

ERS Motorhome

MH 0926



The specialist motor insurer

ers.com

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Your policy document

Welcome to your ERS policy document. It explains what your insurance covers and should be read carefully together with any schedule, endorsement or certificate issued by ERS.

If you have any questions about your cover, please contact your broker.

This insurance is written in English, and all communications about it will be in English.

This contract is governed by the law of England and Wales unless:

- You and we agree otherwise or
- At the start date of the contract, you are a resident of (or in the case of a business, the registered office or principal place of business is in) the Channel Islands or the Isle of Man, in which case the law of that area of jurisdiction will apply

Our agreement – your insurance

The information you, or your representative, have supplied has been relied upon by us in offering the contract of insurance.

Your contract of insurance with us (ERS) consists of this policy document, your certificate of motor insurance, your schedule and any schedule of endorsements.

You should read all parts of the contract together as one document. Please read it carefully, including all terms, conditions and exceptions, to make sure it meets your needs.

The contract does not give, or intend to give, rights to anyone else. No-one else has the right to enforce any part of this contract. We may cancel or change any part of the contract without getting anyone else's permission.

About ERS

ERS (Syndicate 218 at Lloyd's) is managed by Starr Syndicate Management Limited, which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (registered number 204851).

Starr Syndicate Management Limited is registered in England and Wales under company number 426475. Its registered office is 30 Fenchurch Avenue, London EC3M 5AD.



Definitions

These are the key words and terms used in this document.

- **Accessories** – parts added to your vehicle that do not affect its performance
- **Approved repairer** – a motor vehicle repairer which is a member of our approved repairer network and is authorised by us to repair the insured vehicle after a valid claim under Section 2 of this insurance
- **Certificate of motor insurance** – a document which is legal evidence of your insurance and which forms part of this document, and which you must read with this document
- **Courtesy car** – a Group B (small standard private car) or PV1 (small car-derived van or similar) vehicle loaned to you by our approved repairer whilst the insured vehicle is being repaired after a valid claim under Section 2 of this insurance

Note: A courtesy car is intended to keep you mobile. It is not necessarily a like for like replacement of your vehicle. All courtesy cars are subject to availability and the driver meeting the terms and conditions of hire from the approved repairer.

- **Electric vehicle** – A vehicle which uses one or more electric motors for propulsion; or a hybrid motor vehicle using a combination of electric motors and an internal combustion engine
- **Endorsement** – a change in the terms of the insurance which replaces the standard insurance wording, and is printed on, or issued with, the current schedule and current schedule of endorsements
- **ERS** – is made up of the Lloyd's underwriters who have insured you under this contract. Each underwriter is only legally responsible for their own share of the risk and not for any other's share. You can ask us for the names of the underwriters and the share of the risk each has taken on
- **Excess** – a contribution by you towards a claim under this insurance
- **High Risk Items:**
 - Articles of gold or other precious metals, jewellery, stones (precious and non-precious), watches
 - Binoculars
 - Collections of any kind (e.g. coins, medals, stamps or trophies)
 - Contact / corneal lenses or spectacles
 - Computers (including laptops, tablet computers, gaming consoles, associated peripherals and data)
 - Furs
 - Guns (and associated equipment)
 - Hearing aids
 - Motor vehicles, mechanically propelled or assisted vehicles; (including accessories such as satellite navigation systems or music systems)
 - Musical instruments
 - Personal media or audio equipment (including MP3/CD players) and any associated peripherals

- Media or data including CDs/DVDs
- Photographic equipment (including cameras, video cameras; and camcorders)
- Pictures or works of art
- Telephones of any kind (including their associated equipment):
- Sports equipment, including but not limited to:
 - diving equipment
 - fishing tackle
 - pedal cycles and equipment
 - surfing equipment
 - water sports equipment
 - winter sports equipment
 - watercraft or marine equipment
- **Market value** – the cost of replacing your motorhome with another one of the same make, model and specification and of similar age, mileage and condition at the time of an accident or loss
- **Period of insurance** – the period of time covered by this insurance (as shown on the schedule) and any further period for which we accept your premium
- **Private garage** – an enclosed permanent structure, comprised of brick, stone, concrete, timber or steel sides with an enclosed roof and with lockable secure entrance door(s), which is a non-communal, private building, designed and built specifically to house motor vehicles, which is solely for your personal use and within the boundaries of your permanent place of residence or address previously declared to and accepted by us
- **Road** – any place which is a road for the purpose of any compulsory motor insurance law that operates in the United Kingdom
- **Schedule / Policy schedule** – the document showing the motorhome we are insuring and the cover which applies. To be read in conjunction with the Schedule of endorsements
- **Schedule of endorsements** – the document showing endorsements that apply. To be read in conjunction with the policy schedule
- **Storage** – your motorhome will be classed as stored, or in storage, when it is not in use for the purposes of travel or other day to day activity
- **Trailer** – a trailer, semi-trailer or container used for carrying goods, but which cannot be driven itself
- **United Kingdom** – England, Scotland, Wales, Northern Ireland, the Isle of Man, and the Channel Islands
- **We, us** – ERS
- **You** – the person named as ‘the insured’ on the schedule, or as ‘the policyholder’ on any certificate of motor insurance or renewal notice applying to this insurance
- **Your motorhome, the insured motorhome** – any motor vehicle shown on the schedule or described in the current certificate of motor insurance (and under Section 1 only, an attached caravan or trailer). This includes any roof vent, video equipment, television and radio equipment, security devices, electrical navigation equipment and accessories (as declared within the overall value of the vehicle) which have been supplied and permanently installed inside your vehicle by your vehicle manufacturer, or which have subsequently been permanently installed inside your vehicle by a specialist convertor or supplier

What to do if you need to make a claim

Nobody likes making a claim, but these simple steps can help the process run smoothly:

- You must tell us about any potential claim at the earliest opportunity.
- If applicable, and it is safe to do so, please call us from the scene of the accident
- Take photographs of any damage to the vehicles involved

Claims and windscreen helpline – 0330 123 5992

- Call this number if you need to report an accident, fire, theft, or windscreen claim (if applicable)
- We're open 24 hours a day, 365 days a year. Our expert staff will take down the details and help you get back on the road as soon as possible
- If your claim is due to theft, attempted theft, malicious damage, or vandalism, you must also notify the Police and obtain a crime reference number

What you can expect from us:

- A market-leading customer experience
- A specialist team to handle your claim
- A network of approved suppliers to get you back on the road quickly
- Fraud prevention to keep your premiums low
- Positive handling of third-party claims to keep costs down
- Sophisticated tools to help claims go smoothly

Repairing your vehicle

If your insurance covers damage to your vehicle, we can talk you through your repair options.

We can take care of everything for you:

- If your vehicle can't be driven, we will arrange for roadside recovery
- We'll collect the vehicle from you and deliver it back to you after the repairs
- Repairs will be carried out by a garage in our approved repairer network, provided that's the best option for you
- While your vehicle is being repaired by one of our approved repairers, we will provide you with a courtesy car (subject to availability) to ensure you can keep mobile (Comprehensive cover only)
- An expert claim handler will manage your claim for you

We want to get you back on the road as soon as possible.



Keeping your motorhome safe

Please make sure your vehicle is locked and the keys are in a safe place.

Your insurance won't cover loss of your vehicle or its contents by theft or attempted theft, or if it's been taken by an unauthorised person if:

- It was left unlocked or
- It was left with the keys (or any form of keyless entry / ignition control device), in or on it or
- It was left with the windows, roof panel or the roof of a convertible vehicle open (if your vehicle has these) or
- Reasonable precautions were not taken to protect it

If someone makes a claim against you

There are a few simple steps you can take to try to reduce the amount of any claim against you and to protect yourself against fraudulent claims.

Don't apologise or admit it was your fault

Make sure to take the other person's details including:

- Their name, address and contact number
- The registration number and make and model of their vehicle
- Their insurer's name and policy number

Take photos of:

- Any damage to their vehicle
- Any damage to your own vehicle
- The scene of the accident, as long as it's safe to do so

Make a note of:

- Any injuries to anyone involved
- The number of passengers in the other vehicle
- The name, address and contact number of any witnesses
- The name and contact number of any Police officer who attends the scene of the accident
- Any unusual behaviour from the other person and the direction they take when they leave the scene

Complaints

How to make a complaint if things go wrong

Our promise to you

We aim to provide a first class service. If you have any reason to complain about your insurance policy, or us, the complaints procedure is as follows.

The first step is to contact our dedicated complaint handling department who will review your case on behalf of our Chief Executive.

Address: ERS Customer Relations, PO Box 3937, Swindon, SN4 4GW

Tel: 0345 268 0279

Email: complaints@ers.com

If you are not satisfied with our response, you may ask the Complaints department at Lloyd's to review your case.

Address: Complaints Department, Lloyd's, One Lime Street, London EC3M 7HA

Tel: 020 7327 5693

Email: complaints@lloyds.com

Website: lloyds.com/complaints

If you are still not satisfied after contacting Lloyd's, you can refer your complaint to the Financial Ombudsman Service (FOS.)

Address: The Financial Ombudsman Service, Exchange Tower, London E14 9SR

Tel: 0800 023 4567

Email: complaint.info@financial-ombudsman.org.uk

Website: financial-ombudsman.org.uk

This does not affect your right to take legal action.

If you ask someone else to act on your behalf, we will require written authority to allow us to deal with them.

If you have any questions about complaints, please contact the Company Secretary at:

ERS Insurance Group Limited, 30 Fenchurch Avenue, London, EC3M 5AD

Cancellation

"14 Days Cooling off Period"

If this insurance does not meet your needs, you may cancel it, without giving reason, by contacting your broker within 14 days of the policy start date and declare your requirement to cancel.

We will make a charge equal to the period of cover you have had but this will be subject to a minimum amount of **£25** (plus insurance premium tax (IPT) where applicable), except where a claim has happened in the current period of insurance, in which case the full annual premium will be payable to us.

The 14-day period applies to new policies and the renewal of existing policies.

Outside "14 Days Cooling Off Period"

If no claims have been made during the current period of insurance, we will refund a percentage of the premium according to the period which you have had cover for, as detailed in the table below.

The amount retained by us will be subject to a minimum amount of **£25** (plus insurance premium tax (IPT) where applicable).

Period you have had cover for	Percentage amount to be refunded to you	Percentage amount to be retained by us
Over 14 days – 30 days	70%	30%
31 days – 60 days	55%	45%
61 days – 90 days	40%	60%
91 days – 120 days	25%	75%
121 days – 150 days	10%	90%
Over 150 days	Nil	100%

Refunds will be passed to your broker.

If any claim has been made in the current period of insurance, you must pay the full annual premium and you will not be entitled to any refund.

You may cancel this insurance by declaring to your broker, your requirement to cancel.

Where we may cancel your policy

We or your broker may cancel this insurance by sending seven days' notice, in writing, to your last known address or email address.

Your insurance may be cancelled because:

- You have not paid when due, a premium on an instalment plan
- You or anyone else covered by this insurance has not met the terms and conditions of the insurance
- You have not provided documentation requested by us or your broker (such as a copy of your driving licence or evidence of No Claim Bonus)
- A change in your circumstances means we can no longer provide cover
- You misrepresent or fail to disclose information that is relevant to your insurance
- We identify fraud on another associated policy with ERS or
- You harass any member of our staff or show abusive or threatening behaviour towards them

This is not an exhaustive list.

Cover

The insurance cover you have

Your schedule shows you what cover you have. The different types of cover are listed below together with the sections of the policy that apply.

Section name	Comprehensive	Accidental damage Fire & Theft	Accidental damage & Third party only	Third party Fire & theft	Fire & theft	Third party only
Section 1 – Liability to others	✓	x	✓	✓	x	✓
Section 2 – Loss of or damage to your motorhome	✓	✓	✓	✓	✓	x
Accident damage	✓	✓	✓	x	x	x
Malicious damage	✓	✓	✓	x	x	x
Fire	✓	✓	x	✓	✓	x
Flood	✓	✓	✓	x	x	x
Theft	✓	✓	x	✓	✓	x
Vandalism	✓	✓	✓	x	x	x
Windscreen	✓	x	x	x	x	x
Emergency accommodation or transport	✓	x	✓	✓	x	x
Section 3 – Medical expenses	✓	x	x	x	x	x
Section 4 – Personal accident	✓	x	x	x	x	x
Section 5 – Personal belongings	✓	x	x	x	x	x
Section 6 – Loss of keys and replacing locks	✓	x	x	x	x	x
Section 7 – Child seat	✓	x	x	x	x	x
Section 8 – Foreign use	✓	x	✓	✓	x	✓
Section 9 – Uninsured driver	✓	✓	✓	x	x	x

The General Terms, Conditions and Exceptions apply to all sections of the policy.

IMPORTANT: You can only have Accidental Damage Fire & Theft cover and Fire & Theft cover if your motorhome is declared SORN (officially off the road) with the DVLA and is not being used.

Section 1 – Liability to others

Driving your motorhome

We will provide insurance for any accident you have while you are driving, using or in charge of your vehicle or while you are loading or unloading it.

We will insure you for all amounts you may legally have to pay for causing death or injury to other people.

The most we will pay for property damage is **£20,000,000** for any claim or claims arising out of one incident.

We will pay up to **£5,000,000** for any costs and expenses arising out of a claim or claims arising from one incident.

If there is a property-damage claim made against more than one person covered by this insurance, we will first deal with any claim made against you.

Other people driving or using your motorhome

In the same way you are insured, we will also cover the following people:

- Any person you allow to drive or use your vehicle, as long as this is allowed by your current certificate of motor insurance and has not been excluded by an endorsement, exception or condition
- Any passenger who has an accident while travelling in or getting into or out of the insured vehicle, as long as you ask us to cover the passenger

Legal personal representatives

After the death of anyone who is covered by this insurance, we will deal with any claim made against that person's estate, as long as the claim is covered by this insurance.

Business use

If your certificate of motor insurance allows business use, we will insure your employer or business partner against the events shown above under 'Driving your motorhome' while you are working for that employer or partner, but not while using a vehicle provided by the employer or partner unless that vehicle is shown on your schedule.

Legal costs

In respect of any event which is covered under this section, if we first agree in writing, we will arrange and pay:

- Solicitor's costs if anyone we insure is represented at a coroner's inquest, fatal accident inquiry or court of summary jurisdiction
- The costs for legal services to defend anyone we insure against any prosecution arising from any death
- All other legal costs and expenses we agree to

The most we will pay for the legal costs is **£35,000** for any claim or claims arising out of one incident.



Towing

Under this section we will insure you while any vehicle covered by this insurance is towing a caravan, trailer or a broken-down vehicle (as allowed by law).

We will only provide this cover if:

- The caravan, trailer or broken-down vehicle is properly secured to your vehicle by towing equipment made for the purpose and
- The method of towing the caravan, trailer or broken-down vehicle stays within the manufacturer's recommended towing limits and any other relevant law

We will not pay any claim arising from:

- Loss of or damage to the towed caravan, trailer or broken-down vehicle
- Loss of or damage to any property being carried in or on the towed caravan, trailer or broken-down vehicle
- A caravan, trailer or broken-down vehicle being towed for reward
- Towing more trailers than the number allowed by law or
- If more than one caravan or broken-down vehicle is being towed at any one time

Emergency medical treatment

Where we must provide cover under the Road Traffic Act, we will pay for emergency medical treatment that is needed after an accident involving any vehicle which this insurance covers.

This cover only applies in the United Kingdom and where we must provide it under the Road Traffic Acts.

Charging cable – Liability

We will cover your legal liability for death, bodily injury or damage to property arising out of the connection of the insured car to a domestic mains power supply, or a rapid charging unit for the purposes of charging the car. Only whilst it is connected by means of the manufacturer supplied domestic charging cable or the rapid charging unit's standard heavy-duty cable.

Cyber Liability Cover

We will pay any amounts you may legally have to pay subject to the limits stated under Section 1 for causing death or bodily injury to other people, or property damage, due to:

1. The use of, or failure of, any application, software, or programme in connection with your vehicle (including any driver assistance, safety, or security systems).
2. Any computer virus, ransomware, code, or software affecting any electronic systems fitted to your vehicle by the original vehicle manufacturer.
3. Any threat, deception or hoax relating to 1 and/or 2 above.

Subject to the terms, conditions, limitations, and exclusions of this policy.

Exceptions to Section 1

This section of your insurance does not cover the following:

1. Anyone who can claim for the same loss from any other insurance
2. Loss of or damage to property belonging to (or in the care of) anyone we insure and who is making a claim under this part of the insurance
3. Death of or bodily injury to any person arising out of and in the course of their employment by the policyholder or by any other person claiming under this insurance. This does not apply if we need to provide cover due to the requirements of relevant laws
4. Any legal responsibility, unless we need to provide the minimum insurance required by the Road Traffic Act, for claims for death, injury, illness, loss or damage to property arising directly or indirectly from pollution or contamination unless caused by a sudden identifiable unintended and unexpected event.

This exception:

- Relates to contamination or pollution caused directly or indirectly by any substance, liquid, vapour or gas leaking or being released and
- Includes contamination or pollution of any building or other structure, water, land or the air

We will not pay for claims arising directly or indirectly from contamination or pollution if it is caused by any substance, liquid, vapour or gas being deliberately released or leaks caused by the failure to maintain or repair your vehicle, or any part of it.

5. Death, bodily injury or damage arising as a result of loading or unloading your vehicle somewhere other than on the road by anyone apart from the driver or attendant

Section 2 – Loss of or damage to your motorhome

This cover only applies to your motorhome

We will insure your motorhome against loss or damage (less any excess that applies) caused by:

- Accidental or malicious damage, flood damage or vandalism
- Fire, lightning, self-ignition, and explosion or
- Theft or attempted theft, or taking your motorhome away without your permission

For a claim under this section, we will, at our absolute discretion, either:

- Pay for the damage to be repaired
- Pay an amount of cash to replace the lost or damaged item or
- Replace the lost or damaged item

The most we will pay will be either:

- The UK mainland market value of your motorhome as determined by us, immediately before the loss; up to the value shown on your schedule or
- The amount it would cost us to repair your motorhome at an ERS approved repairer or as otherwise agreed by our appointed engineer

whichever is less.

We will not pay the cost of any repair or replacement which improves your motorhome or accessories to a better condition than they were in before the loss or damage. If this happens, you must contribute towards the cost of repair or replacement.

We will not pay the VAT element of any claim if you are registered for VAT.

Excesses

If an excess is shown on your schedule, you have agreed to pay that amount for each incident of loss or damage.

If more than one motorhome is insured on your policy and they are involved in the same incident, the excess shown on your schedule will apply to each motorhome separately.

Windscreen damage (comprehensive cover only)

You may claim for damage to your motorhome's windscreen or windows and for any bodywork scratched by broken glass from the window or windscreen. The helpline number is **0330 123 5992**.

This benefit does not apply to damaged sunroofs, roof panels, lights or reflectors whether glass or plastic.

The following excesses apply to a windscreen claim but there is no limit on the cost of the windscreen:

Condition	Excess
If your windscreen is repaired by our approved supplier	£25
If your windscreen is replaced by our approved supplier	£100
If your windscreen is repaired or replaced by any other company	£200

If the only claim you make is for broken glass in your motorhome's windscreen or windows, including bodywork scratched by the breakage, it will not affect your No Claim Bonus.

Extra excesses for young or inexperienced drivers

If your motorhome is damaged while a young or inexperienced driver (including yourself) is driving, you will have to pay the first amount of any claim as shown below. This is on top of any other excess that you may have to pay.

Drivers	Amount
Under 21 years of age	£300
Aged 21 to 24 years	£200
Aged 25 years or over who has a provisional driving licence or has not held, for 12 months or more, a full driving licence issued by the UK or any country which is a member of the European Union.	£200

These amounts do not apply if the loss or damage is caused by fire or theft.

Recovery and redelivery

After any claim under this section, we will pay the cost of moving your motorhome from the place where the damage happened to the premises of the nearest competent repairer. We will also pay the cost of delivering your motorhome back to you in the United Kingdom after repair.

Do not try to move your motorhome yourself if this could increase the damage. If unnecessary damage is caused because of your attempts to move your motorhome, we will not pay any extra cost arising from that damage.

All arrangements for storage of a damaged vehicle must be agreed by us. If you arrange storage without our prior knowledge and consent, we will not pay any extra cost arising from that arrangement where this is greater than the cost we negotiate with our approved supplier.

Emergency accommodation or transport costs

If your motorhome is not roadworthy following an insured incident for which a claim has been accepted under Section 2 of your policy, and you are unable to complete your journey, we will pay up to **£250** in total towards:

- Emergency overnight accommodation, including the cost of meals and drinks for the driver and passengers of your motorhome
- Standard Class public transport costs to enable you and your passengers to return home or reach your original destination (within the UK, EU or approved countries)

Repairs

If your motorhome is damaged in any way which is covered by this insurance, you should contact us immediately. We can, if you wish, organise for our approved repairers to repair your motorhome.

Where using our approved repairer for the repair of your motorhome, and your motorhome does not exceed 3.5 tonne gross vehicle weight our approved repairer will:

- Guarantee the repairs for 5 years
- Endeavour to use original equipment manufacturer parts/equipment where feasible
- Supply you with a courtesy car (subject to availability) for the duration of the vehicle repair or until your policy expires, whichever is the sooner (where the motorhome involved is covered comprehensively)

If your motorhome cannot be driven safely, you should allow us the opportunity of moving it to the premises of an approved repairer or repairer of your choice if previously agreed by us.

If repairs are completed without our prior knowledge and consent this may affect the amount we pay in final settlement of your claim. In all circumstances, anyone conducting repairs to an insured motorhome should retain the following for our inspection:

- A fully costed estimate
- All damaged parts and
- Images of the damaged areas of the insured motorhome

If you fail to provide all requested information, documentation, and evidence of claim damage, we reserve the right not to pay for damages under this section.

If you choose to not use our approved repairer, we will not:

- Be responsible for any delays incurred by the repairer
- Be responsible for the provision of a courtesy car
- Guarantee the repairs
- Guarantee the use of original equipment manufacturer paint/parts

We may arrange for your motorhome to go to a repairer of our choice if we cannot reach an agreement with your chosen repairer over costs.

It is not our policy to use recycled or non-original parts and equipment when repairing your motorhome, although on occasion it may be necessary.

Courtesy car (Comprehensive cover only)

If you make a claim under this section and you choose to use our approved repairers, you will be provided with a courtesy car (subject to availability) for the duration of the repairs or until your policy expires, whichever is sooner.

The vehicle provided is intended to keep you mobile and will not necessarily be a like-for-like replacement of your vehicle. You will be provided with either a small, standard private car or small car-derived van.

All courtesy cars are subject to the driver meeting the terms and conditions of hire from the approved repairer.

If your vehicle is a total loss, you will not be offered a courtesy car.

Total loss

When deciding whether your vehicle is a total loss, we use the Association of British Insurers (ABI) Code of Practice for the Disposal of Motor Vehicle Salvage.

We alone will determine:

- When an insured vehicle is deemed a total loss
- The market value of the insured vehicle, and where applicable
- Any salvage value of that insured vehicle

In the event that we deem your vehicle a total loss, due to it being uneconomical to repair or subject to an unrecovered theft, we will offer an amount in settlement of the claim.

The insurance cover for that insured vehicle will end when you accept that offer.

You will not receive a refund of premium if your insurance ends due to the total loss of your vehicle.

If your insurance covers more than one vehicle, cover will remain in force for any vehicles that have not been declared a total loss.

If the insured vehicle is owned by someone else, we will discuss the valuation and payments directly with the vehicle owner rather than with you.

When we determine the value of the insured vehicle, we will consider any discount on the manufacturer's recommended retail price received at the point of purchase.

Our offer will not exceed the amount shown on schedule.

Once we have made a payment, the insured vehicle becomes our property unless we agree otherwise.

Vehicles subject to a finance agreement

If the market value we place upon the insured vehicle is equal to or greater than the amount owed to the finance company:

We will pay the finance company first and then settle the balance with the legal owner of the insured vehicle.

If the market value placed upon the insured vehicle is less than the amount owed to the finance company:

We will pay the finance company the market value of the insured vehicle. You may be required by the finance company to pay them the balance, subject to the terms of your agreement with them.

Vehicles subject to a lease / hire agreement – no legal right to title

If the market value we place upon the insured vehicle is greater than the amount owed to the lease / hire company, we will pay them only the amount of the outstanding finance, which will settle the claim in full.

If the market value we place upon the insured vehicle is less than the amount owed, the amount we pay to the lease / hire company will settle the claim, and you may be required by the lease / hire company to pay them the balance, subject to the terms of your agreement with them.

Vehicles subject to a lease / hire agreement – legal right to title or proceeds of sale

We will pay the lease / hire company the market value of the vehicle, which will settle the claim in full. Any transfer of legal title or distribution of the proceeds of the vehicle should be taken up directly with the lease / hire company in line with the specific terms of your agreement.

Salvage

Where applicable, your vehicle will have a salvage category placed upon it, in line with the ABI Code of Practice.

Only vehicles deemed eligible to go back on the road can be considered for retention. If retention is granted, the value of the salvage, as determined by us, will be deducted from the settlement.

At the point of payment, the vehicle will become our property unless we agree otherwise.

If your vehicle has been subject to an insurance write off (total loss), you must be able to evidence the vehicle has been restored to a roadworthy condition.

In the event of the insured vehicle being subject to another claim, we will request documentary evidence of repairs and other documentation that we may require, to evidence, and to satisfy us, that the insured vehicle has been maintained in a roadworthy condition, otherwise the valuation will be affected.

If we ask, you must send us your vehicle registration document (V5c), MOT certificate (if applicable), the purchase receipt for the vehicle, all keys and any other relevant documentation before we agree to settle the claim.

New motorhome replacement

We will replace your motorhome with a new one of the same make, model, and specification (if one is available) if your motorhome is less than one year old from the date of you buying it new and:

- The cost of repairing any damage (that is covered by this insurance) is more than 60% of the manufacturer's recommended retail price (including taxes) or
- It is lost by theft or is stolen and not recovered

If a motorhome is not available, we will pay an amount equal to that which was paid when you bought your motorhome or the current manufacturer's Recommended Retail Price (including taxes), whichever is less. The lost or damaged motorhome will then belong to us.

We will only provide this benefit if you ask for it and anyone who has a financial interest in the motorhome agrees.

Audio, visual, communication, guidance or tracking equipment

The cover provided by this policy includes loss of, or damage to, permanently fitted audio, visual, communication, guidance or tracking equipment that formed part of your motorhome when it was originally made.

We will pay up to **£500** for any permanently fitted equipment that was not part of your motorhome when it was originally made.

When your motorhome is being serviced

The cover provided under this section will still apply when your motorhome is being serviced or repaired. While your motorhome is in the hands of the motor trade for a service or repair, we ignore any restrictions on driving or use (as shown on your certificate of motor insurance).

Electric vehicles – Leased batteries

In the event of loss of or damage to the insured motorhome under this section, we may be required to make a payment to the owner of your motorhome's battery, or batteries, if the battery is leased or hired.

Electric vehicles – Charging cable

We will insure your motorhome charging cable against loss or damage caused by:

- Accidental or malicious damage, flood damage or vandalism
- Fire, lightning, self-ignition and explosion; or theft or attempted theft

Exceptions to Section 2

This section of your insurance does not cover the following:

1. The amount of any excess shown on your schedule
2. Any amount as compensation for you not being able to use your motorhome (including the cost of hiring another motorhome)
3. Wear and tear
4. Failures, breakdowns, or breakages of mechanical, electrical, electronic or computer equipment
5. Your motorhome's value reducing, including loss of value as a result of damage, whether the damage is repaired or not
6. Repairs or replacements which improve the condition of your motorhome
7. Damage to tyres, unless caused by an accident to your motorhome
8. Damage due to liquid freezing in the cooling system, unless you have taken reasonable precautions as laid down by the motorhome manufacturer's instructions
9. Loss of or damage to accessories unless they are permanently attached to your motorhome
10. Any amount over the last-known list price of any part or accessory or the cost of fitting any part or accessory if the motorhome manufacturer or its agent cannot supply it from stock held in the United Kingdom
11. Loss of or damage to your motorhome as a result of deception
12. Loss resulting from repossessing your motorhome and returning it to its rightful owner
13. Loss of or damage to your motorhome or its contents by theft or attempted theft or an unauthorised person taking and driving it if:
 - It has been left unlocked
 - It has been left with the keys (or any form of keyless entry / ignition control device), in it or on it
 - It has been left with the windows or roof panel or skylight open or
 - You have not taken reasonable precautions to protect it
14. Loss of or damage to your motorhome resulting from a member of your immediate family, or a person living in your home, taking your motorhome without your permission, unless that person is convicted of theft
15. Loss of or damage to any vehicle which you are driving or using that does not belong to you, is not being bought by you under a hire-purchase agreement or is leased to you (unless that vehicle is shown on your schedule)
16. Loss of or damage to your motorhome (Inc. paintwork) caused by incorrect fuelling or adding of fuel or exhaust additives/lubricants. This could be caused by adding diesel instead of petrol and vice versa and/or an additive/lubricant (for example Redex or AdBlue). This list is not exhaustive
17. Loss of fuel
18. Loss or damage due to confiscation, requisition, or destruction by or under the order of any government, public or local authority
19. Loss of food and drink
20. Loss or damage caused by domestic animals, insects, vermin, fungus, damp, rust, wet rot, dry rot or frost

21. Loss or damage caused by water gradually entering your motorhome through seams or seals
22. Loss or damage during the months of October, November, December, January, February, March, and April if you do not drain your motorhomes' water systems and internal sanitary systems when in storage
23. Loss of or damage to external television, radio and satellite fittings and masts
24. Loss or damage resulting from fire or explosion in connection with the on-board domestic gas supply to privately converted motorhomes where the supply is not fitted or serviced in accordance with the Gas Safety (Installation & use) Regulations
25. The cost of replacing any undamaged item or part of any item solely because it forms part of a set or suite or is one of a number of items of similar nature, colour or design
26. Theft of accessories or equipment or personal possessions when the motorhome is unoccupied unless there has been violent or forcible entry
27. Loss or damage to any portable satellite navigation equipment when your motorhome is unattended unless the satellite navigation equipment is stored out of sight in a locked compartment
28. Any living creature including pets, livestock, and associated equipment
29. Loss or damage arising from the use of portable heaters with a naked flame
30. Loss, theft, damage, impairment, disablement, or loss of use of your motorhome caused by:
 - a) the use of, or failure of, any application, software, or programme in connection with your motorhome, including driver assistance, safety, security, infotainment, or software updates whether authorised or unauthorised
 - b) the use of, or failure of, any electronic device connected to your motorhome (for example smartphones, tablets or smartwatches used for navigation, infotainment, or any other purpose)
 - c) any computer virus, ransomware, code, or software
 - d) theft of, loss of access to, or damage to, any telematic device or any electronic data (for example files, music, or images) wherever it is stored
 - e) any threat, deception or hoax relating to a), b), c), and/or d) above.

Section 3 – Medical expenses

We will pay up to **£500** for each person for the medical expenses of anyone who is injured while they are in your motorhome because of an accident involving your motorhome.

You will not have to pay an excess for any claim under this section.

Section 4 – Personal accident benefits

We will pay the following amounts if you or your husband, wife or civil partner is involved in an accident and within three months of that accident it is the only cause of death or injury.

Death	£7,000
Loss of any limb	£5,000
Permanent loss of sight in one or both eyes	£5,000
The most we will pay in any period of insurance	£7,000

To get a payment, the injury or death must:

- Be directly connected with an accident involving your motorhome or
- Have happened when you or your husband, wife or civil partner were travelling in, or getting into or out of, any other private motor vehicle

We will make the payment to you or your legal personal representative.

If you or your husband, wife or civil partner have any other insurance with us, we will only pay out under one contract.

This personal accident benefit does not apply to:

- Death or bodily injury caused by suicide or attempted suicide or
- Any incident unless the insurance is in an individual's name

You will not have to pay an excess for any claim under this section.

Section 5 – Personal belongings

We will pay up to **£1,000** for awnings, gas cylinders and generators, and up to **£2,000** for personal belongings, linen, cutlery, utensils, furnishings, clothing, and other camping equipment used in connection with your motorhome, if they are lost or damaged because of an accident, fire, theft, or attempted theft involving your motorhome.

This benefit also applies to your spouse, civil partner, and children if they own the property that is lost or damaged.

You must pay the first **£100** of each claim under this benefit and the most we will pay in any one period of insurance is **£3,000**.

This cover does not apply to:

- Any portable generator unless it is actively being used in connection with your motorhome or
- Any high-risk item (See Definitions for listed items)
- Loss or damage while your motorhome is unoccupied unless all doors, windows, roof panels and skylights have been securely closed and locked
- Any damage caused to an awning that has been left extended whilst the motorhome is unattended
- Wear and tear

Section 6 – Loss of keys and replacing locks

We will pay up to **£500** if the keys for your motorhome are lost or stolen and have not been recovered. We will pay the cost of replacing the entry key and transponders, ignition and steering locks that can be opened or operated with the lost items. This applies as long as:

- You let the Police know about the loss as soon as it is discovered and
- We deem it necessary to replace the above stated items due to the loss/theft of the keys causing a risk to the motorhome being stolen

You will not have to pay an excess for any claim under this section and it will not affect your No Claim Bonus.

Section 7 – Child seats

We will pay up to **£150** each, to replace up to two child seats or child booster seats that were in your motorhome at the time of an accident or theft covered under Section 2 of this policy. We will provide this cover even if there is no visible damage to the seat.

You will not have to pay an excess for any claim under this section.

Section 8 – Foreign use

We will provide the minimum insurance needed by the relevant law to allow you to use your motorhome:

- In any country which is a member of the European Union and
- In any other countries which have made arrangements to meet the insurance conditions of, and are approved by, the Commission of the European Union
- While your motorhome is being transported (including loading and unloading), between ports in countries where you have cover, as long as your motorhome is being transported by rail or by a recognised sea route of not more than 65 hours.

We will provide the cover shown on your schedule when you visit any country which is a member of the European Union, Andorra, Bosnia and Herzegovina, Iceland, Montenegro, Norway, Serbia, or Switzerland (including Liechtenstein). There is no limit on the number of trips you make in any period of insurance, but each trip must be for no more than 180 days.

This cover only applies if your visit to these countries is temporary, and your permanent home is in the United Kingdom.

Extra cover

If you want to travel to any other country, or want full policy cover when you travel abroad, you must contact your broker.

If we agree to extend your cover, and you pay any extra premium that we ask for; we will extend your insurance to apply in any country for which we have agreed to provide cover.

Customs duty and other charges

If your motorhome suffers any loss or damage covered by this insurance, and your motorhome is in any country for which we have agreed to provide cover, we will:

- Refund any customs duty you must pay after temporarily importing your motorhome into any of the countries where you have cover
- Refund any general average contributions and salvage charges you may have to pay while your motorhome is being transported by a recognised sea route and
- Pay the cost of delivering your motorhome to you at your address in the United Kingdom after the repairs have been made if your motorhome cannot be driven because of any loss or damage

Section 9 – Uninsured driver

If you are involved in an accident caused by an identified driver who is uninsured, we will refund the amount of excess you have had to pay and we will restore your no claim discount.

This cover only applies if we can establish that the accident was not your fault in any way and you provide us with:

- the vehicle registration number and the make/model of the uninsured vehicle, and
- the uninsured vehicle's driver's name and address (if available)

It will also help us to confirm who is at fault if you can get the name and address of any independent witnesses.

If we cannot initially confirm the uninsured driver was at fault, you may have to pay your excess and your No Claims Bonus maybe affected. Once liability has been confirmed your excess will be reimbursed and your No Claims Bonus will be reinstated.

General terms

Extra matters to bear in mind

No Claim Bonus

For each claim during a single period of insurance, the No Claim Bonus available at renewal will be reduced in accordance with our current step-back procedure scale.

If more than one vehicle is covered by this insurance, we will assess the No Claim Bonus as if each vehicle was insured separately.

Providing there have been no prejudicial claim(s) in the current period of insurance; we will give you a further years No Claim Bonus discount, as long as the insurance has been in force for 12 consecutive months.

The price of your insurance policy may increase following an accident even if you were not at fault.

You cannot transfer your No Claim Bonus to another person.

If your policy includes Protected No Claim Bonus, this will be shown on your schedule.

Note: The No Claim Bonus scale, 'step-back' rules and any Protected No Claim Bonus requirements are contained in the documentation you received when purchasing this insurance.

Changing or adding a motorhome to this insurance

If you change the motorhome covered by this insurance or need cover for an extra motorhome (including a temporary motorhome), please contact your broker to discuss your requirements. If cover is agreed, your broker will let you know about any change in premium and arrange for a new set of policy documents to be issued.

Emergency medical treatment

Any payments we make for emergency medical treatment will not affect your No Claim Bonus.

Payments for journeys (car sharing)

You can accept payments from passengers in your motorhome if you are giving them a lift for social or other similar purposes. Accepting these payments will not affect your insurance cover if:

- Your motorhome cannot carry more than nine people (including the driver)
- You are not carrying the passengers in the course of a business of carrying passengers and
- The total of the payments you receive for the journey does not provide a profit

General exceptions

These general exceptions apply to the whole insurance

Your insurance does not cover you for:

Drivers and use

Any legal responsibility, loss or damage (direct or indirect) arising while any motorhome covered by this insurance is being:

- Used for a purpose for which your motorhome is not insured
- Driven by or is in the charge of anyone (including you) who is not mentioned on the certificate of motor insurance as a person entitled to drive or who is excluded by an endorsement
- Driven by or is in the charge of anyone (including you) who is disqualified from driving, does not hold a valid driving licence in line with current law or has never held a licence to drive your motorhome, does not keep to the conditions of their driving licence (including holding a Certificate of Professional Competence where required) or is prevented by law from having a licence (unless they do not need a licence by law)
- Used on any racetrack, race circuit or toll road without a speed limit (such as the Nürburgring)
- Used for racing or pace-making, used in any contest (apart from treasure hunts, road safety and non-competitive rallies) or speed trial or is involved in any rigorous reliability testing

Drugs and alcohol

Any legal responsibility, loss or damage (direct or indirect) arising while any vehicle covered by this insurance is being driven by or is in the charge of anyone (including you) and is convicted of:

- Driving over the legal limit for alcohol or
- Driving under the influence of drugs, prescribed or otherwise

If convicted (which includes a conviction for failure to provide a breath, blood, or urine sample) this shall be deemed to be conclusive evidence that the driver at the time of the loss or damage was under the influence of alcohol or drugs.

We will provide the minimum insurance required by the Road Traffic Act, but we reserve the right to seek recovery of any such amounts from you or the driver of your motorhome.

Construction and use

Any legal responsibility, loss, or damage (direct or indirect) arising while any motorhome covered by this insurance is being used to carry:

- More passengers than the maximum seating capacity for the insured motorhome as set by the motorhome manufacturer or
- Passengers in a manner likely to affect the safe driving and control of your motorhome or
- Any load which is greater than the maximum carrying capacity as set by the motorhome manufacturer or, if applicable, any plated weight limit of the insured motorhome

Airfields

Any legal responsibility, loss or damage (direct or indirect) arising while any motorhome covered by this insurance is being used in or on a restricted area (areas to which the public do not have free vehicular access) of an airport, airfield or aerodrome. We will not pay for any claim concerning an aircraft within the boundary of the airport, airfield or aerodrome except where we need to provide the minimum insurance required by the Road Traffic Act.

Hazardous goods

Any legal responsibility, loss or damage (direct or indirect) caused by, contributed to or arising from carrying any dangerous substances or goods for which you need a licence from the relevant authority (unless we need to provide cover to meet the minimum insurance needed by law).

Criminal acts

Any legal responsibility for loss or damage (direct or indirect) caused whilst your motorhome is used by anyone insured under this insurance:

- In the course or furtherance of a crime or
- As a means of escape from, or avoidance of lawful apprehension

Deliberate acts

Any legal responsibility for the death of or injury to any person or loss or damage (direct or indirect) caused by a deliberate act or omission to act by anyone insured under this insurance.

Excess

The amount of any excess shown within this policy document and / or on your schedule.

Other contracts

Any legal responsibility, loss or damage (direct or indirect) that:

- Is also covered by any other insurance or
- You have accepted under an agreement or contract unless you would have had that responsibility anyway
- Happens outside the United Kingdom, other than where we have agreed to provide cover (please refer to the Foreign Use section of this policy document)

Jurisdiction

Any proceedings brought against you, or judgment passed in any court outside the United Kingdom, unless the proceedings or judgment arises out of your motorhome being used in a foreign country which we have agreed to extend this insurance to cover.

Earthquake, riot, war and terrorism

Any legal responsibility, loss, or damage (direct or indirect) caused by, contributed to, or arising from:

- An earthquake
- The result of war, riot, civil commotion, revolution, or any similar event elsewhere than in Great Britain, the Channel Islands or the Isle of Man (unless we need to provide cover to meet the minimum insurance needed by law)
- Acts of terrorism, as defined in the UK Terrorism Act 2000, unless we need to provide the minimum insurance required by the Road Traffic Act

Nuclear / radioactive contamination

Any legal responsibility, loss, or damage (direct or indirect) caused by, contributed to or arising from:

- Ionising radiation or contamination from any radioactive nuclear fuel, or from any nuclear waste from burning nuclear fuel
- The radioactive, toxic, explosive, or other dangerous property of any explosive nuclear equipment or nuclear part of that equipment

Sonic bangs

Any legal responsibility, loss, or damage (direct or indirect) caused by, contributed to or arising from pressure waves caused by aircraft or other flying objects.

Sanctions Limitation Clause

We shall not provide cover nor be liable to pay any claim or provide any benefit under this policy to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose us to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America or any other applicable territory.

General conditions

What we expect for your cover to be valid

Your responsibilities

Your premium is based on the information you gave at the start of the insurance and when it is renewed.

You are responsible for the information you or your appointed representative has provided to us. You should ensure that the information provided is, as far as you know, correct and complete.

If you have failed to give us complete and accurate information, this could lead to us changing the terms of your policy, refusing your claim or the insurance not being valid.

You must, if requested, provide us with all relevant information and documentation in relation to this insurance.

The motorhome must have an MOT (unless exempt), be taxed (unless exempt), insured and registered in the UK and you must:

- Take all reasonable steps to protect your motorhome from loss or damage
- Maintain your motorhome in a roadworthy condition and
- Let us examine your motorhome at any reasonable time

If the above requirements are not met, we may reject or reduce your claim, and/or cancel your policy or declare your policy null and void.

Changes to your details

You must tell us immediately about any changes to the information you have already provided. Please contact your broker if you are not sure if information is relevant.

When a change is made your broker will tell you if this affects your policy, for example whether we can continue to offer cover or if we need to change your premium.

Here are some examples of the changes you should tell us about:

- A change of vehicle (including extra vehicles and any temporary vehicles)
- All changes you or anyone else make to your motorhome if these make your motorhome different from the manufacturer's standard specification (whether the changes are mechanical or cosmetic)
- A change of address
- A change in the location that your motorhome is going to be stored overnight, where this change is going to be more than 48 hours.
- A change of job, including any part-time work by you or other drivers, a change in the type of business or having no work
- A change in the purpose for which you use your motorhome
- A new main user of your motorhome

- Details of any driver you have not told us about before, or who is not specifically entitled to drive by the certificate of motor insurance or is excluded by an endorsement, but who you now want to drive
- Details of any motoring conviction(s), disqualification(s) or fixed-penalty motoring offence(s) of any person allowed to drive or of any prosecution(s) pending (where a case is being investigated but there is no conviction yet) for any motor offence
- Details of any non-motor conviction or prosecution pending (where a case is being investigated but there is no conviction yet) for any person allowed to drive
- Details of any accident or loss (whether or not you make a claim) involving your motorhome or that happens while you (or anyone who is entitled to drive under this insurance) were driving any other motor vehicle (whether you own the vehicle or not)
- If any driver suffers from a disability or medical condition that must be revealed to the DVLA, whether or not the driving licence has been restricted

If you don't tell us about relevant changes, your insurance may not cover you fully, or at all.

Claim notification

After any loss, damage or accident you must give us full details of the incident as soon as possible.

You must send every communication about a claim (including any writ or summons) to us without delay and unanswered. You must also tell us if you know about any future prosecution, coroner's inquest or fatal accident inquiry involving anyone covered by this insurance.

You must give us any information, documentation and help we need to help us deal with your claim. We will only ask for this if it is relevant to your claim.

You must notify us of a claim at the earliest opportunity of it occurring. If you fail to comply with this section, or otherwise prejudice our position, we reserve the right to seek recovery of any additional costs incurred due to your action or failure to act

Claim requirements – rights and obligations

If a claim is made which you or anyone acting on your behalf knows is false, fraudulent, exaggerated, or provides false or stolen documents to support a claim we will not pay the claim and cover under this insurance will end.

If there are a number of claims for property damage arising out of any one cause, we may pay you up to the maximum amount due under Section 1 (less any amounts we have already paid as compensation.). Once we have paid this, we will withdraw from any further action connected with settling these claims. We will cover any legal costs and expenses paid with our permission, up to the time we withdraw from dealing with the claims.

You must not admit to, negotiate on, or refuse any claim unless you have our permission.

We can:

- Take-over, carry out, defend, or settle any claim and
- Take proceedings (which we will pay for, and for our own benefit) to recover any payment we have made under this insurance



We will take this action in your name or in the name of anyone else covered by this insurance.

You, or the person whose name we use, must co-operate with us on any matter which affects this insurance.

If we refuse to provide cover because you have failed to provide information or provided incorrect information, but we have a legal responsibility to pay a claim under the Road Traffic Acts, we can settle the claim or judgment without affecting our position under this policy. We can recover any payments that we make from you.

If you fail to provide all requested information, documentation and evidence of claim damage, we reserve the right not to pay for damages under Section 2 of this policy document.

Compulsory Insurance laws

If we are required to settle a claim in order to comply with the law applying to any country in which this policy operates, and which we would not otherwise be required to pay because of a breach of policy conditions, we shall be entitled to recover the amount paid and any associated costs, from either yourself or the person who incurred the liability.

Arbitration

If we accept your claim, but disagree with the claim amount, the matter will be passed to an independent arbitrator (to whom we must both agree). When this happens, the arbitrator must make a decision before you can start proceedings against us.

Misrepresentation

Where we identify: misrepresentation, non-disclosure, fraud, or any attempt to gain an advantage under this insurance to which you are not entitled, we will apply, at our absolute discretion, one or more of the remedies listed below:

- Agree with you to: amend your policy to record the correct information, apply any required change in premium, policy terms and conditions
- Apply any administration costs
- Reject or pay only a proportion of your claim
- Not return to you any premium paid
- Cancel the policy
- Void the policy (which means to treat the policy as though it never existed)
- Cancel or void any other ERS policies that you are connected with.

Important notices and information

Data Protection Notice

This section contains important information about your personal information. Please make sure to show it to anyone covered by the policy and ensure they are aware that their personal information may be processed by us.

Starr Syndicate Management Limited (“we”, “us” or “our”) act as data controllers for your personal information. Starr is the global marketing name for the insurance and travel assistance companies of Starr International Company, Inc. and investment business of C. V. Starr & Co., Inc. and their subsidiaries.

We will process the details you have given us in line with the UKs Data Protection laws and any other laws that apply. We may work with partner organisations and service providers who are located in other countries (USA), and as a result your information may be processed outside the United Kingdom and the European Economic Area. In all cases we will make sure that your information is adequately protected. Whenever we transfer your personal information out of the United Kingdom we will ensure a similar degree of protection is afforded to it by making sure that adequate safeguards are implemented, including transferring the data to a country that has been deemed to provide an adequate level of protection for personal data, or ensuring the transfer is subject to the standard contractual clauses approved by the European Commission or other contracts or mechanisms which provide equivalent protection. You can find more information about how we use your personal information on our website:

www.ers.com/policy-pages/privacy-policy

Where we collect your personal information

We might collect personal information about you from:

- You
- Your broker
- Your family members
- Your employer or their representative
- Other companies in the insurance market
- Credit reference agencies
- Anti-fraud databases, sanction lists, court judgement and similar databases
- Government agencies such as the DVLA and HMRC
- The publicly available electoral register
- In the event of a claim, third parties including the other party to the claim, witnesses, experts, loss adjusters, legal advisers and claims handlers
- Other publicly available sources of information including social media
- Cookies and similar technology – These are set on your device by us and our trusted partners. For further information please refer to our Cookies Policy.

How we use and disclose your personal information

We may need to share your personal information, such as your name, address, date of birth, and, where relevant, details about medical conditions or criminal convictions, as to arrange and administer your insurance or handle claims.

Recipients may include credit reference and anti-fraud agencies, insurers, underwriters, group companies, and service providers supporting our operations. For claims, this may also include claims handlers, loss adjusters, courts, legal advisers, experts, and other parties involved in the claim.

We also buy reinsurance to manage large or significant claims. Where relevant, we may share claim details (including special category data) with our reinsurers and reinsurance brokers. This is standard practice in the insurance market and necessary to manage reinsurance arrangements.

Information about your health, disabilities, or criminal convictions is treated as 'special category' data and given additional protection. We only use and share this where necessary for your policy, claims handling, or fraud prevention, and always in line with applicable laws.

Most of the information we collect is needed to provide and manage your insurance or to prevent fraud. Where we rely on your consent, we will make this clear at the point of collection. You can withdraw your consent at any time, but this may affect our ability to provide cover or pay claims.

Further details on how we use your personal information, including our legal bases and disclosures, are available on our website.

<https://www.ers.com/policy-pages/privacy-policy>

The personal information we may collect about you

Types of Personal Data	Details
Individual details	Name, address (including proof of address), other contact details such as email and phone numbers, gender, marital status, date and place of birth, nationality, employment status, job title, details of family members including their relationship to you
Identification detail	National insurance number, passport number, driving licence number, other relevant licences
Financial information	Bank account and/or payment details, income and other financial information
Policy information	Information about the quotes you receive and policies you take out
Telematics (where you use this technology)	Details of journeys made, locations, times and dates, driving behaviours and driving patterns
Credit and anti-fraud information	Credit history, credit score, sanctions and criminal offences, including information received from external databases about you
Previous and current claims	Information about previous and current claims (including under other insurance policies) which may include data relating to your health, disabilities, criminal convictions (including motoring offences) and in some cases surveillance reports; also, dashcam recordings where this technology is used; also, information collected from publicly available sources of information including social media.
Special categories of personal data	Health, disability, criminal convictions (including motoring offences)
Technical data (if you use the ers.com website)	Your device and internet connection details such as IP address

Accepting and administering your policy

If you pay your premiums via a credit facility, we may share your information with credit reference agencies and other companies for use in credit decisions, to prevent fraud and to find people who owe money. We share information with other insurers, certain government organisations and other authorised organisations. We may verify driving licence and vehicle information with the DVLA and may check No Claims records against an external database.

Insurance underwriting

We look at the possible risk in relation to your prospective policy (or anyone else involved in the policy) so that we can:

- Consider whether to accept a risk
- Make decisions about providing and dealing with insurance and other related services for you and members of your household
- Set price levels for your policy
- Confirm your identity to prevent money laundering
- Check the claims history for you or any person or property likely to be involved in the policy or a claim at any time. We may do this:
 - When you apply for insurance
 - If there is an accident or a claim or
 - At the time you renew your policy

Profiling

We use personal information to help calculate insurance premiums and assess risk. This may involve comparing your information with industry averages and using it to help improve how risks are assessed. This is known as profiling.

Where relevant, profiling may include the use of sensitive information, such as health details or motoring convictions.

Automated decision making of insurance products based upon your personal data falls under Article 22 of the UK GDPR, and we carry out this activity due to it being necessary for the entry into or performance of a contract. We rely on the information you provide to your broker, and you can discuss the outcome of any automated decisions with your broker. See Your Rights below for further information.

Motor Insurance Bureau (MIB)

We work in partnership with the Motor Insurers' Bureau (MIB) and associated not-for-profit companies who provide several services on behalf of the insurance industry. At every stage of your insurance journey, the MIB will be processing your personal information and more details about this can be found via their website: mib.org.uk. Set out below are brief details of the sorts of activity the MIB undertake:

- Checking your driving licence number against the DVLA driver database to obtain driving licence data (including driving conviction data) to help calculate your insurance quote and prevent fraud.
- Checking your 'No Claims Bonus' entitlement and claims history.
- Prevent, detect, and investigate fraud and other crime, including, by carrying out fraud checks.
- Maintaining databases of Insured vehicles (Motor Insurance Policy Database or Motor Insurance Database/MID)
 - a) Vehicles which are stolen or not legally permitted on the road (Vehicle Salvage & Theft Data or MIAFTR)
 - b) Motor, personal injury, and home claims (CUE)
 - c) Employers' Liability Insurance Policies (Employers' Liability Database)
- Managing insurance claims relating to untraced and uninsured drivers in the UK and abroad
- Working with law enforcement to prevent uninsured vehicles being used on the roads.
- Supporting insurance claims processes

You can find out more about how the MIB uses personal information here:

www.mib.org.uk/privacy-and-cookie-policy/

Managing claims

If you make a claim, we may need to release information to another person or organisation involved in that claim. This includes, but is not restricted to, your broker, your legal representative, others involved in the incident, their insurer, their solicitor or representative and medical teams, authorised repairers, the police, or other investigators. We may have to investigate your current claim and your claim and conviction history. This may involve external claims handlers, loss adjusters, legal and other expert advisers. We might also share your information with survey organisations to obtain feedback on the service we provide to you.

Under the conditions of your policy, you must tell us about any incident (such as an accident or theft) which may or may not result in a claim. When you tell us about an incident, we will pass information relating to it to centrally managed claims registers which are operated on behalf of the insurance industry.

Call recording

You should note that some telephone calls may be recorded or monitored, either by us, for example calls to or from our claims department, customer services team, and underwriting department, or on our behalf by our third-party suppliers. Call recording and monitoring may be carried out for the following purposes:

- training and quality control.
- as evidence of conversations; and/or
- for the prevention or detection of crime (e.g., fraudulent claims).
- Enhance broker/commercial relationships (including meeting attendance)

Preventing or detecting fraud

We may check your information against a range of registers and databases to make sure it is complete and accurate. We may also use publicly available information, including social media, where necessary to verify claims and help prevent, detect, or investigate fraud.

Your information may be shared with organisations such as law enforcement agencies, legal advisers, investigators, public bodies, and other relevant organisations for these purposes.

If we identify inaccurate information or we suspect fraud, we will take appropriate action. Where fraud is confirmed, information may be shared with fraud prevention agencies including industry databases such as the Claims Underwriting Exchange Register (CUE), the Motor Insurance Anti-Fraud and Theft Register (MIAFTER), and the Insurance Fraud Register (IFR).

Law enforcement agencies may access and use this information.

We and other organisations, including those from other countries, may also access and use this information to prevent fraud and money laundering, for example, when:

- Checking details on applications for credit and credit related or other facilities.
- Managing credit and credit related accounts or facilities.
- Recovering debt.
- Checking details on proposals and claims for all types of insurance.

Cheat line

To protect our policyholders, we are members of the Insurance Fraud Bureau (IFB). If you suspect insurance fraud is being committed, you can call them on their confidential cheat line on 0800 422 0421.

Retention

We will keep your personal information only for as long as is necessary for the purpose for which it was collected. In particular, this includes retaining information while there is a possibility that you or we may need to bring or respond to a legal claim relating to your insurance, or where we are required to keep it to meet legal or regulatory obligations.

Your rights

Under Data Protection laws you have a number of rights in relation to your personal information; these include the right to:

- **Access your information** – to ask for a copy of the personal information we hold about you (subject to certain legal exemptions).
- **Correct your information** – to have inaccurate information corrected or incomplete information updated.
- **Have your information erased** – to ask us to delete your personal information in certain circumstances.
- **Restrict how we use your information** – to ask us to limit how your personal information is used in certain situations.

- **Object to how we use your information** – to object to processing carried out on the basis of our legitimate interests, including profiling, in certain circumstances.
- **Data portability** – to ask for your personal information to be provided to you, or another organisation, in a structured, commonly used and machine-readable format, where applicable.
- **Withdraw consent** – where we rely on your consent to process personal information, you have the right to withdraw that consent at any time.
- **Be informed about automated decisions** – to receive information about, and in some cases challenge, decisions made using automated processing that affect your insurance or premiums.
- **Make a complaint** – to raise concerns with us or to complain to the Information Commissioner’s Office (ICO), the UK data protection regulator.

We may ask for proof of your identity before we can respond to your request.

Children’s rights are usually exercised on their behalf by a person with parental responsibility unless the child is able to exercise those rights themselves.

We may use your contact details to send you marketing communications about our own products and services where permitted by law. This may include marketing sent to existing customers under the “soft opt-in” rules, where you have previously taken out insurance with us or asked about our products.

You will always have the right to opt out of receiving marketing at any time. You can do this by using the unsubscribe link included in our marketing messages or by contacting us using the details set out below.

If you wish to exercise any of your rights, please contact us at:

Data Protection Officer ERS
30 Fenchurch Avenue
London
EC3M 5AD

dpo@ers.com

You also have a right to make a complaint to the Information Commissioner:

Information Commissioner’s Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 (local rate)

Email: **icocasework@ico.org.uk**

Financial Services Compensation Scheme (FSCS)

As we are members of the Financial Services Compensation Scheme (FSCS), you may be entitled to compensation under the scheme if we cannot pay out all valid claims under this insurance. This depends on the type of policy you have and the circumstances of the claim. The scheme will cover 90% of the claim with no upper limit. For types of insurance you must have by law (such as third party insurance for motor claims), the scheme will cover the whole claim. You can get more information about the scheme from the FSCS via:

Address: Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU

Tel: 0800 678 1100 or 0207 741 4100

Email: enquiries@fscs.org.uk

Web: fscs.org.uk

IN THE EVENT OF AN ACCIDENT

01 Phone us immediately, preferably from the scene of the incident, using the 24 hour helpline number

02 Take photographs of damage to all vehicles and the scene of the accident, if safe to do so

03 Note the number of occupants in the other vehicle(s)

Phone us using the 24 hour helpline number on 0330 123 5992 which will allow us to arrange the following:

- **Roadside recovery for immobile vehicles**
- **Collection and repair if cover is comprehensive**
- **A free loan car or car derived van (subject to policy terms)**

Following the instructions above will help us protect you from fraudulent claims and keep costs to a minimum