

Car Hire Excess & Damage Insurance

Insurance Product Information Document

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Company: Inter Partner Assistance S.A.

Product: BigBlueCover Car Hire Excess & Damage Insurance

The information provided in this document is a summary of the key features and exclusions of your insurance policy. It does not form part of the contract between us and is not tailored to individual needs, so may not provide all information relevant to you. Complete pre-contract and contractual information can be found in your policy document and policy schedule.

What is this type of insurance?

This policy provides financial reimbursement for the holder in the event of an incident involving a vehicle they are hiring in the cover period (such as accidental damage, collision, accident or fire) for the applicable excess, retained deposit or other charges they are liable to pay the rental company as a result. It also covers other incidental costs, as explained below. Note that this policy operates on a reimbursement basis and you are liable to pay all costs to the rental company first.



What is insured?

Excess Reimbursement

- ✓ Up to £10,000 reimbursed for the excess amount charged, or deposit retained, by the hire company under your agreement due to a covered incident (damage, accident, theft or theft attempt, fire, lightning, explosion, storm and/or flood)

Damage Waiver

- ✓ Up to £10,000 reimbursed for costs charged for damage to, or replacement of, vehicle tyres, wheels, rims, glass, roof and/or undercarriage

Other expense reimbursement covered

- ✓ Up to £200 for administration charges levied by the rental company after your incident
- ✓ Damage or theft of personal possessions from the locked vehicle, up to £300 (£150 single item limit)
- ✓ Up to £500 for penalties applied by the rental company for loss of vehicle use after the incident
- ✓ Up to £500 per claim (£2,000 maximum in a year for annual policies) for replacement of lost, stolen or damaged vehicle keys or transmitters
- ✓ Up to £500 for use of incorrect fuel in the vehicle
- ✓ Up to £500 for roadside assistance and/or towing costs if the vehicle breaks down/cannot be used
- ✓ Up to £100 to gain access to the vehicle if you're locked out, including locksmith costs
- ✓ Up to £300 in total (£30 per day) for cutting the hire period short due to medical inability to drive
- ✓ Up to £300 for charges for vehicle recovery if you cannot return it for medical reasons
- ✓ Up to £5,000 for driver or passenger death, loss of limb or sight, or permanent total disablement

We will also automatically extend your cover period by 24 hours (1 day) if your travel is disrupted by circumstances outside your control.

Optional Extras

- Dual Lead Driver/Vehicle
- Extended Hire Agreement Period
- Higher Excess/Deposit Cover Limit



What is not insured?

- ✗ Costs covered by the basic insurance or collision damage waiver included with the vehicle hire agreement, or recoverable from the hire company
- ✗ Use of the hire vehicle off the public highway, for business or commercial use
- ✗ Use of the vehicle in breach of the terms of your rental agreement, local laws or for illegal or criminal acts
- ✗ Damage to the vehicle's interior, wear and tear costs, mechanical failure (other than for towing/recovery)
- ✗ Costs for pre-existing damage at the time the vehicle rental started (as shown on vehicle condition report)
- ✗ Travel to a territory against the advice of the Foreign, Commonwealth & Development Office
- ✗ Third party liability, or the cost of actual repairs to, or replacement of, the hire vehicle after an incident
- ✗ Costs for action you took without rental company agreement (e.g. to force entry into the car if locked out)
- ✗ Costs for incidents incurred while anyone other than the individual(s) named both on the hire agreement and the policy was driving the vehicle



Are there any restrictions on cover?

- ! For single trip policies, the policy cover period dates must match exactly the hire agreement period
- ! The policyholder(s) must be the individual(s) named on the hire agreement, and must hold an internationally recognised driving licence valid in the territory/ies
- ! Hire vehicles must be up to 20 years old, with a maximum value at start of rental of £50,000 and have a maximum of 9 seats
- ! All drivers (policyholders) must be UK residents aged between 21 and 84 (inclusive) at time of purchase
- ! Any hire agreement must be up to a maximum of 32 days for annual policies. For a single trip policy, your hire agreement must be up to a maximum of 180 days.



Where am I covered?

- ✓ If you chose Europe cover: In the United Kingdom of Great Britain and Northern Ireland, the Channel Islands and Isle of Man, all countries west of the Ural Mountains, and related islands in the Mediterranean, plus Morocco, Tunisia, Turkey, Iceland, and Israel. Cover includes the Canary Islands, Madeira and the Azores
- ✓ If you chose Worldwide cover: Anywhere in the world (including all countries in Europe cover and the UK as shown above), except for the following countries: Afghanistan, Belarus, Congo, Iraq, Ivory Coast, Liberia, Myanmar, Russia, Sudan, Syria, Ukraine, Venezuela and Zimbabwe



What are my obligations?

- You must pay the insurance premium at the time it is due (as detailed later) for cover to commence and remain valid, otherwise cover will cease from the premium due date or never come into force.
- You must take reasonable care to provide both the policy distributor and insurer complete and accurate answers to any questions asked, to the best of your knowledge, at all times.
- You must let us know that you wish to make a claim as soon as possible, and in any case within 6 months of the covered incident(s) or event(s) taking place, except for Personal Accident & Death claims for which the timeline is 12 or 15 months as shown in the Policy Document.
- You must take all reasonable steps to safeguard the vehicle in the event of a covered incident, and minimise any further loss and related expenses. You must not continue to drive after damage or an incident if this could cause further damage or total loss.
- You must notify us of any changes to your or your hire agreement and/or trip's details and circumstances as soon as possible.
- For claims, you must provide receipts, invoices and/or other evidence of excess, fees or other charges or expenses in order to be reimbursed, as well as a copy of your hire agreement, policy schedule, driving licence and any other medical or other evidence our agents may request to validate your request.
- You must report any theft, damage to or loss of personal possessions to the local police or other competent authority, and ensure you get a written report to substantiate this.
- You must ensure you obtain the approval and authority of the vehicle hire company to act in any way after a covered incident, breakdown or other situation, for example before you arrange for a locksmith to help you get back into the vehicle.



When and how do I pay?

You must pay the full policy premium at the time you take out the policy, by debit or credit card.



When does the cover start and end?

- The policy covers you for the duration shown on your Policy Schedule, which will show the start and end dates of cover.
- For single trip policies: cover applies for the duration of your vehicle hire agreement, starting from the moment you sign the agreement or take possession of the vehicle and until time of return to the rental firm, when they take control of the vehicle again. Cover is for a maximum of 180 consecutive days.
- For annual policies: cover applies for a 12 month period from the start date shown on your Policy Schedule, and covers an unlimited amount of vehicle hire agreements in that period. Each hire agreement must be a maximum of 32 days in length.
- Policies expire automatically at the end of the term, and cannot be extended to meet any extension of your hire agreement beyond the term of cover. However, if your itinerary is disrupted by circumstances outside your control, meaning you cannot return the vehicle at the date and time agreed, we will automatically extend your cover by an extra 24 hours (one calendar day) on the same benefits and limits, at no extra cost.



How do I cancel the contract?

You have the right to cancel this policy at any time during the period of insurance.

For single trip policies, you can cancel the policy anytime up to and before the start of your vehicle hire agreement, and will receive a full refund of premium paid. If you cancel after the start of the hire agreement, we will not refund any premium paid.

For annual policies, you can cancel within 14 days of purchasing the policy, and will receive a full refund of premium paid as long as you have not made a claim or intend to make a claim under the policy. If you have made a claim in this period, the claim value will be deducted from the refund, which may reduce your refund to zero. After the 14-day period, you can still cancel at any point and will be entitled to a refund of premium proportionate to the amount of time remaining on the policy, if you have made no claims until then. If you have already made, or intend to, make a claim, no premium will be refunded.

You may request policy cancellation by contacting the policy administrator using the contact details in the policy document.