



Ultimate Car Warranty – Product Summary

Summary of Cover

This statement provides a summary only, it does not describe all terms and conditions relevant to your product and it is essential that you read the full policy document to ensure that you understand the product purchased.

Mechanical Breakdown Insurance (MBI)

Covers the failure of a covered component causing a sudden stoppage of its function for a reason other than normal deterioration or negligence. Please see policy terms and conditions for detailed component coverage.

Name of Insurer:

Red Sands Insurance Company (Europe) Ltd is a company registered in Gibraltar No. 87598, Level 3, Ocean Village Business Centre, 23 Ocean Village Promenade, Gibraltar.

Significant Features and Benefits:

Mechanical Breakdown Insurance pays for parts, labour and Value Added Tax (VAT) of covered components for the chosen duration with a maximum aggregate claims limit up to purchase price of vehicle (refer to full Terms and Conditions for coverage level).

Additional Benefits:

£30 per day towards vehicle replacement, £60 towards recovery costs, Overnight accommodation and up to a maximum of £60 towards return rail fare. Driving abroad (Republic of Ireland and mainland Europe) 60 days cover per annum (pro rata, subject to valid component claim. Unlimited number of claims - unlimited mileage. Policy may be transferred on private sale of vehicle (subject to Insurer's discretion) and £25 administration fee (please refer to policy terms and conditions).

Significant Exclusions and limitations:

Exclusions - consumable/service items, parts that have not suffered any failure. Faults reported more than 14 days after discovery, faults at point of sale, modified vehicles, vehicles used for hire and reward (taxi) self drive hire or driving schools. Vehicles used for any kind of timed competition or race or non standard customised or modified vehicle. Manufacturer defects. Faults caused due to a lack of correct servicing, neglect or accidental damage.
Limitations - Aggregate claims up to purchase price of vehicle (including VAT). Vehicle must be serviced as per manufacturer's recommendations. Authority should be sought prior to commencing any or additional benefit repairs. Claims in excess of the sum insured. Geographical limits apply.

Duration of Cover:

As selected by you and quoted on Your Policy Documents.

Cancellation:

If this policy is cancelled within **21** days of purchase/inception (whichever the sooner), and no claim has been registered GO Car Warranty will refund the premium in full. If a claim has been made on the policy **NO** refund will be issued. This policy has no surrender value and in all other circumstances, cancellation is **without** refund.

IMPORTANT NOTE - If you have selected to pay your premium in instalments – you must ensure the full premium is paid prior to cancellation.

What to do in the event of a claim

Telephone the claims line number on **0871 384 3506**.

Please have your policy type and number ready to quote so that your enquiry can be dealt with promptly.

What to do if you have a complaint

If you wish to register a complaint contact please contact GO Car Warranty c/o AutoProtect (MBI) Limited by

Telephone: 0871 384 3506

Post: AutoProtect (MBI) Limited,
Cambridge House, Cambridge Road, Harlow, Essex CM20 2EQ

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service (FOS).

Customer Compensation

Red Sands Insurance Company (Europe) Limited 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. Further information is available from the FSCS. The FSCS can be visited on the web at www.fscs.org.uk or by contacting the FSCS on 0207 892 7300.