Insurance Product Information Document

Haven Insurance Company Limited (Haven Insurance) is established in Gibraltar (registration number 85914) and authorised by the Gibraltar Financial Services Commission.

Product: Taxi

Full Terms and Conditions of the policy can be found in the policy booklet on our website www.haven.gi, these documents should be read in conjunction with your policy schedule, endorsements, and certificate.

This is a summary of what you can expect from your Taxi Insurance Policy underwritten by Haven Insurance.

What is this type of Insurance?

This is a commercial contract providing an annual insurance policy for your taxi. This policy satisfies the requirements of the Road Traffic Act. Please refer to your policy schedule for the cover level you selected.

What is insured?

Comprehensive cover

- ✓ Medical expenses for you and your passengers up to £100 each when injured in an incident (subject to a maximum of £400 per incident).
- ✓ Claims by third parties if we determine you are at fault for the incident. This includes cover to third party vehicles or property (up to a maximum of £2 million) as well as compensation for death or injury (unlimited).
- ✓ Loss or damage to your vehicle after an incident.
- ✓ Loss of or damage to your vehicle caused by fire, lightning, explosion, theft and attempted theft.
- ✓ Windscreen and window repair or replacement if you have chosen this cover.

Third party, fire and theft cover

- ✓ Claims by third parties if we determine you are at fault for the incident. This includes cover to third party vehicles or property (up to a maximum of £2 million) as well as compensation for death or injury (unlimited).
- ✓ Medical expenses for your passengers up to £100 each when injured in an incident (subject to a maximum of £400 per incident).
- ✓ Loss of or damage to your vehicle caused by fire, lightning, explosion, theft or attempted theft.

Third party only cover

- ✓ Claims by third parties if we determine you are at fault for the incident. This includes cover to third party vehicles or property (up to a maximum of £2 million) as well as compensation for death or injury (unlimited).
- ✓ Medical expenses for your passengers up to £100 each when injured in an incident (subject to a maximum of £400 per incident).

What is not insured?

Exclusions applicable to all cover levels

- × Wear and tear, mechanical or electrical breakdown of your vehicle.
- × Using your vehicle outside the terms of your driving licence.
- × Using your vehicle outside countries which are members of the European Union or countries that have satisfied the EC Directive 2009/103/EC on Insurance of Civil liabilities arising from the use of Motor Vehicles (No 72/166/EEC).
- × Anyone using your vehicle who is not a named driver.
- × Using the vehicle for a purpose not specified in the certificate or schedule.
- × Using your vehicle for any formal or informal race, whether prearranged or not.
- × Driving under the influence of alcohol or drugs.
- × Damage to your vehicle caused by using the wrong fuel or lubricants.
- × Carrying loads greater than the maximum capacity of the vehicle.
- × Incidents arising from loading or unloading your vehicle.
- × Policy excesses.
- × Your vehicle being used for reward when the driver does not hold the requisite licences issued under the Local Government (Miscellaneous Provisions) Act 1976.
- × Any liability covered under another policy.
- × Claims arising from charging an electrically powered vehicle if, the cable is not supplied by the manufacturer or is not the standard heavy duty cable, and is not connected directly into the charging unit and your vehicle itself during charging.
- × Except as required by the Road Traffic Acts, loss, damage or liability to third parties which arises as a result of a passenger opening any door or any aperture of your vehicle.

Exclusions applicable to comprehensive and third party, fire and theft cover

- × Theft of your vehicle if it was stolen by deception, for example someone posing as a buyer.
- × Theft of your vehicle if your keys have been left in or on your vehicle.
- × Replacement locks or keys.
- × Value Added Tax (VAT) on the cost of repairs, replacement goods or any monetary settlement made by us if you are VAT registered and entitled to recover VAT.

Exclusions applicable to third party, fire and theft cover

- × Loss of or damage to your vehicle after an incident.

Exclusions applicable to third party only cover

- ✗ Loss of or damage of any kind to your vehicle.

Are there any restrictions on cover?

- ! You are only covered for the class of use stated in the Certificate of Motor Insurance.
- ! To use your vehicle for hire and reward purposes, you must hold both a valid driving licence and the relevant operating licence issued under the Local Government (Miscellaneous Provisions) Act 1976.
- ! The maximum no claims bonus we accept is 9 years.

Where am I covered?

Comprehensive and third party, fire and theft cover

- ✓ If you have selected comprehensive or third party, fire and theft cover for your vehicle, you have the selected cover for your vehicle within Great Britain, Northern Ireland, Isle of Man and the Channel Islands.
- ✓ You can also use your vehicle abroad with the minimum cover required by law within the European Union, Andorra, Bosnia and Herzegovina, Gibraltar, Iceland, Liechtenstein, Monaco, Norway, San Marino, Serbia, Switzerland and Vatican City. Subject to an additional premium you may be able to use your vehicle abroad with the same level of cover you have in the UK for up to 31 days. You will only be covered for social, domestic and pleasure use while abroad.

Third party only cover

- ✓ You have third party cover for your vehicle within Great Britain, Northern Ireland, Isle of Man and the Channel Islands.
- ✓ You can also use your vehicle abroad with the minimum cover required by law within the European Union, Andorra, Bosnia and Herzegovina, Gibraltar, Iceland, Liechtenstein, Monaco, Norway, San Marino, Serbia, Switzerland and Vatican City. You will only be covered for social, domestic and pleasure use while abroad.

What are my obligations?

Before cover starts

- Disclose all facts accurately and in full.
- Let us know if you have any medical conditions disclosable to the DVLA.
- Ensure the cover offered is right for you and take note of any significant or unusual policy conditions or exclusions.

Once you have purchased the policy

- Check your certificate and schedule are correct, paying particular attention to the vehicle registration number, the class of use and the drivers listed as insured.
- Provide a copy of your driving licence or your licence summary check code and any other documents requested to validate your policy.
- Comply with all statutory and vehicle licensing authority regulations and requirements.

During the policy

- Let us know if you make any changes that may affect the policy, this could include your name, address or occupation, the class of use you require the vehicle for, a change in your business description or the vehicle insured, or any modifications to the vehicle insured.
- Take reasonable steps to protect your vehicle and ensure it is kept in a roadworthy condition with an up to date MOT and valid vehicle tax.

In the event of a claim

- Never admit liability at the scene.
- Once you are in a safe position, exchange contact details with everyone involved including witnesses, and take note of vehicle registration numbers involved.
- If possible and safe to do so, take photos of all the vehicles involved, including your own, the registration numbers of the vehicles, any damage caused as a result of the accident, the accident location and any road markings.
- If any party is injured, call the emergency services.

- Notify the claims department as soon as you can and within 24 hours of the accident or incident first occurring. You should report any accident or incident to us even if you do not think you are to blame.
- Pay any excesses applicable to the policy.

When and how do I pay?

The premium can be paid in full by cash, credit or debit card as a one off payment. Your insurance broker may be able to offer you a payment plan by monthly direct debit.

When does my policy start and end?

Please refer to your most recent policy certificate for the policy start and end date.

How do I cancel the contract?

You can cancel the policy at any time by contacting your insurance broker. Cancellation may be subject to broker administration fees.

If **no** claims have been made on the policy (by you or a third party) and there are no open claims at the point of cancellation, you will receive a refund for the remaining days of cover.

If a claim has been made by you or a third party:
- If the claim has been settled as a fault claim and we have incurred costs as a result, no refund of premium will be given, and the full annual premium will be payable.
- If the claim has been settled as non-fault or 'notification only', you will receive a refund for the remaining days of cover.