

Markerstudy Hire

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This is a Policy Summary only and does not contain the full terms and conditions of the contract. Full terms can be found in the Policy Wording, a copy of which is available on request.

What is Markerstudy Hire?

Markerstudy Hire is a public and private hire insurance policy, underwritten by Markerstudy Insurance Company Ltd.

What does Markerstudy Hire cover me for?

You can choose one of three different types of cover, which are summarised below with the lowest level of cover shown first. All cover you, if you are involved in an accident, for damage you cause to other people's vehicles or property or for injuries they sustain. Your insurance agent will tell you which level of cover you have been offered.

Third Party Only (TPO)

If you are involved in an accident, you are covered for damage you cause to other people's vehicles or property or for injuries they sustain.

Third Party Fire & Theft (TPFT)

You are also covered for loss of or damage to your own car caused by fire (excluding arson) or theft.

Comprehensive (Comp)

In addition to the cover provided in TPFT above, you are also covered for any damage your vehicle sustains in an accident or for any damage caused by vandalism or arson.

What happens if I take out cover and then change my mind?

If the contract is for 3, 6 or 12 months, the policy provides you with a 14 day reflection period to decide whether you wish to continue for the full policy period. This is subject to certain terms, including a pro-rata time on risk charge and/or a relevant administration fee. Full details are shown in the full policy wording which is available on request. **This does not apply to 30 day contracts.**

How do I notify a claim under my Markerstudy Hire policy?

Our New Claim Notification Helpline is a service provided to all our policyholders to help in the early, sometimes difficult, stages when making a claim. A telephone call to the relevant number shown below is all that is required to ensure your claim is handled quickly and smoothly. These numbers are open 24 hours a day, 365 days a year.

The relevant telephone numbers are: -

All policyholders (excluding
Windscreen claims) **0870 166 6506**

Windscreen claims (if covered) **0800 387565**

How do I make a complaint about my Markerstudy Hire policy?

Our aim is to get it right, first time and every time. If we make a mistake we will try to put it right promptly. We will always confirm receipt of your complaint within five working days and do our best to resolve the problem within 4 weeks. If we are unable to do so, we will let you know when the answer may be expected. If we have not resolved the problem within eight weeks, you can refer the matter to the Financial Ombudsman Service. We can provide information on this service.

Should you wish to make a complaint, it should be sent to the Underwriting Director at Markerstudy Insurance Company Ltd., Montagu Pavilion, 8 – 10 Queensway, Gibraltar

Would I receive compensation if Markerstudy Insurance Company were unable to meet its liabilities?

In the event that Markerstudy Insurance Company is unable to pay a claim you may be entitled to compensation from the Financial Services Compensation Scheme. We can provide full details on request.

Standard Features

The following will automatically be included in your policy, according to the cover you have selected.

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Features and Benefits	Significant Exclusions or Limitations	Policy Section	Comp	TPFT	TPO
Personal Belongings	No Cover	1A	*	*	N/A
Audio and Navigation Equipment Cover is provided for permanently fitted audio equipment &/or two-way radio subject to a maximum of £500	Does not apply to: <ul style="list-style-type: none"> Equipment that is not the manufacturers standard equipment Television equipment 	1A & 2A	✓	*	N/A
Foreign Travel Provides the minimum cover which is legally required to use your car in all EU countries and any country which agrees to follow EU directives and is approved by the Commission of the European Union. Full cover, but restricted to Social Domestic and Pleasure purposes only, can be provided subject to at least 14 days prior notification and the payment of an additional premium	Provided: <ul style="list-style-type: none"> Your permanent home is in Great Britain, Northern Ireland, Channel Islands or Isle of Man Your visit is of a temporary nature 	1C, 2C & 3B	✓	✓	✓
Windscreen Cover We have special arrangements with leading windscreen companies to repair or replace your windscreen. Any payments made under this section will not affect your No Claims Bonus.	<ul style="list-style-type: none"> If the windscreen is repaired you will be responsible for the first £25. If the windscreen is replaced you will be responsible for the first £80. You must use our approved companies who will need to see your Certificate of Motor Insurance otherwise the maximum we will pay is £75. Sun roofs are not covered 	1A	✓	*	*
Driving Other Cars	No Cover	N/A	*	*	*
Courtesy Car	Not available	N/A	*	*	*

General Exclusions and Conditions

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	What is not covered	Policy Section										
Accidental Damage Fire and Theft Excess	The following excesses apply on top of the compulsory policy excess and any other excess which may apply (which will be shown in your Policy Schedule) <u>Accidental Damage Fire & Theft Excesses</u> <table style="width: 100%; border: none;"> <tr> <td style="width: 60%;">Drivers aged 20 years or younger</td> <td style="text-align: right;">£250</td> </tr> <tr> <td>Drivers aged 21 – 24 years</td> <td style="text-align: right;">£100</td> </tr> <tr> <td>Drivers aged 25 years or over who hold a Provisional licence or a Full UK/EU licence for less than 12 months</td> <td style="text-align: right;">£100</td> </tr> </table>	Drivers aged 20 years or younger	£250	Drivers aged 21 – 24 years	£100	Drivers aged 25 years or over who hold a Provisional licence or a Full UK/EU licence for less than 12 months	£100	1A & 2A				
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Drivers aged 25 years or over who hold a Provisional licence or a Full UK/EU licence for less than 12 months	£100											
Loss of or Damage to your vehicle	<ul style="list-style-type: none"> Loss of or damage to your car if the car is unoccupied and the ignition key is in or on your car Loss of use of your car Loss of value of your car following repair Mechanical, electrical and electronic fault, breakdown, malfunction, failure or breakage or claims arising from incorrectly re-fuelling your car The unauthorised taking away of your car by a family member Loss of or damage to your car if any manufacturer fitted security device is not operational and used when you are not in your car. 	1A & 2A										
Use of the car	Cover does not apply if the vehicle is : <ul style="list-style-type: none"> being used for any purpose that your current Certificate of Motor Insurance does not permit being driven by any person who is not described in your current Certificate of Motor Insurance as a person entitled to drive in or on any part of any airport which is used for the take off and landing of aircraft being driven in an unroadworthy condition or without an MOT certificate, if one is necessary 	General Exclusions (1)										
Late claim notification	The following excesses apply in addition to any other excess which may apply (which will be shown in your Policy Schedule) <u>Late notification</u> <table style="width: 100%; border: none;"> <tr> <td style="width: 60%;">Up to 30 days</td> <td style="text-align: right;">Nil</td> </tr> <tr> <td>31 – 45 days</td> <td style="text-align: right;">£100</td> </tr> <tr> <td>46 – 60 days</td> <td style="text-align: right;">£200</td> </tr> <tr> <td>61 – 89 days</td> <td style="text-align: right;">£300</td> </tr> <tr> <td>90 days +</td> <td style="text-align: right;">£500</td> </tr> </table>	Up to 30 days	Nil	31 – 45 days	£100	46 – 60 days	£200	61 – 89 days	£300	90 days +	£500	General Condition (1)
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61 – 89 days	£300											
90 days +	£500											
Other	The policy does not cover any consequence of : <ul style="list-style-type: none"> Loss, damage, cost or expense resulting from or in connection with an act of terrorism 	General Exclusions (4)										

Other Important Information

No Claims Bonus – Applies to 3, 6 or 12 months contracts subject to 12 months consecutive claim free driving being held.
No Claims Bonus does not accrue under 30 day contracts