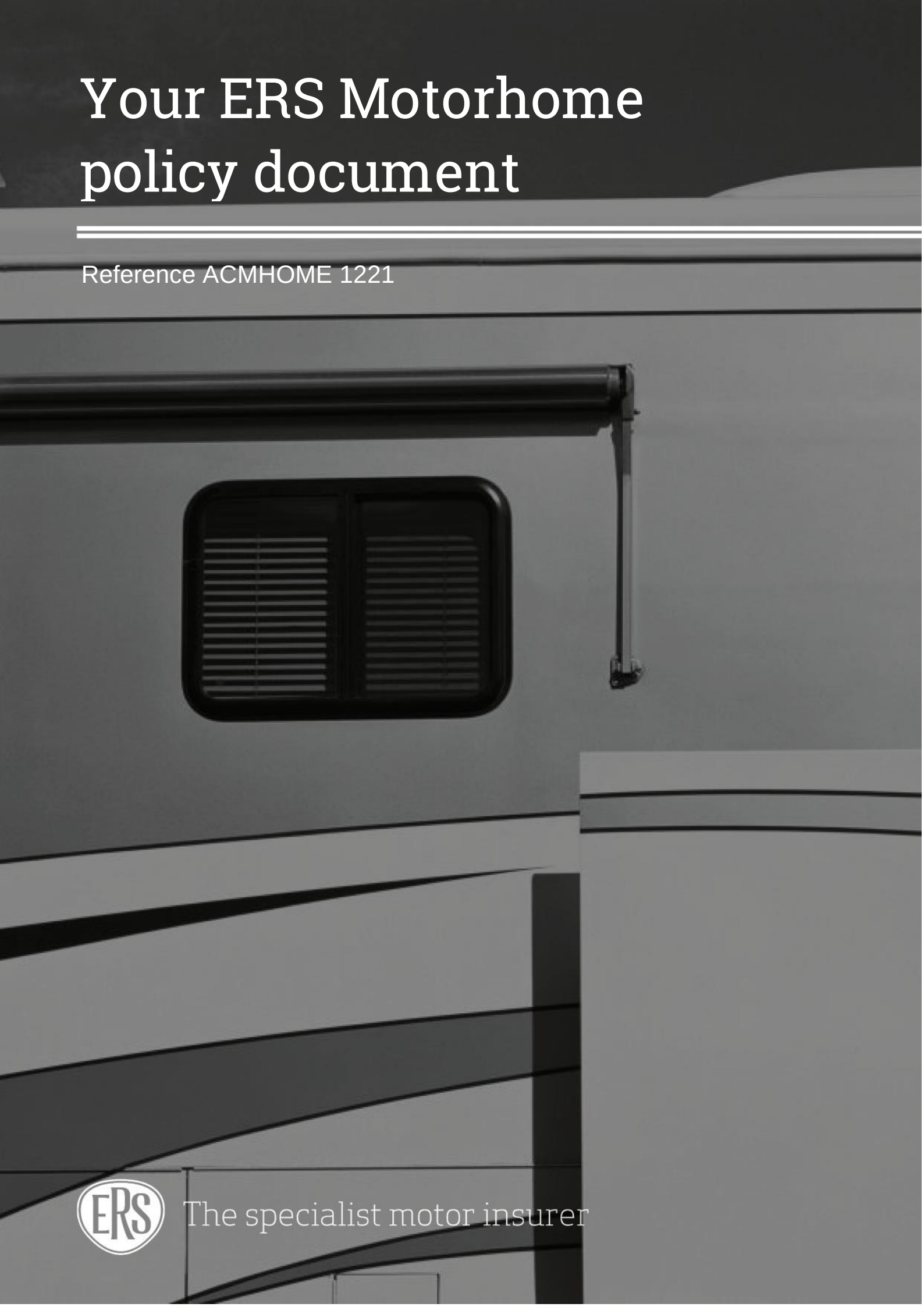
Your ERS Motorhome policy document

Reference ACMHOME 1221



The specialist motor insurer

Your policy document

Welcome to your ERS policy document. To know exactly what your insurance covers with us, please make sure to read this document carefully. You should read it alongside any schedule, endorsement or certificate you've received from ERS.

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

This insurance is written in English and any communications we send to you about it will be in English.

The law of England and Wales will apply to this contract 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

This policy document, certificate of motor insurance, schedule, any schedule of endorsements form the contract of insurance between you (the insured) and us (ERS).

You should read all parts of the contract as one document. Please remember to read the contract carefully, including all terms, conditions and exceptions to ensure 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.

Signed for and on the behalf of ERS

Martin Hall
Active Underwriter

About ERS

ERS (Syndicate 218 at Lloyd's) is managed by IQUW 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).

IQUW Syndicate Management Limited is registered in England and Wales number 426475. The registered office is:

21 Lombard Street, London, EC3V 9AH

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Definitions

The key words and terms that we use in this document

- **Accessories** - parts added to your motorhome 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 motorhome 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 motorhome 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 motorhome. All courtesy cars are subject to the driver meeting the terms and conditions of hire from the approved repairer*

- **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
    - water craft 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 considered to be 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 having to make a claim. But by following these two simple steps you can make sure it goes 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 should also notify the Police and obtain a crime reference number.

You can count on us for all this:

- 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 motorhome

If your insurance covers damage to your motorhome, we can talk you through the options for getting it repaired.

We'll assist you by providing an expert claim handler to 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 Motorhome is locked and the keys are in a safe place.

Your insurance won't cover loss of your motorhome 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 motorhome 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 motorhome
- 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 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

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	✓	×	✓	✓	×	✓
Section 2 - Loss of or damage to your motorhome	✓	✓	✓	✓	✓	×
Accidental damage ----------	✓	✓	✓	×	×	×
Malicious damage ----------	✓	✓	✓	×	×	×
Fire ----------	✓	✓	×	✓	✓	×
Flood ----------	✓	✓	✓	×	×	×
Theft ----------	✓	✓	×	✓	✓	×
Vandalism ----------	✓	✓	✓	×	×	×
Windscreen ----------	✓	×	×	×	×	×
Section 3 - Medical expenses	✓	×	×	×	×	×
Section 4 - Personal accident	✓	×	×	×	×	×
Section 5 - Personal belongings	✓	×	×	×	×	×
Section 6 - Loss of keys and replacing locks	✓	×	×	×	×	×
Section 7 - Child seat	✓	×	×	×	×	×
Section 8 - Foreign use	✓	×	✓	✓	×	✓

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 motorhome 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 motorhome, 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 motorhome, 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.

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 motorhome which this insurance covers.

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

Towing

Under this section we will insure you while any motorhome 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 motorhome 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

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 motorhome (including any driver assistance, safety or security systems);
2. Any computer virus, ransomware, code or software affecting any electronic systems fitted to your motorhome 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 motorhome, or any part of it.

5. Death, bodily injury or damage arising as a result of loading or unloading your motorhome 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 make a contribution 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 glass 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 sun roofs, 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:
- If your windscreen is replaced by our approved supplier, you must pay the first £100 of any claim
- If your windscreen is repaired by our approved supplier, you must pay the first £25 of any claim
- If your windscreen is repaired or replaced by any other company, you must pay the first £200 of any claim

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 as a result 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.

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 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
- Guarantee 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.

Total loss

When deciding whether your motorhome 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 motorhome is deemed a total loss
- The market value of the insured motorhome; and where applicable
- Any salvage value of that insured motorhome

In the event that we deem your motorhome a total loss, due to it being uneconomical to repair or subject to an unrecovered theft, we will, unless you qualify for a new motorhome replacement benefit offer an amount in settlement of the claim.

The insurance cover for that insured motorhome 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 motorhome.

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

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

When we determine the value of the insured motorhome, we will take into account 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 motorhome becomes our property unless we agree otherwise.

Vehicles subject to a finance agreement
If the market value we place upon the insured motorhome 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 motorhome.

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

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

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

Only motorhomes 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 motorhome will become our property unless we agree otherwise.

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

In the event of the insured motorhome being subject to another claim, we will require documentary evidence of repairs and other documentation as we may require, to evidence, and to satisfy us, that the insured motorhome 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 motorhome, 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).

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 as a result 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 is £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 and every 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 your motorhome being stolen

You will not have to pay an excess for any claim under this section and it will not affect your no claims 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, Iceland, 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 to extend the 180-day limit on any one trip, 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 have to 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

General terms

Extra matters to bear in mind

No claim bonus

For each claim during a single period of insurance, the No Claims 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 Claims Bonus, this will be shown on your schedule.

Note: The No Claims Bonus scale, 'step-back' rules and any Protected No Claims 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 or is prevented by law from having a licence (unless they do not need a licence by law)
- Used on any race track, race circuit or toll road without a speed limit (such as the Nurburgring)
- 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.

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

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 in excess of 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

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 (We will take from this amount any amounts we have already paid as compensation.). When we pay this amount, 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:
- Takeover, 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.

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 declaring your intention to cancel.

If you have not made any claims within the 14 days, we will refund a proportional amount of premium based on the number of days remaining on your policy. The minimum amount that will be retained by ERS will be £25 (plus insurance premium tax (IPT) where applicable).

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.

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.

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 may apply 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)

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, 21 Lombard Street, London, EC3V 9AH

Important notices and information

Data Protection Notice

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

IQUW Syndicate Management Limited is the data controller in respect of your personal information. We will process the details you have given us in line with the UK's Data Protection laws and any other laws that apply. We may work with partner organisations and service providers who are located in other countries, and as a result your information may be processed outside the European Economic Area. In all cases we will make sure that your information is adequately protected. Any transfers of personal information outside Europe will be subject to the provisions of the US Privacy Shield, standard contractual clauses approved by the European Commission or other contracts 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 family members
- Your employer or their representative
- Other companies in the insurance market
- 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

How we use and disclose your personal information

To assess the terms of your insurance contract, or to deal with any claims, we may need to share information like your name, address, date of birth and details such as medical conditions or criminal convictions. The recipients of this information could include (but are not limited to) credit reference agencies, anti-fraud databases, brokers / reinsurance brokers, other insurers / reinsurers, underwriters and other group companies who provide administration or support services. For claims handling, the recipients could include (but are not limited to) external claims handlers, loss adjusters, legal and other expert advisers, and third parties who are involved in the claim. More information about these disclosures is set out below.

ERS purchases reinsurance to protect against the most significant claims made against motor insurance policies issued. Should such a claim arise under this contract of insurance, ERS reserves the right to disclose to its reinsurance broker and reinsurers, the details of the claim, including all personal and special category data related to the claim. That disclosure is necessary for the management of any reinsurance claim made by ERS and this practice of spreading risk is standard practice in the insurance market.

The Data Protection laws classify information about your medical conditions, disabilities and criminal convictions as 'special category' personal data which warrants extra protection. We will only share this kind of personal data where it is essential to administer your insurance contract or deal with any claims, or for anti-fraud purposes and will only be used in accordance with appropriate laws and regulations.

Most of the personal information you provide to us is needed for us to assess your request for insurance, to enter into the insurance contract with you and then to administer that contract. Some of the information is collected for fraud prevention purposes, as described below. If we need your consent to use any specific information, we will make that clear at the time we collect the information from you. You are free to withhold your consent or withdraw it at any time, but if you do so it may impact upon our ability to provide insurance or pay claims. Further details about the legal basis for our processing of personal information, and the disclosure we may make, can be found on our website: www.ers.com/policy-pages/privacy-policy

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
Special categories of personal data	Health, disability, criminal convictions (including motoring offences)

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.

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

When calculating insurance premiums, we may compare your personal details against industry averages. Your personal information may also be used to create the industry averages going forwards. This is known as profiling and is used to ensure premiums reflect risk. Profiling may also be used to assess the information you provide so we can understand risk patterns.

Special categories of personal data may be used for profiling where this is relevant, such as medical history or past motoring convictions (including motoring offences).

We may also make some decisions (for example about whether to offer cover or what the premiums will be) without any intervention by our staff. These are known as automated decisions. You can find out more about how we make these decisions on our website: www.ers.com/policy-pages/privacy-policy. See also “Your Rights” below.

Motor Insurance Database (MID)

Information about your insurance policy will be added to the Motor Insurance Database (MID) which is managed by the Motor Insurers’ Bureau (MIB). Certain government or authorised organisations including the Police, DVLA, DVLNI, Insurance Fraud Bureau and other organisations allowed by law may use the MID and the information stored on it for purposes including:

- Continuous Insurance Enforcement (you can get information about this from the Department of Transport)
- Electronic vehicle licensing

- Law enforcement for the purposes of preventing, detecting, catching or prosecuting offenders and
- Providing government services or other services aimed at reducing the level of uninsured driving

If you are involved in a road-traffic accident (either in the UK, the EEA or certain other territories), insurers or the MIB (or both) may search the MID to gather relevant information. Anyone making a claim for a road-traffic accident (including their appointed representatives and citizens of other countries) may also gather relevant information which is held on the MID.

It is vital that the MID holds your correct registration number. If it is not shown correctly on the MID, you are at risk of having your motorhome seized by the police. You can check that your correct registration number details are shown on the MID at askmid.com.

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, others involved in the incident, their insurer, their solicitor or representative and medical teams, authorised repairers, the police or other investigators. We also may have to investigate your claim and conviction history. This may involve external claims handlers, loss adjusters, legal and other expert advisers.

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 Insurance Database Services Limited (IDSL).

Call recording

You should note that some telephone calls may be recorded or monitored, for example calls to or from our claims department, customer services team or underwriting department. Call recording and monitoring may be carried out for the following purposes:

- Training and quality control
- As evidence of conversations
- For the prevention or detection of crime (e.g. fraudulent claims)

Preventing or detecting fraud

We will check your information against a range of registers and databases for completeness and accuracy. We may also share your information with law enforcement agencies, other organisations and public bodies.

If we find that false or inaccurate information has been given to us, or we suspect fraud, we will take appropriate action. If fraud is identified, details will be passed to fraud prevention agencies including the Claims Underwriting Exchange Register and the Motor Insurance Anti-Fraud and Theft Register run by Insurance Database Services Limited (IDSL). 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
- Checking details of job applicants and employees

Details of the registers, databases and fraud prevention agencies we use may be requested from the Company Secretary at:

ERS Insurance Group Limited, 21 Lombard Street, London, EC3V 9AH

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 data only for as long as is necessary for the purpose for which it was collected. In particular, we will retain your information for as long as there is any possibility that either you or we may wish to bring a legal claim under or relating to your insurance, or where we are required to keep your information for legal or regulatory purposes.

Your rights

You have rights under the Data Protection laws including the right to access the information we hold about you (subject to any legal restrictions that may apply), to have the information corrected if it is inaccurate, and to have it updated if it is incomplete. In certain circumstances you may have the right to restrict or object to processing, to receive an electronic copy of your data ("data portability") or to have your data deleted. You can also find out about any automated decisions we make that affect your insurance or premiums.

If you wish to exercise any of your rights, please contact us at:
Data Protection Officer
Address: 21 Lombard Street, London, EC3V 9AH
Email: dpo@ers.com

Further details about all the rights available to you may be found on our website: www.ers.com/policy-pages/privacy-policy
If you are not satisfied with our use of your personal data or our response to any request by you to exercise your rights in relation to your personal data, please contact dpo@ers.com

You also have a right to make a complaint to the Information Commissioner:
Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
Tel: 0303 123 1113 (local rate) or 01625 545745 (national rate)
Email: casework@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