. Facial scarring £1,500

14. Third-degree burns £15,000

15. Physiotherapy treatment as a result of **whiplash** up to £2,000

16. Physiotherapy treatment other than **whiplash** up to £2,000

17. Emergency dental treatment up to £1,000

18. Counselling therapy up to £1,000

19. Overnight **hospitalisation** £300 for the first night and £200 a night thereafter up to a maximum of 180 nights

#### To qualify for the benefits

- a) **You or your spouse/domestic partner or family member** must have suffered the death or **bodily injury** while travelling in or getting into or out of **your vehicle** and **you or your spouse/ domestic partner** must also be making a claim under another section of this **policy** for the **vehicle**; or
- b) **You or your spouse/domestic partner** must have suffered the death or **bodily injury** while travelling in or getting into or out of a **borrowed vehicle** and the owner must also be making a claim under their motor policy for the **borrowed vehicle**.
- c) For **family members, you or your spouse/domestic partner** must have been the driver of the **vehicle** at the time of the motoring **accident**.
- d) **You or your spouse/domestic partner or family member** must:
  - notify **us** of the intention to claim as soon as reasonably practicable after the motoring **accident**. Failure to notify

### We cover the following

a claim in a reasonable time may result in the rejection of the claim if it is made so long after the event that the claim cannot be investigated fully or determined to be as a result of the motoring **accident**;

- provide reasonable evidence to support the claim including the completion of a claim form.
- e) A doctor registered to practise in the **territory** must:
- confirm the extent of the injury; or
  - confirm the diagnosis of **permanent total disablement**; or
  - certify the **accidental** death was caused by the motoring **accident**.
- f) **We** must be given permission to obtain medical reports or records from any medical practitioner who has treated the injured person.
- g) The injured person must consent to undergo medical examinations in connection with a claim if **we** require it.

### We will pay

- a) The **permanent total disablement benefit** only after 12 months of continuous disablement has elapsed after the date of the motoring **accident**.
- b) All **benefits** without taking into consideration any disability that existed prior to an **accident**.
- c) All **benefits** direct to the injured person or to their legal personal representatives.

### We do not cover the following

## LEGAL PROTECTION (optional cover)

Legal Protection cover is underwritten by the **insurer** shown in **your policy Schedule**. **Your Schedule** shows if **you** are covered under this section of the **policy**. This section should be read in conjunction with 'Legal Protection Cover Conditions' on [pages 32 to 35](#), 'General exceptions' on [pages 38 and 39](#), 'General conditions' on [pages 40 to 43](#) and 'How to make a claim' on [pages 44 to 46](#).

The conditions applicable to this section are contained under the 'Legal Protection Cover Conditions' section below and should be read carefully, but the main conditions to this insurance are that:

### Prospects of Success

There must be a 51% or greater chance of winning the case and achieving a positive outcome. A positive outcome includes, but is not limited to, recovering the amount of money at stake, enforcing a judgment or achieving an outcome which best serves **your** interests. The assessment of **your** claim and the prospects of its success will be carried out by an independent **appointed representative**. If the **appointed representative** determines that there is not a 51% or greater chance of success, then **we** may decline or discontinue support for **your** case.

### Proportional Costs

An estimate of the **legal costs** to deal with **your** claim must not be more than the amount of money in dispute. The estimate of the **legal costs** will be provided with the assessment of **your** case and will be carried out by the independent **appointed representative**. If the estimate exceeds the amount in dispute then **we** may decline or discontinue support for **your** case.

### Definitions (applying to this Part only)

**Appointed representative** A solicitor, lawyer or appropriately qualified person, firm or company including **us**, instructed in accordance with Legal Protection Cover Condition – Representation.

**Cloned** When **your vehicle's** identity has been used by another person or organisation without **your** permission, usually to disguise the identity of another vehicle.

**Disbursements** Money spent by the **appointed representative** to manage **your** claim, but not including the **appointed representative's** own fees.

**Event** Any of the following that involves **your vehicle** insured by this **policy**:

**Event (Cont.)**

- a) a motor accident;
- b) an incident resulting in a prosecution or summons; or
- c) a situation that results in loss of confidence in driving.

**Inquiry** An inquest held in a Coroner's Court or Fatal Accident Inquiry into the **insured person's** death; a police investigation into an allegation made about the **insured person** which may lead to the **insured person** being prosecuted in a magistrates' court or Crown Court or their Scottish equivalents.

**Insured person**

- a) **you**; and/or
- b) the authorised driver of **your vehicle**; and/or
- c) any passenger in **your vehicle**, who at the time of the motor accident is travelling in or getting into or out of **your vehicle**.

<b>Insurer</b>	The insurer shown in <b>your Schedule</b> .	<b>Purchase price</b>	The price shown on the invoice as the cost of <b>your vehicle</b> including VAT.
<b>Legal claim</b>	Preparing work for negotiating or defending the <b>insured person's</b> legal rights in a court, tribunal or arbitration in the <b>territory</b> , including negotiating a settlement and any hearings.	<b>Reasonable prospects</b>	Where <b>we</b> consider there is a 51% and above chance of succeeding with the <b>insured person's</b> claim and enforcing any award and that it would be reasonable to advise any private paying client in the same circumstances to pursue the claim.
<b>Legal costs</b>	<p>All properly incurred and proportionate <b>disbursements</b>, fees and expenses, charged by the <b>appointed representative</b>, or incurred under any fixed recoverable costs scheme, whichever is the lesser. <b>Disbursements</b>, fees and expenses in excess of the amount of damages that <b>you</b> are able to claim from <b>your</b> opponent will not be covered.</p> <p>Any opponent's costs which the <b>insured person</b> has been ordered to pay by a court or other body, or <b>we</b> have authorised.</p> <p>The <b>insured person</b> is not covered for:</p> <ul style="list-style-type: none"> <li>• any damages, fines or penalties <b>you</b> have to pay;</li> <li>• the cost of any Damage Based Agreement, or Conditional Fee Agreement, that <b>you</b> choose to enter with <b>your appointed representative</b>; or</li> <li>• the cost of any After The Event insurance policy that <b>you</b> choose to enter with <b>your appointed representative</b>.</li> </ul>	<b>Territory</b>	<p>For section a) Uninsured Loss Recovery: United Kingdom, Isle of Man, Channel Islands and Gibraltar. Member countries of the EU and Andorra, Bosnia and Herzegovina, Iceland, Liechtenstein, Monaco, Montenegro, Norway, Serbia, Switzerland, Madeira and San Marino.</p> <p>For all other sections of cover: Gibraltar and the United Kingdom meaning England, Scotland, Wales, Northern Ireland, the Isle of Man and the Channel Islands.</p>
<b>Legal proceedings</b>	Action to be taken in a court when efforts to settle the <b>insured person's</b> claim by way of negotiation have failed.	<b>Uninsured losses</b>	<p>One or more of the following arising directly out of an accident:</p> <ul style="list-style-type: none"> <li>(i) The cost of essential alternative transport;</li> <li>(ii) Loss of earnings;</li> <li>(iii) Essential out-of-pocket expenses;</li> <li>(iv) The cost of repairing the insured <b>vehicle</b> or its <b>market value</b> where the motor insurance <b>policy</b> is not on a Comprehensive basis; or</li> <li>(v) Damages for personal injuries sustained in the accident by the insured and any other <b>insured person</b> (providing there is no conflict of interest).</li> </ul>
<b>Motor trader</b>	A person or persons actively operating a formal VAT-registered business on a full or part-time basis for profit, either selling vehicles or providing a service relating to repair or maintenance of motor vehicles.	<b>We, our, us</b>	The <b>insurer</b> .

## We cover the following

### Legal costs

The **insured person's legal costs** up to £100,000 for uninsured loss recovery and £10,000 for prosecution defence that arise from the same **event**.

#### a) Uninsured loss recovery

The **insured person's legal costs**, up to £100,000, to help the **insured person** recover any **uninsured losses** or compensation for death or personal injury as a result of a motor accident involving **your vehicle** that is insured by this **policy**, including making or defending an appeal.

To claim under this part of **your policy** call **0800 001 5424**.

#### b) Motoring prosecution defence

Up to £10,000 of **legal costs** to represent or defend **you** and/ or the authorised driver:

- from prosecution because of the ownership or use of **your vehicle**; and/or
- from the risk of losing **your** and/or their driving licence as a result of a prosecution arising from the use of **your vehicle**; including making or defending an appeal.

To claim under this part of **your policy** call **0800 302 9809**.

Please refer to the 'Liability to others' section of this **policy** for details of cover provided in respect of a civil claim where **you** are considered to be at fault for an accident.

## We do not cover the following

#### a) Uninsured loss recovery

Any **legal costs** arising from:

- an **event** that occurred prior to the start date of this cover or outside the **territory**;
- an accident for which the driver or a passenger is legally liable;
- a dispute between the **insured person** and **us**, or Saga Group Limited or any other company owned by Saga plc;
- mechanical failure of **your vehicle**;
- **your appointed representative's** costs where the amount in dispute relates to credit hire charges or credit repair costs;
- any additional **legal costs** incurred by any representative beyond those **we** would normally pay under Legal Protection Cover Condition – Representation.

#### b) Motoring prosecution defence

Any **legal costs** arising from:

- an event that occurred prior to the start date of this cover or outside the **territory**;
- a dispute between the **insured person** and **us**, or any company within the Saga Group of companies.
- the defence of the **insured person** in any civil claim arising from loss or destruction of or damage to any property, or from the death of or injury to any person;
- the prosecution of **you** and/or the authorised driver if their driving licence has been endorsed with six or more penalty points within the three years immediately prior to the offence date of this prosecution;
- **your appointed representative's** costs where the amount in



## We cover the following

### Motor Trade Cover

**Legal costs** in respect of a **legal claim**, including making or defending an appeal, arising from a dispute under any contract made by **you**, or on **your** behalf, for:

- a) buying **your vehicle** from a **motor trader**; or
- b) the servicing or repair of **your vehicle** by a **motor trader**.

The most **we** will pay is:

- 100% of the **purchase price** of **your vehicle** for disputes under point (a) above; or
- the cost of the initial service or repair that has led to the claim under point (b) above.

To claim under this part of **your policy** call **0800 302 9809**.

### Driver confidence

Following an **event**, if **you** or the authorised driver have lost confidence in driving or are injured while driving **your vehicle**, **we** will pay the cost of four hours of driver confidence coaching provided by a driving school of **your** choice.

If **you** would like to take advantage of this benefit, **you** must notify **us** on telephone number **0800 302 9811** (open 9am-5pm

## We do not cover the following

- dispute relates to credit hire charges or credit repair costs;
- any additional **legal costs** incurred by any representative beyond those **we** would normally pay under Legal Protection Cover Condition – Representation.

Any claim under this section of **your policy** reported to **us** more than 180 days from the date of the dispute unless **reasonable prospects** exist. If **we** accept **your** claim, **we** will not pay for any **legal costs** incurred as a result of **your** delay.

More than the claim limit shown as available under point (a) or point (b).

Any claim relating to:

- a contract or agreement which **you** made before the commencement of this Legal Protection policy unless it relates to the purchase of **your vehicle** and **you** became aware of the **legal claim** after commencement of the **policy**;
- a contract that **you** entered into outside the **territory**;
- a dispute between the **insured person** and **us**, or any company within the Saga Group of companies;
- the defence of the **insured person** in any civil claim or **inquiry**;
- any private prosecution brought by **you**;
- any **legal costs** which **you** incur before **we** have accepted **your** claim.

Any claim under this section of **your policy** not reported to **us** within 90 days of the **event**.

Any costs:

- where the Saga Motor Insurance and/or Legal Protection were not valid at the time of the **event**;
- where **we** have not given **our** prior agreement to the course;

## We cover the following

Monday to Friday) within 90 days of the **event**. Where the loss of confidence has occurred as a result of an injury, **we** reserve the right to ask for evidence of injury in respect of the claim, which if requested should be sent to **us**.

### Vehicle cloning

Up to £100,000 of **legal costs** in respect of any **legal claim** arising from **your vehicle** being **cloned**.

To claim under this part of **your policy** call **0800 302 9809**.

### Illegal clamping and towing

Up to £10,000 of **legal costs** in respect of any **legal claim** to pursue the recovery of illegal clamping or towing fees relating to **your vehicle**.

To claim under this part of **your policy** call **0800 302 9809**.

### Personal legal advice helpline

**We** have a team of legal experts on hand to take **your** call and provide advice about any personal motor legal problems affecting

## We do not cover the following

- for rebooking the Driver Confidence lesson if **you** or the authorised driver fails to attend the arranged lesson without prior notification, or cancels the lesson with less than 48 hours' notice to the approved driving school on the phone number in this section; or
- for more than four hours of driver confidence coaching per **policy** year.

**You** and/or the authorised driver if:

- **you** or they do not hold a full valid driving licence; or
- at the time of the **event you** or they were under the influence of drink or drugs or had more alcohol in **your**/their body than the limits set down in the Road Traffic Acts.

Claims:

- where **your vehicle** has been **cloned** by **your family** or any other persons known to **you**;
- where **you** did not act to prevent further instances of **your vehicle** being **cloned** following an **event**; or
- for any losses (other than **legal costs**) incurred by **you** because of **your vehicle** being **cloned**.

Claims:

- where the clamping or towing of **your vehicle** has been carried out with lawful authority;
- for the defence or payment of any costs incurred because of damage inflicted upon the clamping device by **you, your family**, or any other persons known to **you**; or
- for any losses (other than **legal costs**) incurred by **you** because of the illegal clamping or towing of **your vehicle**.

We cover the following	We do not cover the following
<p><b>you</b> or any member of <b>your</b> immediate family. There is no limit to the number of calls <b>you</b> can make, or to the time <b>your</b> calls take. The service is confidential, free and is available 24 hours a day, 365 days a year. <b>We</b> offer advice relating to the laws of the UK.</p> <p>For example, the legal helpline could help <b>you</b> and/or <b>your</b> immediate family with advice regarding:</p> <ul style="list-style-type: none"> <li>• contract matters, such as the private sale or purchase of a vehicle;</li> <li>• financial matters when leasing a vehicle;</li> <li>• a dispute with a retailer regarding new items bought for a vehicle (e.g. sat nav, dash camera);</li> <li>• motoring offences such as speeding, failure to adhere to traffic signals, driving while operating a mobile device; and</li> <li>• advice about parking fines.</li> </ul> <p>To contact the team call <b>0800 302 9809</b>. The legal helpline is administered by <b>us</b>.</p>	

## Legal Protection Cover Conditions

**You** should read these conditions carefully.

### Representation

- **Appointment of a representative**

If the **insured person's legal claim** is accepted, **we** will choose an **appointed representative** to act on the **insured person's** behalf.

The arrangement **we** have with **our appointed representatives** does not restrict their independence and **you** will at all times receive the best advice for **you**.

The **insured person** may choose another representative if there is a conflict of interest with a representative appointed by **us**, or there is an **inquiry** or **legal proceedings** are about to be commenced.

- **Using another representative**

If the **insured person** does exercise their right to choose a representative:

- i. the representative the **insured person** chooses will become the **appointed representative** and must represent **you** in accordance with **our** standard terms of appointment, which are available on request.
- ii. the **insured person** must notify **us** as soon as possible of the name, address and contact details of the **appointed representative**.
- iii. the **insured person** will be required to ensure that the **appointed representative** complies as appropriate with the terms of this **policy** on their behalf by:

- a) keeping **us** updated regularly with the progress of their **legal claim**;
- b) keeping **us** informed regularly of **legal costs** incurred;
- c) informing **us** of any settlement offers made to or by them; and
- d) keeping **us** regularly updated and informed of other things regarding the conduct of their **legal claim** which may lead to an outcome or a cost that is not anticipated at the commencement of their **legal claim**.

With the **insured person's** prior agreement **we** will be entitled to contact their **appointed representative** to discuss, and if possible agree, the rates that will be paid by **us** to the **appointed representative** for acting on the **insured person's** behalf.

The amount that **we** will pay in respect of **legal costs** (meaning those properly incurred and proportionate fees and expenses charged by the **appointed representative**) shall not in any circumstances exceed the amount of damages that **you** are able to claim from **your** opponent.

If the **insured person's appointed representative** refuses to accept the rates, the **insured person** will be liable to pay the **appointed representative** any difference between what **we** pay and the amount sought by the **appointed representative**.

The claim must be decided by a court within the **territory**.

- **Using the appointed representative:**
  - a) **We** will be able to talk to the **appointed representative** at all times and get any information, report, document, correspondence or advice to do with a claim from them. However, if the **appointed representative** considers the **insured person's** interest would be affected by giving any documents or information to **us**, **we** will not see them. The **insured person** must give the **appointed representative** instructions for this purpose.
  - b) **We** must be advised as quickly as possible if there is no longer **reasonable prospects** and no further **legal costs** should be

incurred without **our** consent.

- c) The amount that **we** will pay in respect of **legal costs** (meaning those properly incurred and proportionate fees and expenses charged by the **appointed representative**) shall not in any circumstances exceed the amount of damages that **you** are able to claim from **your** opponent.
- **If the insured person withdraws a legal claim:**
  - d) The **appointed representative** will act for the **insured person** during their claim. If, at any stage, the **insured person** intends to withdraw instructions they should contact **us** as soon as possible in order for **us** to consider their intention and its potential result.
- **If the appointed representative withdraws from a legal claim**
  - e) If the **appointed representative** refuses to act for the **insured person**, **you** must tell **us** immediately. If this is for reasons related to the **reasonable prospects** of **your** claim or other reason relating to **your** entitlement to cover under this **policy**, **you** must tell **us** and give the **appointed representative** permission to share those reasons with **us**. If, after reviewing the information, any new representative confirms that the **insured person's legal claim** still has **reasonable prospects** and **you** have otherwise complied with the **policy** conditions, the **insured person** will be entitled to appoint a new **appointed representative** in accordance with Legal Protection Cover condition – Representation.

## Our rights

**We** are entitled to:

- a) take legal action at **our** expense and for **our** benefit, but in the **insured person's** name, to recover any payment **we** have made under this **policy**;
- b) receive from the **insured person** any information **we** may need;
- c) liaise with the **appointed representative** and receive any information or documents relevant to the **insured person's** claim;
- d) get the **appointed representative's** opinion on the chances of

- the **insured person's** case succeeding and any judgement being enforced; and
- e) decide not to commence or to terminate a **legal claim** at any time and pay the **insured person** up to or equal to the amount that they are claiming for or the amount being claimed against them. This condition does not affect **your** rights to take separate legal action or to complain to the Financial Ombudsman Service.

### Withdrawal of assistance by us

**We** may at any time withdraw **our** support for the **insured person's** claim:

- a) if **we** or the **appointed representative** decide that there are no longer **reasonable prospects** for success, or enforcement of any judgement or potential judgement are insufficient to justify **our** continuing support;
- b) if **we** or the **appointed representative** feel that the **insured person's** interests are better served by other means;
- c) following the **insured person's** refusal to accept any settlement of the **insured person's** claim contrary to the recommendation of the **appointed representative**;
- d) if the **insured person** acts in a way which may prejudice the settlement of the **insured person's** claim; or
- e) if the **insured person** fails to co-operate with **us** or the **appointed representative** or fails to follow their advice.

In that case, **we** will write and explain **our** reasons for withdrawing support and in the event of the **insured person** acting in a manner prejudicial to the **insured person's** claim or failing to co-operate as stated above, **we** reserve the right not to meet any further **legal costs** or expenses incurred and to seek reimbursement from the **insured person** for all costs paid under the **policy**. If the **insured person** or **we** disagree, we can both refer the matter to arbitration.

### Recovery of payments made

The payment of claims is dependent on:

- a) the **insured person** providing **us** and the **insured person's appointed representative** with whatever information, documentation and help **we** need to enable **us** to recover for **our** benefit the amount of any payments under this **policy**; and
- b) where a person is ordered or agrees to pay the **insured person's legal costs** and expenses, and compensation, either in full or by instalments, these instalments will be paid to **us** until **we** have recovered the total amount that the other person was ordered or agreed to pay by way of **legal costs** and expenses charges.

### Appointed representatives' costs, witness costs and other expenses

**We** will not pay any costs and/or expenses:

- a) which the **insured person** or anyone acting on the **insured person's** behalf incurs before **we** have accepted the **insured person's** claim;
- b) as a result of the **insured person** failing to provide instructions or information to the **appointed representative**;
- c) as a result of the **insured person** acting against the **insured person's appointed representative's** advice or in a way which may prejudice the settlement of the claim; or
- d) as a result of the **insured person** or anyone acting for the **insured person** making a claim that is false or fraudulent in any way.

### Arbitration

This **policy** wording advises when a dispute between **you** and **us** may be referred to an arbitrator.

Should arbitration be required, the matter may be referred to an arbitrator who will be a solicitor or barrister who **you** and **we** agree on in writing. If we cannot agree, the President of the local Law Society or the Bar Council will decide on an arbitrator. The decision of the arbitrator will be final and binding and he or she will decide who should pay the costs of the arbitration and resolving the disagreement. If costs are awarded against **you**, they are not covered under this policy.

This condition does not affect **your** rights to take separate legal action or to complain to the Financial Ombudsman Service.

## REPLACEMENT CAR EXTENSION FOR THEFT AND TOTAL LOSS

(optional cover for Comprehensive policies only)

**Your Schedule** shows if **you** are covered under this section of the **policy**. This section should be read in conjunction with 'General exceptions' on [pages 38 and 39](#), 'General conditions' on [pages 40 to 43](#) and 'How to make a claim' on [pages 44 to 46](#).

We cover the following	We do not cover the following
<p>If <b>your vehicle</b> is damaged in circumstances that give rise to a valid claim under Part 1 of the 'Loss or damage' section of the <b>policy</b>, <b>we</b> will ask <b>our</b> nominated supplier to provide <b>you</b> with a replacement car on the same <b>working day</b> as:</p> <ul style="list-style-type: none"><li>• <b>your vehicle</b> is declared stolen; or</li><li>• <b>your vehicle</b> is declared a total loss, either verbally or in writing, because the damage to <b>your vehicle</b> is irreparable or beyond economical repair; or</li><li>• <b>you</b> claim or <b>we</b> offer to settle under any new vehicle benefit clause that may apply under the <b>policy</b>.</li></ul> <p><b>We</b> will also pay <b>you</b> a cash benefit of £100 if <b>you</b> are eligible for a replacement car under this section of the <b>policy</b>.</p> <p><b>We</b> will automatically extend the cover provided by this <b>policy</b> to the replacement car that <b>our</b> nominated supplier provides.</p> <p><b>Our</b> existing <b>policy</b> terms and conditions will apply unless <b>our</b> nominated supplier advises <b>you</b> that they are providing alternative insurance free of charge, in which case <b>you</b> will be advised of any differences in the terms, conditions and <b>excesses</b> that apply.</p>	<p>The cost of a replacement car:</p> <ul style="list-style-type: none"><li>• seven days after the settlement payment has been made; or</li><li>• the day <b>you</b> or <b>we</b> replace <b>your vehicle</b>; whichever happens first.</li></ul> <p>The cost of a replacement car if the loss or damage happens outside of England, Scotland, Wales, Northern Ireland, the Channel Islands or the Isle of Man.</p> <p>All fuel, fares, fines and fees relating to the replacement car whilst in <b>your</b> possession.</p>

## KEY PROTECTION (OPTIONAL COVER)

Key Protection cover is underwritten by the **insurer** shown in **your policy Schedule**. **Your Schedule** shows if **you** are covered under this section of the **policy**. This section should be read in conjunction with 'General exceptions' on [pages 38 and 39](#), 'General conditions' on [pages 40 to 43](#) and 'How to make a claim' on [pages 44 to 46](#).

### Definitions (applying to this Part only)

**Accidental damage** Damage that occurs to **insured keys** suddenly as a result of an unexpected and non-deliberate external action.

**Insured event** The loss or theft of, or **accidental damage** to, any **insured key** within the **territorial limits** or where an **insured key** is locked inside **your** property.

**Insured key** Any key that opens or operates the **insured vehicle** or **your** residential property. If the **insured key** is attached to a key ring that is lost or stolen **we** will replace any additional key on the key ring that would open or operate any additional vehicle that **you** own, **your** garage door, outbuildings or office.

**You/Your**

The person named on the **Schedule** as the **policyholder** and, if permanently living at the same address, any named driver or immediate family member.

**Security risk**

The risk resulting from where an **insured key** has been stolen and anyone finding the **insured key** will be able to locate **your** property.

**Territorial limits**

United Kingdom, Isle of Man, Channel Islands and Gibraltar.

Member countries of the EU and Andorra, Bosnia and Herzegovina, Iceland, Liechtenstein, Monaco, Montenegro, Norway, Serbia, Switzerland, Madeira and San Marino.

#### We cover the following

If, within the **territorial limits**, an **insured key** is lost, broken due to **accidental damage**, stolen or locked in **your** property, **we** have the right to choose which of the following actions are required in the case of any claim:

##### Locksmith charges for:

- Replacement keys (including any manufacturer fitted immobiliser, and/or manufacturer fitted alarm which is integral to any **insured key** if such cannot be repaired or re-programmed).

#### We do not cover the following

- Any decrease in the market value of **your** vehicle or garage as a result of replacing the keys or locks.
- More than £2,500, or more than market value of **your** vehicle (whichever is lower) at the time of the **insured event**.

### We cover the following

- New locks, changing or reconfiguring locks (if **we** deem a **security risk** has arisen) associated with the **insured key**.
- The cost of retrieving **insured keys** if they are locked in **your** vehicle/property.

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#### Wear and tear

- Up to £250 per incident towards replacing, repairing or reprogramming a key, damaged as a result of wear and tear or ageing.

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#### Car hire and onward transportation:

- Car hire up to £100 per day (up to a maximum of 5 days) per incident.
- Onward transport costs up to a total of £500 per incident.

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#### Recovery

- Transporting **your** vehicle, the driver and up to 8 passengers to the nearest suitable approved garage to obtain a replacement key where the key cannot be replaced at the location of the **insured event**.

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#### Overnight accommodation

- Up to £500 for bed and breakfast accommodation for **you** and **your** passengers whilst work on **your** vehicle is completed.

### We do not cover the following

- Replacement locks or keys of a higher standard or specification than those replaced.
- Charges or costs incurred where **you** make alternative arrangements with a third party once **we** have arranged for a locksmith or other trades person, agent or representative to attend a particular location.

- 
- More than £2,500 in a policy year, or more than market value of **your** vehicle (whichever is lower).

- 
- The cost of fuel or insurance for a hire car.
  - Car hire or alternative transport costs not authorised by **us**.

- 
- Transportation costs not authorised by **us**.

- 
- Any expenses incurred for alcoholic drinks.
  - An **insured event** less than 25 miles from **your** home address or original intended destination.
  - The cost of food, drinks, telephone calls or other incidentals.
  - Accommodation charges not authorised by **us**.



## Key Protection Conditions

**We** will not cover the following:

- Any amount incurred for **insured keys** where the vehicle does not have a valid primary motor insurance, a valid MOT and road tax (as applicable) or where the vehicle has been registered as off the road (SORN).
- Any aftermarket alarm systems.
- Any claim not reported to **us** within 60 days of the date of the **insured event**.
- Any amounts claimed where **you** do not produce receipts or invoices for payments **you** have made.
- Claims for theft of an **insured key** where **you** have not reported the theft to the police within 30 days of the loss.
- Locks or keys which are damaged prior to the **insured event** or where only the lock is damaged.
- Any loss of earnings or profits which **you** suffer as a result of the loss or theft of, or damage to an **insured key**.
- Claims arising as a result of **your** failure to take all reasonable steps to safeguard an **insured key**.
- Any costs **we** have not authorised.
- Residential properties which are let by **you**.

**You** must notify **us** as soon as reasonably possible, but within 60 days, of any **insured event** which may give rise to a claim.

For Key Protection claims when travelling under the 'Use abroad' section of this policy, please call the Key Protection Line on +44 1603 367200. **You** must pay for Key Protection claims that are authorised by **us** yourself and submit receipts for **us** to reimburse **you**.

## GENERAL EXCEPTIONS APPLICABLE TO ALL OF THE POLICY

**You** are not covered for any of the following:

### 1. Use of the vehicle

When **your vehicle**:

- is being driven by or is in the charge of any person not allowed to do so under **your Certificate of Insurance** other than in an emergency as defined under Part 2 of the 'Liability to others' section;
- is being used other than for the purposes shown in **your Certificate of Insurance**;
- is being driven with **your** permission by any person who **you** know has never held a driving licence; is disqualified from holding or obtaining a driving licence; or is breaking the conditions of their driving licence;
- is towing for reward a caravan, trailer or disabled mechanically propelled vehicle;
- is towing more than one caravan, trailer or disabled mechanically propelled vehicle at any one time.

This exception does not apply if **your vehicle** is:

- being serviced or repaired by a member of the motor trade;
- stolen or taken away without **your** permission;
- being parked by a car-parking service.

### 2. Contractual liability

Any liability incurred as a result of an agreement or contract unless that liability would have existed otherwise.

### 3. Indirect losses

Any losses that are not directly associated with the incident that caused **you** to claim, unless specifically stated in this **policy**.

### 4. War

Any loss or damage caused by war, invasion, act of foreign enemy, hostilities (whether or not war is declared), civil war, rebellion, revolution, insurrection, military or usurped power.

## 5. Terrorism

Any loss or damage caused by the use or threatened use of any action, force or violence by any person or group of people whether acting alone, or on behalf of any organisation or government committed for political, religious, ideological or similar purposes, including the intention to influence any government or to intimidate and/or put in fear the public or any section of the public except as required under the Road Traffic Acts or alternative applicable legislation in the territory in which the loss occurs.

## 6. Riot and earthquake

Cover except under the 'Liability to others' section for any accident, injury, loss or damage caused by:

- earthquake;
- riot or civil commotion if it happens outside Gibraltar, England, Scotland, Wales, the Isle of Man or the Channel Islands.

## 7. Radioactivity

Any loss, damage or legal liability directly or indirectly caused by:

- ionising radiation or contamination by radioactivity from irradiated nuclear fuel or from any nuclear waste from the combustion of nuclear fuel;
- the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component of it.

## 8. Use on airfields

Any liability, injury, damage or accident while the **vehicle** is parked or is being driven in any part of an airport or airfield set aside for:

- moving, taking off or landing of aircraft;
- aircraft parking areas and associated roads, and ground equipment parking, maintenance and refuelling areas;
- Customs examination areas of passenger terminals.

## 9. Pollution

Liability for, death, injury, damage or loss caused directly or indirectly by pollution or contamination, unless the pollution or contamination is directly caused by a sudden, identifiable, unintended and unexpected event which happens during the

period of cover.

**We** will treat all pollution or contamination which arises out of one event as having happened at the time the event took place.

This exception will not apply in circumstances where **we** have to meet any compulsory motor insurance laws.

## 10. Theft claims

Any theft claim unless:

- **you** have reported the theft to the nearest police authority as quickly as possible, preferably within 24 hours of discovery;
- **you** have obtained a police crime reference number and details of the police station the crime was reported to;
- **your vehicle** is fully locked and secured and any keys and/or any other device(s) that unlock **your vehicle** are removed when it is left unattended or unoccupied.

## 11. Deliberate acts

Any loss, damage, death or injury arising from a deliberate act of **you** or any driver insured to drive **your vehicle**.

## 12. Confiscation

Any loss or damage resulting from the legal confiscation of **your vehicle** by Customs and Excise, police or any other government authority.

Please note: **Your Certificate of Insurance** cannot be used to secure the release of any vehicle, which has been seized by, or on behalf of, any government or public authority, other than **your vehicle** identified on **your Certificate of Insurance** by its registration mark.

## GENERAL CONDITIONS APPLICABLE TO ALL OF THE POLICY

**You** must comply with these conditions to have the full protection of **your policy**. If **you** do not comply with them, **we** may cancel the **policy**, refuse to deal with **your** claim or reduce the sum of any claim payment.

### 1. Your duty

The insurance cover this **policy** provides depends on the terms and conditions in this Policy Book, which must be read as one document with **your Schedule** and any **endorsements**. **You** must comply with these terms and conditions to have the full protection of **your policy**. If **you** do not pay a premium or any **arrangement fee**, **your policy** will be cancelled in accordance with General Condition 6.

It is **your** duty to provide **us** with correct information and to answer **our** questions with reasonable care and honesty, truthfully and completely. This includes, but is not limited to, information provided in respect of the age and identity of the drivers, claims and No Claim Discount entitlement, driving licences, motoring convictions and fixed penalty offences, **vehicle** modifications, mileage and use.

If **you**, or anyone acting for **you**, has deliberately or recklessly misrepresented the answer to **our** questions, or misrepresented any answers provided to online questions by manipulating an answer and these answers would have:

- influenced **our** decision to provide **you** with insurance **we** would otherwise not have agreed to provide; or
- influenced the terms and conditions on which **we** have provided cover; or
- prevented **us** from charging the correct premium;

**we** may treat **your policy** as if it never existed and return any premium **you** have paid for the **policy** unless **we** have identified fraud when General Condition 4 will also apply.

If the misrepresentation is not deliberate but is careless **we** will either:

- treat **your policy** as if it never existed and return any premium **you** have paid for the **policy** if **we** would not have accepted the risk had **you** given the correct information; or
- amend **your policy** details to record the correct information and provide **you** with the following options:
  - a) discuss and agree any changes to the terms applied to **your policy** and/or collect any additional premium due; or
  - b) give **you** the option to cancel the **policy** with immediate effect.

### 2. Your responsibility

#### a. Taking care of your vehicle

**You** must do all **you** can to protect **your vehicle** and its contents from loss or damage and keep and maintain **your vehicle** in a roadworthy condition. If **we** ask, **you** must let **us** examine **your vehicle** at a mutually convenient time. **Your vehicle** must have a current MOT certificate if applicable.

#### b. Advanced Driver Assistance Systems

If **your vehicle** is fitted with Advanced Driver Assistance Systems (ADAS), **we** will not pay any claims for loss or damage to **your vehicle** unless all software and/or safety updates are installed and up to date and all manufacturer's guidelines followed. If **we** make payments under the Road Traffic Acts, **we** reserve the right to recover any such amounts from **you**.

As part of the repair process **we** will arrange for any defects to the ADAS fitted to **your vehicle**, arising from the incident for which **you** are claiming, to be repaired and/or recalibrated.

If **you** choose to have **your vehicle** repaired **yourself**, **you** must arrange for the fitted ADAS to be repaired and/or recalibrated immediately following the repair.

### c. Keeping **your policy** up to date

**You** must tell **us** of any changes in circumstances. Changes that must be advised include the following:

- change to the **vehicle** that **you** wish to insure under this **policy** – **you** will not be insured until a cover note or revised **Certificate of Insurance** has been issued;
- change or proposed change to the **vehicle** itself such as fitting alloy wheels, bodywork alterations, engine modifications or change to the functionality and/or performance of **your vehicle** made either electronically or via **over the air (OTA)** updates that are not mandated by **your vehicle's** manufacturer;
- change of ownership of **your vehicle**;
- change of main user of **your vehicle**;
- change of address, including where **your vehicle** will be kept overnight and where **you** primarily reside;
- change to the use of **your vehicle**;
- change to **your** occupation or the occupations of any of the named drivers;
- change of drivers – **you** will not be insured until a cover note or revised **Certificate of Insurance** has been issued, unless **your Certificate of Insurance** already allows this;
- if **you** or any other named driver are advised by the DVLA or DVLANI/DVANI that **you** and/or they cannot continue to drive, for example due to a medical condition.

Changes that must be advised when the **policy** is renewed include the following:

- change to the driver details, including details of any motoring conviction, pending motoring conviction or fixed penalty offence involving a driver;
- any change to **your** annual mileage.

These are not full lists and **you** should let **us** know if any of the details **you** have already given **us** change. Once **you** have told **us** about a change **we** will reassess **your** cover and premium. If **you** do not inform **us**, it is possible that a claim will not be covered.

### 3. Accidents and losses

Observance by **you** or **your** legal representatives of the following requirements is a prior condition of **your** cover in respect of any claim made under **your policy**. If **you** do not observe them **we** have the right to refuse or withdraw cover for **your** claim.

**You** or **your** legal personal representatives must give **us** as quickly as possible full details of any incident which could lead to a claim under this **policy**. **You** must also send **us** unanswered any letters, notices, writs, summonses or any other documents **you** receive to do with the claim. If **you** know of any possible prosecutions, inquests or fatal accident inquiries **you** must tell **us** as quickly as possible.

**You** must not admit responsibility or offer or promise anything without **our** permission.

Anyone claiming cover under this **policy** must give **us** whatever information, documentation and help **we** need and continue to do so until the claim is concluded.

If, because **you** have not observed the terms of this condition, **we** withdraw cover for a claim that **you** and/or anyone insured by this **policy** is making but court proceedings are issued against **us** by the third party, their insurers or their representatives and **we** are legally required to settle the claims made or incur losses in defending the claims, **we** will seek to recover such losses **we** suffer from **you**.

If **we** wish **we** may take over and deal with **your** claim in **your** name. **We** may also pursue any claim to recover for **our** benefit any money **we** have paid out under this **policy**.

If at the time a claim is made under this **policy** any other policy exists that would cover the claim, **we** will pay only **our** share of the claim unless it says differently in this **policy**.

If **you** claim under this **policy** and **you** are paying **your** premium and any other charges under an insurance credit scheme **we** may take from any claim settlement any amount **you** owe **us**.

If **we** provide a service that it subsequently transpires **you** are not entitled to, **you** may have to pay for the service provided.

If the law of any country in which **you** are covered by this **policy** says **we** must settle a claim which **we** would not otherwise have paid **we** can ask **you** or the person who incurred the liability to pay **us** that amount.

#### 4. Fraud

If **we** discover that **you**, anybody insured by this **policy** or anyone acting for **you** has knowingly:

- provided fraudulent information in order to obtain a policy;
- made a fraudulent or false claim in full or in part or exaggerated the amount of the claim;
- misrepresented any answers to **our** questions or withheld any relevant information in order to influence **us** to accept a claim;
- provided false or invalid documents in support of a claim; or
- following an allegation or suggestion of fraud by **us** or another insurer, withdrawn a claim, had a claim refused or declined or had a policy cancelled or made void

**we** will investigate and this could result in legal action by **us**.

**We** may:

- a. treat **your policy** as if it never existed from the date of the fraud or misrepresentation and retain any premium, **arrangement fee** and any other charges **you** have paid for **your policy**;

or

- b. cancel **your policy** with immediate effect by recorded delivery letter to **your** last known address, and retain any premium, **arrangement fee** and any other charges **you** have paid for **your policy**;

and **we** may:

- refuse to pay the whole of **your** claim if any part is in any way fraudulent, false or exaggerated and recover from **you** any costs that **we** have incurred;
- serve **you** with a seven-day notice of cancellation on any other

policies which **you** hold with **us** and/or **Saga**;

- remove **your vehicle** details from the Motor Insurers' Database; and
- pass details to the police and fraud prevention agencies.

#### 5. Cancellation within the first 14 days

If **you** have paid **your** premium and any **arrangement fee** and wish to cancel before commencement of **your policy**, **you** will be entitled to a full refund.

If **you** cancel **your policy** within 14 days of receiving **your policy** documentation and cover has commenced, **we** will give **you** a pro rata refund of **your** premium based on the cover **you** have had. The **arrangement fee** will not be refunded and **Saga** will charge a **cancellation fee**. Details of the current fees can be found in **your Schedule**.

**You** can cancel **your policy** by contacting **us** on 0800 056 9167 or by writing to **us** at Saga Services Limited, PO Box 253, Seaham DO, SR7 1BN. Cancellation will take effect from the date **we** receive **your** notice to cancel, or a date in the future **you** have specified, but cannot be backdated.

If after 14 days **you** have not cancelled **your policy**, **we** will assume that **you** have accepted the terms and want **your policy** to continue for the agreed period of cover.

If **you** have selected Legal Protection as an optional cover, please be advised this cover will automatically be cancelled at the same time.

#### 6. Cancellation rights

**You** have the right to cancel it at any point by contacting **us** on 0800 056 9167 or by writing to **us** at Saga Services Limited, PO Box 253, Seaham DO, SR7 1BN. Cancellation will take effect from the date **we** receive **your** notice to cancel, or a date in the future **you** have specified, but cannot be backdated.

If **you** would like to cancel any optional cover shown in **your Schedule**, **you** can do this by calling customer services on 0800 056 9167.

Provided full recovery of **our** costs has been made on any claims that have occurred (excluding any glass claim made under Part **3** 'Broken glass' of the 'Loss or damage' section of this **policy**, or **we** have accepted a claim as an uninsured driver claim) in the current period of insurance, **you** will be entitled to a pro rata refund of **your** premium based on the cover **you** have had. **You** will not be entitled to any refund if a claim has not been settled and full recovery made, and, as a result, if **you** pay by instalments the full outstanding cost will become payable.

**We** and/or **Saga** may cancel this **policy** by giving **you** seven days' notice by recorded delivery letter to **your** last known address.

This **policy** may be cancelled where there is a valid reason, for example if:

- **you** do not pay any **policy** premium, **arrangement fee** or other charges requested or, if applicable, stop paying the instalments;
- **your** insurance details change such that they no longer meet **our** acceptance criteria. If **we** are unable to find an insurer that can provide cover for **your** new details, and **you** choose to go ahead with the change, **your policy** will be cancelled with immediate effect;
- **you** harass or use abusive or threatening behaviour towards **our** staff;
- **you** behave in a manner that makes it inappropriate for **us** to continue **your** insurance;
- **your vehicle** has been the subject of a total loss claim because it was written off or stolen and **you** have not advised **us**, within thirty days, of a replacement vehicle to be covered under this **policy**;
- **you** fail to provide further information or documentation **we** have requested in writing:
  - in support of the information provided for **your** insurance application, renewal or adjustment **you** wish to make to **your policy** including but not limited to proof of **your** No Claim Discount, evidence of **your** annual mileage, copies of driving licences, evidence of **vehicle** ownership;

- to assist **us** handle a claim that is being made;
- **we** act under General Condition 1 – Your Duty; and/or
- **we** act under General Condition 4 – Fraud, when the cancellation may be immediate.

**We** will remove **your vehicle** details from the Motor Insurers' Database and refund to **you** the unused part of **your** premium unless:

- **you** have made a claim for which **we** have not made a full recovery (excluding any glass claim made under Part **3** 'Broken glass' of the 'Loss or damage' section of this **policy**, or **we** have accepted a claim as an uninsured driver claim);
- there has been a claim made against **you** under this period of cover; or
- **we** have acted under General Condition 4 – Fraud.

The **arrangement fee** will not be refunded and **Saga** will charge a **cancellation fee**. Details of the current fees can be found in **your Schedule**.

If an error occurs which results in you being presented with an incorrect premium **we** and/or **Saga** may notify **you** of the correct details and **you** will be given the option to either:

- cancel the **policy**; or
- continue with the **policy** on the correct premium.

Please be advised that if **you** have selected any optional cover, this will automatically be cancelled at the same time.

If **your policy** was set up under a credit agreement and **you** become eligible for a monthly instalment plan, **your policy** will be cancelled, resulting in **your** credit agreement also being cancelled. A new **policy** will then be set up for **you** under a monthly instalment plan and new documents confirming the reduced payment amount will be issued.

## **USEFUL INFORMATION** – to be read in conjunction with your policy information

### **Saga Claims Service – How to make a claim**

1. Call the Saga Claims Line on **0800 001 5424** to advise us of your claim, as soon as possible. Assistance is available on this number 24 hours a day, seven days a week.

Please advise us of your policy number and we will confirm the benefits available to you, as according to your Schedule and the cover that you have chosen. Whenever possible, we will complete all the details needed to conduct the claim in this telephone conversation.

You must provide us with your personal details, those of the driver, full details of the incident and any other parties involved.

If your vehicle is damaged you must do what you can reasonably do to protect your vehicle and its accessories.

If the loss or damage that happens to your vehicle is not covered by this policy because you have not arranged Comprehensive cover, but is the responsibility of an identified third party, we may be able to provide some assistance to help you recover your losses. If we can offer this assistance we will tell you when you register your claim with us.

2. After your call, one of several things will happen and your claims handler will guide you. We have the right to choose which action to take in the case of any claim and we may arrange to:
  - repair the damage; or
  - replace what is lost or damaged beyond economical repair; or
  - pay you cash for the amount of the loss or damage.

If we ask, you need to give us any evidence to support your claim. We will confirm exactly what we need. Sometimes we will need to ask an independent loss adviser to help us deal with your claim. If so we will tell you and arrange for the loss adviser to visit you. The loss adviser's role is to assess the claim, confirm what action you need to take and recommend to us how to deal with the claim.

3. Please read the 'Accidents and losses' section of the 'General conditions' on [page 41](#) for details of the claims conditions.

### **Getting your vehicle repaired**

If your vehicle needs to be repaired we have a nationwide network of repairers who can arrange to start work on your damaged vehicle without delay. Once we have taken details of your claim, we will contact the nearest network repairer for you. Our network repairers may not be able to deal with all types of vehicles, e.g. motorhomes, in which case we will ask you to obtain an estimate from a repairer of your choice.

Collection and delivery to your home can be arranged if required. Under our network repairer scheme there is no need for you to obtain repair estimates. The network of repairers has been specially chosen by us to ensure a high standard of service and provide high-quality repair work with a five-year warranty.

### **Replacement car to keep you mobile**

If you have Comprehensive cover and as part of a valid claim your vehicle is being repaired by one of our network repairers following an accident, we will ask our nominated supplier to provide you with a car to keep you mobile while repairs are carried out.

### **When repairs are complete**

The repairer will let you know when your vehicle can be collected or delivery arranged. If you have a replacement car this must be returned at the same time. We have asked the repairer to collect any applicable policy excess and/or contribution from you, on our behalf.

### **If your vehicle is a total loss**

If your vehicle is irreparable or damaged beyond economical repair it will be considered a total loss. Once this is determined we will immediately move your vehicle to a place of free storage, so please ensure that wherever possible all your personal effects are removed from your vehicle. You should note that all total loss vehicles are placed on an industry-wide register to guard against fraud and this

information is shared between insurance companies.

Please remember that you are responsible for paying any excess that applies to your claim. The excess is the first amount of each claim you have to pay.

Before settlement is made we will ask you to provide us with some or all of the following documents:

- the vehicle registration document;
- the vehicle MOT test certificate;
- all sets of vehicle keys;
- the vehicle purchase receipt;
- details of any outstanding finance relating to the vehicle;
- any other documentation that you may wish us to take into account, such as the vehicle's servicing history.

You will be contacted to agree a valuation for your vehicle (we may require your vehicle to be inspected by an engineer) subject to deduction of any applicable policy excess and outstanding finance on your vehicle. Once you have accepted this amount and subject to all information and documentation being in order, we will issue you with a payment, and the vehicle will become our property.

### **Policy continuation following a total loss**

We will not cancel your policy for a period of 30 days from the date of settlement of your total loss claim to allow you time to purchase a replacement vehicle to cover under this policy. If you have no vehicle to cover after this period your policy will be cancelled.

### **If your vehicle is stolen**

If your vehicle is stolen and recovered with damage, it will either be repaired or a total loss payment made in the manner already described. If the vehicle is not recovered this will also be treated as a total loss. We may arrange for our representative to visit you to help us with our investigation of theft claims.

### **Cherished or personal plates**

If your vehicle is stolen and not recovered or rendered a total loss, you should contact DVLA or DVLNI/DVANI at the earliest opportunity

to make the necessary arrangements to transfer the plate to a replacement vehicle. Please note that failure to do so may result in you losing the right to retain the cherished or personal plate.

### **If a third party is involved**

Do not admit liability. Please obtain names, addresses and telephone numbers of those involved (e.g. drivers, passengers, pedestrians and witnesses). Please also obtain insurance details for any vehicles involved and offer your insurance details to anyone involved in the accident. Forward any third-party correspondence to us unanswered. Do not attempt to deal with any claim yourself unless agreed by us.

### **Glass repair and replacement**

Call the Saga Glass Line on **0800 096 3603** or visit [www.autowindcreens.co.uk/booking/partner/saga](http://www.autowindcreens.co.uk/booking/partner/saga) to register and book a windscreen replacement claim online. If the glass is replaced by a glass repairer not previously approved by us, we will not pay more than £100 after deducting your excess. If you are abroad please call **+44 1772 429 640**.

Glass damage can often be repaired if you act quickly and call the Saga Glass Line as soon as possible. Simply produce your current Certificate of Insurance at the time of repair and pay any excess that applies.

If the glass has to be replaced, the Saga Glass Line will arrange a convenient time and location to replace your glass. You will need to produce your Certificate of Insurance and have to pay any excess that applies.

Please remember that you are responsible for paying any excess that applies to your claim. The excess is the amount of each claim you have to pay and you will need to pay this directly to our approved repairer at point of claim.

### **Your No Claim Discount and excesses**

Glass claims (see Part 3 'Broken glass' of the 'Loss or damage' section for full details and any exclusions), valid uninsured driver claims, and claims where a full recovery of our costs has been made



will not affect your No Claim Discount. If your policy is due for renewal before it has been confirmed that the claim is a valid uninsured driver claim, or that we will make full recovery of our costs, your No Claim Discount may be temporarily affected.

Once we have confirmed that the claim is a valid uninsured driver claim, or that we will make full recovery of our costs, your No Claim Discount will be restored and any associated premium reduction will be backdated to the date the No Claim Discount was affected. We will also refund any excess paid as a result of a valid uninsured driver claim.

If we are able to make full recovery of our costs, we will also attempt to recover your policy excess for you.

## USE OF YOUR INFORMATION

The information you have given to Saga Services Limited (Saga) and/or the insurer(s) will be held and used to manage your insurance policy, which will include both underwriting and claim handling. For this purpose, Saga and/or the insurer(s) may disclose it to other interested third parties, such as other insurers, agents who provide services on their behalf and to regulatory authorities for this and the monitoring and/or enforcing of compliance with any regulatory rules/codes. It may also be used for offering renewals, research and crime prevention purposes. Any calls made to Saga may be monitored and recorded to improve the service and help prevent and detect fraud. Saga and/or the insurer may check information provided or received and may also undertake additional fraud searches.

Saga and/or the insurer(s) will hold your personal data securely and in accordance with Data Protection Legislation\*. From time to time Saga and/or the insurer(s) may use service providers and organisations outside the European Economic Area (EEA) where they do not afford the same level of data security as the UK. We will, however, use every reasonable effort to ensure sufficient protections are in place to safeguard your personal information.

All information you provide must be accurate and, if you have supplied

another person's personal data who may be insured under the policy, you have done so confirming that you have the specific consent of that other person to disclose that data. You are deemed to have made any named drivers aware of the information that has been captured and the uses disclosed in respect of their personal and sensitive data.

Saga and/or the insurer(s) will use your information and sometimes that of other people named on your policy, either collected at the outset or obtained from other third party sources, for the following purposes:

- To assess financial and insurance risks, your insurance application, the terms on which cover may be offered, including your premium at quote and renewal, and the payment methods offered;
- To prevent and detect crime including fraud, money laundering and financial sanctions;
- To develop our products, pricing, systems, services and relationships with you and any named drivers;
- To comply with our legal and regulatory obligations.

These sources include credit reference agencies the electoral roll and public data provided to us by credit reference agencies and other third parties. The credit reference agencies will keep a record of the search; this may be reflected in your credit score.

Saga and/or the insurer(s) may share this information with third parties in order to carry out insurance related activities on our behalf, including management of your claim, credit hire and legal advice.

If you contact us electronically we may store your Internet Protocol (IP) address or your telephone number supplied by your Service Provider. This may be used to identify repeat website visits, fraudulent behaviour or mystery shoppers using Saga websites.

Saga uses the data, including special categories of personal data, that they collect from you and any named drivers to contact you and personalise their communication. Saga and/or the insurer(s) also use it for administrative purposes to provide the service you requested and for preparing quotations. If Saga has obtained your

permission to do so, they will also contact you by post, telephone, email or other means to tell you about offers, products and services that may be of interest to you. At any time you can opt out of receiving such information, revise the products you would like to hear about or change the method they use to communicate with you. You can update these preferences by visiting MySaga or calling 0800 056 9167. For further information about how the Saga Group uses your personal information, please visit [www.saga.co.uk/privacy-policy](http://www.saga.co.uk/privacy-policy) or contact the Saga Group Data Protection Officer by email: [data.protection@saga.co.uk](mailto:data.protection@saga.co.uk) or post: 3 Pancras Square, London N1C 4AG.

\*The General Data Protection Regulation ((EU) 2016/679) (UKGDPR/ DPA2018)) and any national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK.

## **Fraud prevention and financial crime**

To help Saga prevent fraud, money laundering and other financial crime, the information you provide may be submitted to fraud prevention agencies and other organisations whose records may be searched.

The insurer shares information with the Claims and Underwriting Exchange Register, run by Insurance Database Services Ltd (IDSL), the Motor Insurance Anti-Fraud and Theft Register, run by the Association of British Insurers (ABI) and with other relevant fraud prevention databases. The aim is to help check information provided and also to prevent fraudulent claims. When the insurer deals with your request for insurance, it may search these registers. Under the conditions of your policy, you must tell the insurer about any incident (such as an accident or theft) that could lead to a claim. When you tell the insurer about an incident, the insurer will pass information relating to it to the registers.

As part of the insurer's fraud prevention process it will complete a number of enquiries to check the details you provide. If false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies. Law enforcement agencies may access and use this information.

The insurer and other organisations may also access and use this information to prevent fraud and financial crime, for example, when:

- checking details on applications for credit and credit-related or other facilities;
- managing credit and credit-related accounts or facilities and recovering debt;
- checking details on proposals and claims for all types of insurance;
- checking details of job applicants and employees.

The insurer and other organisations may access and use, from other countries, the information recorded by fraud prevention agencies in the United Kingdom.

If you would like to receive details of the fraud prevention agencies used, please contact the Application Counter Fraud Manager, Saga Services Limited, PO Box 253, Seaham DO, SR7 1BN.

Information relating to your insurance policy will be added to the Motor Insurance Database (MID) managed by the Motor Insurers' Bureau (MIB). MID and the data stored on it may be used by certain statutory and/or authorised bodies including the police, the Driver and Vehicle Licensing Agency (DVLA), the Driver and Vehicle Agency Northern Ireland (DVANI), the Insurance Fraud Bureau and other bodies permitted by law for purposes not limited to but including (i) Electronic Vehicle Licensing, (ii) Continuous Insurance Enforcement, (iii) Law Enforcement (prevention, detection, apprehension and/or prosecution of offenders) and (iv) the provision of government services and/or other services aimed at reducing the level and incidence of uninsured driving. If you are involved in a road traffic accident in the UK, the EEA and certain other territories, insurers and/or MIB may search MID to obtain relevant information. Persons (or their representatives) pursuing a claim in respect of a road traffic accident (including citizens of other countries) may also obtain relevant information which is held on MID.

It is vital that MID holds your correct registration. If it is incorrectly shown on MID you are at risk of having your vehicle seized by the police.

You can check that the correct registration number is shown on MID at [www.askmid.com](http://www.askmid.com). You can find out more about this at [www.mib.org.uk](http://www.mib.org.uk). You should show this notice to anyone insured to drive the vehicle covered under the policy.

## **FUTURE UNDERWRITER CHANGES**

Your Saga Motor Insurance policy is currently provided and underwritten by your insurer(s) as part of an agreement between Saga Services Limited and them. If you have selected any additional cover options, these may be provided by different insurers. At some time in the future Saga Services Limited may enter into an agreement with a new provider for all or part of your policy, in which case this new provider will offer you motor insurance to replace your current policy. If this is the case, Saga Services Limited will write to you to confirm the details of the new provider and give you details of any changes to the Terms and Conditions of your policy. At this stage you will be given the option to refuse transferral to the new provider. For further information, please see Saga's Privacy Policy at [saga.co.uk/privacy-policy](http://saga.co.uk/privacy-policy)



**NOTES**

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**NOTES**

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## HELPLINES

### CUSTOMER SERVICE

**For questions about your motor insurance policy**

from the UK **0800 056 9167**

from abroad **+44 1303 773 486**

Monday to Friday 8.30am to 8pm,  
Saturday 8.30am to 5pm and  
Sunday 9am to 5pm.

### SAGA GLASS LINE

**For glass repair or replacement**

from the UK **0800 096 3603**

from abroad **+44 1772 429 640**

24 hours a day, 7 days a week.

Or visit [www.autowindcreens.co.uk/booking/partner/saga](http://www.autowindcreens.co.uk/booking/partner/saga)

### HOW TO MAKE A CLAIM

**For new claims**

from the UK **0800 001 5424**

from abroad **+44 1303 757 023**

24 hours a day, 7 days a week.

### KEY PROTECTION

**For new claims**

from the UK **0800 068 1574**

from abroad **+44 1603 367 200**

24 hours a day, 7 days a week.

Please have your policy number to hand when calling.

If you have a hearing or speech impairment, you can also contact us by emailing [dda@saga.co.uk](mailto:dda@saga.co.uk)

