

Car Hire Excess Waiver Insurance

Insurance Product Information Document

Company: Rock Insurance Services Limited

Authorised and regulated by the Financial Conduct Authority. Registration Number 300317

Registered Address: 135 High Street, Crawley, RH10 1DQ

Insurer: Bulstrad Life Vienna Insurance Group JSC (company number 628779) and ZAD Bulstrad Vienna Insurance Group (company number 602489).



Product: MRL
Car Hire Excess Waiver Insurance

This document is a summary of what this insurance does and doesn't cover. Complete individual pre-contractual and contractual information is provided in your policy documentation. You are responsible for reviewing full policy terms and conditions.

What is this type of insurance?

Cover for people renting a vehicle who want to insure themselves against the financial cost of the vehicle hire excess payable in the event of loss or damage to the rental vehicle.



What is insured?

- ✓ £10,000 excess reimbursement.
- ✓ £10,000 tyres, windscreen, underbody.
- ✓ £500 towing.
- ✓ £500 loss of use.
- ✓ £500 key cover (annual limit of £2000 for annual policies).
- ✓ £100 locked out cover.
- ✓ £500 misfuelling.
- ✓ £200 admin charges.
- ✓ £300 personal possessions (with a single article limit of £150).
- ✓ £300 curtailment (up to £30 per day).
- ✓ £300 drop off charges.

Optional benefits available subject to payment of the appropriate additional premium:

- Increased cover limit.
- Dual Lead Driver.



What is not insured?

- ✗ Any vehicle other than up to 9 seater cars with a value of less than £50,000.
- ✗ Any vehicle not hired from a vehicle hire company.
- ✗ Losses arising from driving whilst not on a public highway.
- ✗ Damage to the vehicle interior, unless caused by collision, fire, theft or vandalism.
- ✗ Hire agreements outside your period of insurance or over the limits for Annual policies.



Are there any restrictions on cover?

- ! You must hold a valid full UK, EEA (European Economic Area) or Swiss driving licence.
- ! You must be permanently resident in the United Kingdom.
- ! You must be eligible to hire and drive a hired vehicle and able to adhere to the terms of the hire agreement.
- ! You must be aged 21 years or over or aged on or under 84 years.



Where am I covered?

This insurance covers you within the Geographical Limits stated within your policy certificate.



What are my obligations?

- You must take care to review and understand your policy terms, conditions and exclusions. This document is only a summary of benefits and does not contain all limitations.
- You must take care to answer any questions we ask you truthfully, accurately, and fully.
- You must be over the age of 21 and under the age of 84.
- You must be permanently resident in the United Kingdom and possess a valid UK, EEA (European Economic Area) or Swiss driving license.
- You must be eligible to hire and drive a vehicle and adhere to the terms of the hire agreement.
- If, when you return your hire vehicle to the hire company there is no-one available to accept your drop-off, you must take date and time stamped photographs to prove that no damage has occurred to the vehicle. You must send these photographs to the hire company within 24 hours of your return.
- You must notify us of any claims within 28 days of your return home.



When and how do I pay?

Your premium is a one-off payment paid at the point of purchase by either credit or debit card.



When does the cover start and end?

- For daily policies you will be covered for vehicle hire for the dates shown on your certificate of insurance
- For annual policies, cover starts from the date shown on your certificate of insurance for 12 months for hire agreements of up to 31 days.
- For both daily policies and annual policies the period of insurance will be shown on your schedule of insurance and will commence at 00:01 on the policy start date and end at 23:59 on the policy expiry date.



How do I cancel the contract?

If you decided to cancel your policy, we will give you a full refund if you let us know within 14 days from either the purchase or receipt of your certificate of insurance which is later, provided that you have not already travelled. We will not pay you a refund if you have made a claim. If you cancel outside of these 14 days, no refund will be given.