

Insurance Product Information Document

Company: Keycare Limited Product: Tesco Bank Key Cover Policy

Tesco Personal Finance plc (trading as Tesco Bank) registered in the UK, is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Tesco Bank's Financial Services Register number is 186022. Keycare Limited is authorised and regulated by the Financial Conduct Authority. FCA registration number 309514. Registered in England and Wales number 01309093.

This is a summary of cover and exclusions available under Tesco Bank Key Cover. It does not include the full policy benefits, limits and exclusions. The full terms and conditions can be found in the Tesco Bank Key Cover booklet which can be found at www.tescobank.com and will be provided at the conclusion of the contract. This should be read in conjunction with your Policy Schedule and Statement of Fact.

What is this type of insurance?

This is a key insurance policy, it provides insurance cover for lost or stolen keys and if you lock your keys in your home or vehicle and require a locksmith to gain entry.



What is insured?

- ✓ Replacement keys, replacement locks and any locksmith charges up to the annual cover limit of £1,500;
- ✓ Up to three days vehicle hire, up to £40 per day, if your vehicle is unusable as a result of lost or stolen keys;
- ✓ Onward transport costs up to £80 per claim for getting you or your vehicle to your original destination;
- ✓ Hotel or accommodation costs up to £120 per claim;
- ✓ 24 hour, 365 days a year UK based emergency helpline;
- ✓ Access to a nationwide network of locksmiths;
- ✓ The full authorised claim with no excess to pay;
- ✓ Any of your keys; and
- ✓ A £10 reward which is paid by Keycare to the finder of lost keys.



What is not insured?

- ✗ Wear and tear and/or general maintenance of keys and locks;
- ✗ Costs relating to a damaged key or lock;
- ✗ Keys lost by someone other than the policyholder, or a member of their immediate family living at the same address;
- ✗ Replacement keys exceeding one per lock for car keys, or up to three per lock for house keys.



Are there any restrictions on cover?

- ! Cover commences 14 days after the start date of your policy. This means you cannot claim for an occurrence before day 15 of the policy;
- ! Keys will not be considered lost until 48 hours after the loss is reported to Keycare;
- ! An annual cover limit value of £1,500 applies in any period of insurance.



Where am I covered?

- ✓ You are covered for lost and stolen keys anywhere worldwide.



What are my obligations?

- It is your responsibility to ensure that all the information that has been given by you, or that has been given on your behalf, is true and complete. You must check all documents carefully to make sure that the cover meets your needs. If there are any errors on your Statement of Fact or Schedule, or the information is not correct, your policy may be voided. Please contact the administrator if you are in any doubt that your policy details are correct.
- You must tell as soon as is practically possible of any changes to the information you have provided which is detailed in your Statement of Fact, Schedule and Certificate of Motor Insurance.
- If you choose to pay for your insurance by monthly instalments, you will need to sign and return a Consumer Credit Agreement form in the pre-addressed envelope which will be in your welcome pack.
- If you want to make a claim, you must call us as soon as reasonably possible after the incident occurs.
- You must submit any receipts and/or invoices to Keycare within 120 days of loss or theft of keys.
- You must notify Keycare of a claim within 30 days of loss or theft of keys.
- To make renewal easier for you, your policy will be renewed automatically using the payment details you have previously given us. We will only automatically renew your policy after issuing you with a renewal notice. If you do not want us to renew your cover you must contact us more than 3 days before your renewal date.



When and how do I pay?

You can pay your premium in full by credit or debit card or we may provide the option to pay monthly instalments by Direct Debit.

If you choose to pay by monthly instalments you may need to pay a deposit using your debit or credit card, followed by monthly payments by Direct Debit, spread across the policy term. By paying monthly you will enter into a Consumer Credit Agreement and interest will be chargeable at the rate shown in your quote.



When does the cover start and end?

This is an annual insurance policy.

If your Tesco Bank Car Insurance policy is cancelled at any time, this policy will automatically terminate.



How do I cancel the contract?

You can cancel your Key Cover at any time by contacting Tesco Bank.

You have a 14 day cooling-off period from the receipt of your policy booklet to cancel cover. To exercise your right to cancel during the cooling-off period please contact Tesco Bank, who will also arrange a refund of your premium provided you have not already made a claim under your policy.

If you cancel your policy after 14 days, Tesco Bank will refund any premium paid for the remaining insured period, as long as no claims have been made in the current insured period.

If your Car Insurance policy is cancelled at any time, this policy will automatically terminate.