

**POLICY TERMS AND CONDITIONS****LEASE / CONTRACT HIRE FINANCE SHORTFALL GAP INSURANCE – FOR A PASSENGER CAR****Introduction**

This insurance is designed to pay the shortfall between the amount *your* motor insurer pays on *your motor insurance policy* and the *outstanding balance* owed on *your finance agreement* following a *total loss*.

**Please Note: we will only pay the element of the *outstanding balance* that relates directly to the price of the *motor vehicle*. See the definition of *insurance settlement* on page 8.**

Please read this certificate and the above *schedule* carefully to check that the cover meets *your* needs. Keep the certificate and *schedule* in a safe place so *you* can read it again if *you* need to. If there is any difference between the information in this certificate and what *you* understood to be the terms of the insurance when *you* applied for the insurance, *you* should contact Bettersafe.com immediately. Contact details are shown below.

**Bettersafe.com**  
**Marvan Court**  
**1 Waldegrave Road**  
**Teddington TW11 8LZ**  
**Telephone: 020 3740 4431**

**Website: [www.bettersafe.com](http://www.bettersafe.com)**

**Telephone: 020 3740 4431**

**Email: [enquires@bettersafe.com](mailto:enquires@bettersafe.com)**

**PLEASE NOTE: THIS POLICY IS NOT A MOTOR VEHICLE INSURANCE FOR THE PURPOSE OF THE ROAD TRAFFIC ACT**

Your insurance is managed and administered by Bettersafe.com which is a trading style of Commercial and General Limited, who is authorised and regulated by the Financial Conduct Authority under Firm Reference Number 300001 and is a private company registered in England and Wales under Company Reference Number 03994456.

**The Insurer**

This Policy is underwritten and insured by Financial & Legal Insurance Company Limited, who are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under Firm Reference Number 202915 and is a private company registered in England and Wales under Company Reference Number 03034220.

**Certification of Cover**

This certificate is issued to *you* by Bettersafe.com on behalf of the Insurer, Financial & Legal Insurance Company Limited. In exchange for *you* paying the *premium* amount referenced in *your schedule*, *you* are insured in accordance with the terms & conditions contained in these documents (and any amendments made to them) for the duration of *your* policy.

**Please note that certain words and phrases in this policy will have the same meaning wherever they appear. To make them easier to recognise they will be shown in *italics*. They are all listed and explained at the end of the policy under the heading “Definitions” on page 7 and 8.**

**Eligibility**

*You* can apply for this insurance if:

- 1) *You* have a contract hire or lease agreement taken in the name of the *insured person* to finance the hire of the vehicle; and
- 2) The *motor vehicle* has, and will have, a *motor insurance policy* at all times throughout the *cover period*, in *your* name as the policyholder or in the name of a nominated authorised driver. **Please Note: Motor trade insurance**

**policies of any type are excluded;** and

- 3) The *motor vehicle* has not previously been declared a total loss / write off; and
- 4) You acquired the *motor vehicle* less than 180 days before the *cover start date*;
- 5) The *motor vehicle* is under 10 years old, with a minimum value of £50,000 and a maximum value of £125,000, and is listed in Glass's Guide; and
- 6) The *motor vehicle* has been sourced from a registered *motor dealer*; and
- 7) The *motor vehicle* is not one of the following excluded vehicles: Ferrari, Lamborghini, Maserati, Range Rover, Rolls Royce, any Commercial Vehicle, Motorcycle, Motor Scooter/Moped, any left hand drive vehicle and a vehicle which does not meet UK or EC approval or is not commercially available in the UK direct from a manufacturer or its authorised importer or dealer, any taxi, mini cab, driving tuition vehicle, courier or delivery vehicle of any type or any private or public rental vehicle or any rally, competition or off-road vehicle of any type.

**PLEASE NOTE: WE WILL NOT PROVIDE ANY COVER IF YOU DO NOT MEET THESE ELIGIBILITY REQUIREMENTS**

#### **Initial Deposit Cover**

If *You* have chosen to include and paid the additional premium for initial deposit cover, with a maximum benefit as shown in the schedule, this benefit will be added to *your insurance settlement*.

#### **Cost**

The cost of the policy is shown in the *schedule*.

#### **What We Will Cover**

On receipt of satisfactory evidence that *your motor insurer* has settled a *total loss* claim for the *motor vehicle* under *your motor insurance policy*, during the *cover period*, we will pay the shortfall that relates directly to the price of the *motor vehicle*. Please see the definition of *insurance settlement* on page 8.

#### **The Most We Will Pay**

The most we will pay for a *total loss* is the *maximum benefit* as shown in the *schedule*.

#### **What We Will Not Cover**

This insurance does not cover, and we will not make any payment for, any of the following:

- 1) Any liability for death or bodily injury or damage to any person, damage to property or any other losses or expenses arising from the event that results in the *total loss* of the *motor vehicle*.
- 2) Any contribution that *you* more specifically insure elsewhere.
- 3) Any additional costs within the *insurance settlement* for anything other than the purchase of the *motor vehicle*. This includes, but is not limited to, administration charges, option to purchase charges, late payment charges and arrears, early settlement charges.
- 4) Any of *your finance agreement* instalments that are in arrears or any interest on arrears, or any deficit due to nonpayment or erratic payment of any amounts that *you* should have paid under the terms of *your finance agreement* or any outstanding financed amount transferred from any previous finance agreement including "Cash Back" to *your current finance agreement*.
- 5) If the event causing the *total loss* is occasioned by *your deliberate act* or with *your consent*.
- 6) If the claim or loss is caused by *you* taking part (either directly or indirectly) in a crime.
- 7) Drink driving offence or *you* being under the influence of drugs.
- 8) The amount of any policy excess on *your motor insurance policy* exceeding £250.
- 9) *Your motor insurance policy* insurer replacing *your motor vehicle* or offering *you* a replacement vehicle in

settlement which you decline.

- 10) *Your motor insurance policy* insurer offers to repair *your motor vehicle*, but *you* have instead requested the claim to be dealt with on a *total loss* basis.
- 11) If the claim or loss is directly or indirectly caused by war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion, terrorist activity of any kind.
- 12) If the claim or loss is directly or indirectly caused by ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.
- 13) Any VAT element of any claim where *you* are VAT registered.
- 14) Any deduction by *your* motor insurer for any unrepaired pre-accident damage.

### Claims Procedure

Claims are administered by AMS Insurance Services Limited on behalf of the underwriters. AMS is authorised and regulated by the Financial Conduct Authority under Firm Reference Number 310422. If you need to make a claim under *your* policy, please telephone AMS on 01869 232563 or email claims@ams-gap.com. Their address is 52 Heyford Park, House, Upper Heyford, Oxfordshire OX25 5HD.

### Claims Conditions

*You* must comply with the following conditions. If *you* fail to comply with these conditions and this affects AMS's ability to fully assess *your* claim or keep *our* losses to a minimum, *we* may not pay *your* claim, or any payment could be reduced.

- *You* should make a claim and provide all necessary proof as soon as possible after the event leading to the total loss of the *motor vehicle*, but in any event within 120 days of the date of total loss. If *you* do not do this, payment of *your* benefit may be delayed or reduced. *We* may provide an extension of that period if *you* make a request in writing giving a reasonable explanation for the delay.
- *You* should also include the settlement statement for *your finance agreement* incorporating a breakdown of any arrears or interest on the arrears and interest rebate if any, *your* fully detailed vehicle purchase invoice plus this insurance certificate. *We* may require other documents to validate *your* claim, and it is *your* responsibility to provide these.
- *Your* claim must be accompanied by a copy of any *finance agreement*, a copy of the statement by *your motor insurance policy* insurer disclosing in full the basis of the calculation used in arriving at the *insurance settlement* amount and evidence of payment of the *insurance settlement*.

Documents must be certified as correct by an official of *your motor insurance policy* insurer and *your lender*. *We* will give *you* information on how to complete *your* claim form and tell *you* any other details that are required.

### Other Insurance

If *you* have another similar insurance with *us* or with any other insurer, in respect of the same *motor vehicle* then *we* reserve the right to reduce any benefit *we* may pay on this policy.

### Fraudulent Claims or Misleading Information

*We* take a robust approach to fraud prevention in order to keep premium rates down so that *you* do not have to pay for other people's dishonesty. If any claim made by *you* or anyone acting on *your* behalf under this insurance is fraudulent, deliberately exaggerated or intended to mislead, *we* may:

- not pay *your* claim; and
- recover (from *you*) any payments *we* have already made in respect of that claim; and
- terminate *your* insurance from the time of the fraudulent act; and
- inform the police of the fraudulent act.

If *your* insurance is terminated from the time of the fraudulent act, *we* will not pay any claim for any incident which

happens after that time and may not return any of insurance *premium(s)* already paid.

## General Conditions

### Improving *your vehicle*, renegotiating *your finance agreement*

If *you* add to or make any improvements to the *motor vehicle* or renegotiate any term(s) of the *finance agreement*, *you* must tell Bettersafe.com immediately. Contact details are given on page 1. If *you* do not, the amount paid may be affected. When *you* tell Bettersafe.com, an additional *premium* may be required.

### Subrogation

We may, at our discretion, take any steps at *our* cost in *your* name against any person, including but not limited to, *your motor insurance policy* insurer, to recover any money paid in settlement of *your* claim. *You* must give *us* all the assistance that is necessary.

### Policy Transfer

*Your* policy is only transferable under the following conditions:

- If, in the event of a total loss and *your* motor insurer replaces *your motor vehicle* with one of the same make and model we will provide a new GAP Policy for this *motor vehicle* for the term and cover of *your* original GAP Policy free of charge. There is no administration or transfer fee.
- In the event of *your* death within the term of this policy the remaining benefit of this insurance may be transferred to *your* spouse or partner.
- If *you* change *your motor vehicle*, provided that no claim has been made under this Insurance, *you* may be eligible to transfer the remaining term of this policy to *your* replacement vehicle, subject to our agreement. There is no administration or transfer fee. Please contact Bettersafe.com whose contact details are given on page 1. *You* will need to send them:
  - (i) A copy of the original invoice for *your motor vehicle*.
  - (ii) A copy of the invoice for the replacement *motor vehicle*.
  - (iii) A copy of *your* current GAP policy.

### Policy Cancellation

#### (A) Within The 30-Day Cooling Off Period

*You* may cancel this insurance, without giving reason by advising Bettersafe.com within 30 (thirty) days of the *cover start date*. *You* will receive a full refund of all *premiums* paid from Bettersafe.com provided that no claim has been made and *you* do not intend to make a claim.

#### (B) After The 30-Day Cooling Off Period

- (i) If *you* wish to cancel this insurance after the cooling off period then, provided no claim has been made, *you* will receive a refund of *premium* proportionate to the unexpired term of the insurance.
- (ii) If *you* change *your motor vehicle* at any time within the *cover period* and we provide a new GAP Policy on the changed vehicle *you* will receive a refund of *premium* proportionate to the unexpired term of the insurance.

To cancel *your* policy after the cooling off period, please contact Bettersafe.com in writing either by email or post, whose contact details are given on page 1.

### Customer Complaints

Our aim is to ensure that all aspects of *your* insurance are dealt with promptly, efficiently, and fairly. At all times we are committed to providing *you* with the highest standard of service.

If *you* wish to make a complaint about any of the following:

- sale of this insurance policy,
- information or advice provided during the sales process,

- terms and conditions of the policy,
- general administration of your policy including claims,

Please email or write to us using the below contact details:

The Managing Director  
Commercial and General Ltd t/a Bettersafe.com  
Marvan Court,  
1 Waldegrave Road,  
Teddington, TW11 8LZ  
Telephone: 020 3740 4431  
Email: complaints@comandgen.com

*Your* complaint will be acknowledged no later than the end of the next working day and final written response will be provided within 15 (fifteen) working days. If a final response is not provided within fifteen working days, *you* will be informed about the cause of the delay and an indication when the investigation is likely to be complete.

If *you* remain dissatisfied, *you* may have the right to refer *your* complaint to the Financial Ombudsman Service (FOS).

The contact details for the FOS are: The Financial Ombudsman Service, Exchange Tower, London E14 9SR.

Telephone: 0800 023 4567 (calls to this number are free from “fixed lines” in the UK); or 0300 123 9123 (calls to this number are charged at the same rate as 01 and 02 numbers on mobile phone tariffs in the UK).

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

The FOS is an independent service in the UK for settling disputes between consumers and businesses providing financial services. *You* can find more information on the FOS at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

### **Premiums and Claims – *Your* Rights**

When handling *premium* payments from *you* that are due to *us*, and when handling any *premium* refund due to *you*, Bettersafe.com acts as *our* authorised agents. This means that when *you* pay a *premium* to Bettersafe.com it is deemed to have been received by *us*, and that any *premium* refund paid by Bettersafe.com, is not deemed to have been paid until *you* have received the payment.

Also, when AMS handle a claim *you* make under this policy they act as *our* authorised agents. This means that any valid claim *you* make with AMS which is to be settled by a payment, is not deemed to have been settled until *you* have received the payment.

### **Data Protection Notice**

*We*, Bettersafe.com and AMS Insurance Services Limited are joint data controllers (as defined by the Data Protection Act 2018 and all applicable laws which replace or amend it, including the UK General Data Protection Regulation 2018) who may collect and process *your* personal information.

For full details of what data Bettersafe.com collect about *you*, how Bettersafe.com use it, who Bettersafe.com share it with, how long Bettersafe.com keep it and *your* rights relating to *your* personal data, please refer to the Bettersafe.com Privacy Notice which will be available on the Bettersafe.com website <https://www.bettersafe.com/privacy-policy>.

For full details of what data AMS collect about *you*, how AMS use it, who AMS share it with, how long AMS keep it and *your* rights relating to *your* personal data, please refer to the AMS Privacy Notice which will be available on the AMS website <https://www.ams-gap.com/privacy-policy>.

For full details of what data Financial & Legal collect about *you*, how Financial & Legal use it, who Financial & Legal share it with, how long Financial & Legal keep it and *your* rights relating to *your* personal data, please refer to the Financial & Legal Privacy Notice which will be available on the Financial & Legal website <https://www.financialandlegal.co.uk/privacy-policy/>

If *you* do not have access to the Internet, please write to the Group Data Protection Officer (address below) with *your* address, and a copy will be sent to *you* in the post.

In summary: Financial & Legal Insurance Company Limited, AMS Insurance Services Limited, and Bettersafe.com. (the parties) may, as part of our agreement with *you* under this contract, collect personal information about *you*, including:

- Name, address, contact details, date of birth and cover required.
- Financial information such as bank details
- Details of any claim.

The parties may collect and process *your* sensitive personal information, such as information about any criminal convictions or offences, for the purpose of insurance and claims administration.

All phone calls may be monitored and recorded and the recordings used for fraud prevention and detection, training, and quality control purposes.

*Your* personal information may be shared with third parties which supply services to us or which process information on *our* behalf (for example, premium collection and claims validation, or for communication purposes related to *your* cover). *We* will ensure that they keep *your* information secure and do not use it for purposes other than those that *we* have specified in our Privacy Notice.

Some third parties that process *your* data on our behalf may do so outside of the European Economic Area (“EEA”). This transfer and processing are protected by EU Model Contracts which aim to provide the equivalent level of data protection to that found in the EU.

The parties will keep *your* personal information only for as long as *we* believe is necessary to fulfil the purposes for which the personal information was collected (including for the purpose of meeting any legal obligations).

The parties will share *your* information if *we* are required to by law. *We* may share *your* information with enforcement authorities if they ask us to, or with a third party in the context of actual or threatened legal proceedings, provided *we* can do so without breaching data protection laws.

If *you* have any concerns about how *your* personal data is being collected and processed, or wish to exercise any of *your* rights as detailed in their respective Privacy Notices, please contact the relevant party at:

Data Protection Officer  
Commercial and General Limited  
Marvan Court  
1 Waldegrave Road  
Teddington TW11 8LZ  
Telephone: 020 3740 4431

Data Protection Officer  
AMS Insurance Services Limited  
Heyford Park House  
Upper Heyford  
Oxfordshire OX25 5HD  
Telephone: 01869 232563

Data Protection Officer  
Financial & Legal Insurance Company  
Limited  
5400 Lakeside  
Cheadle Royal Business Park  
Cheshire SK8 3GQ  
Telephone: 0161 603 2140

## Law & Jurisdiction

This policy shall be governed by the laws of England and Wales and subject to the non-exclusive jurisdiction of the courts of England.

## Financial Services Compensation Scheme

*We* are covered by the Financial Services Compensation Scheme. *You* may be entitled to compensation from the scheme if *we* are unable to meet *our* obligation to *you* under this contract. Further information can be obtained from the Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St. Botolph Street, London, EC3A 7QU. Tel: 0800 678 1100 (Freephone) or 020 7741 4100. Website: [www.fscs.org.uk](http://www.fscs.org.uk)

## Sanctions

*We* shall not provide any benefit under this contract of insurance to the extent of providing cover, payment of any claim or the provision of any benefit where doing so would breach any sanction, prohibition or restriction imposed by law or regulation.

## Disclosure of Important Information

In accepting *your* application for this insurance, *we* have relied on the information *you* have given *us*. *You* must take

reasonable care to provide complete and accurate answers to the questions asked when *you* take out or make changes to *your* policy. If the information provided by *you* is not complete and accurate the extent of cover may be affected and *we*:

- may cancel *your* policy and refuse to pay any claim.
- may not pay any claim in full.

If *you* become aware that any information *you* have given is incomplete or inaccurate, please contact Bettersafe.com by telephone on 020 374 4431 or by email at enquiries@bettersafe.com.

*We* will write to *you* if *we*:

- intend to cancel *your* policy; or
- need to amend the terms of *your* policy; or require *you* to pay more for your insurance.

### **Rights of Third Parties**

A person who is not a party to this policy has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this policy but this does not affect any right or remedy of a third party which exists or is available apart from that Act. For *your* information, the Contracts (Rights of Third Parties) Act 1999 allows a person who is not a party to a contract to be able to enforce that contract if the contract expressly allows him/her to or if the contract confers a benefit upon him/her. However, the Act will not be applied if the parties make it clear in the contract that the third party does not have the right to enforce it. For further guidance please see [www.legislation.gov.uk](http://www.legislation.gov.uk) or contact the Citizens Advice Bureau.

### **Definitions**

**“Cover end date”** means the earliest of:

- (i) the date *you* sell or transfer the *motor vehicle*; or
- (ii) the date benefit is paid under this insurance; or
- (iii) the date on which *you* cease to have a *motor insurance policy* in place covering the *motor vehicle*; or
- (iv) the date this certificate terminates as stated on the *schedule*.

**“Cover period”** means the period from the *cover start date* to the *cover end date*.

**“Cover start date”** means the date on which Bettersafe.com, receives the *premium* payable for cover or the date given on *your schedule*, whichever is later.

**“Finance Agreement”** means the original hire purchase, lease, lease purchase, PCP, contract hire, conditional sale, loan or credit agreement between *you* and the *lender* for the purchase and/or use of the *motor vehicle*.

**“Insurance settlement”** means the payment amount *you* receive under *your motor insurance policy* following the total loss of the *motor vehicle*.

**“Insured person”** means the person named in the *schedule*.

**“Lender”** means the finance company that is named in any *finance agreement*.

**“Motor insurance policy”** means a standard form of comprehensive motor vehicle insurance policy with a motor insurer registered in the United Kingdom and issued to *you* and in force on the *motor vehicle*.

**“Motor vehicle”** means the passenger car as identified in the *schedule* that is made for private or business use on the public highway and has a value that does not exceed £125,000.

**“Negative equity”** means the situation where the *original purchase price* of the *motor vehicle* financed by the *finance agreement* is above the manufacturer’s published retail list price at time of purchase or its retail market value if a used vehicle.

**“Original purchase price”** means the price paid by *you* or the finance company under *your finance agreement* for the *motor vehicle* (including all factory fitted accessories) and after any discount given but does NOT include the cost of road

fund licence, new vehicle registration fee, fuel, paintwork and/or upholstery protection kits, insurance premiums (including the premium for this policy), warranty premiums, dealer fitted accessories, any finance arrears and any such associated costs and any *negative equity*.

**“Outstanding balance”** means the amount the *lender* calculates *you* must pay to settle the *finance agreement* less any arrears and interest on arrears, and less the repayment of any amount other than the purchase price of the *motor vehicle*.

**“Premium”** means the monies *you* have paid to *your Agent* for this Policy, which includes the Insurer’s charge for the risk insured and their associated costs to which they are entitled and any sum due to *your agent* and retainable by them for facilitating the provision of cover to *you*.

**“Schedule”** means the document that sets out *your* particulars for this insurance and forms part of the contract of insurance between *you* and *us*.

**“Shortfall”** means the difference between the *insurance settlement* and the *outstanding balance* at the date on which payment is made by *your insurer* under *your motor insurance policy*.

**“Total loss”** means the actual or constructive total loss (as a result of theft or material damage to the *motor vehicle*) resulting in a payment under *your motor insurance policy*.

**“We”, “us” or “our”** means Financial & Legal Insurance Company Limited.

**“You” or “your”** means the *insured person* named on the *schedule*, who is also the registered keeper of the *motor vehicle*, the policyholder named in the *motor insurance policy* and the borrower named in any *finance agreement*.