

# Guaranteed Hire Car Cover

Some important facts about your Guaranteed Hire Car policy are summarised below, which you should read. For the full terms and conditions of your policy, please take time to read the policy document, which is available at [www.hyundaimotorinsurance.co.uk](http://www.hyundaimotorinsurance.co.uk). Your policy document should be read in conjunction with your motor insurance policy schedule.

This product meets the demands and needs of a driver who requires a replacement vehicle for the hire period shown in the motor insurance policy schedule should their own vehicle be stolen or written off.

The policy is underwritten by UK General Insurance Limited on behalf of Inter Partner Assistance SA (for full details see the policy document).

## Type of Insurance and Cover Provided

This policy provides a replacement vehicle, for the hire period shown in the policy schedule, in the event of your own vehicle being stolen or written-off. A maximum of 2 claims during the period of insurance is permitted.

## Significant Features and Benefits

A replacement vehicle will be provided following theft/total loss anywhere in the geographical limits.  
A replacement vehicle can be delivered to, and collected from, any address in the geographical limits.

## Significant Exclusions or Limitations

Your replacement vehicle can only be delivered to and collected from an address in the geographical limits.  
The replacement vehicle will be collected before the hire period expires:

- 1) if your own car is recovered and repaired, or
- 2) 4 working days after you receive a settlement cheque from your motor insurer, or
- 3) your motor insurer refuses your claim.

The policy is restricted to a maximum of 2 claims during the period of insurance.

## Duration of Cover

This policy of insurance will expire twelve months from the cover start date.

## How to Make a Claim

To make a claim please call 0844 836 7381 as soon as possible.

## Cancellation

We hope you are happy with the cover this policy provides. However, you have the right to cancel your policy during the 14 days after you buy the policy or 14 days after you receive your policy documents, whichever is later. Any paid premium will be refunded in full. If you cancel after the 14 day period has expired, no refund of premium is applicable.

## How to Make a Complaint

It is the intention to give you the best possible service but if you do have any questions or concerns about this insurance or the handling of a claim you should contact:

The Managing Director,  
LawShield UK Ltd,  
LawShield House,  
850 Ibis Court,  
Lakeside Drive,  
Centre Park,  
Warrington,  
WA1 1RL.

Tel: 0800 731 3942

Fax: 0845 077 0806

Email: [customerrelations@lawshield-uk.com](mailto:customerrelations@lawshield-uk.com)

Please ensure your policy number is quoted in all correspondence to assist a quick and efficient response.

If it is not possible to reach an agreement, you have the right to make an appeal to the Financial Ombudsman Service. This also applies if you are insured in a business capacity and have an annual turnover of less than €2 million and fewer than ten staff. You may contact the Financial Ombudsman Service at:

The Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, Docklands, London, E14 9SR.

Tel: 0845 080 1800

The above complaints procedure is in addition to your statutory rights as a consumer. For further information about your statutory rights contact your local authority Trading Standards Service or Citizens Advice Bureau.

## Financial Services Compensation Scheme (FSCS)

Inter Partner Assistance SA is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if they cannot meet their obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim with no upper limit. You can get more information about compensation scheme arrangements from the FSCS or visit [www.fscs.org.uk](http://www.fscs.org.uk)