



For bikers who love biking



# Your Policy Document UNINSURED LOSS RECOVERY

# Introduction

## COMPLIMENTARY LEGAL EXPENSES POLICY

This legal expenses policy has been included by BeMoto as an additional benefit of your underlying motorcycle insurance policy for no additional premium (it cannot be cancelled without cancelling your underlying motorcycle insurance policy).

## WHAT DOES THIS POLICY DO?

If you have had an accident that wasn't your fault, the insurer can instruct a lawyer to act on your behalf and attempt to claim compensation for your uninsured losses. Subject to the terms & conditions, this policy provides cover for your legal expenses incurred in pursuing your claim.

## WHAT ARE UNINSURED LOSSES?

These are losses which you or a named rider incur as a result of an accident which was not their fault that are not covered under any insurance policy. Losses can include your underlying motorcycle insurance policy excess, loss of earnings or replacement motorcycle (or car) hire charges.

Other losses could include your motorcycle repair costs, medical fees and compensation for the loss of use of your motorcycle, damage to personal possessions, motorcycle recovery, storage charges and other expenses incurred.

## HOW DO I MAKE A CLAIM?

You must notify us within 180 days of any circumstances which may give rise to a claim under this policy, otherwise the insurer may decline to pay your claim.

All potential claims must initially be reported to the insurer's claims line (open 24-hours): **01733 907009**

Alternatively, if you just need legal advice on a motoring issue, you can call the 24-hour Legal Helpline: **01733 907008**

## WHAT HAPPENS IF I MAKE A CLAIM?

If the insurer considers that it's a valid claim and there are reasonable prospects of success they will take over the claim on your behalf and appoint a legal professional to act on your behalf.

You may nominate your own legal representative, however the insurer must agree this in advance and you will be responsible for any legal expenses over and above those which their own specialists would normally have charged.

## IF I MAKE A CLAIM WILL IT COST ME ANYTHING?

You get to keep all of any damages you are awarded; unlike some other policies in the market, there are no up-front fees for pursuing a valid claim and neither do you have to sign-away a percentage of any damages you might be awarded. However, if you are awarded any costs, these must be paid to the insurer who will have covered the costs of pursuing your claim.

It is important that you follow the terms and conditions of this policy. There are circumstances where your actions could lead to you becoming liable for some or all of your own costs, or having to repay the insurer, for example if you engage a legal representative before talking to the insurer and getting their agreement, appoint your own solicitor or if you decide part way through a claim that you no longer wish to continue.

## LEGAL EXPENSES INSURANCE - POLICY SUMMARY

Please refer to your policy schedule for the underlying motorcycle insurance policy, which shows with the start and end dates of your legal expenses insurance policy (the period of cover is 12 months).

For full details of all policy terms & conditions please refer to the relevant sections of this document.

Summary of Features & Benefits	Details & Limits	Policy Section
<p><b>Legal expenses incurred to recover uninsured losses relating to:</b></p> <p><b>a) Loss or damage to the insured motorcycle;</b></p> <p><b>b) Loss or damage to any personal possessions whilst on or attached to the insured motorcycle; or</b></p> <p><b>c) Any other uninsured losses.</b></p>	<ul style="list-style-type: none"> <li>Subject to the terms of this policy, the insurer will pay the insured person's legal expenses up to the claims limit (£100,000) against legal expenses relating to an uninsured loss claim within the relevant geographic limits.</li> <li>Where the insurer considers that the cost to handle an uninsured loss claim than the amount in dispute, the insurer may at their discretion opt to pay you the amount in dispute, which will then end the claim under this policy.</li> <li>If any costs are awarded (not damages) at conclusion of the claim, these must be paid to the insurer.</li> </ul>	<p><b>Cover - Section 1</b> [page 10]</p>
<p><b>Legal helpline</b></p> <p>If an insured person requires legal advice relating to a motoring issue please call the legal helpline.</p>	<ul style="list-style-type: none"> <li>The helpline can only offer advice relating to motoring legal problems arising within England, Wales, Scotland &amp; Northern Ireland.</li> <li>The helpline service cannot give advice on the admissibility of any claim under this legal expenses policy.</li> </ul>	<p><b>Legal Helpline</b> [page 10]</p>
<p><b>Significant exclusions</b></p>	<p>The insurer will not pay:</p> <ol style="list-style-type: none"> <li>for any insured event that occurred prior to the start date of the policy;</li> <li>for any insured event that occurred while the insured motorcycle was outside of the United Kingdom for more than 90 days in any single trip;</li> <li>for any insured event or motoring offence that occurred outside of the geographic limits;</li> <li>if the insurer does not consider the claim to have prospects of success;</li> <li>if the insurer has not agreed to the legal professional or legal expenses;</li> <li>if the insured person withdraws instructions from the legal professional, fails to respond to the legal professional, withdraws from legal proceedings or the legal professional refuses to continue representing them;</li> <li>where in the insurer's reasonable opinion it is unlikely that a settlement will exceed the legal expenses in pursuing the uninsured loss claim;</li> <li>for any appeal unless the insurer reasonably considers the appeal to have prospects of success;</li> <li>for damages, fines or other penalties the insured person is ordered to pay by a court;</li> <li>for any legal expenses relating to alleged dishonesty, deliberate and wilful acts, omissions or misrepresentation;</li> <li>a dispute which relates to any compensation or amount payable under a contract of insurance;</li> <li>claims arising from riding whilst under the influence of alcohol or drugs;</li> </ol>	<p><b>General Exclusions</b> [page 12]</p>

# Policy Summary

Summary of Features & Benefits	Details & Limits	Policy Section
Significant exclusions, continued	13. any claim where the underlying motorcycle insurer is entitled to void the underlying motorcycle insurance policy or refuses settlement of your motorcycle insurance claim; 14. travelling expenses, subsistence allowance or compensation for absence from work; 15. any claim if an insured person does not hold an appropriate driving licence or certificate of Compulsory Basic Training (CBT); 16. any claim where the motorcycle did not have a valid road fund licence or MOT certificate (if required) or it was not in a roadworthy condition; 17. claims made by an insured person against any passenger on the insured motorcycle; 18. claims for passengers where there is a conflict of interest with the underlying motorcycle insurance policy; 19. the costs of hiring a replacement motorcycle or car without the insurers prior written approval.	General Exclusions [page 12]

## CANCELLATION RIGHTS

This legal expenses policy has been included by BeMoto as an additional benefit of your underlying motorcycle insurance policy for no additional premium and cannot be cancelled without cancelling the underlying motorcycle insurance policy. If you cancel your underlying motorcycle insurance policy this legal expenses policy will automatically cancel at the same time.

## CLAIMS

- To make a claim, call the insurer's 24-hour claims line 01733 907009; or
- To discuss any legal advice on motoring issues call the Legal Helpline 01733 907008.

## COMPLAINTS

If you have a complaint please contact us. We will aim to resolve your complaint within 24hrs. If we need more time and your complaint is not resolved to your satisfaction within 24 hours, we will send you a written acknowledgement of your complaint together with the next steps we will be taking to resolve it.

Most complaints can be resolved quickly, but occasionally more detailed enquiries are needed. If this is likely, we will keep you updated on our progress and estimated date of resolution.

If after eight weeks of making your complaint, we are still not in a position to issue you with a final response, we will send you a letter explaining the reason for the delay and advise you of your right to complain to the Financial Ombudsman Service (FOS).

If you remain dissatisfied after our final written response, you may refer your case to the Financial Ombudsman Service. The Financial Ombudsman Service is an independent body that arbitrates on complaints about general insurance products. You have six months from the date of our final response to refer your complaint to the Financial Ombudsman Service. Their address is Exchange Tower, London, E14 9SR and their telephone number is 0800 023 4567 or if calling from a mobile or a non BT line then the telephone number is 0300 123 9123. Or simply log on to their website at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

# Policy Summary

Whilst we are bound by the decision of the Financial Ombudsman Service, you are not. Please note that the Financial Ombudsman Service will only deal with your complaint if you have already given us and the insurer the opportunity to resolve it.

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

## **FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)**

You may be entitled to compensation from the scheme if the insurer cannot meet their obligations. If you are eligible to claim from the FSCS, compensation is available as follows:

- Compulsory classes of insurance (such as Third Party Motor Liability), are covered for 100% of the claim without any upper limit.
- Other classes of business are covered for 90% of the claim without any upper limit.

Further information about the scheme is available from the FSCS website [www.fscs.org.uk](http://www.fscs.org.uk), or by calling 0207 7414100, or write to Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St Botolph Street, London, EC3A 7QU.

# Contents

<b>Policy Summary</b>	Key Facts	3
<b>Definitions</b>	Words with special meaning in this document	7
<b>Important Legal Information</b>		9
<b>Cover</b>		10
<b>General Conditions</b>	The conditions that apply to whole of this policy	11
<b>General Exclusions</b>	The exclusions that apply to whole of this policy	12
<b>Complaints</b>		14
<b>Data Protection Act 1998</b>	Show this to anyone else you have given information about	16

# 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 Motor Insurance

The document that proves **you** have the insurance **you** need by law. The certificate shows who can ride the **insured motorcycle**, what **you** can use it for and whether **you** are allowed to ride other motorcycles. It is proof that **you** can use the **insured motorcycle** on a road or other public place as required by the Road Traffic Acts.

## Claims Limit

£100,000 is the maximum **the insurer** will pay for any single claim and the total amount payable within the **period of cover** stated on **your Policy Schedule**.

## Court

Means a court or tribunal in the United Kingdom (excluding the Isle of Man and the Channel Islands).

## Geographic Limits

- a. England, Scotland, Wales, the Channel Islands, Isle of Man, Northern Ireland; and
- b. 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 Article 8 of EC Directive number 2009/103/EC on insuring civil liabilities arising from using a motor vehicle. **You** can find more information on the countries that follow the above EU Directive by visiting [www.mib.org.uk](http://www.mib.org.uk)

## Insured Motorcycle(s)

The motorcycle(s) declared to **us** shown in **your Policy Schedule** issued by **BeMoto** for the underlying motorcycle insurance policy and described on **your Certificate of Motor Insurance** (including any sidecar or trailer being legally towed).

## Insured Person

The policyholder and any other named riders stated on **your Policy Schedule** issued by **BeMoto**.

## Legal Expenses

Legal fees and costs properly incurred by a **legal professional**, with **the insurers** prior written authority, including costs incurred by another party for which **you** are made liable by **Court** Order or may pay with **the insurers** consent within the relevant **geographic limits** relating to an **uninsured loss event** or motoring offence.

## Legal Proceedings

Formal legal proceedings issued against an opponent in a **court** of law.

## Legal Professional

The appropriately qualified lawyer or legal representative appointed and approved by **the insurer** to act for the **insured person** under the terms of this **legal expenses** policy.

## Period of Cover

The length of time stated on **your Policy Schedule** for which **your** underlying motorcycle insurance policy is valid.

## Policy Schedule

The document issued by **BeMoto** for the underlying motorcycle insurance policy that contains details of **you** and any named riders, the **insured motorcycle(s)** and the insurance cover provided to **you**.

## Policyholder, You, Your

The person declared as the policyholder on **your Certificate of Motor Insurance**.

## Prospects of Success

The reasonable prospects, which are considered to be a 51% or better, for **uninsured loss claims** making a successful recovery from the third party and where the settlement of the **uninsured loss claim** is expected to be greater than the **legal expenses**.

### Standard Legal Expenses

The level of **legal expenses** that would normally be charged by a **legal professional** of **the insurer's** choice.

### The Insurer

This insurance is administered by Legal Insurance Management Ltd, arranged by Soter Professional Services & underwritten by 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.

Legal Insurance Management Ltd, Soter Professional Services and UK General Insurance Limited 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.

### Uninsured Loss(es)

Any loss sustained by **you** arising out of an **uninsured loss event** where the loss is recoverable from **the insurers** of the third party.

### Uninsured Loss Claim

Means a civil claim for damages for any **uninsured losses** arising out of an **uninsured loss event**.

### Uninsured Loss Event

A road traffic accident occurring within the **period of cover** and **geographic limits** arising from the negligence of a third party.



# Important Legal Information

## YOUR RESPONSIBILITIES

Under the Consumer Insurance (Disclosure and Representations) Act 2012, if **you** do not provide complete and accurate answers to questions asked by **us**, **we** or **the insurer** may cancel **your** policy or **the insurer** may void **your** policy and **the insurer** may impose an additional premium along with additional policy terms. This may result in **the insurer** rejecting or only paying in part claims **you** make. **We** may also charge an administration fee to make any changes.

Please make sure that **you** read **your** documents thoroughly and ensure that any information that **you** have provided to **us** is accurate, true and correct. The details **you** have provided to **us** are shown in **your** Statement of Fact document.

If any of the information shown on **your** documents is not accurate then please call **us** immediately.

## CONTRACT

This **legal expenses** policy is a legal contract between **you** and **the insurer**. It has been included by **BeMoto** as an additional benefit of **your** underlying motorcycle insurance policy for no additional premium; it cannot be cancelled without cancelling the underlying motorcycle insurance policy. If **you** cancel **your** underlying motorcycle insurance policy this **legal expenses** policy will automatically cancel at the same time.

If the details **you** have given us on the Statement of Fact document are correct and up to date, as well as all payments due (part payments or monthly instalments must be up to date), **the insurer** will provide **you** with the insurance cover. It is important that **you** read all documents as they contain useful and important information about **your** policy.

**You** must keep to **our** Terms of Business (available on **our** website), or **we** may cancel **your** policy.

## CONTRACTS (RIGHTS OF THIRD PARTIES ACT)

No person, company or business who is not named on **your** policy shall have any rights to enforce any terms or conditions of **your** policy. This will not affect any other rights that person, company or business has apart from under this Act.

## CHOICE OF LAW

This **legal expenses** policy will be governed by and managed in line with the law of England and Wales unless **you** live in Scotland, Northern Ireland, Channel Islands or the Isle of Man, in which case the law of that country will apply. This is unless **you** and **the insurer** agree otherwise.

## USE OF LANGUAGE

Unless otherwise agreed, the contractual terms and conditions and other information relating to this contract will be expressed in English.

## USE

This **legal expenses** policy only covers **your motorcycle** if it is being used in the way specified in **your Certificate of Motor Insurance** and **your Policy Schedule**. The insurance cover is for private individuals only.

This policy does not cover **you**, if **your motorcycle** is used in connection with any of the following:

- the motor trade (other than when a member of the motor trade either repairs or services the **insured motorcycle**);
- courier, despatch, food delivery or messenger services;
- hiring out **your** motorcycle for money;
- carriage of passengers or goods for hire or reward;
- racing, trials, pacemaking or being in any contest or speed trial; and
- riding on any race track or circuit including the Nurburgring Nordschliefe.

# Cover

Subject to the terms of this policy, **the insurer** will pay the **insured person's legal expenses** up to the **claims limit** against **legal expenses** relating to an **uninsured loss claim** within the relevant **geographic limits**.

- All claims are subject to **the insurer's** assessment of its **prospects of success**; and
- Where riding in **geographic limits (b)** the trip must be temporary and not last longer than 90 (ninety) days.

If the **insured person** wishes to appoint their own solicitor they must notify **the insurer** in writing and provide details of the chosen firm and the individual solicitor. **The insurer** will obtain written confirmation of the chosen solicitors qualifications and expertise.

The chosen solicitor must first sign **the insurers** terms and conditions to become a panel member, they must follow the terms and conditions of this **legal expenses** policy and they will be under a duty to minimise costs. The **insured person** must not change the chosen solicitor without **the insurers** prior written consent.

## SECTION 1

### UNINSURED LOSS RECOVERY

**You** must notify **the insurer** within 180 (one hundred and eighty) days of an **uninsured loss event**.

### WHAT IS COVERED

**Legal expenses** incurred to recover **uninsured losses** after an **uninsured loss event**, which results in:

- a. Loss or damage to the **insured motorcycle**;
- b. Loss or damage to any personal possessions whilst on or attached to the **insured motorcycle**; or
- c. Any other **uninsured losses**.

Where **the insurer** considers that the cost to handle an **uninsured loss claim** is greater than the amount in dispute, **the insurer** may at their discretion opt to pay the amount in dispute, which will then end the claim under this policy.

If any costs are awarded (not damages) at conclusion of the **uninsured loss claim**, these must be paid to **the insurer**.

## SECTION 2

### LEGAL HELPLINE

If the **insured person** requires legal advice relating to a motoring issue please call the legal helpline.

The helpline can only offer advice relating to motoring legal problems arising within **geographic limits (a)**.

The legal helpline cannot give advice on the admissibility of any claim under this **legal expenses** policy.

No responsibility will be accepted if the legal helpline services fail for reasons outside of **the insurer's** control.

# General Conditions

## The conditions below apply to the whole of **your** policy

If **you** do not meet the terms and conditions of **your** policy, it could make the cover invalid or mean **the insurer** may refuse to pay **your** claim or only pay part of it.

### CLAIMS NOTIFICATION

- **You** must notify **the insurer** within 180 (one hundred and eighty) days of an **uninsured loss event**.

### CONDUCT OF CLAIMS

1. The **insured person** will co-operate with **the insurer** and promptly supply to the **legal professional** any evidence, documents and information relating to the claim or any material developments.
2. The **insured person** will attend meetings with the **legal professional** when requested to do so, at their own expense.
3. The **insured person** will give any instructions need to the **legal professional** to permit **the insurer** direct access to the **legal professional** and to receive directly from the **legal professional** copies of any documents, advice, correspondence or information relating to the claim.
4. The **insured person** will notify **the insurer** immediately of any offer of settlement and must not accept or decline any offer of settlement without **the insurers** prior written approval.
5. The **insured person** will not promise or give any undertakings to the **legal professional** or any **court**, witness, expert or agent without **the insurers** prior written agreement.

### ARBITRATION

Where **the insurer** has accepted a claim and there is a disagreement over the **legal expenses**, the dispute may be referred to an arbitrator at any time to be agreed between the **insured person** and **the insurer** in accordance with the law. When this happens, a decision must be made before **you** any legal action can be taken against **the insurer**.

# General Exclusions

## The exclusions below apply to the whole of your policy

### WHAT IS NOT COVERED

The insurer will not pay for:

1. any **legal expenses** relating to any:
  - a. **uninsured loss event** that occurred prior to the **period of cover**;
  - b. **uninsured loss event** that occurred within **geographic limits (b)** where the **insured motorcycle** was outside of the United Kingdom for more than 90 days in any single trip;
  - c. **uninsured loss event** that occurred outside of the **geographic limits**;
  - d. **uninsured loss claims** arising from riding whilst under the influence of alcohol or drugs;
  - e. claim if an **insured person** did not hold an appropriate driving licence or certificate of Compulsory Basic Training (CBT) at the time of the **uninsured loss event**;
  - f. claim where the motorcycle being ridden by the **insured person** did not have a valid road fund licence or MOT certificate (if required), or it was not in a roadworthy condition at the time of the **uninsured loss event**;
  - g. **uninsured loss claim** where **you** (the Policyholder) are using someone else's motorcycle, unless **your** underlying motorcycle insurance policy clearly states on **your Policy Schedule** that you have the cover extension for 'riding other bikes';
  - h. **uninsured loss claim** where an **insured person** (not being the Policyholder) is using **your insured motorcycle** under a 'riding other bikes' extension to their motorcycle insurance policy;
  - i. **uninsured loss claim** where **your** motorcycle insurer is entitled to void **your** underlying motorcycle insurance policy or refuses settlement of **your** motorcycle insurance claim;
  - j. **uninsured loss claims** made by an **insured person** against any passenger on the **insured motorcycle** (whether pillion or sidecar);
  - k. alleged dishonesty, deliberate and wilful acts, omissions or misrepresentation;
2. any **legal expenses** if:
  - a. in **the insurer's** reasonable opinion it is unlikely that a settlement will exceed the **legal expenses** likely to be incurred in pursuing an **uninsured loss claim**;
  - b. **the insurer** does not consider the claim to have **prospects of success**;
  - c. **the insurer** has not agreed to the **legal professional** or **legal expenses**;
  - d. the **insured person** fails to give proper instructions in due time to **the insurer** or **legal professional**;
  - e. the **insured person** is responsible for anything which in **the insurer's** opinion prejudices the **uninsured loss claim**;
  - f. the **insured person** withdraws from **legal proceedings**, obstructs or fails to respond to the **legal professional**, or the **legal professional** refuses to continue representing them;
  - g. the **insured person** decides that they no longer wish to pursue the **uninsured loss claim**;
  - h. an **uninsured loss claim** is conducted by **you** in conflict with the advice or reasonable instructions of **the insurer** or the **legal professional**;
  - i. those **legal expenses** would be covered by any other insurance policy (other than any **legal expenses** incurred in excess of the amount which would be payable under such insurance had this policy not been effected);
3. the costs of hiring a replacement motorcycle or car without **the insurers** prior written approval;
4. any **legal expenses** over and above **the insurer's standard legal expenses** where the **insured person** has chosen to use their own **legal professional**;
5. any damages, fines or other penalties the **insured person** is ordered to pay by a **court**;
6. any appeal unless **the insurer** is notified in writing of the wish to appeal at least 7 (seven) working days before the appeal expiry date given and **the insurer** reasonably considers the appeal to have **prospects of success**;
7. a dispute which relates to any compensation or amount payable under a contract of insurance;

8. a dispute with **the insurer** where the arbitration process has not been followed;
9. travelling expenses, subsistence allowance or compensation for absence from work relating to an **insured person's uninsured loss claim**;
10. **legal expenses** incurred where the **insured person** is aware of a circumstance that may give rise to a claim when purchasing this insurance;
11. an application for judicial review;
12. any **legal expenses** incurred in defending or pursuing new areas of law or test cases;
13. any matter in respect of which an **insured person** is entitled to Legal Aid where **the insurer's** liability shall be limited to the sum equal to any assessed income based contribution payable by the **insured person** towards **legal expenses** incurred under the Crown Court Means Testing scheme where this applies;
14. any claim where an **insured person** (not being the Policyholder) is driving under a 'driving other vehicles' extension to their motor insurance policy;
15. any claim arising from a contractual relationship.
16. 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.
17. any direct or indirect consequence of terrorism as defined by the Terrorism Act 2000 and any amending or substituting legislation.
18. any direct or indirect consequence of:
  - a. irradiation, or contamination by nuclear material; or
  - b. the radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter; or
  - c. any device or weapon which employs atomic or nuclear fission or fusion or other comparable reaction or radioactive force or matter.
19. any consequence, howsoever caused, including but not limited to Computer Virus in Electronic Data being lost, destroyed, distorted, altered, or otherwise corrupted.
  - a. For the purposes of this policy, Electronic Data shall mean facts, concepts and information stored to form usable 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.
  - b. 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.

# Complaints

## PROMISE OF SERVICE

**We** aim to provide the highest standard of service to every customer, but **we** recognise that things do go wrong occasionally. If **our** service does not meet **your** expectations, **we** want to hear about it so **we** can try to put things right. **We** take all complaints seriously and **we** aim to resolve problems quickly.

**We** will record and analyse **your** comments to make sure **we** continually improve the service **we** offer.

## WHAT TO DO IF YOU ARE UNHAPPY AND WISH TO MAKE A COMPLAINT

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 next 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 Section 1 Uninsured Loss Recovery, please contact:

The Managing Director  
Legal Insurance Management Ltd  
1 Hagley Court North  
The Waterfront  
Brierley Hill  
West Midlands  
DY5 1XF.

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 06157A.

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 9 123

This 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

**The insurer** is covered by the Financial Services Compensation Scheme (FSCS). **You** may be entitled to compensation from the scheme if **the insurer** cannot meet their obligations.

If **you** are eligible to claim from the FSCS, compensation is available as follows:

- compulsory classes of insurance (such as Third Party Motor Liability), are covered for 100% of the claim without any upper limit.
- other classes of business are covered for 90% of the claim, without any upper limit.

**You** can find more information about the scheme on the FSCS website [www.fscs.org.uk](http://www.fscs.org.uk), or by calling 0207 741 4100, or write to Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St Botolph Street, London, EC3A 7QU.

# 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 '**the insurer**' also includes their agents and reinsurers.

## 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 **the insurer**, statutory bodies, regulatory authorities and other authorised bodies.

**We** and **the insurer** 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 **the insurer** 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 **the insurer** 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 **the insurer** 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 **the insurer** 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 **the insurer** about an incident, **we** or **the insurer** 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**. **The insurer** 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 **the insurer** 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 **the insurer** may check **your** information against a range of registers and anti-fraud databases for completeness and accuracy. **We** and **the insurer** may also share **your** information with law enforcement agencies, other organisations and public bodies.

If **we** or **the insurer** 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**, **the insurer** 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** 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** information after **your policy** has lapsed. If **you** do not wish **your** information to be used for these purposes please let **us** know.

## OVERSEAS TRANSFER OF DATA

**We** or **the insurer** 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 **the insurer** 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 **our** Data Protection Officer. **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 **the insurer** 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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