

Mobility Scooter & Powered Chair Insurance Policy



Your Journey
Our World

1 August 2019 to 31 May 2020 - v1





Thank you for choosing mobility scooter insurance from the ETA.

You can rest assured that you and your scooter are now in safe hands.

Over the last 29 years, we have earned a reputation for being efficient, reliable and environmentally friendly. Our customers put their trust in us year after year because they demand an excellent service that can be relied upon when it matters. It's a responsibility we take extremely seriously and one of the reasons we continue to be recognised for our ethical practices by the Good Shopping Guide where we top the insurance category ranking.

You may also be interested to learn that as part of our continuing commitment to the environment, we work hard to promote safer and more sustainable transport. When you buy insurance from us, you help fund charitable projects such as our Safer Road Crossings campaign - work that helps get zebra crossings installed on the streets that need them most.

Thank you for helping to make this work possible.

On behalf of our team, I welcome you to the ETA and wish you safe travels this year..

Andrew Davis
Managing Director

* Britain's most ethical in the insurance category of the [Good Shopping Guide](#)



Contents

Summary of benefits	4
Important numbers	5
Mobility scooter & powered chair insurance policy	6
Definitions	7
A – Theft and damage	8
B – Personal accident	10
C – Personal liability	11
D – Breakdown cover	12
E - Hospital benefit	13
F - Personal effects	14
Conditions applicable to all sections	15
Exclusions applicable to all sections	16
Customer information - how to claim, cancel or make a complaint	17
Privacy notices	19

Summary of benefits

Benefit	Covers up to	People covered	Where*	Page
Theft and damage	£3,500	You on your mobility scooter/power chair	Britain, Europe, Worldwide	8
Lost keys	£100	You on any mobility scooter/power chair	Britain, Europe, Worldwide	8
Get you home cover	£50	You on any mobility scooter/power chair	Britain, Europe, Worldwide	9
Hire cover	£250	You on any mobility scooter/power chair	Britain, Europe, Worldwide	9
Puncture cover	£100	You on any mobility scooter/power chair	Britain, Europe, Worldwide	9
Personal accident	£20,000	You on any mobility scooter/power chair	Britain, Europe	10
Personal liability	£5,000,000	You on any mobility scooter/power chair	Britain	11
Breakdown cover	25-mile radius	You on any mobility scooter/power chair	Britain	12
Hospital benefit	£250	You on any mobility scooter/power chair	Britain, Europe, Worldwide	13
Personal effects	£250	You on any mobility scooter/power chair	Britain	14

*Cover outside of Britain is restricted to 31 days during any one period of insurance and 90 days in total in any 12 month period.

Important numbers

Useful numbers	
If you break down on your mobility scooter/powered chair in Britain call: (calls from mobiles or landlines charged as local rate calls)	020 7183 8199
If you are involved in a collision and would like legal advice call: (This is separate to the insurance cover provided by UK General Insurance Ltd)	0345 389 1050
If you need to make a claim call (Calls from mobiles or landlines charged as local rate calls)	0344 412 4100
If you need to make a claim for either personal liability or personal accident call (calls from mobiles or landlines charged as local rate calls)	01904 686 790
Customer services number for ETA Services Ltd:	0333 000 1234

Mobility scooter & powered chair insurance

In return for the payment of **your** premium **we** will provide the insurance cover detailed in **your** policy schedule and this policy document, subject to the terms, conditions, and limitations shown in this document.

Your cover is valid from and until the dates specified on **your** policy schedule.

Please take the time to read this policy document to understand the level of cover provided.

This insurance is arranged by **ETA Services Ltd** and underwritten by UK General Insurance Ltd, on behalf of Great Lakes Insurance SE. Great Lakes Insurance SE is a German insurance company with its headquarters at:

*107 Königinstrasse
MUNICH
80802*

British branch office:

*30 Fenchurch Street
LONDON
EC3M 3AJ*

Policies are administered by:

*ETA Services Ltd
68 High Street
WEYBRIDGE
KT13 8RS*

Personal accident and personal liability claims are administered by:

*Langley's Solicitors LLP
Queens House
Micklegate
YORK
YO1 6WG*

Insurance claims are administered by:

*Direct Group
Specialist Claims
PO Box 1192
DN1 9PU*

Breakdown claims are administered by:

*National Breakdown
New Augustus Street
BRADFORD
BD1 5LL*

ETA Services Ltd is authorised and regulated by the Financial Conduct Authority.

UK General Insurance Ltd is authorised and regulated by the Financial Conduct Authority. Firm Reference No. 310101. You can check out our details on the Financial Services Register <https://register.fca.org.uk/>.

Great Lakes Insurance SE, UK Branch, is authorised by Bundesanstalt für Finanzdienstleistungsaufsicht and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority. Firm Reference No. 769884. Details about the extent of their regulation by the Financial Conduct Authority and Prudential Regulation Authority are available on request.

Definitions

The words or expressions detailed below have the following meaning wherever they appear in this policy:

Accidental damage means damage caused accidentally by violent and/or external means including vandalism.

Administrator/ETA means ETA Services Ltd, 68 High Street, Weybridge KT13 8RS.

Britain means Great Britain and Northern Ireland, the Channel Isles and the Isle of Man.

Breakdown means an electrical or mechanical failure which immediately renders the vehicle immobilised or dangerous to drive. This definition shall also include lost, snapped or stolen keys.

Europe means geographical Europe, to include all countries having a Mediterranean shoreline, Canary Isles, Madeira and Jordan (Europe does not include Azerbaijan, Armenia or Georgia, which are in Asia)..

Family means parents, spouse, partner, son, daughter or siblings (aged 16 years or over) residing at the same address.

Fixed accessories means equipment added and fixed to the mobility scooter/power chair in addition to the manufacturer's original specifications, which in order to remove would require the use of a tool.

Forcible and/or violent entry means entry evidenced by visible damage to the fabric of the building at the point of entry or damage caused to the **immovable object** or lock, or to a vehicle as appropriate.

Home means **your** home or a temporary address whilst **you** are on holiday (in **Britain**).

Immovable object means any solid object that cannot be moved without damaging or destroying it.

Injury means bodily injury directly and, solely caused by accidental external violent and visible means.

Pay and Claim means **you** are initially responsible for any costs for which **we** will reimburse **you** for.

Permanent total disablement means a disability lasting at least 12 calendar months, which entirely prevents **you** from attending to any business, or occupation of any kind, and at the end of that period being beyond the hope of improvement.

Public access means an area (regardless of it being private property) to which the public can gain entry without force.

Unattended means whilst the mobility scooter/power chair is not being held or used by **you**.

We/Our/Us/Insurers means UK General Insurance Ltd on behalf of Great Lakes Insurance SE.

You/Your means the **ETA** customer as detailed on **your ETA** documents.

A – Theft and damage

We will cover **you** against theft, accidental loss or accidental damage to **your** mobility scooter/power chair, providing **you** have adhered to the terms and conditions of this policy.

Theft, accidental loss and damage

What you are covered for:

We will pay the cost of repair, or pay the cost of replacement as new, or, at **our** discretion, arrange for repair or replacement to be effected. **Our** liability shall not exceed £3,500.

What you are not covered for:

1. Any claim where **you** are not able to produce evidence of proof of purchase of the mobility scooter/power chair in the form of an original purchase receipt.
2. Any claims for damage that have not been approved by **us** prior to repairs being carried out.
3. Theft or damage to the mobility scooter/power chair that has not been reported to the police, and a crime reference number obtained, within 24 hours of the incident.
4. Loss or damage caused by an airline that have not been reported at the time of the incident and prior to **you** leaving the airport.
5. Theft where **your** mobility scooter/power chair has been left for more than one hour, where **public access** could be achieved.
6. Theft or attempted theft of the mobility scooter/power chair whilst left **unattended** for more than one hour unless:
 - a) It is secured to an **immoveable object**, or;
 - b) It is in a locked private building where all external doors and windows are locked and theft is occasioned by a **forcible and/or violent entry**, or;
 - c) It is locked in a vehicle and stored out of sight where theft is occasioned by a **forcible and/or violent entry**.

Making a claim

If you need to make a claim please call **0344 412 4100** or email specialistclaims@directgroup.co.uk.

You must notify **us** of all claims within 28 days of occurrence.

7. Claims where the mobility scooter/power chair has been left **unattended** whilst secured to an **immoveable object**, for more than 12 hours at any one time, where **public access** could be achieved.
8. Loss or damage caused by wear and tear, cleaning, alteration, adjusting, restoration, repair, maintenance, mechanical or electrical failure, denting, scratching, misuse, atmospheric or climatic conditions, or any cosmetic change that does not impair the function and/or performance of the mobility scooter/power chair.
9. Loss or damage to tyres or **fixed accessories** unless they are permanently fixed to the mobility scooter/power chair and the mobility scooter/power chair is lost or damaged at the same time.
10. Any claims outside of **Britain** where the trip does not begin and end in **Britain**.
11. Theft where the keys (or anything which substitutes a key) are left in, on or about the mobility scooter/power chair whilst it is left **unattended**.
12. Loss or damage occurring whilst in the custody of an airline or courier unless:
 - a) a receipt has been obtained from the airline/courier for the period of transportation confirming their acceptance of responsibility for the mobility scooter/power chair, and;
 - b) **you** have complied with the carrier's terms and conditions and packaging/storage requirements, and;
 - c) it is reported at the time of incidence.

Lost keys

What you are covered for:

1. **We** will pay the cost of replacement keys (or anything that substitutes a key) to **your** mobility scooter/power chair up to a maximum value of £100).

What you are not covered for:

1. Claims where the costs are greater than a normal charge through a recognised supplier.
2. Claims where the costs exceed more than £100 during any one claim.
3. Claims where evidence of expenditure cannot be provided.

Get you home cover

What you are covered for:

1. If **you** suffer **accidental damage** or theft to **your** mobility scooter/power chair occurring more than one mile from **your** home (or temporary residence while outside of **Britain**), **we** will pay up to a maximum value of £50 (**pay and claim**) for the reasonable cost of taxi hire in order to get **you** to **your** onward destination or home.

What you are not covered for:

1. Any claim for a taxi where the mobility scooter/power chair has not been stolen or damaged at the same time.
2. Any costs other than the taxi fare to transport **you** and **your** mobility scooter/power chair to **your** onward destination.
3. Any claim where the cost exceeds £50 during any one claim.
4. Any claim where evidence of expenditure cannot be provided.

Hire cover

What you are covered for:

1. **We** will pay the hire costs of a replacement mobility scooter/power chair whilst **your** claim is being processed up to a maximum value of £250.

What you are not covered for:

1. A claim can only be made as part of a claim for repair or replacement of the insured mobility scooter/power chair.
2. Any claim where evidence of expenditure cannot be provided.
3. Claims for hire costs where **our** prior authority has not been obtained.
4. Any claim where the cost exceeds £250 during any one claim.
5. Claims where costs are incurred by anyone other than **you**.

Puncture cover

What you are covered for:

1. **We** will pay the costs to repair a puncture on **your** mobility scooter/power chair up to a maximum value of £100 (**pay and claim**).

What you are not covered for:

1. Where the costs exceed more than £100 during any one claim.
2. Where evidence of expenditure cannot be provided.

B – Personal accident

We will provide compensation in the event of injuries, disability or death caused solely by violent, accidental, external and visible events.

What you are covered for:

1. We will pay the amount shown below if, at any time whilst **you** are using the mobility scooter/ powered chair, **you** are involved in an accident, which solely and independently of any other cause, leads to bodily **injury** which results in **your** death, loss of limb, loss of sight or **permanent total disablement** (benefit under this section shall be payable to **you**, **your** executors and/or **your** nominees, and is limited to a maximum of £20,000 per person).

Loss of Limb	£10,000
Loss of Sight	£10,000
Permanent Total Disablement	£10,000
Death	£20,000

Making a claim

If you need to make a claim please call **01904 686 790** or visit www.langleys.com/insurance-law/langleys-claims-services.

You must notify **us** of all claims within 28 days of occurrence.

What you are not covered for:

1. Any claim where **you** are aged 16 or under.
2. Any accident which occurs outside of **Europe**.
3. Any accident whilst using the mobility scooter/ powered chair for **professional use** or for **your occupation** except commuting to and from work, or incidental use of the mobility scooter/ powered chair in the course of **your** work.
4. Any benefit when **your** death, **injury** or loss does not occur within 180 days of the accident; or personal liability of whatsoever nature, directly or indirectly caused, or contributed to.
5. Any benefit where **you** cannot prove to **us** that the **permanent total disablement** which has continued for at least 12 calendar months entirely prevents **you** from attending to any business or **occupation** of any kind and at the end of that period being beyond the hope of improvement.
6. More than one benefit under this section.
7. Any accident not involving the use of a mobility scooter/ powered chair.
8. Any pre-existing condition.

C – Personal liability

Personal liability occurs in the event of an accident, that results in bodily injury or property damage that **you** are held legally responsible for.

What you are covered for:

1. **We** will become legally liable to pay for accidental bodily **injury**, death, or **accidental damage** to any person or **accidental damage** to third party property, up to £5 million, which arises from **your** use of any mobility scooter/power chair.
2. The total amount payable includes reasonable defence costs and expenses incurred by **you** with **our** written consent.

What you are not covered for:

1. Any liability or accident outside of **Britain**.
2. Any claim where **you** are aged 16 or under.
3. A deductible of £250 for each and every claim arising from accidental bodily **injury**, death of any person and damage to third party property.
4. Liability arising from loss or damage to property which belongs to **you**, or is in **your** care, custody or control.
5. Any liability where **you** are entitled to indemnity from another source.
6. Any liability when punitive, exemplary or aggravated damages are awarded against **you**.
7. Indemnity under this section in respect of **injury**, loss, damage, cost or expenses, of whatsoever nature, directly or indirectly caused by, or resulting from, or in connection with, any act of terrorism.
8. Any liability for bodily **injury**, loss or damage:
 - a) to **your** employees or members of **your family** or household, or to their property;
 - b) arising out of, or in connection with, **your** trade, profession or business, or assumed under contract;
 - c) arising out of the ownership, possession, use or **occupation** of land or buildings;
 - d) arising out of the ownership, possession or use of motorised vehicles, yachts or motorised waterborne craft, airborne craft of any description, animals, or firearms or weapons.

Making a claim

If you need to make a claim please call **01904 686 790** or visit www.langleys.com/insurance-law/langleys-claims-services.

You must notify **us** of all claims within 28 days of occurrence.

9. Any liability not involving the use of a mobility scooter/power chair.
10. Any liability arising from a contract where **you** would have been liable in any event.
11. Any liability whilst using the mobility scooter/power chair for **professional use** or **your occupation** except commuting to and from work, or incidental use of the mobility scooter/power chair in the course of **your** work.

D – Breakdown cover

Emergency rescue when **you** are stranded with your mobility scooter/power chair.

What you are covered for:

1. If **your** mobility scooter/power chair suffers a break down, or **you** are involved in a crash:
 - if **we** cannot get **your** mobility scooter/power chair moving again, **we** will take **you** and **your** mobility scooter/power chair to **your home** address, or to a suitable repairer within a 25 mile radius of where you have broken down,
 - should **you** break down at home we will take **your** mobility scooter/power chair to a suitable repairer within a 25 mile radius.
2. Should **you** be unable to access the recovery vehicle **we** will provide a taxi to take **you** to **your home** address within a 25 mile radius (please notify **us** of this when calling to request assistance).

Broken down?

If **you** break down, please call **our** 24-hour emergency helpline on **020 7183 819**. **We** make take credit card details if for reasons outside **our** control **we** are unable to confirm **your** coverage.

What you are not covered for:

1. Any costs other than the initial call out charge and transportation of **you** and the mobility scooter/power chair to one of the above destinations within a 25-mile radius.
2. Any claims where **you** cannot provide receipts for any reclaimable expenditure.

E – Hospital benefit

Benefit for hospitalisation as a result of an accident, mugging or personal assault whilst using **your** mobility scooter/power chair.

What you are covered for:

1. If **you** are admitted as an in-patient in hospital, **we** will pay £15 for each complete 24hr period.

Making a claim

If you need to make a claim please call **0344 412 4100** or email specialistclaims@directgroup.co.uk.

You must notify **us** of all claims within 28 days of occurrence.

What you are not covered for:

1. Any injuries that do not require hospitalisation as an in-patient.
2. Any incident that does not involve the use of a mobility scooter/power chair.
3. Any costs that exceed £250 during any one claim.
4. Any mugging or personal assault that has not been reported to the police and a crime reference number obtained.
5. Any claim where evidence of **your** injuries and in-patient care has not been provided.

F – Personal effects

Cover for loss and/or damage to **your** personal effects.

Making a claim

If you need to make a claim please call **0344 412 4100** or email **specialistclaims@directgroup.co.uk**.

You must notify **us** of all claims within 28 days of occurrence.

What you are covered for:

1. **We** will pay **you** up to £250 for loss and/or damage to **your** personal effects occurring at the time of loss and/or damage to **your** mobility scooter/ powered chair.

What you are not covered for:

1. Any incident that does not involve the use of a mobility scooter/ powered chair.
2. Any costs that exceed £250 during any one claim.
3. Any claim for loss of money, documents or tickets.
4. Any claim that has not been reported to the police and a crime reference number obtained.

Conditions applicable to all sections

1. **You** must be over 16 years of age and a permanent legal resident of **Britain**.
2. **You** must pay in sterling. **Our** settlements and reimbursements will also be in sterling.
3. **You** shall take all reasonable steps to safeguard against accident, **injury**, loss, and damage and shall maintain the mobility scooter/power chair in an efficient and roadworthy condition. Failure to comply with this condition may invalidate **your** claim.
4. **We** will be entitled to take over and deal with, in **your** name, the defence or settlement of any claim at **our** discretion and to take proceedings at **our** expense to recover for **our** benefit the amount of any payment made under this policy.
5. Other Insurances - If any loss, destruction, damage or liability insured by this policy, other than by Section B, is covered by any other insurance **we** shall pay only its rateable portion.
6. In the event of a claim payment as a consequence of any insured event, **we** will deem that full liability has been met under the terms of this policy. In no circumstances shall the liability of the **insurers** exceed the claim limit.
7. It is possible that a claim may be made under a policy after its expiry so it is important that **you** keep such documents safely.
8. **We** invite renewals on the understanding that there have been no changes in the risk.
9. Claims payments will be made in favour of the name shown on the policy. If payment is required to a third party, **we** require a signed mandate instruction to make payment to a specific payee along with a brief explanation of the request.
10. UK General Insurance Ltd are an agent of Great Lakes Insurance SE and in the matters of a claim act on behalf of Great Lakes Insurance SE.
11. In the event of a claim, **your** policy will be continued automatically and, **you** do not need to do anything further. There will be no change to **your** scheduled renewal date.
12. Prior to the settlement of a claim for loss or damage where the mobility scooter/power chair is deemed a total loss, **we** have the right to take and keep possession of any part, or the entire mobility scooter/power chair, and deal with the salvage in a reasonable manner.
13. Should the mobility scooter/power chair have been recovered, **you** shall not abandon any mobility scooter/power chair to **us**, but it is **your** responsibility to notify **us**.

Exclusions applicable to all sections

1. Any claims outside of **Britain** for cover exceeding 31 days during any one trip and a total of 90 days in any 12 month **period of insurance**.
 2. Any losses that are not directly covered by the terms and conditions of this policy. For example, **we** will not pay for **you** to collect **your** mobility scooter/power chair from a repairer or for any time that has to be taken off work because of a theft, accident or **breakdown**.
 3. This policy does not provide cover for theft and **accidental damage**, personal accident, personal liability or loss of earnings of any nature, directly or indirectly caused, contributed to, by, or happening through, or in the consequence of:
 - a) Any liability in excess of the amount shown in **your** policy.
 - b) Wilful self-inflicted **injury** or illness, suicide or an attempt to commit suicide, wilful exposure to danger, except in an attempt to save a human life, solvent abuse, being under the influence of alcohol or drugs, except those prescribed by a registered doctor and not those drugs prescribed for a drug addiction, or drugs prescribed by a registered medical practitioner where a warning against riding has been given, **your** engagement in any illegal or criminal act prescribed for drug addiction, or drugs prescribed by a registered medical practitioner where a warning against riding has been given, **your** engagement in any criminal or illegal act.
 - c) Any accident directly or indirectly resulting from stress, dementia, trauma or psychiatric illness.
 4. Any direct or indirect consequence of war, civil war, invasion, acts of foreign enemies (whether war be declared or not), rebellion, revolution, insurrection, military or usurped power, or confiscation, nationalisation, requisition, destruction of or damage to property by or under the order of any government, local or public authority.
 5. Any direct or indirect consequence of terrorism as defined by the Terrorism Act 2000 and any amending or substituting legislation.
 6. Any direct or indirect consequence of:
 - a) Irradiation, or contamination by nuclear material; or
 - b) The radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter; or
 - c) Any device or weapon which employs atomic or nuclear fission or fusion or other comparable reaction or radioactive force or matter.
 7. Any consequence, howsoever caused, including but not limited to Computer Virus resulting in Electronic Data being lost, destroyed, distorted, altered, or otherwise corrupted.
- For the purposes of this Policy, Electronic Data shall mean facts, concepts and information stored to form useable data for communications, interpretations, or processing by electronic or electromechanical data processing or other electronically controlled hardware, software and other coded instructions for the processing and manipulation of data, or the direction and manipulation of such hardware.
- For the purposes of this Policy, Computer Virus shall mean a set of corrupting, harmful, or otherwise unauthorised instructions or code, whether these have been introduced maliciously or otherwise, and multiply themselves through a computer system or network of whatsoever nature.

Customer information

Information you have provided

You must take reasonable care to supply accurate and complete answers to all the questions **you** are asked when **you** take out, make changes to, or renew this policy.

You must notify **ETA Services Ltd** as soon as possible if any of the information in **your** policy documents is incorrect or if **you** wish to make a change to **your** policy.

If **you** do not provide accurate and complete answers to the questions **you** are asked, or **you** fail to notify **ETA Services Ltd** of any incorrect information or changes **you** wish to make, **your** policy may not operate in the event of a claim, **we** may not pay any claim in full or **your** policy could be invalid.

Cancellation right

You have the right to cancel this insurance within 14 days of the start date of the policy or when **you** received the policy documents, if this is later, without giving any reasons, and **you** will receive a full refund unless a claim has been made. The **ETA** may keep an amount that reflects the administrative costs of arranging and cancelling the policy. For policies paid for on an annual basis, should **you** cancel after 14 days **we** will refund **you** with an amount proportionate to the unexpired period remaining on the policy, unless a claim has been made. For policies issued on a monthly contract, should **you** cancel after 14 days no refund will be due and **we** will stop any future monthly payments being taken.

We reserve the right to withdraw and cancel insurances if **you** fail to pay premiums or installments of premiums on demand, or fail within seven days of a written request from **us**, to provide any documentation or information required by **us**. In the event of the **ETA** cancelling a policy after its beginning or its renewal, their fees or commission will not be returnable.

We shall not be bound to accept renewal of any insurance and may at any time cancel any insurance document by giving 14 days notice in writing where there is a valid reason for doing so. A cancellation letter will be sent to **you** at **your** last known address. Valid reasons may include but are not limited to:

- a) Where they reasonably suspect fraud
- b) Non-payment of premium
- c) Threatening and abusive behaviour
- d) Non-compliance with policy terms and conditions

e) **You** have not taken reasonable care to provide complete and accurate answers to the questions **you** were asked.

If **we** cancel the policy and/or any additional covers **you** will receive a refund of any premiums **you** have paid for the cancelled cover, less a proportionate deduction for the time **we** have provided cover. Where **our** investigations provide evidence of fraud or misrepresentation, **we** may cancel the policy immediately and backdate the cancellation to the date of the fraud or the date when **you** provide **us** with incomplete or inaccurate information. This may result in **your** policy being cancelled from the date **you** originally took it out and **we** will be entitled to keep the premium. If **your** policy is cancelled because of fraud or misrepresentation, this may affect **your** eligibility for insurance with UK General Ltd, as well as other **insurers**, in the future.

Free legal advice

ETA have teamed up with leading law firm Shoosmiths to provide **you** with free legal advice.

If **you** have been involved in a road traffic collision or have any questions regarding a personal legal problem, call the **ETA** legal advice line on **0345 389 1050** and quote **your** **ETA** number. Please note: this is a separate service to the insurance cover provided by UK General Insurance Ltd.

Governing law

Unless some other law is agreed in writing this policy is governed by English law.

Compensation scheme

Great Lakes Insurance SE is covered by the Financial Services Compensation Scheme (FSCS). **You** might 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 90% of the claim with no upper limit. **You** can get more information about compensation scheme arrangements from the FSCS or visit www.fscs.org.uk. **You** may also contact the FSCS on their freephone number **0800 678 1100** or **020 7741 4100** or **you** can write to:

Financial Services Compensation Scheme
PO Box 300
MITCHELDEAN
GL17 1DY

Fraudulent claims

If **you** or anyone acting for **you** makes a false or fraudulent claim, which includes but is not limited to:

- making a statement to **us** or anyone acting on our behalf, knowing the statement to be false;
- sending **us** or anyone acting on our behalf a document, knowing the document to be forged or false;
- making a claim for any loss or damage **you** caused deliberately or;
- acting dishonestly or exaggerating a claim.

We:

- a) are not liable to pay the claim; and
- b) may recover from **you** any sums paid by **us** to **you** in respect of the claim; and,
- c) may by notice to **you** treat the contract as having been terminated with effect from the time of the fraudulent act.

If **we** exercise **our** right under (c) above, **we** shall not be liable to **you** in respect of a relevant event occurring after the time of the fraudulent act. A relevant event is whatever gives rise to **our** liability under the insurance contract, such as the occurrence of a loss, the making of a claim, or the notification of a potential claim.

We will not return any of the premiums paid.

Complaints procedure

We do everything **we** can to make sure that **our** customers get the high standard of service they expect. If **you** feel **you** have cause for complaint regarding the information and advice about **your** policy, **you** should contact:

*Customer Care Manager
ETA Services Ltd
68 High Street
WEYBRIDGE
KT13 8RS*

*Tel: 0333 000 1234
Email: customercare@eta.co.uk*

If **you** feel **you** have cause for complaint regarding a claim under **your** policy, **you** should contact:

*Direct Group Ltd
Customer Relations
Quay Point
Lakeside Boulevard
DONCASTER
DN4 5PL*

Tel: 0344 854 2072

Email: customer.relations@ryandirectgroup.co.uk

Please remember to always quote **your** **ETA** number in any correspondence. This can be found at the top of **your** **ETA** customer documents.

If **your** complaint cannot be resolved by the end of the third working day, it will be passed to:

*Customer Relations Department
UK General Insurance Limited
Gibraltar Island Road
LEEDS
LS10 1RJ*

Tel: 0345 218 2685

Email: customerrelations@ukgeneral.co.uk

If it is not possible to reach an agreement, **you** have the right to refer **your** complaint to the Financial Ombudsman Service. For more information regarding the scope of the Financial Ombudsman Service please refer to www.financial-ombudsman.org.uk.

*The Financial Ombudsman Service
Exchange Tower
LONDON
E14 9SR*

Tel: 0300 123 9123

Email: complaint.info@financial-ombudsman.org.uk

EU online dispute resolution portal

If **you** have purchased the insurance policy online, **you** may also raise **your** complaint via the EU Online Dispute Resolution Portal at <http://ec.europa.eu/consumers/odr/>. This will forward **your** complaint to the correct Alternative Dispute Resolution scheme. For insurance complaints in the UK this is the Financial Ombudsman Service. However, this may be a slower route for handling **your** complaint than if **you** contact the Financial Ombudsman Service directly.

Privacy notices

ETA Services Ltd privacy notice

ETA privacy notice explains in detail the types of personal data **ETA** may collect about **you** when **you** interact with **ETA**. It also explains how **ETA** store and handle that data and keep it safe. The policy can be found in full online at www.eta.co.uk/privacy-policy. In addition to **ETA's** privacy notice, **you** can also find details of all of **ETA's** suppliers together with links to their privacy policies. If **you** would rather **ETA** send **you** a copy, the data protection officer will be pleased to help. Email **ETA** at customercare@eta.co.uk or write to **ETA** at:

*Customer Care
ETA Services Ltd
68 High Street
WEYBRIDGE
KT13 8BL*

UK General Insurance Ltd privacy notice

We are UK General Insurance Ltd, referred to as “**we/ us/our**” in this notice. **Our** data controller registration number issued by the Information Commissioner's Officer is Z7739575.

This privacy notice is relevant to anyone who uses **our** services, including policyholders, prospective policyholders, and any other individuals insured under a policy. **We** refer to these individuals as “you/your” in this notice.

We are dedicated to being transparent about what **we** do with the information that **we** collect about **you**. **We** process **your** personal data in accordance with the relevant data protection legislation.

Why do we process your data?

The provision of **your** personal data is necessary for **us** to administer **your** insurance policy and meet **our** contractual requirements under the policy. **You** do not have to provide **us** with **your** personal data, but **we** may not be able to proceed appropriately or handle any claims if **you** decide not to do so.

What information do we collect about you?

Where **you** have purchased an insurance policy through one of **our** agents, **you** will be aware of the information that **you** gave to them when taking out the insurance. The agent will pass **your** information to us so that **we** can administer **your** insurance policy.

For specific types of insurance policies, for example when offering **you** a travel insurance policy, **we** may process some special categories of **your** personal data, such as information about **your** health.

We collect this data as **we** are required to use this information as part of **your** insurance quotation or insurance policy with **us**. **We** may also process the data where it is necessary for a legal obligation, or as part of the establishment or defence of a legal claim.

We also process special categories of **your** personal data as it is in the substantial public interest and it is necessary: i) for administering **your** insurance policy; or ii) to prevent and detect an unlawful act (e.g. fraud).

UK General's full privacy notice

This notice explains the most important aspects of how **we** use **your** data. **You** can get more information about this by viewing **our** full privacy notice online at www.ukgeneral.com/privacy-notice or request a copy by emailing **us** at dataprotection@ukgeneral.co.uk. Alternatively, **you** can write to **us** at:

*Data Protection
UK General Insurance Ltd
Old Mill Business Park
Gibraltar Island Road
LEEDS
LS10 1RJ*

Great Lakes Insurance SE information notice

Personal Data provided in connection with this policy will be used and processed in line with the Information Notice. A copy of this is available at www.munichre.com/en/service/privacy-statement/.

This policy wording relates to any policy purchased or renewed with a start date on or between:

1 June 2019 and 31 May 2020 inclusive

The **ETA** may monitor telephone conversations with the aim of improving their service.

***ETA's** literature is printed on 100% recycled paper from post-consumer waste, is fully recyclable and biodegradable, totally chlorine free, elemental chlorine free, NAPM approved, long life archival usage approved, Nordic Swan environmental awarded and is produced in a mill that holds ISO 14001 certification.*



**Mobility Scooter & Powered
Chair Insurance Policy**
1 August 2019 to 31 May 2020 - v1



Your Journey
Our World