

# ETA

# Car Warranty

## Policy Document

*Greener, cheaper, peace of mind.*



Your green  
peace of mind



**Your green  
peace of mind**

# **ETA Car Warranty**

**MECHANICAL AND ELECTRICAL BREAKDOWN INSURANCE  
FOR NEW AND USED CARS**

administered by MB&G

21/26 HOWARD HOUSE, HOWARD STREET,  
NORTH SHIELDS, TYNE & WEAR NE30 1AR

**This policy is Insured by a UK authorised Insurer and is in addition to  
Your legal rights and does not affect such rights if the goods are  
not of merchantable quality or are unfit for the purpose  
intended or not as described.**



**MB&G Insurance Services Ltd**

are members of the SMMT and to further reassure You this  
policy is operated in accordance with their Code of Practice.





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## DEFINITIONS

The words or expressions detailed below have the following meaning wherever they appear in this policy and will appear with a capital letter:

### ADMINISTRATOR

Mechanical Breakdown & General Insurance Services Limited (MB&G), 21/26 Howard House, Howard Street, North Shields, Tyne & Wear, NE30 1AR. Telephone 0191 259 0647.

### CLAIM LIMIT

Is the maximum amount that can be claimed on each individual claim inclusive of VAT as stated on the Proposal form. Please refer to the relevant section of Your policy for details of the individual Claim Limits.

### ICME

Institute of Chartered Mechanical Engineers.

### INSURED/YOU/YOUR

Registered owner of the Vehicle forming the subject matter of this policy and named on the Proposal.

### INSURER/WE/OUR/US

UK Underwriting Limited on behalf of AXA Insurance UK plc

### MECHANICAL BREAKDOWN

Is the sudden and unforeseen failure of a covered Component arising from any permanent mechanical, electrical or electronic defect, causing sudden stoppage of its function, necessitating immediate repair or replacement before its normal operation can be resumed. Claims arising solely as a result of Wear and Tear or normal deterioration in operating performance of Components are not covered.

### PERIOD OF INSURANCE

Your policy commences on the date of purchase or with new Vehicles on the expiry of the manufacturers warranty period. The duration of Your policy is stated on the Proposal form under each cover option.

### PROPOSAL

The Proposal form and any other information provided by the Insured or on his/her behalf. In consideration of the Insured having completed a Proposal form and the required premium being paid to the Administrator (please note this policy is not valid until such premiums have been received), the Insurer agrees to indemnify the Insured up to the Claim Limit, subject to the definitions, conditions, exclusions and Period of Insurance.

### VEHICLE

Vehicle means only the Vehicle as identified on the Proposal for private use [excluding taxis, private hire, courier services, haulage or transportation of goods and motor cycles] for use on the public highway and designed to carry no more than eight people including the driver or a small commercial vehicle of less than 3500kg gross weight.

### WEAR AND TEAR

The gradual deterioration associated with normal use and age of the Vehicle and its components.

## CONTRACT OF INSURANCE

### CANCELLATION

We hope You are happy with the cover this policy provides. However, if after reading this policy, this insurance does not meet with Your requirements, please return it to the Administrator, within 14 days of issue and we will refund Your premium.

The Insurer shall not be bound to accept renewal of any insurance and may at any time cancel any insurance document by sending 14 days notice to the Insured at their last known address. Provided the premium has been paid in full the Insured shall be entitled to a proportionate rebate of premium in respect of the unexpired period showing on the insurance.

The Insured is entitled to cancel the policy at any time after the 14 day cooling off period but no refund of premium will be given.

### CONTRACT OF INSURANCE

Your Mechanical Breakdown policy has been arranged by MB&G Insurance Services Ltd with UK Underwriting Limited on behalf of:

AXA Insurance UK plc, Registered in England No.78950. Registered Office: 5 Old Broad Street, London EC2N 1AD. Mechanical Breakdown & General Insurance Services Limited, UK Underwriting Limited, and AXA Insurance UK plc are authorised and regulated by the Financial Services Authority. This can be checked on the FSA's register by visiting the FSA's website at [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting them on 0845 606 1234.

# MECHANICAL BREAKDOWN COVER:

## WHAT IS COVERED

Your policy covers all mechanical and electrical components of the Vehicle that were part of the manufacturer's original fitments with the exception of those components listed below. The amount payable under Your policy is subject to the Claim Limit selected and the Maximum Claim Limit which applies to Your policy.



### COMPONENTS NOT COVERED BY THIS POLICY

- All bodywork and trim, seat belts, seat frames, glass, sunroof panels, fuel tank, wheels and tyres, hinges, brake facings, seized calipers.
- Air bags.
- HT Leads, spark plugs, filters, wiper blades, lights and bulbs, belts, wiring looms, glow plugs.
- Exhaust manifold, exhaust system, brackets, mountings and hoses, water ingress, cables.
- Worn or leaking seals and cylinders.
- Battery.
- LPG Conversions.
- Damaged caused by the failure of the timing belt where the belt has not been changed in accordance with the manufacturers service schedules.
- Components which have failed as a result of correct oil levels not being maintained.
- Engine cylinder liners and seals
- Damaged caused by the failure of the timing belt where the belt has not been changed in accordance with the manufacturers service schedules.
- Engine cylinder liners and seals

#### NOTE:

This policy covers components against Mechanical Breakdown. The replacement of oil filters, lubricants, antifreeze and fluids and re-gassing of air conditioning is included, provided the replacement is necessitated by the failure of a covered component. External oil leaks are specifically excluded. It is recommended that You check Your Vehicles' oil level on a weekly basis.



### MECHANICAL BREAKDOWN CLAIM LIMIT

Is the maximum amount that can be claimed under the policy for Mechanical Breakdown as stated on Your Proposal form. The total amount claimable during the Period of Insurance is restricted to the purchase price of the Vehicle



### ADDITIONAL ITEMS COVERED

- **In-car entertainment systems.** (Please note that these items will be covered up to 25% including VAT, of Your Claim Limit on original manufacturer's equipment ONLY, up to a maximum of £500)
- **Air conditioning and climate control systems.** (Please note that these items will be covered up to a maximum of 40% including VAT of Your Claim Limit, up to a maximum of £500)
- **Satellite Navigation Equipment.** (Please note that this item will be covered up to a maximum of 25% including VAT of Your Claim Limit on original manufacturer's equipment ONLY, up to a maximum of £500)



### ADDITIONAL COVER AVAILABLE

Provided an extra payment has been made We will provide cover on the Vehicle's catalytic converter.

Please note that this policy does not cover failure due to Wear and Tear.

Where the failure has been confirmed on a diagnostic machine, a computer print-out detailing the fault codes must be submitted as supporting evidence, along with the claims invoice. The maximum payment for diagnostics is £65.00 including VAT.

## EXTRA BENEFITS

The extra benefits listed below will be made available subject to the limits specified on the schedule provided the parts in need of repair are covered under the policy.



### TOWING IN CHARGES

In the event of a Mechanical Breakdown of one of the components covered under this policy, the Insured is entitled to recovery to the nearest authorised repairing dealer. The maximum contribution per recovery will be limited to £65 including VAT.



### CONTINENTAL USE

This policy is extended to cover the Vehicle whilst travelling within the EU and Switzerland for a period of 60 days during each year. The owner may authorise repair work and claim reimbursement in

accordance with the terms of the policy subject to a receipted invoice and service history being forwarded to the Administrator. Reimbursement will be at the exchange rate at the time of repair.



### VEHICLE HIRE

Should Your Vehicle require repair under this Warranty and prior authority has been given by the Administrator, we will pay a contribution of up to a total of £30 (including VAT) per day for a maximum of five days towards the cost of hiring a similar vehicle.

Car Hire is not available for the first 24 hours following the claim being reported to Us.

The contribution towards vehicle hire will be specifically excluded if the Vehicle is off the road and repairs are unable to commence or be completed due to the non-availability or workshop facilities, parts or in the case of excessive labour charges.

## IMPORTANT

It is essential that an authority number is obtained from the Administrator before any repairs commence.



# INSURANCE CONDITIONS

1. In no case does this policy apply to taxis, self drive hire, driving schools, commercial vehicles, or vans with a carrying capacity exceeding 3500kg, designed to carry more than eight people including the driver or to vehicles used in any sort of competitions, rallies, pace making or off road use.
2. This policy shall be governed by and construed in accordance with the Law of England and Wales unless the Insured's habitual residence (in the case of an individual) or central administration and/or place of establishment is located in Scotland in which case the law of Scotland shall apply. In the event of the place of establishment being situated in the Channel Islands the relevant law governing the Channel Islands shall apply.
3. The Insurer's liability under this policy will be binding for the period shown on the Proposal form for each cover option commencing on the purchase date of the Vehicle, or in the case of a Vehicle purchased with a Manufacturers' Guarantee or Warranty, from the date commencing immediately after expiry of the Manufacturers' Guarantee or Warranty period.
4. It is a condition precedent to any liability under this policy that the insured Vehicle shall have undergone a pre-delivery inspection immediately prior to delivery to the Insured and be free of inherent defect at the time of purchase and that it shall be serviced in accordance with the Manufacturers recommended service intervals by a garage registered for VAT, the Garage completing the relevant service record on pages 15/16 and the receipt retained.  

A maximum allowance of 30 days or 1000 miles (whichever is less) shall be permitted as a run-over on the due date of service intervals.
5. During the Period of Insurance the Insurers will repair or replace those parts listed under the What is Covered section of this policy for parts and labour (the labour reimbursement is subject to the Administrators approved repairer labour rate) up to the Claim Limit selected on the Proposal form.

It is expressly stipulated that within the Claim Limit, all labour times are in accordance with the current ICME manual.

6. Subrogation – the Insurer reserves the right to take over and carry out the defence or settlement of any claim after a payment has been made under this policy. Legal action may be taken in the name of the Insured to recover payment from a third party made under this policy.
7. The Insurer shall not be liable for any claim arising thereby or indirectly caused or contributed by or in consequence of a loss listed under the heading 'Exclusions' on pages 11 and 12 of this policy.
8. The Insured shall take all reasonable steps to prevent loss or damage to the insured Vehicle and shall observe the terms of this policy.
9. In the event of any occurrence giving rise to a claim, the Insured must follow the claims procedure on page 14 of this policy.
10. If at the occurrence of a claim there exists any other insurance which would entitle the Insured to indemnity then this policy shall only contribute its rateable proportion of such loss.

11. In the event of a claim the Insurer reserves the right to call for a contribution from the Insured for betterment should the repaired Vehicle ultimately be in a better condition or have a better value than it enjoyed immediately prior to the occurrence of the claim.

The following matrix will apply where betterment is applied. The % stated reflect the reduction to be applied to parts and labour (inc VAT).

All mileages are from date first registered.

80,000 - 90,000 miles	10%
90,001 - 100,000 miles	15%
100,001 - 110,000 miles	20%
110,001 - 120,000 miles	25%
120,001 - 130,000 miles	30%
130,001 - 140,000 miles	40%
140,001 - 150,000 miles	50%
Over 150,001 miles	60%

12. The Insurer reserves the right to subject the Vehicle or failed component to expert assessment.
13. Where dismantling of the Vehicle or a covered component is necessary to determine the validity of a claim, the Insured must authorise any dismantling. Costs incurred will only be met by the Insurer as part of a valid claim.
14. The Insurer and/or Administrator may cancel this policy by giving 14 days notice by recorded delivery to the last known address of the Insured.
15. In the event of a claim and liability having been rejected by the Insurer, the Insurer shall not be liable for this claim after the expiry of three months from the date of rejection unless within that time the claim is subject to arbitration.
16. It is expressly agreed and declared that the Insurer shall be released from all liability and obligation should the conditions of the policy not be complied with fully.
17. If the policy is cancelled outside of the cooling off period for whatever reason there will be no refund of premium.
18. The Insurer reserves the right to direct or redirect a claim to one of its approved repairers in order for repairs to be completed. Where the Insured wishes to nominate a repairer, the labour content of any claim will be limited to the Administrator's approved labour rate and standard ICME repair times.
19. The following vehicles are classed as special category vehicles and excluded from cover unless the special category option has been selected on the Proposal form and the appropriate premium paid.  
Non-car derived 4x4 vehicles, Grey imports, Audi A8, Audi TT, BMW 6 / 7 / 8 and all M series, Caterham, Daimler models, Jaguar S / XJ and XK models, Kit cars, Lexus, Mazda RX7 / RX8, Mercedes CL / CLK and S class, Subaru Imprezza (inc WRX), Vauxhall VX220 and Monaro, Volvo XC90, VW Phaeton, TVR.
20. The Administrator reserve the right to specify the use of guaranteed exchange or factored parts. The parts liability for any claim will be limited to the cost of these components.
21. All benefits under this policy shall be forfeited and the Insurer and Administrator shall be released from all obligations to You if the conditions and 'How to make a Claim' procedures are not complied with OR a claim made by You or anyone acting on Your behalf to obtain a policy benefit is fraudulent or intentionally exaggerated; OR a false declaration or statement is made in support of a claim under this policy.
22. If the Insurer accepts that there is a claim under this insurance but there is a disagreement in respect of the amount to be paid, the disagreement will be referred to an Arbitrator appointed in accordance with current statutory provisions. In these circumstances the Arbitrator's award must be made before there is any right of action against the Insurer.
23. The Terms and Conditions and Proposal details will be read as one contract. A word or expression to which a specific meaning has been attached will keep the same meaning wherever it appears unless specifically stated otherwise. A particular word or phrase which is not defined will have its ordinary meaning.
24. Non Disclosure, Misrepresentation or Misdescription – this policy is voidable if You or anyone acting for You fails to disclose, misrepresents or misdescribes any material fact. If the Insurer voids this policy they will void it in its entirety and no cover will apply.



## EXCLUSIONS

The Insurer shall not be liable for any claims arising thereby or indirectly caused or contributed by or in consequence of a loss;

1.
  - (a) occurring during the warranty or guarantee period of any manufacturers or the dealer's excess period (if any) or where faults have developed during such period prior to the commencement of the Period of Insurance (provided they were evident at that time) and which have not been completely rectified.
  - (b) resulting from any modification to the insured Vehicle or the substitution of components by non-standard components or equipment not approved by the manufacturer of the Vehicle.
  - (c) if the mileometer has been altered or disconnected or inoperative resulting in the mis-representation of the insured Vehicle's actual mileage.
  - (d) caused by or arising from:
    - (i) overheating, corrosion or the gradual reduction in operating performance commensurate with the age and mileage covered by the insured Vehicle. This includes, but is not limited to: (a) the gradual loss of engine compression necessitating the repair of valves or rings (b) gradual increase in oil consumption due to normal operating functions.
    - (ii) the use of a grade of fuel not recommended by the manufacturer of the Vehicle or the ingress of foreign matter into fuel, lubricants or cooling system. The use of inadequate or improper antifreeze protection.
    - (iii) routine servicing maintenance or repair of the insured Vehicle or from negligence, abuse or wilful damage.
    - (iv) the subjecting of the insured Vehicle to a load greater than that permitted by the manufacturer's recommendations.
    - (v) fire, self-ignition, lightning, earthquake, explosion, frost, storm, tempest, flood, water damage, theft or attempted theft, aircraft or other aerial devices or articles dropped therefrom or any extreme cause.
  - (vi) any road traffic accident or collision.
  - (e) involving components subject to recall or repair or replacement by the manufacturer or attributable to a manufacturer's design defect.
  - (f) directly or indirectly caused by or arising out of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power, riot, civil commotion, strikes, lockout, confiscation or detention by customs or other officials or authorities, malicious intent or vandalism.
  - (g) directly or indirectly caused by or contributed to by or arising from:
    - (i) ionising radiations or contamination by radioactivity from any irradiated nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.
    - (ii) the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof, occasioned by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds.

### OR FOR

2. Any ancillary components or equipment not listed under the What is Covered section nor for fuel, chemicals, anti-freeze, hydraulic fluids, grease or oils.
3. Investigatory or remedial work commenced before authorisation by the Administrator.
4. Costs incurred in routine servicing or repair.
5. Any parts which have not failed but have been reported as requiring replacement during routine servicing and/or repairs or at the time an insured repair is in progress.
6. Liability which attaches to the Insured by virtue of an agreement but which would not

have attached in the absence of such agreement.

7. Any Vehicle owned by the supplying garage or its associated companies or by the proprietor of such garage or associated companies or by an employee or relative of such proprietor or component breakage occurring whilst the insured Vehicle is in the custody or control of such persons.
8. Any liability for death, bodily injury or loss of or damage to property other than the insured components or loss of use or any subsequent loss of whatsoever nature.
9. Non-compliance with the conditions relating to the servicing of the Vehicle.
10. The following vehicles are excluded from cover All American, Australian and Canadian vehicles (unless built for the UK market) AC, Aston Martin, Bentley, Bristol, DeTomaso, Hummers, Jaguars over 4000cc, Mercedes AMG Models, Morgan, Panther, Porsche, Rolls Royce, stretched limousines, TVR and vehicles over 3501 Kg.



## CUSTOMER SERVICE/COMPLAINTS

Any complaint should be addressed in the first instance to: Members Services Manager, ETA Services 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 Managing Director of the Administrator: the contact details are

The Managing Director,  
MB&G Insurance Services Ltd,  
21/26 Howard Street,  
Howard Street, North Shields,  
Tyne & Wear, NE30 1AR.

Tel. 0191 259 6378

Fax. 0191 257 3025

Email [claims@mbginsurance.com](mailto:claims@mbginsurance.com)

Please ensure Your policy number is quoted in all correspondence to assist a quick and efficient response.

In the event You remain dissatisfied and wish to make a complaint, You can do so by contacting the following:

The Head of Claims,  
UK Underwriting Ltd,  
2 Gibraltar House,  
Bowcliffe Road,  
Leeds, LS10 1HB.

If it is impossible to reach an agreement, You have the right to make an appeal to the Financial Ombudsman Service, this also applies if You are insured in a business capacity but have a group annual turnover of less than £1 million, or are a charity with an annual income of less than £1 million, or are a trustee of a trust with a net asset value of less than £1 million. You may contact the Financial Ombudsman Service at:

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

Your statutory rights are not affected if You do not follow the complaints procedure above. For further information about Your statutory rights contact Your local authority Trading Standards Service or Citizens Advice Bureau.

Please quote Your policy number in all correspondence.

### ❖❖❖ COMPENSATION SCHEME

AXA Insurance UK plc 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 100% of the first £2,000 and 90% of the remainder of the claim. You can get more information about compensation scheme arrangements from the FSCS or visit [www.fscs.org.uk](http://www.fscs.org.uk)

### ❖❖❖ DATA PROTECTION ACT (1998)

Please note that any information provided to Us will be processed by Us and Our agents in compliance with the provisions of the Data Protection Act 1998, for the purpose of providing insurance and handling claims, if any, which may necessitate providing such information to third parties.

# CLAIMS PROCEDURE



## HOW TO MAKE A CLAIM

Should it be necessary to make a claim the following procedure **MUST** be adhered to within seven days.

1. Ensure that no work of any description is carried out on the insured Vehicle without the express authorisation of the Administrator. It must be clearly understood that costs for any other work started or completed before authorisation has been given will be the responsibility of the Insured and will automatically invalidate any claim under this policy.
2. It will be the Insured's responsibility to pay the costs of dismantling and repairing the Vehicle if the cause of the breakdown is not covered by this policy and, if it is covered, all costs which exceed the Claim Limit selected on Your Proposal form. You are responsible for paying for any other work You ask the repairer to carry out.
3. Please contact the Administrator on 0191 259 0647 or 0191 259 6378 for a list of nominated repairers, alternatively You may use the supplying dealer of the Vehicle or

Your own nominated repairer (please refer to condition 18, page 10). The dealer / garage will then need to arrange for an estimate to be completed and a claim to be made by telephone using the above number. They will need from You:

- a customer signed and fully completed claim form (see page 13)
  - This policy booklet
  - Your receipted invoices for services
4. Payment: When the repairers have been completed, the repairer must submit the fully completed claim form and repair invoice. The invoice must be addressed to the Administrator and clearly show the authority number given for those repairs. The invoice must show who the Administrator should pay, and give full details of the repair including all parts used in the authorised repair, labour and VAT.



## VAT

Where the Insured is VAT Registered, the VAT element will not form part of any claim against the Insurer.

**It is not possible for the claims department to authorise a claim without issuing a specific claims authority number. Failure to submit a signed and fully completed claim form will delay reimbursement of Your claim.**

**UK Underwriting Ltd are an insurers agent and in the matters of a claim act on behalf of the Insurer.**



## SERVICE REQUIREMENTS

The Vehicle may be serviced in line with the manufacturer's recommended guidelines. If no details are available to confirm the Vehicle is within the manufacturer's recommended service limits then the first service must be carried out at the latest within six months or 6000 miles (whichever is the sooner) from the date of or mileage at purchase. The Vehicle must be serviced by a VAT registered garage. The service must consist of a minimum of:

1. Change engine oil and filter.
2. Check oil levels in the gear box and differential top up where necessary.
3. Check coolant level and anti-freeze/inhibitor strength top up where necessary.
4. Check timing belt (if fitted), and renew if necessary.
5. Brake fluid must be replaced in accordance with the manufactures recommendations.

The interval from the purchase date to the first service must not exceed the stipulated time or mileage by more than 30 days or 1000 miles, condition 4, page 9. This time/mileage allowance is to facilitate the vehicle owner to make sure services are completed at the correct intervals. If any circumstances prevent the service being carried out at the correct time. You must inform the Administrator immediately by recorded delivery.

The only acceptable proof of servicing will be the fully detailed VAT service invoices indicating servicing dates and mileage and/or a correctly completed and fully stamped service booklet.

Please retain proof of all previous service invoices for Our inspection in the event of a claim.

Failure of the above service requirements will result in automatic rejection of the claim and Your policy cover will become null and void.

## PDI RECORD

The servicing garage should complete the necessary details below as well as issuing You with a VAT service receipt (all service receipts must be retained by the Insured).

We confirm that a P.D.I. has been carried out on:

Vehicle registration no: .....

Date: ..... Miles: .....

The next service is due on:

Date: ..... Miles: .....

Print Name: .....

Sign: ..... Date: .....

Servicing - Must be in accordance with the manufacturers recommended service intervals

# SERVICE RECORD

---

We confirm that a service has been carried out on:

Vehicle registration no: .....

Date: ..... Miles: .....

The next service is due on:

Date: ..... Miles: .....

DEALER STAMP

We confirm that a service has been carried out on:

Vehicle registration no: .....

Date: ..... Miles: .....

The next service is due on:

Date: ..... Miles: .....

DEALER STAMP

---

We confirm that a service has been carried out on:

Vehicle registration no: .....

Date: ..... Miles: .....

The next service is due on:

Date: ..... Miles: .....

DEALER STAMP

We confirm that a service has been carried out on:

Vehicle registration no: .....

Date: ..... Miles: .....

The next service is due on:

Date: ..... Miles: .....

DEALER STAMP

---

We confirm that a service has been carried out on:

Vehicle registration no: .....

Date: ..... Miles: .....

The next service is due on:

Date: ..... Miles: .....

DEALER STAMP

We confirm that a service has been carried out on:

Vehicle registration no: .....

Date: ..... Miles: .....

The next service is due on:

Date: ..... Miles: .....

DEALER STAMP



## TRANSFER OF OWNERSHIP

The unexpired portion of this policy is transferable upon resale of the Vehicle to a private individual, provided that:

- (a) All documentation relevant to this policy has been passed over to the new owner.
- (b) The Vehicle has been serviced and maintained according to the policy requirements.
- (c) The details below are completed.
- (d) This policy together with a cheque for £25 made payable to: MB&G Insurance Services Ltd, is to be sent via recorded delivery post, within seven days of transfer to:

**MB&G Insurance Services Ltd,  
21/26 Howard House, Howard Street, North Shields, Tyne & Wear NE30 1AR.  
Telephone: 0191 259 0647 0191 259 6378**

### ORIGINAL OWNER'S DECLARATION:

I have sold the Vehicle to:

New Owner: .....

Address: .....

.....

Postcode: ..... Telephone No: .....

Recorded mileage at date of transfer: .....

I enclose with this booklet all servicing receipts to date and I authorise you to return them to the new owner after transfer of the policy.

Date: .....

.....  
***Insured's Signature:***

.....  
***Signature of New Owner***

# CLAIM FORM

The customer must sign and complete section one of the claim form / section two must be completed by the repairing dealer.

SECTION ONE	To be completed in full by the customer
Policy Type	
Policy Number	
Name of Insured	Mr/Mrs/Miss
Customer VAT registered	YES / NO (delete as applicable)
Make	
Model	Does the Vehicle have ABS / TURBO / 4X4
Reg. No	
Mileage at failure	
Date of failure	
Fault Reported	
Repairs required to rectify fault	

Section Two repairing dealer	Estimate of repair to be completed by	
Labour cost quoted as	Hrs @ £	/hr = £
List all parts required to complete repairs	Cost	
Total parts & labour		
VAT		
Total Inclusive of VAT		
MB&G Authorisation Number		
Repairers Name		
Address		
Contact name		
Telephone No		

## Vehicle Service Record - since policy inception, including PDI

Date	Mileage	Date	Mileage	Date	Mileage

**DO NOT COMPLETE ANY REPAIRS UNTIL AN AUTHORITY NUMBER HAS BEEN ISSUED**

Date:     /     /

Customer Signature: .....



Your **green**  
peace of mind

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68 High Street  
Weybridge  
Surrey  
KT13 8RS  
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F: 0845 389 1015  
E: [eta@eta.co.uk](mailto:eta@eta.co.uk)

[www.eta.co.uk](http://www.eta.co.uk)