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What to do if you are not satisfied

We do everything we can to make sure that our customers get the high standard of service they expect.

Any complaint should be addressed in the first instance to:

Members Services Manager, ETA Service Limited, 68 High Street, Weybridge, KT13 8RS.

If you are not satisfied with the way that a complaint has been dealt with please contact the Administrator, the contact details are:

The Managing Director, Mechanical Breakdown and General Insurance Services Limited, Howard House, 21/26 Howard Street, North Shields, Tyne & Wear, NE30 1AR

or by telephone on (0191) 259 6378 or
email address - claims@mbginsurance.com.

Please remember to quote the details of this insurance and in particular your Policy Number in any correspondence, this may be found at the top of your schedule.

If having received a response from MB&G Insurance Services Limited you remain dissatisfied you should write to: The Claims Manager, UK Underwriting Limited, 2 Gibraltar House, Bowcliffe Road, Leeds, LS10 1RJ. Please ensure you quote your Policy Number and where the insurance was purchased.

If you are still not happy with the response you have received you have the right to ask the Financial Ombudsman Service to review your case.

The Financial Ombudsman Service,
South Quay Plaza,
183 Marsh Wall,
London.
E14 9SR
Tel: 0845 080 1800

You may also contact the following with regard to an unresolved dispute:

The Consumer Affairs Officer, The Society of Motor Manufacturers and Traders, Forbes House, Halkin Street, London. SW1X 7DS.

The Consumer Affairs Officer should only be contacted with regard to a disputed claim and not with regard to any other matter concerning this policy.

Financial Services Compensation Scheme

Axa Insurance UK plc is covered by the Financial Services 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 100% of the first £2000 and 90% of the remainder of the claim.

You can get more information about compensation scheme arrangements from the FSCS.

ETA Car Warranty

*Greener,
cheaper,
peace of mind.*



Your green
peace of mind



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Total Care Policy Summary

Some important facts about the Mechanical Breakdown 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.

Your cover is valid for 12 or 24 months.

The insurance is provided by UK Underwriting Ltd on behalf of Axa Insurance UK plc, Registered in England No.78950. Registered Office, 5 Old Broad St, London EC2 N1AD and is administered by:

Mechanical Breakdown & General Insurance Services Limited, (MB&G)
Howard House, 21/26 Howard Street, North Shields, Tyne & Wear, NE30 1AR.

Total Care Features and Benefits Included Automatically

(full details on page 3 of policy)

Covers all mechanical and electrical factory fitted components with some exceptions

e.g. service items, wheels and tyres, exhaust systems, LPG conversions, radio aerials, bodywork and paintwork.

You are also covered up to a maximum of £500 to repair or replace:

- in car entertainment
- satellite navigation
- air conditioning
- climate control systems

In addition to this cover there is limited cover for car hire and tow in charges following the mechanical breakdown of your vehicle.

The amount you can claim varies depending upon your claim limit and duration. Please read the policy book and schedule for the limits that apply to your policy.

The policy holder is also covered for mechanical breakdown whilst in the EU: please see page 3 of policy for details

Significant Exclusions

- Overheating, corrosion, frost or lack or leakage of antifreeze, lubricants or hydraulic fluids.
- Foreign matter entering the fuel or cooling system.
- A grade of oil, fuel, lubricants, hydraulic fluids or any additives that the manufacturer of the vehicle does not recommend.
- Losses resulting from any modification to the vehicle or the substitution of components by non-standard components or equipment not approved by the manufacturer of the vehicle.
- Non compliance with the conditions relating to the servicing of your vehicle.
- Normal servicing requirements.
- Wear and tear.
- Incorrect fuel being used in the vehicle.
- Where the mileage has been altered or has been misrepresented.
- Work that has been started and or completed without prior approval of the administrator.
- Pre existing faults.

Servicing Requirements

Your vehicle must be serviced by a VAT registered garage in accordance with the manufacturer's recommended service schedule.

Maximum Amount Payable for Claims

Individual claim limits (See Policy Schedule for details)

The following claim options are available under your Total Care policy - £1000 or vehicle purchase price depending on the option selected. This will limit the amount payable on each and every claim up to an aggregate of the vehicle purchase price.

Making a claim

If you have a claim, please ring us as soon as possible to tell us about it on 0191 259 0647 or 0191 259 6378.

Cancellation right

We hope you are happy with the cover this policy provides. However, you have the right to cancel it within 14 days of receiving the policy. Please see the section headed "Cancellation" in the policy document.