

# Breakdown Insurance

## Insurance Product Information Document



Company: Ping Insure Limited

Product: Breakdown Insurance

This insurance is provided by Ping Insure Limited which is registered in the UK and is underwritten by Novus Underwriting Limited on behalf of Helvetia Schweizerische Versicherungsgesellschaft in Liechtenstein AG.

The following summary does not contain the full terms and conditions of the contract which can be found in your policy documentation

### What is this type of insurance?

This insurance provides roadside assistance after a vehicle breakdown and includes recovery to a garage if the vehicle cannot be repaired within 60 minutes. The policy can also provide other benefits (as set out below) depending on the level of cover you choose.



#### What is insured?

There are various cover levels to choose from, each of which provides different benefits as outlined below. The cover level you have chosen will be confirmed on your Schedule.

#### National One/National One XS

(Cover for 1 call out of a roadside agent only during the 12-month period of insurance)

- ✓ Help to repair your vehicle at the roadside anywhere in the UK, or at your home.
- ✓ If your vehicle cannot be repaired within 60 minutes, your vehicle, you, and the passengers will be transported to the nearest garage.
- ✓ If recovery to the nearest garage is not possible or the repair cannot be made the same day, your vehicle, you, and the passengers will be transported to your home or a chosen destination, whichever is nearer.
- ✓ Recovery of a trailer or caravan if attached to your vehicle.
- ✓ Misfuelling Cover: Up to £250 to pay for the cost of draining incorrect fuel, and replacement with up to 10 litres of correct fuel
- ✓ Key Cover: To recover you to your home or a garage/dealership if you lose or break your keys or lock your keys in your vehicle.
- ✓ Overnight accommodation or alternative travel as an alternative to recovery

#### Standard Recovery/Standard Recovery XS

- ✓ Help to repair your vehicle at the roadside in the UK when you are more than ¾ mile from your home.
- ✓ If your vehicle cannot be repaired within 60 minutes, your vehicle, you, and the passengers will be transported to the nearest garage (within 20 miles).
- ✓ Recovery of a trailer or caravan if attached to your vehicle.
- ✓ Misfuelling cover: Up to £250 to pay for the cost of draining incorrect fuel, and replacement with up to 10 litres of correct fuel
- ✓ Key Cover: To recover you to your home or a garage/dealership if you lose or break your keys or lock your keys in your vehicle.
- ✓ If recovery to the nearest garage is not possible or the repair cannot be made the same day, your vehicle, you and the passengers will be transported to your home or a chosen destination, provided this is 20 miles or less from where the breakdown took place.



#### What is not insured?

Main Exclusions only

- ✗ Any breakdown which occurs within the first 48 hours from the start date of your policy, or before the vehicle was placed on cover or upgraded from a lower cover level.
- ✗ Any breakdown caused by failure to maintain the vehicle in a roadworthy condition, or assistance if the vehicle is untaxed or uninsured.
- ✗ Costs incurred in respect of a recovery further than 10 miles from the scene of the breakdown if your vehicle is immobilised due to snow, mud, sand, water, ice, or a flood.
- ✗ Costs incurred in respect of a recovery further than 20 miles for Standard Recovery/Standard Recovery XS or Recovery Plus/Recovery Plus XS.
- ✗ Faults, or symptoms from faults, which you have not repaired or remedied where you have requested a callout from our roadside agent within the previous 28 days.
- ✗ A breakdown following use of the vehicle for motor racing, rallies, hire and reward, off road driving, track days, duration or contest or speed trials, or practice for any of these activities.
- ✗ Assistance if the vehicle breaks down in a place the roadside agent cannot access, or which will be dangerous or illegal to collect or transport the vehicle from;
- ✗ The cost of any parts, components or materials used to repair the vehicle, or repair and labour costs other than the cost of an hour's roadside labour at the scene of the breakdown.
- ✗ The cost of fuel, oil or insurance for a hire vehicle.
- ✗ Any damage to your vehicle, or loss of or damage to its contents, or any injury to you or any third party caused by the roadside agent

Additional Exclusions Applying to European/European XS and European Plus/European Plus XS Cover Levels

- ✗ Repatriation if the vehicle can be repaired but you do not have the adequate funds for the repair.

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### Recovery Plus/Recovery Plus XS

- ✓ All the same benefits as Standard Recovery/Standard Recovery XS plus help to repair or recover of your vehicle at home or within ¾ mile from home.
- ✓ Overnight accommodation or alternative travel as an alternative to recovery

### National/National XS/Personal/Personal XS

- ✓ Same benefits as Standard Recovery/Standard Recovery XS but with nationwide recovery (no 20-mile limit restriction).
- ✓ Recovery of your vehicle if you are medically unfit to drive.
- ✓ Overnight accommodation or alternative travel as an alternative to recovery

### National Plus/National Plus XS/Personal Plus/Personal Plus XS

- ✓ All the same benefits as National/National XS/Personal/Personal XS plus help to repair your vehicle at home or within ¾ mile from home

### European/European XS

- ✓ Cover/benefits in the UK are the same as those under National/National XS/Personal/Personal XS.
- ✓ Assistance provided both within the UK and Europe.

#### Cover/benefits In Europe:

- ✓ Assistance provided both within the UK and Europe.
- ✓ Help to repair your vehicle at the roadside.
- ✓ Up to £150 towards reimbursement of costs of being towed to a place of safety following a breakdown on a motorway or major public road in France and some other European countries.
- ✓ If your vehicle cannot be repaired within 60 minutes, your vehicle, you and the passengers will be transported to the nearest garage.
- ✓ If your vehicle cannot be repaired the same day, alternative transport (up to £500) and/or emergency accommodation (up to £1,000 in total per breakdown) cover whilst your vehicle is being repaired.
- ✓ Suitable cover in the event of a breakdown near the end of your trip if there is insufficient time to repair the vehicle. For example, emergency accommodation/alternative transport/transport re-booking fees or repatriation for you/your vehicle.

### European Plus/European Plus XS

- ✓ Same benefits as European/European XS plus help to repair your vehicle at home or within ¾ miles from home.

### Optional Additional Cover – Caravan Cover

- ✓ Where you have selected, paid, and this is showing on your schedule, you are covered for a breakdown to your Caravan



### Are there any restrictions on cover?

- ! Your vehicle must be a private car, a light commercial vehicle or a motorcycle and must be less than 3,500kg gross vehicle weight.
- ! Your vehicle must be 20 years or less in age if you have selected a cover option which provides cover whilst the vehicle is being driven in the UK, the Channel Islands or the Isle of Man only, or 15 years or less in age if you have selected a cover option which also provides cover whilst the vehicle is being driven in Europe.
- ! For all 'Personal' products, you are only covered on vehicles up to 10 years old.
- ! Your vehicle cannot be used for the purpose of providing a courier service or for hire and reward. It cannot be a minibus, motorhome, horsebox or limousine.
- ! Caravans/trailers attached to your vehicle when a breakdown occurs will only be recovered if fitted with a standard towing hitch and if the caravan/trailer does not exceed 7 metres in length.
- ! You will have to pay £30 each time you claim if you have chosen a policy with a policy excess. Any claim for misfuelling where your tank is required to be drained, and where this cover is provided under the Cover Level selected by you, it will be subject to a mandatory £30 excess, this will be in addition to any excess payable for a standard recovery if you have selected a policy that includes an excess.
- ! If you have selected Cover Level European/European XS or European Plus/European Plus XS, cover will only be provided where the duration of any single European trip does not exceed 90 days.
- ! For all tyre claims, we will require you to have available, you locking wheel nut key (if applicable, and a legal spare wheel, space saver or aerosol kit. If these are not available, service can still be provided but, are subject to a £30 excess, in addition to any excess due under the selected policy.

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### Where am I covered?

- ✓ The United Kingdom, the Channel Islands and the Isle of Man
- ✓ If you have chosen cover levels European/European XS or European Plus/European Plus XS, cover is provided in the countries listed under the definition of "Territorial Limits (Europe)" which can be found in the Definitions section at the end of the Policy Document.



### What are my obligations?

#### Disclosing important information

(This applies if you are a private individual taking out the insurance wholly or mainly for purposes unrelated to your business, trade or profession) You must take reasonable care to provide complete and accurate answers to questions you are asked when you take out or make any changes to your policy.

#### Duty of fair presentation

(This applies if you are taking out the insurance contract in any other capacity)

Under the Insurance Act 2015, you have a duty to make fair representation of the risk to us before the policy starts, when you make any amendments to your cover and when you renew your policy. This means you must:

- Disclose all material facts which you know or ought to know (A "material fact" is information that would influence our decision as to whether to insure you and, if so, on what terms)
- Make the disclosure in a reasonably clear and accessible way and;
- Ensure that every material representation of fact is substantially correct and made in good faith

Full details of what constitutes "fair presentation" and the consequences of breaching this duty are given in the Policy Document



### When and how do I pay?

You pay for this insurance as a one-off payment by credit or debit card at the beginning of each annual period of cover.



### When does the cover start and end?

Your cover starts on the policy start date shown on your Policy Schedule and continues for a period of 12 months.



### How do I cancel the contract?

You have the right to cancel this policy within 14 days of the date you purchased the policy/policy renewal processed or when you receive the emailed policy documents if this is later. This is known as your cooling off period. Ping Insure for cancellations within the cooling off period, will provide a pro-rata refund of any premium paid, unless, you have made a claim (Either accepted or rejected) or there has been an incident likely to result in a claim.

There is a £4.99 admin fee payable for any new or renewed policy processed and cancelled within the cooling off period

Thereafter you may cancel the insurance cover at any time by contacting Ping Insure however no refund of premium will be payable, to cancel Your cover, please contact the Ping Insure by: -

You can cancel your policy by: -

- Login into your Ping Insure account online
- Contacting our cancellation team by email [cancellations@pinginsure.co.uk](mailto:cancellations@pinginsure.co.uk)

All cancellations, will need to be approved by Ping Insure.

(If you have selected and paid for documents to be posted to you, this is non-refundable)