

Smartwater Tools Policy Summary

This is a summary of the key terms and conditions of your insurance policy. For the full terms and conditions you must read the policy wording in conjunction with the Schedule.

Your Insurer: This policy is underwritten by Royal & Sun Alliance plc who are authorised and regulated by the Prudential Regulation Authority and the Financial Conduct Authority.

Policy Cover:	
1	You are covered to the extent provided by the policy for physical loss, damage, theft or attempted theft of Own Property (tools, tool boxes, test or demonstration equipment) within Great Britain, Northern Ireland, the Channel Islands the Isle of Man and the Republic of Ireland whilst loaded upon your vehicle or whilst temporarily unloaded in the course of transit
2	In addition we indemnify you for loss or damage to employees' effects for the limit stated within the policy whilst such property is being loaded on, carried on, or unloaded from your vehicle.
3	We also cover tools and equipment carried on your vehicle or in your customer's premises for demonstration purposes
The Excess:	
1	£100 for each and every claim
Significant and Unusual Exceptions:	
1	We will not cover Lap-top, palm-top and similar portable computer equipment, mobile telephones, smartphones or mobile communication equipment
2	We will not cover money, credit, debit or charge cards, lottery tickets, scratch cards or property of a similar nature
3	We will not cover theft from unattended vehicles unless all windows, doors or other openings are closed and securely locked, all alarms set and all keys removed. You must also comply with the property marking condition in General Exception 2 a) ii)
4	We will not cover second hand property for scratching or denting unless caused by an accident to the conveying vehicle
5	We will not cover own property being driven under its own motive power or property being towed on its own wheels
6	We will not cover own property whilst being dismantled, erected commissioned or tested.

Making a Claim under Your Policy:

To Report a claim please complete the claim form available from your broker or download it from the claims section of our website at <http://www.provego.co.uk/claims> and email it complete with photos of the damage to:

Email:	provego.claims@uk.rsagroup.com
Phone:	0161 235 3884
Write to:	Freight Liability Claims Department, RSA, 17, York St., Manchester M2 3GR

The basis of claims settlement will be as follows:

Type of Property	Basis of claims settlement	
<i>New Own Property including unused Demonstration Equipment</i>	The invoice value of the property or at insurer's option we may replace, repair or reinstate	
<i>Second hand property including used Demonstration Equipment</i>	<i>Age at the time of the loss (months)</i>	<i>Deduction for wear, tear and depreciation</i>
	1 – 12 inclusive	-10%
	13- 24 inclusive	-20%
	25 – 36 inclusive	-30%
	37- 48 inclusive	-40%
	49 or more	-50%
<i>Employee's Personal Effects</i>	<ol style="list-style-type: none"> 1. If the property is totally lost We will pay the value of the property at the time of the loss with a deduction for wear and tear but we will not pay more than the Event Limit for Employee's Personal Effects 2. If the property is damaged We will pay the cost of repair at the time and place of the loss 	
All Property:		
We will only pay for the value of that part of the property insured which is actually lost or damaged regardless of whether it affects the value of other parts of the property insured.		

Your right to Cancel:

You may cancel this Policy in the first year of insurance during the 14 days after the policy has come into force by giving notice in writing to your broker at the address shown in their correspondence or to Provego Underwriting's address shown on the cover of the Policy.

This right does not apply at any subsequent renewal of the Policy.

If a claim has been submitted or there has been any incident likely to give rise to a claim during the period of insurance, no refund for the unexpired portion of the premium will be given.

Provided that there have been no claims or incidents likely to give rise to a claim that have occurred then, during the first 14-days after the policy has come into force, insurers will give a refund of the proportionate part of the premium paid in respect of the unexpired term of this Policy, subject to our £50 inclusive of IPT cancellation charge.

You have no other rights to cancel the policy

Complaints:

If you have any complaints about our service, please write with details to The Branch Manager, Provego Ltd., Lasyard House, Underhill Street, Bridgnorth WV16 4BB.

What will happen if you complain:

- a) We will acknowledge your complaint within five working days of receipt
- b) We will try to resolve the complaint within five working days, but some cases may take a little longer to investigate, in which case we will write to you with a response within eight weeks of the date we receive your complaint.
- c) If your complaint should be dealt with by another party, we will refer it to that other party but will advise you when this occurs.

Once You have followed our complaints procedure, if You remain dissatisfied, You have six months to refer the matter to the Financial Ombudsman Service (FOS) at Exchange Tower, London E14 9SR email: complaint.info@financial-ombudsman.org.uk or telephone 0800 023 4567 (free from most landlines) or 0300 123 9123 (free from most mobiles). The FOS will only consider your complaint if you have given us and the insurer the opportunity to resolve it.

Following the complaints procedure does not affect your right to take legal action.

The Financial Services Compensation scheme:

Your insurer is a member of the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from this scheme if your insurer cannot meet their obligations. Information about the compensation scheme is available from FSCS at www.fscs.org.uk