



For bikers who love biking

Your Policy Document

EXCESS CONTRIBUTION INSURANCE

EXCESS CONTRIBUTION - POLICY SUMMARY

Please refer to your statement of cover, which shows whether you have excess contribution cover along with the level of cover, and your policy schedule, which details the start and end dates of your policy.

Please note that this policy summary does not contain the full terms and conditions of the contract of insurance; so please take time to read the policy document to make sure you understand the cover it provides.

Insurer:

UK General Insurance Ltd on behalf of Great Lakes Reinsurance (UK) SE, Registered in England No. SE000083. Registered Office: Plantation Place 30 Fenchurch Street, London, EC3M 3AJ

UK General Insurance Limited are authorised and regulated by the Financial Conduct Authority.

Great Lakes Reinsurance (UK) SE, is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. This can be checked on the Financial Services Register at www.fca.org.uk/firms/systems-reporting/register or by calling them on 0800 111 6768.

Summary of Features & Benefits	Details & Limits	Policy Section
This cover provides for a contribution to your excess in the event of you making a claim on your motorcycle insurance policy for accidental damage, fire, theft and vandalism.	<ul style="list-style-type: none"> The limit of the contribution to your excess per claim and in aggregate is provided on your statement of cover. Payment of the excess contribution under this policy will only occur when the claim made under the motorcycle insurance policy has been successfully settled and you provide evidence payment of the excess and / or deduction of the excess from the claim settlement. 	Statement of Cover and Cover Provided [page 7].
Significant exclusions.	<ul style="list-style-type: none"> Where your motorcycle insurer or any third party has waived or reimbursed you the excess amount or where you are recovering the excess in the form of damages from a third party. In respect of any claim which is not covered under the accidental damage, fire or theft section of the motorcycle insurance policy or which occurs while your motorcycle is being ridden or used by a person not named on the certificate of motor insurance. 	Specific Exclusions [page 8] and General Exclusions [page 9].

Information You Provide & Changes In Your Circumstances:

You are required by the provisions of the Consumer Insurance (Disclosure and Representations) Act 2012 to take care to:

- supply accurate and complete answers to all the questions BeMoto may ask as part of your application for cover under the policy;
- to make sure that all information supplied as part of your application for cover is true and correct;
- tell us of any changes to the answers you have given as soon as possible.

You must take reasonable care to provide complete and accurate answers to the questions we ask when you take out, make changes to and renew your policy. If any information you provide is not complete and accurate, this may mean your policy is invalid and that it does not operate in the event of a claim or we may not pay any claim in full.

Cancellation rights:

If you decide that for any reason, this policy does not meet your insurance needs then please contact BeMoto. You can cancel your policy at any time and different conditions apply depending on when cancel your policy. The 'Cancellation' section (page 11) of this document provides full details of these.

Policy Summary

Claims:

To make a claim, call our 24/7 claims helpline 01285 626020. Please see the 'Claims Handling' section (page 12) of this document for full details of what to do in the event of a claim.

Complaints:

It is our intention to give you the best possible service but if you do have any questions or concerns about this insurance or the handling of a claim you should follow the procedure below.

Complaints regarding the sale of your policy should be directed to: BeMoto, PO Box 1338, Peterborough, PE1 9RU, tel: 01733 907000, email: complaints@bemoto.uk

Complaints regarding a claim on your policy should be directed to: Trent-Services (Administration) Limited, Trent House, Love Lane, Cirencester, Gloucestershire, GL7 1XD. Tel. 01285 626020.

If your complaint cannot be resolved by BeMoto or Trent Services Limited by the end of the third working day, it will be passed to: The Customer Relations Department, UK General Insurance Limited, Cast House, Old Mill Business Park, Leeds, LS10 1RJ. Telephone: 0345 218 2685. Email: customerrelations@ukgeneral.co.uk

Please ensure your policy number is quoted in all correspondence to assist a quick and efficient response.

If it is not possible to reach an agreement, you have the right to make an appeal to the Financial Ombudsman Service. This also applies if you are insured in a business capacity and have an annual turnover of less than €2million and fewer than ten staff. You may contact the Financial Ombudsman Service at: The Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London, E14 9SR. Telephone: 0300 123 9 123.

Financial Services Compensation Scheme (FSCS)

Great Lakes Insurance SE is covered by the Financial Services Compensation Scheme (FSCS).

You may be entitled to compensation from the scheme, if they cannot meet their obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim with no upper limit. You can get more information about compensation scheme arrangements from the FSCS or visit www.fscs.org.uk

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Definitions

The words or expressions detailed below have the following meaning whenever they appear in this policy in **bold**:

BeMoto, We, Us, Our

BeMoto is a trading name of Moto Broking Limited registered in England and Wales, company Number 09676058 Registered office: Ruthlyn House, 90 Lincoln Road, Peterborough, PE1 2SP. Moto Broking Limited is authorised and regulated by the Financial Conduct Authority (FCA registration number 715903).

Certificate of Insurance

The current document that proves **you** have the insurance you need by law. The certificate shows who can ride **your motorcycle** and what **you** can use it for.

Consequential Loss

Any other costs that are directly or indirectly caused by the event which led to **your** claim unless specifically stated in this policy, including but not limited to additional costs of transportation.

Excess

The first amount of any claim **you** are responsible for paying under the terms of **your motorcycle insurance policy**.

Excess Contribution

The maximum amount that can be claimed under this policy as stated on the **Statement of Cover** during the **Period of Insurance**.

Geographic Limits

England, Scotland, Wales, the Channel Islands, Isle of Man, Northern Ireland and any country which is a member of the European Union and in any country which the Commission of the European Communities is satisfied has made arrangements to meet of Article (8) of EC Directive 2009/103/EC relating to civil liabilities arising from the use of a motor vehicle.

You can find more information on the countries that follow the above EU Directive by visiting www.mib.org.uk

Incident(s)

The event that led to or may give rise to a claim under **your motorcycle insurance policy**.

Insured, You, Your

The person whose name appears on the **policy schedule**.

Motorcycle Insurance Policy

A policy providing motorcycle insurance in respect of **your motorcycle** which is effected and kept in force or replaced by a similar motorcycle insurance policy for the duration of the **period of insurance**.

Motorcycle Insurer

An authorised and regulated UK insurance company who is providing **your motorcycle insurance policy** covering **your motorcycle**.

Period of Insurance

The term of cover will start on the **start date** and shall not exceed 12 months from the commencement of **your motorcycle insurance policy** as shown on the **policy schedule**.

Policy Schedule

The document that contains details of **you** and **your motorcycle** and the start and end dates.

Proposal

Any information provided by **you** or anyone acting on **your** behalf when applying for this policy.

Start Date

The date **your excess contribution** cover shall start as shown on **your policy schedule**.

Statement of Cover

The document issued to **you** which details whether **you** have **excess contribution** cover along with the level of cover.

UK General Insurance

UK General Insurance Limited on behalf of Great Lakes Insurance SE.

Waived, Reimbursed

Where a third party has already paid the **excess**.

Your Motorcycle

The insured motorcycle(s) shown in **your policy schedule** and described on **your certificate of insurance**.

Your Contract of Insurance

EXCESS CONTRIBUTION

Your Excess Contribution Insurance is arranged by Moto Broking Limited with **UK General Insurance Ltd** on behalf of Great Lakes Insurance SE. Great Lakes Insurance SE is a German insurance company with its headquarters at Königinstrasse 107, 80802 Munich. UK Branch office: Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ.

Moto Broking Limited and **UK General Insurance Ltd** are authorised and regulated by the Financial Conduct Authority.

Great Lakes Insurance SE, UK Branch, is authorised by Bundesanstalt für Finanzdienstleistungsaufsicht and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority. Details about the extent of their regulation by the Financial Conduct Authority and Prudential Regulation Authority are available on request.

In return for the payment of **your** premium **UK General Insurance** will provide the insurance cover detailed in this policy document, subject to the terms, conditions, and limitations shown below or as amended in writing by **us** and during the **period of cover**.

IMPORTANT

It is important that **you** check **your Policy Schedule** to ensure that the information that **you** have provided to **us** is accurate. Please take the time to read the contents of this policy to ensure that **you** understand the cover **we** are providing **you** and that **you** comply with these terms and conditions. This policy wording, **your Statement of Cover** and **your Policy Schedule** are important documents; please keep them in a safe place in case **you** need to refer to them for any reason.

GOVERNING LAW

Unless some other law is agreed in writing, this policy is governed by English law. If there is a dispute, it will only be dealt with in the courts of England or of the country within the United Kingdom in which **your** main residence is situated.

Eligibility

To qualify for cover under this policy:

The **motorcycle insurance policy** must be provided by an authorised and regulated **motorcycle insurer**;

- a. **You** must not be aware of any **incident** prior to the **start date**;
- b. **You** must:
 - i. Be a permanent resident in the United Kingdom;
 - ii. Hold a current and valid UK or full European driving licence;
 - iii. Be the policyholder on the **motorcycle insurance policy** and **your motorcycle** must be specified on the **Policy Schedule**.

Cover Provided

- a. Cover is provided for the **excess** being the first amount that **you** are responsible to pay as part of a physical damage claim which has resulted from an accidental damage, fire, theft or vandalism claim under the **motorcycle insurance policy**. Only when the value of the total claim under the **motorcycle insurance policy** is equal to or exceeds the **excess** stated in the **motorcycle insurance policy** will cover be provided.
- b. Payment of the **excess contribution** under this policy will only occur when the claim made under the **motorcycle insurance policy** has been successfully settled, the **motorcycle insurer** fulfilling cover under the **motorcycle insurance policy** and you evidencing payment of the **excess** and / or deduction of the **excess** from the **motorcycle insurer** claim payment.
- c. The **excess contribution** provided by the policy is limited to the **excess contribution** level selected at time of purchase and recorded on the **policy schedule**. The **excess contribution** under the policy during the **period of insurance** applies per claim and in aggregate.

Specific Exclusions

WHAT IS NOT COVERED

This insurance does not provide cover:

- a. For any **excess** claim in respect of personal effects, accessories, glass or audio/visual equipment.
- b. For any amount other than the stated **excess** on **your motorcycle insurance policy**.
- c. Where **your motorcycle insurer** or any third party has **waived** or **reimbursed you** with regards to the **excess** amount or where **you** are in the process of recovering the **excess** in the form of damages from a third party.
- d. In respect of any **incident** which is not covered under the accidental damage, fire or theft section of the **motorcycle insurance policy** or which occurs while **your motorcycle** is being ridden or used by a person not named on the **certificate of insurance**.
- e. Claims where **your motorcycle** is being used for any of the following are not covered:
 - Dispatch, courier and messenger services, or food delivery;
 - Racing, pace making or being in any contest or speed trial (road safety rallies and treasure hunts will be covered);
 - Riding on any race track, circuit or de-restricted toll roads;
 - Trials (apart from where **your motorcycle** is travelling on a road which the public has access to).
- f. **Motorcycles** which are invalid carriages.
- g. In respect of any **incident** when the rider of **your motorcycle** is intoxicated by alcohol or under the influence of drugs not prescribed by a registered medical practitioner or drugs prescribed by a registered medical practitioner where a warning against driving has been given.
- h. Any liability in connection with the use or ownership of **your motorcycle**.
- i. In respect of any claim whatsoever in the event that the rider of **your motorcycle** at the time of the **incident** giving rise to a claim hereunder was riding illegally.
- j. Any **motorcycle**, which is not covered by a **motorcycle insurance policy** for the **period of insurance**.
- k. If **you** or anyone acting on **your** behalf fail to disclose any information requested during the **proposal**.
- l. In respect of any **excess waived** by the **motorcycle insurer** or any third party.
- m. If either the **proposal** details or the premium are not received by the insurer.
- n. Where the **incident** occurred before the **start date** of the **period of insurance**.

General Exclusions

WHAT IS NOT COVERED

The insurer will not be liable for any claim for:

- a. Loss or damage caused by or arising from **your** intentional act or wilful neglect.
- b. Loss of use of **your motorcycle** or **consequential loss** of any nature whatsoever.
- c. Penalties for delay or detention or in connection with guarantees of performance or efficiency, which is directly or indirectly caused by or is a result of:
 - i. earthquake,
 - ii. war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power confiscation, or nationalisation,
 - iii. riot or civil commotion outside England, Scotland, Wales, the Isle of Man and the Channel Islands.
- d. Any direct or indirect consequence of war, civil war, invasion, acts of foreign enemies (whether war be declared or not), rebellion, revolution, insurrection, military or usurped power, or confiscation, nationalisation, requisition, destruction of or damage to property by or under the order of any government, local or public authority.
- e. Loss or destruction of or damage to any property whatsoever or any loss or expense whatsoever resulting or arising there from or any **consequential loss**.
- f. Any direct or indirect consequence of:
 - i. Irradiation, or contamination by nuclear material; or
 - ii. The radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter; or
 - iii. Any device or weapon which employs atomic or nuclear fission or fusion or other comparable reaction or radioactive force or matter.
- g. Any direct or indirect consequence of terrorism as defined by the Terrorism Act 2000 and any amending or substituting legislation.
- h. Damage caused by pressure waves of an aircraft or other aerial device travelling at sonic or supersonic speed.
- i. Liability, which attaches by virtue of an agreement but which would not have attached if the agreement did not exist.
- j. Any consequence, howsoever caused, including but not limited to Computer Virus in Electronic Data being lost, destroyed, distorted, altered, or otherwise corrupted.

For the purposes of this policy, Electronic Data shall mean facts, concepts and information stored to form useable data for communications, interpretations, or processing by electronic or electromechanical data processing or other electronically controlled hardware, software and other coded instructions for the processing and manipulation of data, or the direction and manipulation of such hardware.

For the purposes of this policy, Computer Virus shall mean a set of corrupting, harmful, or otherwise unauthorised instructions or code, whether these have been introduced maliciously or otherwise, and multiply themselves through a computer system or network of whatsoever nature.

General Conditions

- a. The policy, **statement of cover** and **policy schedule** will be read as one contract. A word or expression to which a specific meaning has been attached will keep the same meaning wherever it appears unless specifically stated otherwise. A particular word or phrase, which is not defined, will have its ordinary meaning.
- b. **You** are required by the provisions of the Consumer Insurance (Disclosure and Representations) Act 2012 to take care to:
- Supply accurate and complete answers to all the questions **we** or **UK General Insurance** may ask as part of **your** application for cover under the policy;
 - Make sure that all information supplied as part of **your** application for cover is true and correct;
 - Tell **us** of any changes to the answers **you** have given as soon as possible.

You must take reasonable care to provide complete and accurate answers to the questions **we** ask when **you** take out, make changes to and renew **your** policy. If any information **you** provide is not complete and accurate, this may mean **your** policy is invalid and that it does not operate in the event of a claim or **UK General Insurance** may not pay any claim in full.

- c. Fraud - **You** must not act in a fraudulent way. If **you** or anyone acting for **you**:
- Fails to reveal or hides a fact likely to influence whether **we** accept **your** proposal, **your** renewal, or any adjustment to **your** policy;
 - Fails to reveal or hides a fact likely to influence the cover **we** provide;
 - Makes a statement to **us** or anyone acting on **our** behalf, knowing the statement to be false;
 - Sends **us** or anyone acting on **our** behalf a document, knowing the document to be forged or false;
 - Makes a claim under the policy, knowing the claim to be false or fraudulent in any way; or
 - Makes a claim for any loss or damage **you** caused deliberately or with **your** knowledge.

If **your** claim is in any way dishonest or exaggerated, **UK General Insurance** will not pay any benefit under this policy or return any premium to **you** and **we** may cancel your policy immediately and backdate the cancellation to the date of the fraudulent claim. **UK General Insurance** may also take legal action against **you** and inform the appropriate authorities.

- d. Subrogation - **UK General Insurance** may at their own expense take such proceedings as they think fit in the name of the **Insured** to enforce any rights and remedies against or obtain relief or indemnity from other parties to which **UK General Insurance** shall be or may become entitled or subrogated under this policy and the **Insured** shall at the request and expense of **UK General Insurance** do such acts and things as may be reasonably required by **UK General Insurance** for that purpose.
- e. Observance of Policy Terms - it is a condition precedent to **UK General Insurance's** liability that you have complied with the terms and conditions of this policy.
- f. Limit of Liability - in the event of the **excess contribution** being paid as a consequence of any **incident UK General Insurance** will deem that full liability has been met under the terms of this policy and the insurance cover will cease upon settlement. In no circumstances shall the liability of **UK General Insurance** exceed the **excess contribution** amount shown in the **statement of cover**.
- g. Claims - **UK General Insurance** shall not be liable for any claim arising directly or indirectly caused by or contributed by or in consequence of a loss listed under the headings "Exclusions" and "General Exclusions".
- h. No agent is authorised to alter or amend this policy to waive any conditions or restrictions contained therein, to extend the time for paying a premium, or to bind **UK General Insurance** by making any promises or representations or by giving or receiving information. This policy cannot be varied, altered or its contents waived in any respect unless by written agreement endorsed thereon or by the rider attached thereto, and signed by an authorised Official of **UK General Insurance**.
- i. Assignments - **You** shall not be entitled to assign any of **your** rights hereunder unless agreed by **UK General Insurance**.
- j. The policy is only valid within the **geographic limits**.

Termination

The insurance provided hereunder will automatically terminate on the occurrence of one of the following:

- a. The natural expiry date of the policy;
- b. Payment of a claim under the policy;
- c. The date on which **you** cancel the policy;
- d. The date on which **we** cancel the policy; or
- e. The date on which **you** cancel the **motorcycle insurance policy** and do not replace it.

Cancellation

If **you** decide that for any reason, this policy does not meet **your** insurance needs then please contact **BeMoto** within 14 days of issue. On the condition that no claims have been made or are pending, **we** will then refund the additional premium less a proportionate deduction for the time the insurer has provided cover.

If **you** wish to cancel **your** policy after 14 days, **you** can do so at any time by contacting **BeMoto**. If **you** have paid an additional premium for this policy, **you** will be entitled at any time to a pro-rata refund of premium provided that **you** have paid the annual premium in full and that no claims have been made or are pending. Where **you** have made a claim and wish to cancel **your** policy, **you** will not be entitled to any refund. Please note that cancellations will not be backdated.

If this cover has been provided in **your** policy as standard (as shown in **your Statement of Cover**) this policy cannot be cancelled without cancelling **your** main **motorcycle insurance policy**.

If **you** cancel **your motorcycle insurance policy**, this **excess contribution** cover will automatically be cancelled at the same time.

UK General Insurance shall not be bound to accept renewal of any insurance and may at any time cancel any insurance document by giving 14 days' notice in writing where there is a valid reason for doing so. A cancellation letter will be sent to **you** at **your** last known address.

Valid reasons may include but are not limited to:

1. Where **we** or **UK General Insurance** reasonably suspect fraud
2. Non-payment of premium
3. Threatening and abusive behaviour
4. Non-compliance with policy terms and conditions
5. **You** have not taken reasonable care to provide complete and accurate answers to the questions **we** ask.

Where **our** investigations provide evidence of fraud or a serious non-disclosure, **we** may cancel the policy immediately and backdate the cancellation to the date of the fraud or the date when **you** provided **us** with incomplete or inaccurate information, which may result in **your** policy being cancelled from the date **you** originally took it out.

If **we** cancel the policy and/or any additional covers **you** will receive a refund of any premiums **you** have paid for the cancelled cover, less a proportionate deduction for the time **we** have provided cover, unless the reason for cancellation is fraud and/or **we** are entitled to keep the premium under the Consumer Insurance (Disclosure and Representations) Act 2012.

Claims

In the event of any loss or damage, which may give rise to a claim, **you** or **your** legal personal representative must at **your** own expense: Supply all information and assistance, which **UK General Insurance** may reasonably require in establishing the amount of any payment under this insurance. Provide written notice of the facts on which the claim is based, to be provided to **UK General Insurance** within 30 days of the date of the **incident**

If **you** wish to notify **us** of a claim, please contact **BeMoto** claims line c/o Trent-Services (Administration) Limited on Tel. 01285 626020 or at: Trent-Services (Administration) Limited, Trent House, Love Lane, Cirencester, Gloucestershire, GL7 1XD.

You will be required to provide the following information in support of **your** claim:

- a. **Your** name, address and postcode;
- b. A daytime contact telephone number;
- c. The policy reference number for **your excess contribution** policy and **your motorcycle insurance policy** and detail of the **motorcycle insurer**;
- d. Copy of the settlement letter from **your motorcycle insurer** confirming:
 - **Your** name and address;
 - Details of **your motorcycle**;
 - The amount settled;
 - The nature of the **incident**;
 - The **excess** deducted.

UK General Insurance Ltd is an agent of Great Lakes Insurance SE and in the matters of a claim act on behalf of Great Lakes Insurance SE.

Complaints

It is **our** intention to give **you** the best possible service but if **you** do have questions or concerns about this insurance or the handling of a claim **you** should follow the complaints procedure below:

For complaints regarding the sale of **your** policy, please contact **BeMoto** who arranged this insurance for **you**. They can be contacted at:

BeMoto
PO Box 1338
Peterborough
PE1 9RU

Tel: 01733 907000
Email: complaints@bemoto.uk

If **your** complaint cannot be resolved by the end of the third working day, **BeMoto** will pass it to:

The Customer Relations Manager
UK General Insurance Limited
Cast House
Old Mill Business Park
Gibraltar Island Road
Leeds
LS10 1RJ

Tel: 0345 218 2685
Email: customerrelations@ukgeneral.co.uk

For complaints regarding a claim under your policy, please contact:

Trent-Services (Administration) Limited
Trent House
Love Lane
Cirencester
Gloucestershire
GL7 1XD

Tel: 01285 626020

In all correspondence please state **your** full name, address and registration number and that **your** insurance is provided by **UK General Insurance Limited** and quote scheme reference 06160B.

If it is not possible to reach an agreement, **you** have the right to make a complaint to the Financial Ombudsman Service. This also applies if **you** are insured in a business capacity and have an annual turnover of less than €2 million and fewer than ten staff. **You** may contact the Financial Ombudsman Service at:

The Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London
E14 9SR

Tel: 0800 023 4567
Mob: 0300 123 9123

The above complaints procedure is in addition to **your** statutory rights as a consumer. For further information about **your** statutory rights, contact **your** local authority Trading Standards Service or Citizens Advice Bureau.

COMPENSATION

Great Lakes Insurance SE is covered by the Financial Services Compensation Scheme (FSCS). **You** may be entitled to compensation from the scheme if they cannot meet their obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim with no upper limit. **You** can get more information about compensation scheme arrangements from the FSCS or visit www.fscs.org.uk or you can phone them on 0207 741 4100.

Data Protection Act 1998

Please read this notice as it explains how **your** personal information is used. Please show this notice to anyone else **you** have given information about because it will also apply to them.

For the purpose of this section (Data Protection), all references to '**we, us and our**' also refer to **our** agents acting on **our** behalf, and the term '**UK General insurance**' also includes their agents and Great Lakes Insurance SE.

PERSONAL INFORMATION

Your personal information ('**Personal Information**') means any information held about **you** and anyone else connected to **your** insurance enquiry, quote or policy. **Your personal information** will be held for a reasonable time, on computer, paper file or other format, to ensure that a clear and complete history of insurance enquiries, quotes, policy records and transactions is maintained. It may also be used for research and analysis.

The Data Protection Act 1998 sets out the requirements for the control of **your personal information**. For the purposes of the Data Protection Act 1998, the Data Controller in relation to **your personal information** is Moto Broking Limited (trading as **BeMoto**). **We** will share **your personal information** with **UK General Insurance**, statutory bodies, regulatory authorities and other authorised bodies.

We and **UK General Insurance** may research, collect and use data about **you** from publicly available sources (including Electoral Register, County Court Judgements, bankruptcy, repossession information, social media and networking sites) and industry registers. **We** may do this at any time to assist in providing **you** with a quote, arranging **your policy**, making a mid-term adjustment, renewing **your** policy, reporting an incident or handling a claim.

For more information on the Data Protection Act **you** may also write to the Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone number 01625 545745

Your personal information may also be used or disclosed to regulators for the purposes of monitoring and keeping to any regulation. Occasionally, **your personal information** may be disclosed to selected third parties who are helping **us** to improve **our** services.

SENSITIVE PERSONAL DATA

Some of **your personal information** may include '**Sensitive Personal Data**', such as information about health issues and criminal convictions. **We** and/or **UK General Insurance** use **sensitive personal data** to provide **you** with quotes, arrange and manage **your** policy and to provide the services to **you**, including claims. **Sensitive personal data** will not be used for marketing purposes.

CREDIT SEARCHES

We or **UK General Insurance** may ask Credit Reference Agencies to provide information to assess **your** application or renewal. This information helps to confirm **your** identity, allows **us** to give **you** a quote and decide which payment options **to** offer **you**, for example, monthly instalments.

You will see a record of this search if **you** request a credit report. No other organisation who may conduct credit searches will be able to see it. The search will not affect **your** credit record or credit rating in any way.

INFORMATION FROM INSURANCE INDUSTRY REGISTERS

Under the conditions of **your** policy, **you** must tell **us** about any incident, such as an accident or theft, which may give rise to a claim (even if it was not **your** fault) and whether or not **you** claimed for them. **We** or **UK General Insurance** may check various registers to validate **your** claims history or that of any other person or property associated with **your** policy or claim.

We or **UK General Insurance** may search a range of registers, including:

- Claims and Underwriting Exchange (CUE) Register run by Insurance Database Services Limited (IDS Ltd)
- Hunter Database, run by Experian and
- Motor Insurance Anti Fraud and Theft Register (MIAFTR), run by the Association of British Insurers (ABI).

When **you** tell **us** or **UK General Insurance** about an incident, **we** or **UK General Insurance** may pass this information to the registers.

HOW YOUR PERSONAL INFORMATION IS USED

1. Insurance Administration, Renewal and Claims Handling

We will use **your personal information** to arrange and manage **your** policy and issue documents and information to **you**. **UK General Insurance** will use **your personal information** to assess **your** insurance application, handle underwriting and claims.

Information may also be shared with other insurers either directly or via those acting for the insurer such as loss adjusters or investigators.

If **you** move to a new broker or insurer, **we** may confirm certain details about **your** policy to them. **We** will only do this if **we** are sure it is a genuine request.

If **you** have given **us** **your** credit or debit card details, **we** may use this information to automatically renew **your** policy unless **you** have asked us not to.

2. Preventing and Detecting Crime and Fraud

We and **UK General Insurance** may use **your personal information** to detect and prevent fraudulent applications and claims. The savings **we** make help **us** to keep premiums down.

We and **UK General Insurance** may check **your personal information** against a range of registers and anti-fraud databases for completeness and accuracy. **We** and **UK General Insurance** may also share **your personal information** with law enforcement agencies, other organisations and public bodies.

If **we** or **UK General Insurance** suspect fraud or find that false or inaccurate information has been given to **us**, appropriate action will be taken, which may include passing details to fraud prevention and law enforcement agencies.

We, **UK General Insurance**, and other organisations, including those from other countries, may use information recorded by fraud prevention agencies to prevent fraud and money laundering, for example, when:

- checking details on applications for credit and credit related or other facilities
- managing credit and credit related accounts or facilities
- recovering debt
- checking details on proposals and claims for all types of insurance; or
- checking details of job applicants and employees

3. Telling **You** about Other **BeMoto** Products and Services

We will never sell or pass **your personal information** to third parties for marketing purposes. **We** may contact **you** about other products and services that may be of interest to **you**, or for market research, unless **you** have asked **us** not to. **We** may contact **you** by post, telephone, text message, email or other appropriate means. **We** may use **your personal information** after **your** policy has lapsed. If **you** do not wish **your personal information** to be used for these purposes please let **us** know.

OVERSEAS TRANSFER OF DATA

We or **UK General Insurance** may process **your personal information** for the purposes mentioned above in countries outside of the European Economic Area which may not have laws to protect **your personal information** but in all cases it will be kept securely and will only be used for the purposes described.

FURTHER INFORMATION

If **you** would like further information on, or wish to complain about the way **we** or **UK General Insurance** use **your personal information**, please contact **us**.

You are entitled to receive a copy of **your personal information** that **we** hold. If **you** would like a copy, please contact **us**. **We** may charge a fee (see **our** Terms of Business) for providing a copy. Upon notification, **we** will correct or remove any information that is inaccurate and confirm this to **you**.

If **we** change the way that **we** use **your personal information**, **we** will let **you** know. If **you** do not agree to that change in use, **you** must let **us** know as soon as possible.

DEALING WITH OTHERS ON **YOUR** BEHALF

If **your** spouse, civil partner, partner or any other person (who **we** reasonably believe to be acting for **you**) call **us** and can answer our security questions, **we** will allow them to help **you** manage **your** policy or **your** claims.

For **your** protection only **you** can cancel **your** policy or change the contact address, unless **we** have agreed with **you** or, in the event of **your** death, the executors of **your** estate.

MONITORING AND RECORDING

We and **UK General Insurance** may record or monitor calls for training, quality control and to prevent and detect fraud. **We** may also use CCTV recording equipment in and around **our** premises.

This policy document and other associated documents are available in large print. If you need any of these please contact us on 01733 907000.

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