



Policy Summary

This policy summary does not contain the full terms and conditions of the insurance.
For full details of the cover provided by this policy, please read the policy wording.

Your insurer

Great American International Insurance DAC is a regulated insurance company, based in Dublin, Ireland and is part of the Standard & Poor's 'A+' rated Great American Insurance Group. The registered office and business address of Great American International Insurance DAC (registered office number 308145) is at Station House, Dublin Road, Malahide, Co. Dublin, Ireland. Great American International Insurance DAC is regulated by the Central Bank of Ireland. Great American International Insurance DAC is regulated for the conduct of business in the UK by the Financial Conduct Authority (number 402274). This can be confirmed at <http://www.fca.org.uk/register> or by contacting the Financial Conduct Authority on 0800 111 6768.

Types of insurance and cover

This insurance policy provides insurance against accidental damage, theft or loss for your personal tools whilst your policy is in force subject to the terms, conditions, and limitations shown in the policy wording. Our limit of liability is the maximum indemnity per claim for personal tools as specified on your Insurance schedule and selected by you when you took the policy out.

We will indemnify you for covered claims by repairing or replacing your personal tools in accordance with the claims procedure in your policy. Please see the section on Replacement Equipment below. The cover under this policy shall not exceed the maximum limitations of liability as shown on your Insurance Schedule.

Significant features and benefits

This policy covers powered and non-powered hand held tools of all types used in the course of your business in the United Kingdom, belonging to, held under a hire purchase agreement by, leased to or hired to you provided you have paid the premium. In the event of a claim this must be evidenced by the relevant Proof of Ownership. The personal tools must be fully operational at the time of inception and free from any fault or damage.

Cover is extended to include use of your personal tools anywhere in the world (Excluding Cuba and Iran), for a maximum of 30 days in any one year.

Please refer to the 'What is Covered' section of the policy wording for full details.

Significant and Unusual Exclusions or Limitations

Like all policies, there are some things this policy does not cover. Importantly this policy does not cover:

- Any claim where the personal tools are in possession of anyone other than you.
- Any claim where the proof of ownership cannot be provided.
- Any kind of damage whatsoever unless the damaged personal tools are provided for repair.
- The VAT element of any claim if you are registered for VAT.
- Theft claims:
 - a. unless a Police crime report is provided in support of the theft. Lost property reports will not be accepted in support of your theft claim.
 - b. where your personal tools have been stolen from any motor vehicle, unless the vehicle is locked and all alarms and protections are in operation and your personal tools are concealed out of sight so that forced and violent entry into the vehicle is required. Evidence of the thief's damage to the vehicle must be provided with your claim;
 - c. for theft or attempted theft of personal tools whilst left overnight, not in a vehicle, unless in a securely locked building
 - d. for theft of your personal tools if they are left unattended in a public place or a place to which the public has regular access.
 - e. where your personal tools have been stolen from any premises unless force, resulting in damage to the premises, was used to gain entry or exit. A copy of the repairer's account for such damage must be supplied with your claim;
 - f. Damage to personal tools in an open backed vehicle caused by theft or attempted theft.
- Mechanical or Electrical breakdown or derangement
- Consumable items such as bands, hoses, belts, bulbs, blades, drill bits etc

- Undamaged personal tools where the lost or damaged personal tools are part of a set
- Any claim arising from abuse or wear and tear or gradual deterioration, any other costs that are caused by the incident unless specifically stated in your Insurance Schedule.
- Loss by disappearance or by shortage which is only discovered by the routine taking of an inventory or periodic stocktaking.

This list of exclusions is not exhaustive, please see policy document for full details of terms and conditions

Any claim which is not reported as soon as reasonably possible following discovery of the incident or from your return to the United Kingdom where the incident occurred outside of the United Kingdom.

There is an excess payable on each and every claim as specified in the policy. You must pay the excess before we approve a claim.

Theft and accidental loss claims must be reported to the appropriate local police as soon as reasonably possible following discovery of the incident.

You are required to take all reasonable precautions to protect your personal tools against theft, accidental loss or accidental damage.

If you require more information about these, or other exclusions and limitations, you should read the policy, wording, particularly the section headed 'What is not covered?' for full details. Please ensure you read these carefully and familiarise yourself with them.

Duration of Insurance and the right to cancel

You may cancel the cover and receive a full refund at any time during the first 14 days (the "cooling off period") by notifying the Administrator by email or by calling telephone number 0330 124 0730 (local rate call). You may cancel the cover at any time after the cooling off period by giving 30 days' notice to the administrator and provided that no claims have been reported and the premium has been paid in full you will be entitled to a proportionate rebate of premium in respect of the unexpired period.

We may also cancel this cover by giving you 30 days' notice to you at your last known address. Provided the premium has been paid in full, and no claims have been reported under the policy, then you will be entitled to a proportionate rebate of premium in respect of the unexpired period.

Please refer to the "Policy Cancellation" sections of the policy for full details

Complaints

If there is any occasion when our service does not meet your expectations please contact us using the appropriate contact details below:

Claims or Service related complaints:

Great American Specialty and Affinity Ltd.,
32 Queen Square, Bristol BS1 4ND
Tel: 0330 018 3441
Email: claimsuk@GAIG.COM

Sales related complaints:

Insync Insurance Solutions Ltd, 9 Albany Park, Cabot Lane, Poole, Dorset, BH17 7BX
Telephone: 0800 048 1805
E-mail: complaints@insyncinsurance.co.uk

We will acknowledge your complaint within 2 working days. You may refer your complaint to the Financial Ombudsman Service at any time:

The Financial Ombudsman Service, Exchange Tower, London E14 9SR, United Kingdom.

Telephone: 0207 964 1000 (Switchboard). For calls outside of the UK, please call 0044 207 964 1000.

Email: complaint.info@financial-ombudsman.org.uk. Web Address: www.financial-ombudsman.org.uk

Please note in the meantime, you are still entitled to seek to refer your complaint to the Financial Ombudsman Service (www.financial-ombudsman.org.uk) for an independent review.

If you wish to complain about an insurance policy purchased online you may be able to use the European Commission's Online Dispute Resolution platform, which can be found at the following address: <http://ec.europa.eu/consumers/odr>

These procedures do not affect your legal rights.

Claims Notification

If you need to make a claim please contact:

Great American Specialty and Affinity Ltd.,
32 Queen Square, Bristol BS1 4ND

Tel: 0117 915 1436

Email: claimsuk@GAIG.COM

Please refer to the 'How to make a Claim' section of the policy wording for full details.

Replacement Equipment

We will at our option indemnify you by replacing or repairing your personal tools. We will not offer cash settlement.

- In the event that your claim is authorised we will provide you with a credit note to the value of your claim, less the excess, in the form of a gift card to be redeemed at Machine Mart
- We will provide you with details of your nearest or most convenient Machine Mart store
- You should then take the gift card to Machine Mart where you will have the option of replacing the lost equipment with the same or an equivalent or you can upgrade by paying the difference.

You will need to provide us with accurate and up-to-date information if we are to provide insurance cover for you or your property.

You will need to provide us with accurate and up-to-date information if you are making a claim under your policy.

Failure to provide sufficient information may prevent us from providing cover or, if you are making a claim, may delay the processing of your claim. The provision of false information may mean that a claim made by you under the policy will not be paid and may possibly result in a criminal prosecution for fraud

Finally, all calls maybe recorded for training and monitoring purposes.

