

Welcome



Thank you for choosing us for your GAP insurance.

We're here to provide you with peace of mind. This policy booklet is your guide to everything covered by your insurance, what is not covered by your insurance and anything you need to do, including:

- What's covered and what's not
- How to submit a claim
- How to make changes to your policy
- How to get help if you need it

We've made this booklet easy to understand so you can find the information you need quickly. If you have any questions, please don't hesitate to contact us.

Your policy

Your policy is a legally binding contract between **you** and **us**. In exchange for the premium, we will provide **you** with the cover shown in **your policy**. **Your policy** is made up of this **policy** booklet and the **schedule**.

Your policy is based on the information **you** provided when **you** applied for your **policy**. **You** must take reasonable care when answering any questions **you** have been asked before entering into the **policy** to ensure that such questions were true, complete and accurate. **You** must also let **us** know if any of the information provided before the start of the **policy** changes at any time.

It's important that **you** read and understand the **policy** **you** have bought. If **you** have any questions, any details are incorrect or if **you** want to change anything, please get in touch with Future 45. If **you** do not, it may affect the validity of the **policy**, whether a claim is covered, or the amount **we** pay in the event of a claim.

About us

We are Acasta European Insurance Company Limited.

We are authorised and regulated by the Gibraltar Financial Services Commission and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority for the conduct of UK business. Details about the extent of our regulation by the Financial Conduct Authority (Firm Registration Number (456936) and Prudential Regulation Authority are available from us on request.

Acasta Europe Limited assists us in providing services associated with this policy, such as claims handling. Acasta Europe Limited is authorised and regulated by the Financial Conduct Authority (Firm Registration Number (599391)).

Details of Acasta European Insurance Company Limited and Acasta Europe Limited can be found on the Financial Services Register (register.fca.org.uk).

About AutoProtect (MBI) Limited

Your policy has been arranged for you by Future 45 Limited.

Future 45 Limited (a limited company registered in England, registration number 05407413) and whose registered address is 3rd Floor, 114a Cromwell Road, Kensington, London, England SW7 4AG. Future 45 Limited is fully authorised and regulated by the Financial Conduct Authority (FCA) and appear in the FCA Register (Register Number 461102).

AutoProtect (MBI) Limited are responsible for administering **your policy**. They do this under a separate contract with **you**. Their fees and charges are set out in that document.

AutoProtect (MBI) Limited is registered in England, Registration number 05089293 with a registered office at Warwick House, Roydon Road, Harlow, Essex, CM19 5DY. AutoProtect MBI Limited is fully authorised and regulated by the Financial Conduct Authority (FCA) and appear in the FCA Register (Register Number 312143).

We're here for you

If **you** need to get in touch, **you** can contact Future 45 using the details below.

General queries and amendments to your policy

0208 543 6006

email@apgcover.co.uk

Cancellations

0208 543 6006

email@apgcover.co.uk

Complaints

0208 543 6006

email@apgcover.co.uk

Or you can write to Future 45 at:

Future 45
The Business & Technology Centre,
Stevenage
SG1 2DX

Please include your full name and your policy number on any correspondence.

MAKING A CLAIM

Call AutoProtect on **01279 456 500** or via their claims app by texting APAPP to 88802 from any smartphone or at: www.autoprotect-app.co.uk

Although it's not essential, try to call AutoProtect before accepting any offer from **your car insurance** company. They can provide guidance on the value of **your** car to ensure **you** receive a fair payout from **your** car insurer.

We'll start working on **your** case as quickly as possible. **We'll** ask **you** for some information about **your** claim. This includes:

- a copy of **your car insurance** schedule;
- **your** car insurer's written confirmation that **your car insurance payout** has been paid and the terms on which the settlement was made;
- the original invoice relating to **your** car;
- a copy of **your** finance agreement, written confirmation from **your finance company** of the **early settlement amount** and the terms on which it has been calculated; and
- a valid crime reference in the case of malicious damage or theft.

To make sure **your** claim is valid, we might ask for additional information. Don't worry, **we'll** only ask for what is absolutely necessary and **we** will always be fair in **our** requests.

If **you** don't provide **us** with the information **we** need, **we** may not be able to process **your** claim.

What you're covered for

The primary benefit of this **policy** is **your** shortfall cover. **We** recognise that other events can happen during **your insurance period** that can cause difficulties. This product in addition to your shortfall cover provides additional benefits to reduce **your** financial liability during the period of cover. **We** will also provide the cover shown below **your** car is **written off** (declared a **total loss**) whilst being used in Europe (but outside of the United Kingdom), provided that **your car insurance** company has issued **you** with a green card confirming that **you** benefit from the same level of cover in Europe as **you** do in the United Kingdom.

Here's how it works:

This **policy** offers 4 separate types of cover that form the entire cover provided to **you** under this **policy**. **We** have detailed the benefits below:

- Shortfall Cover
- Temporary Replacement Vehicle Cover
- Non-Fault Incident Cover
- Excess Cover

Shortfall Cover

If **your** car is **written off** (declared a **total loss**) during **your insurance period**, **we'll** cover the gap between what **your car insurance** pays and the **original purchase price (invoice price)**.

- **We'll** pay **you** the difference between **your car insurance payout** and the **invoice price**, up to **our maximum limit**.
- OR if the amount **you** owe to settle **your** car finance early is higher, **we'll** cover that instead, (up to **our maximum limit**).
- The minimum amount **we** will pay is £400, regardless of the gap.

Contribution towards hire car costs

Following **your** vehicle being **written off** (declared a **total loss**) during **your insurance period**, **we** will pay **you** a cash benefit of £20 per day for up to 7 days if **your car insurer** has not provided **you** with a rental vehicle while **your** Shortfall Cover claim is still open.

Non-Fault Incident Cover

We will pay **you** a fixed benefit of £150 once during **your insurance period** if **you** are involved in a non-fault accident that does not result in **your** car being declared a **total loss**.

- Non-fault claims are incidents where **your car insurer** has been able to recover the costs from a third-party insurer. These typically include accidents caused by another driver who has admitted liability.
- If **you** make a claim under the Non-Fault Incident Cover **you** will still be able to claim under the Shortfall Cover, 7-Day Hire Car and the Excess Cover.

Contribution towards your excess

We'll contribute up to £500 towards any excess (or deductible) charged by **your car insurance** company as a result of **your** car being **written off** (declared a **total loss**).

- Even if **you** receive the minimum amount of £400, **we** will still contribute towards any excess (or deductible) charged by **your car insurance** company as a result of **your** car being **written off**.

We'll pay **you** directly for the covered amounts shown above.

What's not covered

- ✘ Any loss exceeding the **maximum limit** (stated in the **policy schedule**).
- ✘ The salvage value of **your** car if **you** get to keep it.
- ✘ The amount of any reduction in **your car insurance payout** due to **your** own or any driver's fault, **your** or any driver's failure to comply with any of **your car insurance** policy terms and conditions, or due to the car's condition.
- ✘ The amount of any unpaid premiums on **your car insurance** policy.
- ✘ Any VAT charges if you're a VAT-registered business.
- ✘ Loss of use of **your** car or any other indirect consequences of the **total loss**.
- ✘ If **your car insurance** claim is denied for any reason or if the **car insurance** policy is declared void and **you** don't get a payout.
- ✘ Costs associated with a new car, like delivery fees, fuel, registration, taxes, plates or warranties.
- ✘ Any loss caused by or related to:
 - problems with computers or networks (e.g. hacking, viruses);
 - inability to use your computer, network, or data;
 - unauthorised access to, processing, or storage of your data;
 - your inability to access or use your data;
 - threats or hoaxes related to the above points; or
 - accidents or mistakes involving computers, networks, or data.

Your responsibilities

This section outlines the conditions that apply to this **policy**. It's essential that **you** follow these conditions. If **you** don't, **we** may be forced to take certain actions, including:

- Cancelling **your policy**
- Denying or withdrawing from any claim **you** make
- Reducing the amount **we** pay for a claim
- Recovering any costs **we** have paid

By carefully reviewing these conditions, **you'll** gain a clear understanding of **your** responsibilities:

Valid Car Insurance

You must have valid car insurance for **your** car at the time of the **total loss**.

Preventing Loss

It's **your** responsibility to take reasonable precautions to prevent accidents, theft, or damage to **your** car.

Change of Circumstances

If something happens that's different from the information **you** gave **us** when **you** first got this **policy**, **you** must let **us** know.

Policy Transfer

You can't transfer **your** rights or benefits under this **policy** to someone else without **our** written permission. **We** are under obligation to give **our** permission.

Premium Payment

You must pay the premium on time and in full. If **we** can't collect **your** payment by the due date, **we'll** send **you** a notice to give **you** a chance to make the payment. However, **we** reserve the right to cancel **your policy** if the payment isn't received after the deadline in **our** notice. If **you** have already made a claim before the cancellation, **you** will still be responsible for the remaining premium for that year.

Honesty

You must be honest with **us** at all times. **You** must not make false or exaggerated claims.

Respect

You must not use threatening or abusive behaviour or language towards **us**, Future 45 or our employees.

PLEASE REMEMBER:

If **you** (or someone acting on **your** behalf) is dishonest or tries to make a false or exaggerated claim, **we** may take serious actions, including:

- Terminating **your policy**
- Denying **your** claim and any future claims
- Keeping any premiums **you've** paid
- Cancelling other insurance products **you** have with **us**
- Sharing information about **your** actions with other organisations to prevent fraud
- Reporting fraud to the authorities

Subrogation

If **we** make a payment under this **policy**, **we** may assume any rights **you** have to recover related amounts from any third party, including but not limited to any other insurers. **You** agree to assist us and provide all necessary documents and information, as well as refrain from any action that might impair **our** ability to exercise these rights.

If it is determined that **your car insurance** company underpaid the settlement for **your total loss**, or if they provide any additional payment as compensation (redress) for an underpayment or other issues, **you** must inform **us** immediately. We reserve the right to recover from **you** the difference between what was initially paid by **your car insurance** and the corrected or compensatory amount, up to the amount **we** paid under this **policy**. This includes any compensation or redress **you** receive from **your car insurance** company or any other party.

By accepting payment under this **policy**, **you** agree that **we** may take over any rights **you** have against **your car insurance** company or any third party regarding the settlement of **your total loss** claim. **We** may

pursue this recovery in our **own** name. Any recovered amounts will first cover **our** expenses and the amount **we** paid under this **policy**, with any excess returned to **you**.

You must notify **us** within 30 days if **you** receive any additional payment or compensation from **your car insurance** company or another party related to the **total loss** claim. If **you** fail to notify **us**, **you** may be required to repay any amounts that exceed the correct settlement.

Changing your car

This section explains how **you** can move **your** insurance coverage to a new car:

Replacement vehicle from your car insurer

If **your car insurance** provides a replacement car after a **total loss** (check **your** policy details), **you** can transfer your GAP coverage to the replacement car for free. **You** must let **us** know as soon as possible if this happens.

We will only cover the GAP on the replacement car if the replacement car is of a similar make, model and value to the car that suffered the **total loss**. **We** will not cover the GAP on any replacement car where such replacement is not of a similar make, model and value.

Selling your car

If **you** sell **your** current car, **you** can potentially transfer **your** remaining coverage to a new eligible vehicle, but **you'll** need **our** written approval first. **We** are under obligation to give **our** approval. If **we** do give **our** approval, **we** may apply different **policy** terms and / or charge an additional premium.

Fees and Conditions

Where **we** agree to transfer cover under this **policy**, the following fees and conditions apply:

| | |
|-----------------------------|---|
| First Transfer | The first transfer is free. |
| Additional Transfers | Any transfers after the first one will incur a Transfer Fee (check the schedule for details). |
| Eligibility | The new car must meet our insurance requirements for coverage to transfer. If it doesn't, the transfer will be rejected, and any fee you paid will be refunded. In this case, you have the right to cancel your remaining coverage. |
| Timing | All transfer requests must be made within 30 days of selling your old car. |
| Claims | You can't transfer coverage if you've already made a claim or had an incident that might lead to a claim. This doesn't apply to any replacement car provided by your car insurance after a total loss . |

Cancelling your policy

If this **policy** doesn't fit **your** needs, **you** can cancel it by contacting Future 45.

Cancellation within 30 days

If **you** cancel within 30 days of the **policy start date** or receiving your **policy** documents (whichever is later), **you'll** get a full refund of **your** premium, as long as **you** haven't made any claims during that time.

Cancellation after 30 days

If **you** cancel after 30 days, **you'll** get a partial refund based on the remaining time on **your policy**. Again, this is only if **you** haven't made any claims during the time **you** had the **policy**.

Complaints

We strive to provide excellent service, but if **you're** unhappy with something, here's what to do:

Contact Future 45 first

Get in touch with Future 45 (contact details are shown on page 3) and mention **your policy** number.

Future 45 will try to resolve it quickly

Future 45 will work to solve most issues within 5 business days of receiving **your** complaint.

Keeping you informed

If it takes longer, they'll contact **you** with an update on who's handling it and the next steps. They'll also keep **you** in touch regularly.

Taking it further

If the issue isn't resolved within 8 weeks or **you're** unsatisfied with the response, **you** may have the right to ask the Financial Ombudsman Service (FOS) to review your complaint.

What is the FOS?

It's a free and independent service that helps resolve disputes between customers and financial institutions. Using the FOS won't affect your **legal** rights. You can contact the FOS using the details below:

Email: complaint.info@financial-ombudsman.org.uk
Phone: 0800 023 4567
Address: Financial Ombudsman Service, Exchange Tower, London, E14 9SR
Website: www.financial-ombudsman.org.uk

Compensation

In the unlikely event that **we** go out of business or into liquidation, **you** may be entitled to compensation from the Financial Services Compensation Scheme (FSCS).

The FSCS may arrange to transfer a **policy** to another insurer, provide a new policy or, if these actions are not possible, provide compensation.

Further information about compensation scheme arrangements is available from the FSCS at PO Box 300, Mitcheldean, GL17 1DY or call: 0800 678 1100 or 020 7741 4100 or visit www.fscs.org.uk.

Data Protection

Acasta European Insurance Company Limited and Acasta Europe Limited are the joint controllers for the data **you** provide to **us**. **We** need to use **your** data in order to provide **your** insurance. *For more detailed information on how **we** process and use your data, please refer to our [Privacy Policy](#).*

We collect non-public personal information about **you** from the following sources:

- **your** application or other forms;
- **your** transactions with **us**, our associates, the Administrator or others; and
- consumer reporting agencies.

You are obliged to provide information without which **we** will be unable to provide a service to **you**. Any personal information provided by **you** may be held by **us** in relation to your insurance cover. It may be used by **our** employees in making a decision concerning **your** insurance and for the purpose of servicing **your** cover and administering claims.

We and other organisations may use the information **you** provide to:

- help make decisions on insurance proposals and insurance claims, for **you**;
- trace debtors, recover debt, prevent fraud, and manage **your policy**;
- check **your** identity to prevent money laundering.

Information may be passed to Future 45, AutoProtect, actuaries, auditors, loss adjusters, reinsurers, regulators, solicitors, or other service providers for these purposes. **We** may obtain information about **you** from credit reference agencies, fraud prevention agencies and others to check **your** credit status and identity. The agencies will record **our** enquiries, which may be seen by other companies who make their own credit enquiries. If **you** provide false or inaccurate information and **we** suspect fraud, **we** will record this.

We do not disclose any non-public personal information relating to **you** to anyone except as is necessary in order to provide **our** products or services to **you** or otherwise as it is required or permitted by law (e.g., a subpoena, fraud investigation, regulatory reporting etc.).

We restrict access to non-public personal information relating to **you** to **our** employees, **our** associates, **our** associates' employees, Future 45, AutoProtect or others who need to know that information to service **your policy**. We maintain physical, electronic, and procedural safeguards to protect **your** non-public personal information.

We process all data in the UK and Gibraltar but where **we** need to disclose data to parties outside these territories **we** will take reasonable steps to ensure the privacy of **your** data. In order to protect **our** legal position, **we** will retain your data for a minimum of 7 years from the end of **your policy** or the last status change. **We** have a Data Protection regime in place to oversee the effective and secure processing of **your** data. Under GDPR legislation, **you** can ask **us** for a copy of the data **we** hold, have it corrected, sent to a third party or deleted (subject to **our** need to hold data for legal reasons). **We** will not make **your** personal details available to any companies to use for their own marketing purposes.

If **you** wish to complain about how **we** have handled **your** data, **you** can contact **us** and **we** will investigate the matter. If **you** are not satisfied with **our** response or believe **we** are processing **your** data incorrectly **you** can complain to the Information Commissioner's Office (ICO). **You** can contact them by:

Phone: 0303 123 1113
Writing to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

You can visit the ICO website at www.ico.org.uk

Important Legal Information

This section covers some legal matters related to **your policy**:

Other GAP insurance policies

We won't pay **you** more than the actual value of **your** loss (unless the value of **your** loss is below our minimum payment of £400), even if **you** have other GAP insurance policies covering the same thing. In some cases, **we** may work with **your** other GAP insurers to share the cost of **your** claim fairly. This means each company would contribute a portion based on the percentage of coverage they provide.

Your insurable interest

We won't pay for claims relating to a car **you** don't have a rightful ownership stake in ('insurable interest') at the time of the loss. If there's more than one owner of the car, **we'll** only pay out an amount that reflects **your** share of ownership.

Taking action in your name

If necessary, **we** may (at our **own** expense) take legal action on **your** behalf to recover money or protect **your** rights under this **policy**.

Rights of third parties

This policy doesn't grant any rights to people who aren't directly involved (third parties) under the Contract (Rights of Third Parties) Act 1999.

Entire agreement

This policy booklet, the **schedule**, and any written **endorsements** constitute the complete agreement between **you** and **us**.

Sanctions and restrictions

The provision of any cover, the payment of any claim or the provision of any benefit under this **policy** will be suspended to the extent that the provision of such cover, payment of such claim or provision of such benefit by **us** would expose **us** to any sanction, prohibition or restriction under any United Nations resolutions or the trade or economic sanctions, laws or regulations of the the European Union, the United Kingdom, or the United States of America. This suspension will continue until such time as **we** would longer be exposed to such sanction, prohibition or restriction.

Laws and disputes (governing law and jurisdiction)

English and Welsh laws apply to this policy, and any legal disputes will be settled in the courts of England.

Regulatory Information

This section provides the legal and regulatory details of the companies involved in providing or administering this policy:

Acasta European Insurance Company Limited, a company registered in Gibraltar (registered number: 96218), with a registered office at Unit 1, 124 Irish Town, Gibraltar, GX11 1AA. Acasta European Insurance Company Limited is authorised and regulated by the Gibraltar Financial Services Commission and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority for the conduct of UK business. Details about the extent of our regulation by the Financial Conduct Authority and Prudential Regulation Authority are available from us on request.

Acasta Europe Limited, a company registered in England & Wales (registered number: 07270251), with a registered office at 4 Station Road Station Road, Cheadle Hulme, Cheadle, SK8 5AE. Acasta Europe Limited is authorised and regulated by the Financial Conduct Authority (FRN: 599391).

AutoProtect (MBI) Limited is registered in England, Registration number 05089293 with a registered office at Warwick House, Roydon Road, Harlow, Essex, CM19 5DY. AutoProtect (MBI) Limited is fully authorised and regulated by the Financial Conduct Authority (FCA) and appear in the FCA Register (Register Number 312143).

Key words and terms

Whenever any of the words below appear in **bold** font, they have the meaning shown below.

| | |
|--------------------------------|--|
| Car insurance | means a car insurance policy providing comprehensive cover (damage or theft of the owner’s car, as well as third party liability) |
| Computer | means any computer, hardware, software, application, process, code, programme, information technology, communications system or electronic device owned or operated by you or any other party. This includes any similar system and any associated input, output or data storage device or system, networking equipment or back up facility. |
| Early settlement amount | means the amount required to settle your finance agreement with your car finance company at the date of total loss . This does not include any amount carried over from a previous finance agreement, any insurance premiums, additional interest charges, discounts, incentives and cashbacks, arrears, title discharge fees and any other financed amount not relating specifically to your car |
| End date | means the date this insurance cover ends, as stated in the schedule or, in the event of cancellation, as notified to you in writing |
| Endorsement | means an amendment to the policy , as agreed by you and us and evidenced in writing |
| Insurance period | means the period between the start date and the end date shown on the schedule |
| Invoice price | means the price you paid for your car as stated on the invoice (including dealer fitted options up to £1,500) |
| Maximum limit | means the total claim limit (our maximum liability to you under this policy), as shown in the schedule |
| Network | means a group of computers and other electronic devices or network facilities connected via a form of communications technology, including the internet, intranet and virtual private networks (VPN), allowing the net-worked computing devices to exchange data. |
| Original purchase price | means the same as ‘ invoice price ’ |
| Policy | means this policy booklet, the schedule and any endorsements |

| | |
|----------------------------------|--|
| Schedule | means the document titled schedule that includes your name and address, the vehicle covered under this insurance and the premium and taxes |
| Start date | means the date this insurance cover commences as shown in the schedule |
| Total loss | means the total loss of your car as rendering the car beyond economic repair resulting in a settlement from your car insurance company |
| Us / we | means Acasta European Insurance Company Limited |
| Written off | means the same as ‘total loss’ |
| You / your | means the policyholder named in the schedule |
| Your car | means the vehicle to which this policy relates, as stated in the schedule |
| Your car finance company | means an authorised consumer credit firm with which you have entered into a finance agreement to fund the purchase of your car |
| Your car insurance | means the comprehensive car insurance policy covering your car at the time of the total loss |
| Your car insurance payout | means the money that you receive from your car insurance following a claim for the total loss of your car |

Administrator: Fees and Charges

1 About the Administrator

- 1.1 AutoProtect are the administrator of this GAP insurance product, underwritten by Acasta European Insurance Company Limited. AutoProtect MBI Limited is registered in England, Registration number 05089293 with a registered office at Warwick House, Roydon Road, Harlow, Essex, CM19 5DY. AutoProtect MBI Limited is fully authorised and regulated by the Financial Conduct Authority (FCA) and appear in the FCA Register (Register Number 312143). We act on Acasta's behalf in respect of the administration and handling of policies and claims and are responsible for processing any transfers or cancellations.
- 1.2 Please check that the information contained in the policy schedule is correct and that it meets your requirements. If it does not, or if you have any questions, or you need to update any information we hold about you, please contact Future 45 Limited on 0208 543 6006 or Future 45 Limited, Warwick House, Roydon Road, Harlow CM19 5DY or e-mail: email@apgcover.co.uk

2 Administrator's Fees and Charges Explained

- 2.1 Our fees reflect the cost of processing any changes to your policy, including cancellations, adjustments and transfers, this also includes the processing of claims on behalf of Acasta European Insurance Company Limited. We do not usually charge a fee to update your personal information such as a change of name or personalised vehicle registration mark.
- 2.2 Transfer Of Vehicle
Should you wish to transfer cover to a different vehicle, we will charge an administration fee of £35 which is payable upon transfer. Any transfer of vehicle will be subject to acceptance by Acasta European Insurance Company Limited and may result in additional premium being due, or refunded to you, where applicable.
- 2.3 Cancellation
Should you wish to cancel this insurance after the 30 days cooling-off period, we will charge an administration fee of £35. This may be payable directly to the administrator, or deducted from any refund of premium due to you following the cancellation of your policy.