

CompuCover Policy Summary

Some important facts about this Computer Equipment Accidental Damage & Theft insurance are summarised below. This summary does not describe all the terms and conditions of the policy, so please take time to read the policy document to make sure you understand the cover it provides.

Please refer to the policy schedule which is given to you when the policy is confirmed and which will detail the period of cover and the equipment and values insured.

The insurance is provided by UK General Insurance Ltd on behalf of Ageas Insurance Limited and is administered by Summit Insurance Services Limited whose address is The Robbins Building, Albert Street, Rugby, CV21 2SD. Customer Services telephone number: 01788 563100 and Claims telephone number: 01788 563111.

Your cover is valid for up to 48 months as detailed on your policy schedule between the start date of your policy and the end date.

Features and Benefits

Your equipment is covered against theft, fire, flood and accidental damage. The cover applies whether an incident takes place in the car, at home or in any other location – including temporary visits outside the UK. Benefits include:

- a) No excess or deductible amount;
- b) In the event of an agreed total loss claim, a replacement unit is supplied;
- c) In the event of an agreed damage claim, your equipment is repaired;
- d) Cover extends to standard software.

Significant and or Unusual Exclusions

CompuCover has certain common insurance exclusions such as those relating to damage caused by war, nuclear risk, sonic boom or your intentional acts etc. Full details can be found in your policy document. The only major exclusions are:

- a) Damage or destruction due to defective design or workmanship, general wear and tear, mechanical and electrical breakdown - See Exclusion 1 of your policy document;
- b) Thefts from unattended cars where the item was not locked away from view – See Exclusion 2a of your policy document;
- c) Where equipment has been left unattended in a public place – See Exclusion 2b of your policy document;
- d) CompuCover will only pay for carriage costs within the UK. Should equipment need to be collected and/or delivered outside the UK, you are responsible for these carriage costs;
- e) Handling and/or using the equipment that is not in accordance with the manufacturer's handbook - See Exclusions 1g & 3c of your policy document.

It is your responsibility to read and thoroughly understand the terms and conditions of your policy document. Please refer to your policy document.

Cancellation Period

We hope you are happy with the cover this policy provides. However you have the right to cancel it within 30 days of receiving the policy and a full refund will be given. After the 30 day “cooling off period” there are no refunds given. Refer to your Policy document for full details.

Claim Notification

Within 14 days of the occurrence of the insured event, notify the Insurer by writing to Summit Insurance Services Limited, The Robbins Building, Albert Street, Rugby, CV21 2SD. Full details of the claims procedure can be found in your policy document.

If you are not satisfied

It is the intention to give you the best possible service but if you do have any questions or concerns about this insurance or the handling of a claim you should in the first instance contact: Summit Insurance Services Limited, The Robbins Building, Albert Street, Rugby, CV21 2SD (or telephone 01788 563100). If your complaint cannot be resolved by the end of the next working day, Summit Insurance Services Limited will pass it to UK General Insurance Ltd. Please refer to the policy document for full details of the complaints process.

Financial Services Compensation Scheme (FSCS)

Ageas Insurance 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 with no upper limit. You can get more information about compensation scheme arrangements from the FSCS or visit www.fscs.org.uk