



COMMERCIAL VEHICLE POLICY SUMMARY

This document is a guide to the cover we provide. It is only a summary and does not contain the full terms and conditions of the contract. For full details of your cover, please read your policy booklet, certificate of motor insurance and schedule. MDSCO Limited t/a Midas provide this insurance on behalf of **Axa Insurance dac**.

Type of insurance: Commercial Vehicle **Length of contract:** 12 months

SUMMARY OF COVER – 12 MONTH CONTRACT	POLICY SECTION	COMP	TPF&T	TPO
Unlimited indemnity in respect of any claims by a third party for personal injury	1	YES	YES	YES
£5,000,000 indemnity in respect of any claims by a third party for property damage	1	YES	YES	YES
Legal defence costs with our written consent	1	YES	YES	YES
Loss of or damage to your vehicle caused by Accidental Damage, Malicious Damage or Vandalism.	2	YES	NO	NO
Loss of or damage to your vehicle caused by Fire, Theft or attempted Theft	2	YES	YES	NO
Audio cover included for equipment permanently fitted to your vehicle – If the equipment is not part of the of the manufacturer’s original specification the maximum we will pay is 10% of the vehicle’s market value up to a maximum limit of £500.	2	YES	YES	NO
Satellite Navigation cover included for equipment permanently fitted to your vehicle – If the equipment is not part of the of the manufacturer’s original specification the maximum, we will pay is £500.	2	YES	YES	NO
Windscreen/Glass – cover is unlimited provided our approved supplier is used and is subject to a standard compulsory windscreen excess per claim. If our approved supplier is not used, then a higher windscreen excess will apply and cover will be restricted to a maximum of £100 after your excess is deducted. Please refer to your policy which will show the windscreen excess that will apply.	3	YES	NO	NO
Replacement keys and locks cover up to £300	4	YES	NO	NO
Foreign travel – the minimum cover required by law is provided in any EU country. Full policy cover can be provided free of charge for up to 30 days in EU countries subject to certain terms and conditions (Social, Domestic & Pleasure use only)	5	YES	YES	YES
No Claim Bonus	6	YES	YES	YES

DRIVING

Named and approved drivers only subject to Underwriters’ approval.

VEHICLE USE

The standard use is Social, Domestic and Pleasure purposes including commuting. Business use can be included subject to certain terms and conditions.

Please note this insurance does not cover any form of hiring, racing, pacemaking, speed testing or competitions, performance testing, use on any race track or test circuit, use on any off-road course or ground, the carriage of goods or passengers for hire or reward, or any purpose in connection with the motor trade.

DRIVING OTHER VEHICLES

We do not provide cover for driving other vehicles under this insurance, therefore this is excluded.

NO CLAIM BONUS

If a claim has not been made during the current period of insurance, then you will be awarded a discount on your renewal premium for the next period of insurance. If a claim has been made during the current period of insurance, we will reduce your no claim bonus entitlement in accordance with the current scale contained in our policy booklet.

PROTECTED NO CLAIM BONUS

This is available subject to certain terms and conditions if you have earned five or more years No Claim Bonus (an additional premium is applicable). Your existing No Claim Bonus entitlement will be protected provided there are no more than two claims in any four consecutive years that would have affected the bonus entitlement.

MID-TERM ADJUSTMENTS

If you make a permanent change to your policy during the current period of insurance, we will charge you a fee to cover our administration costs. Please refer to our Policy Document for further details.

COOLING-OFF PERIOD – YOUR RIGHT OF CANCELLATION

Once you have entered into this insurance contract with us, you are entitled to 14 days to decide whether you wish to proceed. This 14-day period will commence from either the inception date of the contract or the date on which you receive the full terms and conditions of the contract, whichever is later. Provided a claim has not been made, a pro-rata charge will be made for the cover we have provided. Further information regarding the procedure for cancelling your policy is contained in our Policy Document.

POLICY CANCELLATION

You may cancel the policy at any time either by returning the current Certificate of Insurance or by submitting an Electronic Declaration Form confirming surrender of this document to us or your Broker (please see our Policy Document for further information). The cancellation will take effect on the date we receive either document and, provided a claim has not been made a pro-rata return of premium will be given less our fee of £25.00 excluding IPT. **Where a claim has occurred, no refund of premium will be allowed if the policy is cancelled.**

SIGNIFICANT EXCLUSIONS

The following is a brief list of significant exclusions and is not the full list. This insurance does not cover you for:

- Any compulsory or voluntary policy excess which applies as shown in the policy schedule (Section 2 & 3 Exclusions);
- Wear and tear, depreciation and any mechanical or electrical failures or breakages (Section 2 Exclusions);
- Loss or damage to your vehicle if it is taken or driven by a spouse or civil partner, partner, boyfriend or girlfriend, employee or ex-employee, member of the family or household of a permitted driver unless they are named on and driving in accordance with, your Certificate of Insurance and with your permission (Section 2 Exclusions);
- Loss or damage from fraud, trickery or deception e.g. someone claiming to be a buyer, a buying or selling agent or by accepting a form of payment a bank or building society will not authorise (Section 2 Exclusions);
- Loss or damage to your vehicle if it has been left un-locked, it has been left with the keys in, on or in the vicinity of the vehicle, it has been left with the windows or sunroof open or if reasonable precautions have not been taken to protect it (Section 2 Exclusions);
- Compensation for any costs incurred as a result of not being able to use your vehicle following loss or damage (Section 2 Exclusions);
- Costs which exceed the market value of your vehicle or the value declared on your policy schedule if the market value is more (Section 2 Exclusions);
- Loss or damage caused by acts of war, riot, earthquake or terrorism (General Exclusions Section).

CLAIMS

In the event of a claim please call our claims notification line on **03458 282823**.

CARING FOR OUR CUSTOMERS

MDSCO Limited t/a Midas and AXA Insurance dac are committed to providing you with an excellent level of service and customer care. We realise that things can go wrong and there may be occasions when you feel that we have not provided the service you expected.

To assist you we have outlined our Customer Complaint Procedure below. Our focus is always on solving your problems first, and doing this swiftly. We then take steps to make sure the problem does not happen again. While we are dealing with your issue we promise to keep you informed of what is happening.

Customer Complaint Procedure:

All you need to do is contact;

1. Your Insurance Intermediary or AXA Insurance Dac at 0345 3995346, if your complaint is in connection with your policy, or the AXA Claims Action Line at 03458 282823, if your complaint is in connection with a claim.
2. You can also refer your complaint to a Team Leader or Manager.
3. If your complaint cannot be resolved at this stage, you can contact our Customer Care Department at AXA Insurance dac, Freepost BEL 2531, Belfast BT1 1BR (Telephone 0800 039 1970) or e-mail to axacustomer@axa.ie.

Your complaint will be logged and acknowledged. Your complaint will be fully investigated and a response will be issued to you within 7 days. Following this procedure will not affect your right to take legal action.

If we have given you our final response and you are still dissatisfied you may be able to refer your case to the Financial Ombudsman Service (FOS) Insurance Division, Exchange Tower, London E14 9SR. Please note, you have six months from the date of our final response in which to refer your complaint to the FOS. Referral to the FOS will not affect your right to take legal action.

The FOS is an independent body that arbitrates on complaints about general insurance products and other financial services. It will only consider your complaint if we have provided you with written confirmation that our internal complaints procedures have been exhausted.

Customer Helpline: Monday to Friday – 8am to 8pm and Saturday – 9am to 1pm. Telephone 0800 023 4567 (calls to this number are now free on mobile phones and landlines) or 0300 123 9 123 (calls to this number cost no more than calls to a 01 and 02 number). These numbers may not be available from outside the UK, so please call from abroad on +44 20 7964 0500. Alternatively send an email to complaint.info@financial-ombudsman.org.uk.

Our promise to you:

We will:

- acknowledge written complaints promptly;
- investigate quickly and thoroughly;
- keep you informed of progress;
- do everything possible to resolve your complaint.

FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)

AXA Insurance dac is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation in the unlikely event we cannot meet our obligations to you. This depends on the type of insurance, size of the business and the circumstances of the claim. Further information about the compensation scheme arrangements is available from the FSCS (www.fscs.org.uk).

