

Fleet Plus Insurance

Notice of Change



QBE

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Significant changes to your policy

Your policy **PMFP010914** has been revised to clarify cover and to take into account the provisions of the Insurance Act 2015 which come into force on 12 August 2016. The following is a summary of the key changes in your revised policy **PMFP120816** but this summary will not reflect any variations or modifications to the policy which are specific to you – these will be confirmed by the schedule attaching to your policy.

Overview of the changes

Changes relating to the Insurance Act 2015

The policy includes the following clauses giving effect to the provisions of the Insurance Act 2015 which came into force on 12 August 2016:

- (1) confirmation that the policy does not contain a basis of contract clause;
- (2) provisions relating to your duty of fair presentation when entering into or varying this insurance and our remedies in the event of your breach of that duty. These replace the Material inaccuracy clause which has been deleted. The new remedies are different from those in your expiring policy and you should refer any queries you have regarding them to your broker; and
- (3) a provision setting out the remedies available to QBE if you make a fraudulent claim.

Other changes

Where your policy did not specify a time limit for notifying us of any material changes to you, your business or the risks insured, the policy now clarifies that you must notify us within 30 days of any material changes if you want to ask us to provide cover in respect of them.

Contacts

The telephone numbers and other contact details have changed so the initial 'contact' page has been fully revised.

Our regulator and other compliance changes

The financial services regulator has changed both its structure and name. These changes take effect from the 1st April 2013 and insurers are required to amend all documentation to show the new details. These compliance changes do not affect your policy cover.

For QBE this means changing our regulatory status to:

QBE Insurance (Europe) Limited

QBE Insurance (Europe) Limited (registered in England number 1761561; Home State - United Kingdom. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority; registration number 202842)

Financial Services Compensation Scheme (FSCS)

Coincidental with this change the Financial Services Compensation Scheme (FSCS) have moved address

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Complaints

Contact details in relation to complaints needed revision.

Privacy

We have taken the opportunity to review our Data Protection Act 1998 statement in anticipation of future EU Regulations. Our terms are now explained under the new Privacy and Data Protection Act 1998 clause.

Non-disclosure and misrepresentation

We have amended 'Your contract of insurance' to 'Parties to this agreement' where we have drawn attention to the disclosure made and confirmed by way of a 'statement of fact'. This statement confirms your agreement to all the initial facts disclosed when taking out this insurance. So as to ensure cover remains in force it is vital that you read this and contact us if there are any inaccuracies.

Changes we need to know about

New clause setting out the principles behind the need to advise us of changes to your risk.

Premium payment and cancellation

Both sections have been amended to reflect the fact that premiums may be paid by instalments. In the event of cancellation you will be entitled to a proportionate refund of the premium paid less a charge of forty pounds (GBP40).

Sanctions

Following a review of HM Treasury's criticism of market wordings we considered that our current clause is not fully compliant. This has been revised.

Legal expenses / Uninsured loss recovery

The Financial Ombudsman Service has criticised the industry generally for the somewhat obscure terms used in the past. QBE has reflected upon a number of phrases and in particular:

- Your freedom of choice to be represented
- Reasonable prospects of success
- At fault driver

and taken the opportunity to fully re-write this section of your policy. There is no change of cover merely a re-phrasing of current policy cover. This section of cover is included automatically.

The claim notification and process paragraphs have also been re-written.

Breakdown

Our service provider, the AA, has fully revised the phraseology and styling of this optional section. Again cover remains as previously enjoyed. As a consequence the claim notification and process paragraphs have also been re-written.

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Cover changes – your vehicle

Replacement Locks

Cover is limited to £1,000 any one occurrence.

Cherished personal number plates

Clarification of the procedure to adopt should you wish to retain a number plate where we declare the vehicle a write off.

Fuel

The exclusion of loss or damage resulting from the incorrect fuelling of your vehicle is no longer operative.

Cover changes – general exclusions

Alcohol and drugs

The 'Alcohol and drugs' exclusion within the 'Limitations and exclusions- all sections' is no longer operative.

Other benefits

Trailers

The maximum amount payable for damage to any one trailer is limited to £5,000.

Personal effects

Cover is limited to £250 for loss of personal effects for the driver and any occupant. This section also now excludes smart phones.

Medical expenses

Cover is limited to £100 per day, per person or up to £1,000 during any one period of insurance.

Personal Accident

New section added granting accident benefits for the driver of the vehicle.

Policy Sections

Your QBE Fleet Plus policy includes the following mandatory covers. These covers cannot be removed as they are a compulsory part of our product.

- Vehicles(s)
- Cover (the following levels of cover can be selected depending upon vehicle type: Comprehensive, Third Party Fire and Theft, Third Party Only, Laid up fire, theft and accidental damage, Laid up fire and theft)
- At least one specified driver or group of drivers

We also offer the following optional cover. You may add or remove this cover as required. Please refer to your policy schedule which will indicate whether or not this cover is operative on your policy.

- AA Breakdown cover (depending upon vehicle type)

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If your policy schedule indicates that any optional covers are included and you wish to remove them, or that any optional covers are not included and you wish to add them, then please contact your Insurance Broker / Intermediary.

Please note that if you elect not to continue with any of the optional covers of you add any new optional covers your policy premium will be amended to reflect the added or removed Insurance cover. The compulsory elements of your policy will be unaffected.

As with all aspects of the standard policy cover it is generally possible to negotiate extensions of cover with the underwriter.

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