

Smartcare Cosmetic Insurance

Insurance Product Information Document

Company: Spectrum Insurance Services Limited

Product: Smartcare



Insurer: Acasta European Insurance Company Limited registered Office: 5/5 Crutchett's Ramp, Gibraltar, GX11 1AA. Company reg. 96218. Acasta European Insurance Company Limited is authorised and regulated by the Gibraltar Financial Services Commission and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority for the conduct of UK business.

This Insurance Product Information Document is only intended to provide a summary of the main coverage and exclusions and is not personalised to your specific individual needs in any way. Complete pre-contractual and contractual information on the product is provided in your policy documentation.

What is this type of insurance?

This insurance provides cover in the event of minor damage such as small scratches to the interior, exterior and alloy wheels of your vehicle.



What is insured?

- ✓ Smartcare insurance provides cover against the cost of performing a cosmetic repair to your vehicle, where the damage can be repaired by our specialist repairers using Smart repair process.
- ✓ Chip: a chip no more than 5mm in diameter and 3mm in depth
- ✓ Light Scratch: a scratch no more than 30cm in length, 3mm in depth and that sits within no more than two (2) body panels;
- ✓ Minor Dent: a dent no more than 30cm in diameter, 3mm in depth and that sits within no more than two (2) body panels
- ✓ Scuffed Bumper: a scuff or dent to a bumper no more than 30cm in diameter or 3mm in depth.
- ✓ Alloy Wheel: scratches or kerbed alloy wheel damage to the original alloy wheels fitted to your vehicle.
- ✓ See your Policy Schedule for details of the number of claims allowed per annum.



What is not insured?

Any damage that:

- ✗ cannot be defined as a chip, light scratch, minor dent or scuffed bumper;
- ✗ in the expert opinion of our authorised repairer cannot be repaired using smart repair process. or can only be repaired in a bodyshop;
- ✗ occurs to horizontal, flat surfaces such as roofs, bonnets and boot tops;
- ✗ extends over more than two (2) body panels;
- ✗ Split rim, polished or chrome effect wheels;
- ✗ occurred before the start date or after the end date of the period of cover;
- ✗ is caused by rust, hail, bird droppings and tree sap;
- ✗ is caused by stickers or decals;
- ✗ requires the replacement of a body panel or bumper, or part of a panel or bumper;
- ✗ damage not reported within 30 days of its occurrence;
- ✗ The Excess or Call out fee.
- ✗ Any loss resulting from Cyber Loss.



Are there any restrictions on cover?

- ! The vehicle must be used for personal purposes; including commuting and travelling to and from a place of work, or class 1 business use and you must be a resident in the UK.
- ! The vehicle must not be an excluded vehicle and must not exceed 3500KG in weight.
- ! The vehicle is not subject to a business contract hire or lease agreement with an annual mileage allowance of more than 20,000 miles.



Where am I covered?

- ✓ In the United Kingdom and Northern Ireland.



What are my obligations?

- To supply accurate and complete answers to all the questions we may ask as part of your application for cover under the policy.
- Observe the terms, conditions and exclusions of this policy and your motor Insurance.



When and how do I pay?

You must pay the total premium in one full payment before the policy starts unless your broker has provided you the option of paying for this insurance over time using a credit facility.



When does the cover start and end?

This policy will run for a set period from the start date listed on your insurance schedule, terminating on the end date listed on your schedule, or should you have made the maximum number of claims under this policy.



How do I cancel the contract?

To cancel the policy, you must give notice to the broker who provided you with this insurance. If you are unable to find which broker set this insurance up for you, please contact Spectrum Insurance Services Ltd on 0114 321 9881 and we will provide you with the contact details of your selling broker. If you cancel within 14 days of purchasing the policy you will be entitled to a full refund. If you cancel after 14 days you are entitled to a pro-rata refund provided that you have not made any claims. An administration fee of £35 will apply.