

# Your Motor Policy Renewal

CHUBB®

Masterpiece®

# Your Motor Policy renewal

**Thank you for choosing to insure with Chubb for the past year. It is now time to consider renewing Your policy.**

Your renewal will be effective from the date shown in Your Policy Schedule.

## What information have we provided?

**This document**, which contains a list of the main policy changes, important renewal information, and a summary of Your statutory rights on the back page.

**Your new Policy Schedule**, which itemises Your particular insurance requirements, as specified by Your broker, and shows Your premium.

**Please note that if You also have a home policy with Chubb You will receive a separate renewal document. If your home and motor are combined on one policy, You will receive just one Policy Schedule showing the premium for both policies.**

# What do You have to do

## Please read this document carefully

It is important that You do so, to ensure that Your insurance cover remains suitable for You.

## Inform Us of any changes to Your circumstances

Your renewal terms are based on the current information we hold about You. On page 4, we ask You if there have been any changes in Your circumstances. You must study this section carefully. Failure to tell Your broker of changes could entitle us to avoid the insurance or to refuse to pay all or part of a claim.

## Confirm Your decision

Please confirm Your decision whether to renew or not to Your broker. If You don't inform Your broker your policy will automatically renew on the date shown in your Policy Schedule.

If You have any questions, please contact Your broker who will be happy to advise You.

## Summary of policy changes

This document summarises the amended covers in the Masterpiece Motor policy. The full details are available in the policy booklet.

The changes apply to:

- Renewal business from 1st January 2021.

## Amendments

Policy Section	Amended Cover	Summary Information
Policy Definitions	All sections	We have updated the Territorial Limits to improve clarity.
Motor Legal Expenses	All sections	This part of the policy is now underwritten by AmTrust Europe Limited.
Motor Legal Expenses	Complaints section	The complaints procedure has been updated to include new rules around eligibility of commercial complainants.
Motor Legal Expenses	Policy conditions and Policy exclusions sections	Claims that fall within the small claims limits are no longer excluded. Conditions and exclusions have been updated accordingly.
Motor Legal Expenses	Policy exclusions section	New exclusions have been added for clarification in relation to claims arising from driving under the influence of alcohol or drugs and where the covered person does not have a valid licence.
European Motor Assistance	All sections	This part of the policy is now underwritten by HDI Global Specialty SE.

# Important information for Masterpiece Policyholders

Motor

## **Change in Circumstances**

If, during the last Policy Period, any of the changes below have taken place, it is essential that You tell Your broker immediately. By allowing Policy renewal to proceed without telling Your broker of any such changes, You confirm to Us that there have been none. Failure to tell Your broker of changes could entitle Us to avoid the insurance or to refuse to pay all or part of a claim. Whether or not there have been any changes, and what they are, are facts We rely upon in deciding whether to renew Your Policy and, if so, for what premium and on what terms.

The changes You need to tell Your broker of are;

- Any change of Vehicle(s) and/or registration number(s)
- Any change of use to any Vehicle listed on Your Schedule (e.g. if used for business, or any new drivers)
- Any change in the estimated annual mileage You expect to drive in any one year
- Any change in the Vehicle, increasing the Vehicle performance, speed or Brake Horse Power
- Any change in the security or parking arrangements for Your Vehicle(s)
- Any significant change to You or Your Family Members' occupations or professions
- If You or any Family Member have been declared bankrupt and/or entered into an individual voluntary arrangement
- If You or any Family Member have been convicted and/or charged with any offence (other than a motoring conviction)
- If You or any Family Member have any motoring convictions or pending prosecutions
- Any change of address relating to the location at which any Vehicle listed on Your Schedule is kept
- Any incidents which may result in a claim under this Policy which We are not yet aware of

(By Family Member We mean any member of Your household residing with You)

## **Maintenance of Your cars**

Please remember that You must maintain Your Vehicle(s) in a good and roadworthy state of repair and You must repair any partial loss or damage to Your Vehicle(s) irrespective of whether a claim on this Policy has been made.

Failure to do so may mean that Your Policy cover is affected.

## **'Agreed Value' for Your cars**

At each renewal We review the 'Agreed Value' for Your Vehicle(s). We base this amount on:

- The information You provide Us via Your broker
- The estimated annual mileage of Your Vehicle
- Up-to-date motor industry data in respect of the estimated current market value of Your Vehicle.

This figure, shown in Your Policy Schedule, will be the amount We will pay You in the event of a total loss to Your Vehicle - with no deduction or excess. The figure remains unchanged until the next renewal of Your Policy, at which time it will be reviewed again.

## **Information about Your premium adjustments**

Amendments made to your policy resulting in a prorata additional or return premium of less than £40 (excluding tax) will not be charged or refunded.

# The statutory details You need to know

## What are my cancellation rights?

### Your cancellation within the cooling off period

To cancel **You** should initially contact **Your** insurance broker, or **You** can contact **Us** directly. **You** have a statutory right to cancel **Your Policy** for any reason within 14 days of receipt of **Your Policy** documentation, or 14 days from the effective date of the **Policy**, whichever is the later. Upon cancellation **We** will refund any premium to **You**, provided no claims have been made. **We** will not repay any premium if a claim / loss has been paid or is outstanding.

### Your cancellation outside of the cooling off period

To cancel **You** should initially contact **Your** insurance broker, or **You** can contact **Us** directly. **You** can cancel **Your Policy** at any time and if **You** cancel outside the cooling off period, **You** are entitled to a pro rata refund of premium. Upon cancellation **We** will refund any premium to **You**, on a pro-rata basis provided no claims have been made. **We** will not repay any premium if a claim / loss has been paid or is outstanding.

## What are my data protection rights?

Chubb uses personal information which **You** supply to **Us** or to **Your** Insurance broker in order to write and administer this **Policy**, including any claims arising from it.

This information will include basic contact details such as your name, address, and policy number, but may also include more detailed information about **You** (for example, your age, health, details of assets, claims history) where this is relevant to the risk **We** are insuring or to a claim **You** are reporting.

**We** are part of a global group, and your personal information may be shared with our group companies in other countries as required to provide your policy or to

store your information. **We** also use a number of service providers, including a credit reference agency, who will also have access to your personal information subject to our instructions and control. The agency records our enquiries but your credit rating is not affected.

In addition we would like to contact you by post to provide information and advice that you may find beneficial in managing your insurance risk requirements and also your insurance renewals. This would include keeping you informed of other products, service and offers that may be of interest to you. If you would prefer not to receive these communications please contact us at [privateclientservices@chubb.com](mailto:privateclientservices@chubb.com)

You have a number of rights in relation to **Your** personal information, including rights of access and, in certain circumstances, erasure.

This section represents a condensed explanation of how we use **Your** personal information. For more information, **We** strongly recommend you read **Our** user-friendly Master Privacy, available here: <https://www2.chubb.com/uk/en/footer/privacy-policy.aspx>. You can ask is for a paper copy of the Privacy Policy at any time, by contacting us at [dataprotectionoffice.europe@chubb.com](mailto:dataprotectionoffice.europe@chubb.com)

## What is the Claims and Underwriting Exchange (CUE)?

Insurers pass information to the Claims and Underwriting Exchange (CUE) database, run by Insurance Database Services Ltd (IDSL). The aim is to help **Us** check information provided and also prevent fraudulent claims. When **We** deal with **Your** request for insurance, **We** may search this database. Under the conditions of **Your Policy**, **You** must tell **Us** about any incident (such as an accident or theft) which may or may not give rise to a claim. When **You** tell **Us** about an incident, **We** will pass information relating to it to the CUE database.

# Chubb. Insured.<sup>SM</sup>

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