

Key Insurance

Insurance Product Information Document

Product: Key Insurance

Company: Jackson Lee Underwriting is authorised and regulated by the Financial Conduct Authority with registered number 307038. Registered in the UK. Registered address: The Estate Office, Shadrack, Berry Pomeroy, Totnes, Devon, TQ9 6LR.

The information provided in this document is a summary of the key features and exclusions of the policy and does not form part of the contract between us. Complete pre contract and contractual information about the product is provided in your policy documents.

What is this type of Insurance?

This product is designed to reimburse you for certain costs if your insured key is lost, damaged or stolen.



What is insured?

- ✓ Provided your keys are always attached to the key fob that we provide when you take out this policy we will pay up to £1,500 for locksmith charges, new locks (if a security risk has arisen), replacement keys, car hire, onward transport costs and the reprogramming of immobilisers, infra-red handsets and alarms which are attached to your key fob but are not integral to your insured key.
- ✓ We will provide a free key fob to the finder of any lost insured key.



What is not insured?

- ✗ Any keys which are not attached to the key fob that we provide you when you purchase this policy.
- ✗ Any associated costs (other than the cost of replacing the insured key) where duplicate keys are available.
- ✗ Wear and tear and general maintenance to keys and locks.
- ✗ Vehicle hire charges where a hire vehicle exceeds 1600cc.
- ✗ Any loss of earnings or profits which you suffer as a result of the loss or theft of, or damage to an insured key.
- ✗ Any claim where you do not provide receipts or invoices for payments you have made.



Are there any restrictions on cover?

- ! Keys will not be considered irrecoverable until lost for at least 5 days (Unless the administrator is satisfied that a delay would cause undue hardship or significant expense).
- ! The maximum we will pay for vehicle hire charges is £40 per day for up to 3 days.
- ! The maximum we will pay for call out charges for any insured key locked inside property or broken in a lock/ignition is £50 per incident.
- ! You must report any claim within 30 days of the event occurring.
- ! The total value of claims in any one year may not exceed the annual cover limit.



Where am I covered?

- ✓ England, Scotland, Wales, Northern Ireland, the Isle of Man and the Channel Islands.



What are my obligations?

- When taking out or making changes to your policy you must take reasonable care to provide accurate and complete answers to all questions.
- Please tell us immediately about changes which may affect your cover. If you fail to do so, your policy may not be valid and a claim may not be paid. For example you must tell us if; you move house or your name changes.
- If you lose or break your key fob during the period of your cover please contact the company that sold you this policy for a replacement.
- You must act honestly throughout your dealings with us and not provide any false or fraudulent statements. If you or anyone acting on your behalf knowingly acts fraudulently we may cancel your policy and/ or initiate criminal proceedings.



When and how do I pay?

- You need to pay your premium as a one-off payment.



When does the cover start and end?

This contract will start and end on the date shown on your insurance policy schedule.



How do I cancel the contract?

- You can cancel this policy in the first 14 days from the date you received your policy documents or from the purchase date, whichever is later. We will refund the full premium to you provided no claims have been made.
- Once the 14 days has expired, you have the right to cancel this insurance and we will provide you with a refund that is calculated on the basis of a refund proportionate to the unexpired term of the policy provided you have not had a successful claim.
- You can cancel your policy at any time by contacting Carrot Insurance via LiveChat at www.carrotinsurance.com