

Key Insurance

Insurance Product Information Document

Company: Policy Excess Insure Ltd

Product: Key Cover Insurance

Policy Excess Insure Ltd trading as Nova Direct (Financial Services Register No 836031). Policy Excess Insure Ltd is a company registered in England and Wales with company number 10706852, and registered address 3 Redwing Court Business Centre, Ashton Road, Romford, Essex, RM3 8QQ

This document provides a summary of the key information relating to this Key Insurance Policy. It should be read together with the Document of Insurance, Policy Schedule and Certificate of Insurance. Please refer to the Document of Insurance for how to claim, how to make a complaint, details of any fees or charges that we may apply and details of the Financial Services Compensation Scheme (FSCS).

What is this type of insurance?

This is a key insurance policy. It provides insurance cover for the accidental loss of theft of keys.



What is insured?

- ✓ The cost of a Replacement Key following the **Theft** or **Accidental Loss** of **Your Key(s)**.
- ✓ Cover for an unlimited number of **Keys** for **Your Home** or **Vehicle**.
- ✓ Worldwide cover, up to 90 days, in any 12 month **Policy** Period.



What is not insured?

- ✗ Claims exceeding the Indemnity Limit, which is £500 for **Theft** claims and £250 for **Accidental Loss** claims.
- ✗ Claims where the **Excess** has not been paid.
- ✗ Claims for **Vehicle(s)** not identified to **Us**.
- ✗ Claims made within the first 14 days of the **Policy** start date
- ✗ Claims not notified to the us or the Claims Handler within 14 days of the incident occurring
- ✗ Key lost by someone other than the **Policyholder** or their **Immediate Family**.



Are there any restrictions on cover?

- ! This **Policy** will not apply if **You** are already covered underneath another form of insurance policy.



Where am I covered?

- ✓ You are covered for the **Accidental Loss** and **Theft of Your Keys** anywhere in the world.



What are my obligations?

- At the start of the **Policy You** must give complete and accurate answers to any questions **We** may ask **You**
- Premiums must be paid on time
- In the event of a claim, a liability stance must be provided
- In the event of a claim, You may be required to provide **Us** with supporting documentary evidence of your Breakdown claim



When and how do I pay?

The premium for this annual policy must be paid in one single amount to your broker. Payment can be made by bank transfer, direct debit or debit/ credit card.



When does the cover start and end?

- The policy is for a period of one year and cover begins and ends as detailed within your Policy Schedule and Certificate
- The policy is renewable each year



How do I cancel the contract?

When you receive your policy, you have 14 days in which to consider the cover provided. If the cover does not meet your needs, you have the right to cancel the Policy. Call your broker who provided you with your insurance policy. If you cancel:

- Within 14 days of receiving your documents we will refund your premium unless we have made a payment under the policy where upon no refund will be given.
- After 14 days we will not refund your premium if you chose to cancel your policy
- There is a charge totaling £9.98, combined, to cancel your insurance policy. This is an administration charge and is not cancellation fee. The charge is payable regardless of time on cover. There is no charge to opt out of auto renewal.