

AA Caravan Insurance Value Policy Summary

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This policy summary provides an overview of cover for the AA Caravan Insurance – Value policy. It does not include the full terms and conditions of the policy, which can be found in the policy booklet. Please ensure that **You** read the policy **Schedule**, policy summary and policy booklet to fully understand the terms and conditions.

The policy provides cover for 12 months following acceptance of the statement of fact and payment of the premium or agreement to pay the premium. This policy will be governed by and construed in accordance with English Law.

Name of the insurance undertaking

All sections of this insurance policy are underwritten by AIG Europe Limited.

Type of Insurance and Cover

The AA Caravan Insurance Standard or Select policy is a multi section policy providing cover for **Your Caravan**, its **Contents**, Equipment and Legal Expenses cover. The available policies offer either New for Old (Select) or Market Value (Standard) cover.

Significant features and benefits

- Cover against loss or damage to the **Caravan** caused by fire, explosion, lightning, earthquake, theft or attempted theft.
- **Contents** - **We** will insure **Contents** that **You** would normally take with **You** when **You** are using **Your Caravan** providing **Contents** cover is requested and shown on the **Schedule**.
- Emergency removal – If **You** suffer an insured loss away from **Your Home**, **We** will cover the costs of recovering **Your Caravan**. **We** will also pay for re-delivery once **Your Caravan** has been repaired.
- Loss of use – If **You** cannot stay in **Your Caravan** as a result of loss or damage covered by this policy and **You** decide to continue with **Your** holiday, **We** will pay for hotel accommodation up to £50 a day for up to 14 days or **We** will pay for **You** to hire another **Caravan** for up to £50 per day for up to 14 days.
- Public liability - **We** will cover **You** for up to £2,000,000 for any amounts **You** legally have to pay for causing accidental bodily injury or death or accidental damage to property arising out of **You** owning or using **Your Caravan** excluding when towing.

Security arrangements

In common with all other caravan policies **We** insist on a minimum level of security to reduce the risk of theft.

Our security requirements are as follows:

- When the **Caravan** is left **Unattended**, whilst attached to the towing vehicle, it must be protected by a wheel clamp of proprietary make.
- When the **Caravan** is left **Unattended**, whilst detached from the towing vehicle, it must be protected by a hitchlock AND a wheel clamp of proprietary make.

Significant Exclusions and Limitations

- No cover applies in respect of storm or flood, accidental damage, malicious acts or vandalism.
- Theft of **Caravans** that are not protected by a hitchlock and wheelclamp whilst **Unattended** and detached from the towing vehicle.
- Theft of **Caravans** that are not protected with a wheel clamp and left **Unattended** whilst attached to the towing vehicle.
- Theft of **Contents** whilst outside the **Caravan**, if not kept in an awning.
- Theft of **Money**, firearms, wines, spirits and tobacco goods, **Caravan** generators or **Valuables** i.e. precious metals, china, glass, porcelain, jewellery, fur, watches, video or photographic equipment, computers, binoculars, telescopes, phones, pictures, works of art, antiques, stamps, medal and coin collections, sporting equipment and portable audio equipment and therefore these should not be included in the sum insured.
- Theft of or loss or damage to the **Caravan** while the **Caravan** is not being used unless it is kept at **Your** permanent **Home** or at a **Storage Address** **You** have written and told **Us** about and which **We** have accepted.
- Theft of **Contents** unless there is evidence of forcible or violent entry or exit to or from the **Caravan**.
- Theft of electronic or electrical equipment whilst left in the **Caravan** when it is not in use.
- **You** will pay an amount towards each claim (the excess - £150). **You** do not pay any excess if **Your Caravan** is stolen or damaged whilst stored on a Caravan Storage Site Owners Association (**CaSSOA**) storage site.

How to Claim

AA Caravan Insurance Services
Ellenborough House
Wellington Street
Cheltenham
Glos
GL50 1XZ.
Tel: 0370 010 1893.

When submitting a claim form **You** must give **Your** policy number. **You** must contact **Us** when **You** become aware of an event which is likely to result in a claim under this policy.

Sanctions

We shall not be deemed to provide cover and we shall not be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose **Us**, **Our** parent company or its ultimate controlling entity to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union or the United States of America

Claims Settlement

Market value

We may pay the retail value of the **Caravan** at the time of the loss or damage less a deduction to reflect pre-accident condition.

Cancellation Rights

You have the right to cancel **Your Policy**, within the 14 day cooling-off period, or at any time. For a full explanation of **Your** cancellation rights please refer to **Your Policy** booklet.

What do I do if I am unhappy with the service I receive?

If at anytime **You** have a complaint about the services provided to **You** by AA Caravan Insurance then **You** should contact:

By phone: We can resolve many issues straight away therefore in the first instance please contact **Us** on 01242 528844
In Writing: AA Caravan Insurance, Ellenborough House, Wellington Street, Cheltenham, Gloucestershire, GL50 1XZ

Complaints arising from claims or policy coverage;

By phone: +44 (0) 800 012 1301 or +44 (0) 20 8649 6666 (if calling from overseas). Lines are open Monday to Friday 9:15am to 5pm, excluding public holidays.

In writing: AIG Customer Relations, AIG Europe Limited, The AIG Building, 2-8 Altyre Road, Croydon, CR9 2LG.
Alternatively, **You** may wish to email uk.customer.relations@aig.com or visit online at <http://www.aig.co.uk/your-feedback>

If **You** remain unhappy with **Our** final response, or **We** have not managed to provide a final response within 8 weeks of **Your** complaint, **You** may be entitled to refer **Your** complaint to the Financial Ombudsman Service for help and advice at:

Insurance Division Financial Ombudsman Service
Exchange Tower
London, E14 9SR.
Tel: 0800 023 4567 or 0300 123 9123.
Email: complaint.info@financial-ombudsman.org.uk

For full details about how to complain, please see the policy booklet.

Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS). If **We** are unable to meet our financial obligations **You** may be entitled to compensation from the scheme, depending on whether **You are** an eligible claimant, the type of insurance and the circumstances of the claim.

Further information on the scheme is available from the FSCS at www.fscs.org.uk or by calling **+44 (0)20 7741 4100**, or **+44 (0)800 678 1100**.



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