

Key Protection Insurance

Some important facts about your Key Protection Insurance 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. Your policy document should be read in conjunction with your motor insurance policy schedule.

This insurance is provided on behalf of Hyundai Insurance by Original Insurance Services Limited of Batchworth House, Church Street, Rickmansworth, Hertfordshire, WD3 1JE, which is regulated by the Financial Conduct Authority in the United Kingdom (registered number 487185).

The policy is underwritten by Inter Partner Assistance SA (IPA) which is fully owned by the AXA Group. The 24 hour emergency claims helpline 0845 607 5329 is operated by AXA Assistance.

Significant Features & Benefits

Key Protection Insurance provides up to £1000.00 (inc VAT) towards lock and key replacement and onward transportation in the event of lost or stolen vehicle (including reprogramming of alarms and immobilisers) or your house keys.

- 24 hour, 365 days a year assistance
- The following additional benefits apply up to the policy limit of £1000.00 (inc VAT):
 - i. Up to £30.00 (inc VAT) per day for up to 3 days for car hire if you are stranded from home due to theft or loss of your car keys or alternatively reasonable public transport or taxi fares.
 - ii. Up to £1000.00 (inc VAT) towards gaining access in the event that your keys are locked in or broken in the lock of your vehicle or house and if necessary provide reimbursement for a replacement key or lock.

(Refer to 'Insured Incidents' section of the policy)

Significant Exclusions & Limitations

- Any claim for keys other than for your motor vehicle or house declared on your policy schedule.
- All costs incurred where you have not notified AXA Assistance within 48 hours of the incident.
- Any claim for theft or loss of keys which is not reported to the police within 48 hours of the incident and a crime reference or lost property number is not obtained.
- Any claims for public transport or taxi fares with no valid receipt or tickets.
- Any car hire not arranged via AXA Assistance.
- Any claim for damage to locks by wear and tear or anything which happens gradually.
- Any claim for damage to locks by attempted theft or malicious damage.
- Any claim for replacing locks when only parts need changing
- Any claim for additional or duplicate keys.
- Locks that are damaged prior to the loss or theft of keys.

(Refer to 'Exclusions' section of the policy)

Duration of Cover

This term of this insurance is 12 months.

How to Make a Claim

If you need to make a claim under your policy, please telephone AXA Assistance on 0845 607 5329 quoting your policy number (if available) within 48 hours of the incident and assistance will be arranged for you. All costs relating to the claim must be met by you in the first instance. For validation of your claim and reimbursement of costs, the original invoice(s), receipt(s) and crime reference/lost property number must be sent to Motor Reimbursement Department, Inter Partner Assistance (UK) Ltd, The Quadrangle, 106-118 Station Road, Redhill, Surrey, RH1 1PR within 21 days of notifying AXA Assistance quoting your policy number.

(Refer to 'How to Make a Claim' section of the policy)

Termination

This insurance cover shall automatically terminate immediately upon the first to occur of the following:

- Upon expiry of the period of insurance.
- Upon a change of address from the one stated on the policy schedule where we have not been informed.

(Refer to 'Termination of Cover' section of the policy)

Cancellation

You will have 14 days from receiving the policy document to cancel this policy with a full refund of premium. In order to cancel, please telephone Hyundai Insurance on 0844 836 7380. All calls are recorded for training, compliance and claims purposes. No refund will be made if we have paid a claim which leads to the termination of this insurance during this 14 day period. No refund will be given for any cancellation notified to us outside the 14 day period. The Insurer may cancel this insurance at any time by providing 14 days written notice to the Insured at his own address. No refund of premium shall be made.

(Refer to 'Cancellation' section of the policy)

Complaints Procedure

We are committed to going the extra mile for our customers. If you believe that we have not delivered the service you expected, then please contact:

Group Quality and Customer Relations Manager
Inter Partner Assistance SA,
The Quadrangle,
106-118 Station Road,
Redhill,
Surrey RH1 1PR

Tel: 0870 609 0023

If it is impossible to reach an agreement, you may have the right to make an appeal to the Financial Ombudsman Service by writing to:

Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London
E14 9SR

Tel: 08000 234 567

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

Website: www.financial-ombudsman.org.uk