

Important information about your policy

**Inside you'll find details of changes to your
Tesco Car Insurance policy**

Changes to your Tesco Car Insurance Policy

From your renewal date, there will be changes to your Tesco Car Insurance policy. Please take time to read this Notice in conjunction with your current **Policy Booklet** and **Schedule**, as it explains the changes being made to your existing policy with effect from your renewal date and how they might affect you.

We constantly review our insurance policies to make sure they are as clear and as customer friendly as possible.

Following our review, we have made some changes that you need to be aware of as they may affect the cover you have or the way we deal with you. This Notice contains details of these changes and explains why we have made them. There have also been some minor grammatical and text corrections which do not affect you or your cover and therefore haven't been included in this Notice.

You can view the new policy booklet, which includes these changes at

<http://www.tescobank.com/car-insurance/standard/existing-customers> or call us on **0345 673 0000**.

(Lines are open between 8am and 9pm Monday to Friday, 9am to 5pm on Saturdays and Sundays.)

Key Changes	Old Policy	New Policy	What this means to you
Dealing with others on your behalf - Page 4 of your Policy Booklet			
Dealing with others on your behalf	0345 673 000	0345 673 0000	We have made a change to this number.
Meanings of words - Pages 4-5 of your Policy Booklet			
Administrator	Interpoint Building 22 Haymarket Yards Edinburgh EH12 5BH	2 South Gyle Crescent Edinburgh EH12 9FQ	Our registered office will change with effect from Friday 28th April 2017. All references to the old registered address contained in this document have been updated to reflect the new registered address. Tesco Bank is the administrator of your Car Insurance policy.
Policy conditions - Pages 7-12 of your Policy Booklet			
If you cancel within the cooling-off period	If cover has started, the administrator will refund your premium for the time that was left on your policy as long as you have not made a claim where the car is written off or declared a total loss. If a total loss claim has been made in the cooling-off period, you must pay the full annual premium and you will not be entitled to any refund.	If cover has started, the administrator will refund your premium for the time that was left on your policy as long as no claims have been made against the policy. If a claim has been made in the cooling-off period, you must pay the full annual premium and you will not be entitled to any refund.	We have revised the wording to clarify our cancellation obligations under your policy in the cooling off period.

Key Changes**Old Policy****New Policy****What this means to you****Policy conditions - Pages 7-12 of your Policy Booklet****Premium or credit payment by instalments**

If any claim has been made during the current **period of insurance***, the full annual premium is due and **you** must continue to pay **your** monthly instalments of premium or credit until they have all been paid. If it is no longer possible to continue paying by Direct Debit, **you** must pay the **administrator** the outstanding balance in full.

*This does not apply to cancellations in the 'cooling off period' unless the incident giving rise to a claim results in a total loss.

If any claim has been made during the current **period of insurance**, the full annual premium is due and **you** must continue to pay **your** monthly instalments of premium or credit until they have all been paid. If it is no longer possible to continue paying by Direct Debit, **you** must pay the **administrator** the outstanding balance in full.

We have revised the wording to clarify our cancellation obligations under your policy where premiums are paid monthly.

8. Fraud

We will not pay any claim which is in any way fraudulent. If **you**, any person insured under this policy, or anyone acting for **you** makes, or attempts to make a fraudulent claim, **we** will cancel **your** policy, reject the claim and any subsequent claims and retain any premiums paid.

A fraudulent claim could include any claim which **you** have falsified or exaggerated with the intention of receiving more than **you** are entitled to under **your** policy.

If there has been fraudulent activity to secure cover or benefits under this policy or secure cover at a lower price, this will result in **your** contract of insurance being voided (as if the policy never existed), all claims under **your** policy being refused and all premiums that **you** have paid being retained.

We may also notify the relevant authorities, so that they may consider criminal proceedings.

We will not pay any claim which is in any way fraudulent such as false or exaggerated. If **you**, any person insured under this policy, or anyone acting for **you** makes, or attempts to make a fraudulent claim, **we** will cancel **your** policy from the date of the fraudulent act, reject the claim and any subsequent claims and retain any premiums paid. **We** will notify **you** if **we** do this.

If **we** have to make any payments to a third party for any loss or damage **you** have caused to them or their property, **we** have the right to recover those costs from **you**.

Additionally, if **we** have made any payments to **you** in respect of the fraudulent claim **you** must repay that sum to **us**. However, these provisions will not affect any valid claim occurring before the fraudulent claim.

If there has been fraudulent activity to secure cover or benefits under this policy or secure cover at a lower price, this will result in **your** contact of insurance being voided (as if the policy never existed), all claims under **your** policy being refused and all premiums that **you** have paid being retained.

We may also notify the relevant authorities, so that they may consider criminal proceedings.

We have updated the wording under this section to make it clearer. Please note if we have made any payments to you or a third party, we have the right to recover those payments from you if it is found that there has been fraudulent activity.

Key Changes**Old Policy****New Policy****What this means to you****Policy conditions - Pages 7-12 of your Policy Booklet****10. Renewal**

The **administrator** will send **you** details of **your** car insurance renewal invitation approximately 21 days before **your** policy comes to an end. This will contain details of **your** next year's premium, any changes to the terms and whether **you** need to contact the **administrator** to complete **your** renewal. This may include placing **your** Tesco Bank Car Insurance with a different insurer selected from Tesco Bank's range of insurance providers, from the renewal date of **your** existing policy. If this happens the **administrator** will let **you** know within **your** renewal invitation.

If the **administrator** is unable to renew **your** policy they will contact **you** approximately 21 days before **your** policy comes to an end, so that **you** can arrange alternative insurance.

If **your** policy renews automatically, **you** will not need to do anything. The **administrator** will automatically renew **your** policy and all of **your** optional extras. If **you** do not want to renew **your** policy with **us** or **your** details have changed **you** will need to let the **administrator** know on the phone number provided in **your** renewal pack before **your** renewal date. If **you** do not contact the **administrator**, payment will be automatically taken from the card/account details most recently provided. If **you** are not the card or account holder **you** must ensure that the card/account holder has agreed to make the renewal payment and **you** must tell them of any changes to the amount.

If **your** policy does not renew automatically, **you** will need to contact the **administrator** on the number which will be provided in **your** renewal pack, otherwise **your** policy will not be renewed.

Approximately 21 days before **your** Tesco Bank Car Insurance policy comes to an end the **administrator** will send either:

- **your** insurance renewal invitation confirming the details of **your** next year's premium, any changes to the terms and whether **you** need to contact the **administrator** to complete **your** renewal; or
- confirmation that the **administrator** is unable to renew **your** policy, so that **you** can arrange alternative insurance.

If **your** policy renews automatically and **your** details have changed or **you** do not wish to renew **your** policy or any of your optional extra covers, **you** must inform the **administrator** before **your** renewal date, otherwise **your** policy will be renewed on the terms described in **your** renewal invitation. If **your** policy renews automatically but the **administrator** is unable to automatically renew any part of **your** Tesco Bank Car Insurance policy such as an optional extra cover **you** held during the previous **period of insurance**, they will let **you** know within **your** renewal invitation and will confirm the steps **you** need to take to complete **your** renewal of that part of **your** policy. If the **administrator** does not receive **your** required confirmation before **your** renewal date, the specific part of **your** policy that the **administrator** can not automatically renew will end on the date noted on **your** schedule, however the rest of **your** policy (including optional extras that the **administrator** is able to automatically renew without further steps from **you**) will be renewed.

For automatic renewals, payment will be taken from the card/account details most recently provided. If **you** are not the card or account holder **you** must ensure that the card/account holder has agreed to make the renewal payment and **you** must tell them of any changes to the amount.

If **your** policy does not renew automatically, **you** will need to contact the **administrator** to complete **your** renewal, and make payment, otherwise **your** policy will not be renewed.

We have updated this wording to clarify the renewal process.

Key Changes	Old Policy	New Policy	What this means to you
Policy conditions - Pages 7-12 of your Policy Booklet			
10. Renewal (cont)		If the administrator places your Tesco Bank Car Insurance with a different insurer, selected from the administrator's range of insurance providers, from the renewal date of your existing policy, they will let you know within your renewal invitation.	
Your cover - Pages 13-30 of your Policy Booklet			
Section B - Windscreen cover What is covered	If the windscreen or a window in the car is chipped or broken during the period of insurance we will pay the cost of repairing or replacing it. We will also pay for scratching to the paintwork caused by broken glass from the windscreen or windows.	If the windscreen or a window in the car is chipped or broken during the period of insurance we will pay the cost of repairing or replacing it and also pay for scratching to the paintwork caused by the broken glass from the windscreen or window, as long as there has not been any other loss or damage.	We have revised the wording of this section to make it clear that only claims for a windscreen or window are covered here. If there has been any other damage you will need to make a claim under a different section of the policy.
Section B - Windscreen cover What is covered		If the car is fitted with Advanced Driver Assistance Systems (ADAS) and you use one of our chosen glass companies to repair the windscreen, we will also pay for the recalibration of cameras or sensors fitted to the windscreen to operate these systems, if necessary.	We have added wording here to extend cover under this section to include the cost of recalibration of cameras or sensors fitted to the car.
Section A - Damage to the car Section C - Fire and theft What is covered	See page 15 for details of how we settle claims.	See page 16 for details of how we settle claims.	We have updated this page number.

Key Changes	Old Policy	New Policy	What this means to you
How we will settle your claim under sections A or C - Pages 16-17 of your Policy Booklet			
How we will settle your claim under sections A or C		If the car is fitted with Advanced Driver Assistance Systems (ADAS) we will pay for the recalibration of cameras or sensors fitted to the car to operate these systems, if necessary, following an insured incident under Sections A or C.	We have added wording to extend cover under this section to include the cost of recalibration of cameras or sensors fitted to the car.
Replacement car - We will not pay more than the market value of the car unless:	<ul style="list-style-type: none"> • you are its first and only registered keeper; and • you have owned the car (or it has been hired to you under a hire-purchase agreement) since it was first registered as new; and 	<ul style="list-style-type: none"> • you or your partner are its first and only registered keeper; and • you or your partner have owned the car (or it has been hired to you under a hire-purchase or leasing agreement) since it was first registered as new; and 	We have updated the wording to extend this benefit to you, even if your car is owned and/or registered to your partner.
Replacement car - We will not pay more than the market value of the car unless:	In these circumstances, if you ask us to, we will replace the car (and pay delivery charges to the address shown on your current Schedule or any other address we agree with you) with a new car of the same make, model and specification.	In these circumstances, if you agree, we will replace the car (and pay delivery charges to the address shown on your current Schedule or any other address we agree with you) with a new car of the same make, model and specification.	We have updated this wording to be clearer on how and when we would offer a replacement car.
Replacement car - We will only do this if:	<ul style="list-style-type: none"> • we can buy a car straight away within the geographical limits; and • we have permission from the hire-purchase company (if this is how you bought the car and you have not finished paying for it). 	<ul style="list-style-type: none"> • a car is available within the geographical limits; and • anyone else who has an interest in the car, such as a hire purchase or leasing company, agrees. 	We have updated this wording to clarify the process for a replacement vehicle.
Section H - Liabilities to third parties - Pages 19-21 of your Policy Booklet			
What is not covered	<ul style="list-style-type: none"> • Any amount over £1 million for one pollution or contamination event and any amount over £250,000 for claimant's costs and expenses for any one claim or series of claims. • Any amount over £20 million, exclusive of costs and expenses, for any one claim or series of claims arising from one event that causes loss of or damage to property, including any indirect loss or damage. • Any amount over £5 million for all costs and expenses, for any one claim or series of claims arising from one event that causes loss of or damage to property. 	<ul style="list-style-type: none"> • Any amount over £1 million for one pollution or contamination event. This amount is inclusive of all costs and expenses up to £250,000. • Any amount over £20 million for any one claim or series of claims arising from one event that causes loss of or damage to property, including any indirect loss or damage. This amount is inclusive of all costs and expenses up to £5 million. 	We have revised the wording to make clearer the limits, exclusions, costs and expenses.

Key Changes	Old Policy	New Policy	What this means to you
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No claim discount - Page 22 of your Policy Booklet

Section J – No claim discount	If a claim is made during the period of insurance , the discount will be reduced in accordance with our step back scale shown in the table below. You may also have to pay a higher excess .		We have included details of our No Claim Discount scale to help you understand the impact making a claim will have on your No Claim Discount years.
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Current NCD	NCD at renewal after 1 claim in current year	NCD at renewal after 2 claims in current year	NCD at renewal after 3 claims in current year
0-2 Years	0 Years	0 Years	0 Years
3 Years	1 Year	0 Years	0 Years
4 Years	2 Years	0 Years	0 Years
5+ Years	3 Years	1 Years	0 Years

Section K - No claim discount protection	If you renew your Tesco Bank Car Insurance policy the terms of your no claim discount protection will change. Full details can be found in the table below.		We have included details of our No Claim Discount scale to help you understand the impact making a claim will have on your No Claim Discount years if you have protected your discount.
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Current NCD (with Protection)	NCD at Renewal after 1 claim in 3 year period	NCD at Renewal after 2 claims in 3 year period	NCD at Renewal after 3 claims in 3 year period	NCD at Renewal after 4 claims in 3 year period	NCD at Renewal after 5 claims in 3 year period
4 years	4 years	4 years (protection lost)	2 years	0 years	0 years
5+ years	5+ years	5 years (protection lost)	3 years	1 years	0 years

Key Changes**Old Policy****New Policy****What this means to you****Section M - Motor Legal Protection (Tesco Legal Guard) - Pages 24-28 of your Policy Booklet****2. Disputes**

Any disputes between **you** and **us** in relation to **our** assessment of **your** prospects of success in the case or nomination of solicitor may, where **we** both agree, be referred to an arbitrator who shall be either a solicitor or a barrister. If the parties cannot agree on their choice of arbitrator the Law Society may be asked to make a nomination. The arbitration shall be binding and carried out in accordance with the Arbitration Act. The costs of the arbitration shall be paid by the person against whom the decision is made.

Any disputes between **you** and **us** in relation to **our** assessment of **your** prospects of success in the case or nomination of solicitor may, where **we** both agree to arbitration, who shall be either a solicitor or a barrister. If the parties cannot agree on their choice of arbitrator the Law Society may be asked to make a nomination. The arbitration shall be binding and carried out in accordance with the Arbitration Act. The costs of the arbitration shall be paid by the person against whom the decision is made.

We have updated the wording to be clearer that both parties have agreed to arbitration.

Policy exclusions - Pages 31-32 of your Policy Booklet**Policy exclusions**

These policy exclusions apply to all sections of the policy except Section M.

1. We will not pay claims arising directly or indirectly from any of the following:

- **The car** being driven by, or being in the charge of, someone who is not described in **your Certificate of Motor Insurance** as entitled to drive.
- **The car** being driven, with **your** permission, by anyone who **you** know does not hold a driving licence or is disqualified from driving. However, **we** will still give cover if the person used to hold a licence and is allowed to hold one by law.
- **The car** being driven by someone who does not meet all the conditions of their driving licence.
- **The car** being used for a purpose that is not shown as covered in **your Certificate of Motor Insurance**.

However, this exclusion will not apply while **the car** is with a member of the motor trade for servicing or repair. The policy **excesses** as shown on **your Schedule** will apply.

These policy exclusions apply to all sections of the policy except Section M.

1. We will not pay claims arising directly or indirectly from any of the following:

- **The car** being driven by, or being in the charge of, someone who is not described in **your Certificate of Motor Insurance** as entitled to drive. This includes any person **you**, or any person acting for **you**, have hired **the car** out to.
- **The car** being driven, with **your** permission, by anyone who **you** know does not hold a driving licence or is disqualified from driving. However, **we** will still give cover if the person used to hold a licence and is allowed to hold one by law.
- **The car** being driven by someone who does not meet all the conditions of their driving licence.
- **The car** being used for a purpose that is not shown as covered in **your Certificate of Motor Insurance**.
- **The car** being used for any form of courier service or fast food delivery.
- **The car** being used by **you**, someone insured under this policy or anyone using **the car**, to deliberately cause loss, damage, injury, death or liability.

However, this exclusion will not apply while **the car** is with a member of the motor trade for servicing or repair. The policy **excesses** as shown on **your Schedule** will apply.

We have added wording here to:

- exclude claims caused by any deliberate action.
- clarify that cover is excluded if you hire your car out to another person as part of a formal hiring agreement for which you receive payment.
- clarify cover is excluded if you, or any other driver, uses the car to deliver goods or food as part of a courier or fast food delivery business.

Key Changes	Old Policy	New Policy	What this means to you
Privacy Notice - Pages 34-39 of your Policy Booklet			
Will we send you marketing information?		<p>Tesco Bank may also display tailored online advertising on third party websites, such as social media sites, sites operated by internet service providers and sites which sell advertising space.</p> <p>Tesco Bank may use the information that we hold about you to personalise the advertisements to you. Where we display personalised advertisements on third party sites, we display the Ad Choices logo which you can click on for further information about online behavioural advertising.</p> <p>For sites you have subscribed to, such as social media sites and email providers the terms and conditions and privacy policy for that site will explain how advertisements are displayed.</p>	<p>We have updated the marketing section of our privacy notice to give information around the online marketing that we do.</p>
What to do if you have a complaint - Page 40 of your Policy Booklet			
Step 2: Contact the Financial Ombudsman Service		<p>Online Dispute Resolution (ODR)</p> <p>If you purchased your policy with us online you may also be eligible to complain using the ODR service. Further information on ODR can be obtained at http://ec.europa.eu/odr or on the "Make a complaint" section of the Tesco Bank website. Please note that using the ODR service will not mean that your complaint is resolved more quickly than if you complain to us directly.</p>	<p>The Online Dispute Resolution (ODR) service has been established by the European Commission to help residents in the European Union (EU) who have bought goods or services online, get their complaint resolved. The route is designed mainly to facilitate complaints where the customer and providers are in different countries.</p>
Optional Cover - Motor Legal Protection (Tesco Legal Guard) - Pages 41-48 of your Policy Booklet (this cover only applies if shown in your schedule)			
Administrator	<p>Interpoint Building 22 Haymarket Yards Edinburgh EH12 5BH</p>	<p>2 South Gyle Crescent Edinburgh EH12 9FQ</p>	<p>Our registered office will change with effect from Friday 28th April 2017. All references to the old registered address contained in this document have been updated to reflect the new registered address.</p>

Key Changes	Old Policy	New Policy	What this means to you
Back cover of your Policy Booklet			
Legal Footer Back cover	Registered Office: Interpoint Building, 22 Haymarket Yards, Edinburgh EH12 5BH.	Registered Office: 2 South Gyle Crescent, Edinburgh EH12 9FQ.	Our registered office will change with effect from Friday 28th April 2017. All references to the old registered address contained in this document have been updated to reflect the new registered address.

Administration fees

The following changes will be made to the Terms of Business Agreement (a copy of which is enclosed) with effect from your renewal date:

We are increasing the administration fee we charge for making changes to your policy over the phone. The information below details the charges applying to the 'Our Fees' section.

Fee Type	Old Fee	New Fee
Administration Fee*	£20	£25
Cancellation Fee**	£40	£40 (remains unchanged)

* Fee for changes made to your policy once it has started

** Fee for cancelling your policy after the cooling off period and before it has expired.

If you would like to speak to us about the changes to your policy, please give us a call on **0345 366 8633**. If you use Typetalk, just add 18001 to the start of this number.

tescobank.com

For your protection, telephone calls will be recorded and monitored to help detect and prevent crime, including fraud. Calls may also be monitored for training and quality purposes.

Tesco Bank Car Insurance and add-on insurance products are arranged by Tesco Bank acting as an insurance intermediary and are underwritten by a select range of insurers. Tesco Bank is a trading name of Tesco Personal Finance plc. Registered in Scotland No. SC173199. Registered Office: 2 South Gyle Crescent, Edinburgh EH12 9FQ. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.