

Insurance Product Information Document

Company: Tesco Bank Product: Upgraded Courtesy Car 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.

This is a summary of cover and exclusions available under Upgraded Courtesy Car cover. It does not include the full policy benefits, limits and exclusions. The full terms and conditions can be found in the Upgraded Courtesy Car Policy 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?

Upgraded Courtesy Car is an optional enhancement of your courtesy car benefit which provides additional cover. Your Tesco Bank Comprehensive Car Insurance policy will provide you with a compact courtesy car as standard while yours is being repaired following an accident. Upgraded Courtesy Car will provide you with a replacement vehicle that's similar in size to your own, for up to 28 days while your car is being repaired following an accident or even it's stolen or written off.



What is insured?

- ✓ The provision of a replacement car of a similar passenger and luggage capacity to your own – up to eight seats;
- ✓ Cars with manual or automatic gears and cars with accessibility modifications can be provided;
- ✓ All of the permanent named drivers on the car insurance policy can drive the replacement car;
- ✓ If your car is in being repaired, you'll have use of the replacement car until your own car is ready to drive away, subject to a 28 day limit;
- ✓ If your own car is written off by your car insurer, you can continue to use the replacement car for three days after the settlement cheque is issued;
- ✓ If your accident is outside of Great Britain, Northern Ireland, Isle of Man or the Channel Islands, then within 24 hours of you reporting a valid motor insurance claim, we aim to have a replacement car awaiting your return;
- ✓ Cover is provided for windscreen claims where the car is left unsafe to drive and will take more than 48 hours to repair; and
- ✓ We aim to deliver a car to you, or have it ready to pick up from the repair centre, within 24 hours of you reporting a valid motor insurance claim.



What is not insured?

- ✗ Any claim for a replacement vehicle where the cost of a replacement vehicle is recoverable from any third party;
- ✗ Windscreen claims that can be repaired within 48 hours and/or that do not render your vehicle unsafe to drive are not covered.



Are there any restrictions on cover?

- ! Replacement car will only be provided where your own car cannot be driven either as a direct result of an insured incident or as a result of repairs being carried out following the insured incident;
- ! You must have a valid claim under your Tesco Bank Car Insurance policy in order to receive a replacement car;
- ! Cars with automatic gears or modifications to support accessibility requirements may take up to 48 hours to be made available; standard cars will normally take up to 24 hours;
- ! The replacement car will only be provided until your own car is ready to drive, or three days after the settlement cheque is issued, up to a maximum of 28 days;
- ! The car may not be similar to your own in respect of make, model, value, performance or trim;
- ! You may not use the replacement car outside of Great Britain, Northern Ireland, Isle of Man or the Channel Islands;
- ! If this cover is added during the Tesco Bank Car Insurance policy year, it does not operate for the first 24 hours;
- ! If you do not return the replacement car as expected, you must pay the cost of the additional hire period.



Where am I covered?

- ✓ Great Britain, Northern Ireland, Isle of Man and the Channel Islands.



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 Customer Services if you are in any doubt that your policy details are correct.
- You must tell us 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 possible after the incident occurs.
- You must not cancel your car insurance policy during the period that the replacement vehicle is provided without returning the replacement car.
- You must pay any fines, penalties or charges (including the reasonable administration costs of dealing with these), or the cost of fuel, and other items, that are incurred or used in or in connection with the replacement vehicle.



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 Upgraded Courtesy Car 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.