

A large, stylized blue circular graphic on the left side of the page, composed of several concentric, slightly offset rings, creating a sense of depth and movement.

one insurance

Basic Breakdown Policy Booklet

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Your Basic Breakdown Policy

You should read this policy, the schedule and endorsements as one contract. It is our agreement with you, based on the information you give to us and on the information in your proposal or statement of facts.

As a free benefit of your private motor insurance we will give you our basic breakdown cover as stated on your policy schedule. This will be in line with the sections of this policy document, which are shown as operative on your schedule.

Conflicts of Interest Disclosure

One Insurance Limited is owned by directors who, in some cases, are also directors of One Call Insurance Services Limited, your insurance broker.

Our Promise To You

To avoid any misunderstanding all our information to you will be in plain English. It is our promise to be fair and reasonable whenever you need the protection of this policy and we will always act promptly with your interests in mind.

Signed for and on behalf of ONE Insurance Limited



Sarah Chadburn
Director
ONE Insurance Limited

Disclaimer

We may add to, change, discontinue, remove or suspend any term or condition of cover, temporarily or permanently, as reflected from our consumer feedback, at any time, without notice and liability.

All prices and details published in this Information Booklet are correct at the time of going to print and are subject to change without notice.

New terms apply as soon as they are posted.

Definitions

Policy document	This booklet.
You, your	The person named as the policyholder on the schedule and certificate of motor insurance.
We, our, us	ONE Insurance Limited.
Schedule	This will show; <ul style="list-style-type: none">• the period of cover;• name of the policyholder;• sections of this policy document which apply;• conditions which vary the terms of this policy document.
Recommended Repairer	An approved garage/mechanic included in our nationwide network of repairers.
Breakdown	An electrical or mechanical failure which renders the vehicle immobilised.
Data Protection Laws	Any law, regulation or rules which relates to the protection of individuals with regards to the processing of personal data.

Our Commitment To The Environment

ONE Insurance Limited is committed to helping the environment by supporting the use of paperless documents wherever possible. This will help us to cut down our carbon footprint and means we can pass on the savings on post and administration to you our customers, however if you do require a paper copy of your insurance documents please contact your broker.

Territorial Limits

Except where we say otherwise your insurance applies in The United Kingdom including Northern Ireland, the Isle of Man and the Channel Islands.

Basic Breakdown

This cover has been created by One Insurance Limited to provide roadside assistance and/or recovery in the event of their vehicle breaking down.

This cover is provided by One Insurance Limited. Please take the time to read the details, which explain the contract between you and the provider. If you have any questions or would like more information, please contact One Call Rescue on [0203 738 7300](tel:02037387300).

In the event of a claim under this cover, you must call our helpline on [0203 738 7300](tel:02037387300).

Level of Cover:

Basic

Period of Cover:

The cover runs in line with your main motor insurance policy dates.

The Vehicle:

The vehicle named on your motor insurance policy through One Call Insurance Services Limited at the time of the incident only.

Making a Claim

In the event of a claim under this cover you **MUST** call our Claims team on the following number to report the incident

0203 738 7300

One Call Rescue are authorised to deal with all claims on behalf of One Insurance Limited.

If you are unhappy with the service received from One Call Rescue, please write to One Call Rescue, First Point, Balby Carr Bank, Doncaster, DN4 5JQ

Summary of Cover

- Roadside assistance.
- Onward destination cover within a 10 mile radius; £3.00 per mile thereafter. (see United Kingdom Cover).
- For any insured driver that is using your vehicle, provided they have received permission from you first.
- Cars, Vans and Motorcycles up to 3.5tonnes (excluding any vehicle with living accommodation).
- Up to 1 hours roadside assistance.
- £20.00 non-refundable call out excess.
- 2 claims per insurance period.

Terms and Conditions

- 1** You must abide by the terms and conditions of this cover set out.
- 2** The £20.00 call out excess must be paid upfront prior to assistance being instructed.
- 3** The vehicle must be maintained at all times in a roadworthy condition and be regularly serviced.
- 4** We will only assist the vehicle registered, so if you were driving someone else's vehicle then you would not be covered.
- 5** Cars, vans and motorcycles are only eligible up to a maximum of 3.5tonnes gross weight, 5.5metres in length, 2.3metres wide (excluding campervans).
- 6** If a caravan or trailer is attached to the vehicle the caravan or trailer must be no more than 7.6metres in length at the time of the breakdown subject to a £80.00 fee for recovery.
- 7** All payments on your private motor insurance policy must be up to date at the date of the claim, and you must continue to make payments in line with the original agreement.

- 8** We reserve the right to cancel this policy by issuing a cancellation notice to your last known address, giving 7 days notice. Charges on your main motor insurance policy are separate.
- 9** You may cancel this cover at any point throughout your policy period. As this level of cover is a complimentary no refund will be given.
- 10** Your breakdown membership will be cancelled if your motor insurance policy is cancelled.
- 11** You are only covered for un-repairable windscreen wipers and/or windows (electric or manual) to be fixed or replaced when you are in course of a journey and it is currently raining or snowing.
- 12** In order for assistance to be provided, your private motor insurance policy must be in order and not due for cancellation.
- 13** You or any persons driving your vehicle are only covered for the vehicle registered on your private motor insurance at the time of the breakdown.

Exclusions

- 1** Recovery will not be offered if any exclusions apply.
- 2** Labour charges in excess of one hour.
- 3** Breakdown at home or within 0.5mile radius from your home address.
- 4** Wheel Changes and any punctured or burst tyres.
- 5** More than 2 call outs during the period of cover.
- 6** In the event you have a pet in your vehicle, we would not be able to assist.
- 7** The cost of replacement parts or materials used in the repair.
- 8** Toll charges, ferry charges, parking charges or traffic congestion charges.
- 9** Storage charges incurred during or after the use of our cover.
- 10** Loss of keys or broken glass.
- 11** Vehicles immersed in mud, snow, sand or water; or any fault arising from these.
- 12** Keys locked in the vehicle, damaged keys, damaged/faulty/non-working key fobs.
- 13** Wheel changes to your caravan or trailer (only the vehicle is covered).
- 14** Any campervan or any vehicle modified to provide living accommodation.
- 15** Putting incorrect fuel in your vehicle (putting petrol into a diesel vehicle or vice versa).
- 16** Any recovery or repair work to your vehicle where it has been rendered immobile to due malicious damage such as slashed tyres.
- 17** Vehicles that have not been regularly serviced or breakdown as a result of inadequate repair/unsuccessful DIY; any reoccurring claim no remedial action has been taken to correct the fault.
- 18** Vehicles being used for or that have been modified for motor racing, rallies, speed or endurance tests (including courtesy vehicles).

- 19** Vehicles being used for hire and reward (including courtesy vehicles).
- 20** Any liability or consequential loss arising from any act performed in the execution of the breakdown services provided.
- 21** Vehicles not in a roadworthy condition immediately prior to any breakdown.
- 22** Claims arising from loss or damage to contents of or within your vehicle.
- 23** Any claims for private hire vehicles.
- 24** Any claim recoverable from any other insurance policy.
- 25** If the breakdown excess was not paid in advance of assistance as per our terms and conditions and solely under the discretion of One Insurance Limited, then payment will need to be made within seven days of the assistance. If no payment has been made within seven days of assistance we will then take the payment using the card details we hold on file. If we are unable to collect this payment and your vehicle insurance is paid by Direct Debit, the excess will be spread across your remaining payments. Where you have paid in full the balance will be passed to our debt recovery team and further charges could be added.
- 26** Any claim where a previous breakdown excess is still owed.
- 27** Any charges incurred prior to notification of breakdown and our approved repairer attending or reclamation of costs for breakdowns attended and/or organized by the police, alternative breakdown providers or any other group other than One Insurance.
- 28** The cost of any parts, components, lubricants or materials, food, drinks, telephone calls, petrol or oil, or other incidental expenses.
- 29** Any claim where we have not been told before about a change of vehicle, registration or address.
- 30** Any charges incurred resulting from your breakdown in a location at which rescuing the vehicle would be unlawful.
- 31** Any cost of any specialist recovery equipment needed (as defined by a recovery operator).
- 32** Breakdowns where your vehicle is not accessible or cannot be transported safely, legally and without hindrance using a standard transporter or trailer.
- 33** Any costs recoverable elsewhere.
- 34** Breakdowns caused by your vehicle running out of fuel or where your vehicle is out of charge (hybrid/electric vehicle).
- 35** Claims directly or indirectly caused by, or contributed to, or arising from ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the burning of nuclear fuel; or the radioactivity; or the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear part of it; war, invasion, terrorism, foreign enemy hostilities (whether war is declared or not), civil war rebellion, revolution, military force or coup; or pressure waves caused by aircraft or any other airborne devices travelling at sonic or supersonic speeds.
- 36** Replacement vehicle is subject to availability, and our suppliers terms and conditions which include but is not limited to:
- a. Age limits – the driver must be at least 21 years old.
 - b. They need to have a current driving licence and if a photocard licence is held this needs to be available to view.
 - c. Limits on acceptable endorsements.
 - d. Hire vehicles are not usually available with a tow bar.
- 37** Recovery to garages outside of working hours.

United Kingdom Cover

If the vehicle registered has broken down in the UK then you are limited to the following;

- A.** Two call outs per insurance period.
- B.** Call out and up to 1 hour roadside assistance by one of our approved recovery operators to attend the scene of the breakdown and where possible, carry out emergency repairs.
- C.** If repairs cannot be successfully carried out at the scene of the breakdown then we will pay the cost of recovery of the vehicle, driver and up to 4 passengers to the nearest open and suitable garage able to affect a repair, or recovery to your onward destination or home address (whichever is nearer with a maximum radius of 10 miles from the location of the breakdown). Any distance over 10 miles will be charged at £3.00 per mile; this must be paid in advance to the rescue.

Important Notes

- We will always decide on the best possible way of offering assistance, after taking in to account individual circumstances.
- A garage or mechanic undertaking repair work on your instruction will be acting as your agent for such repair work.
- If requested you must provide evidence of the servicing of your vehicle or receipts for replacement parts.
- In the event of a vehicle breakdown, we will offer recovery of any caravan or trailer (within the specified restrictions). The caravan/trailer is not covered for breakdown within the terms and conditions of this Cover.
- This document is subject to English law unless otherwise agreed in writing by the provider.

The laws that apply to this contract

Unless we agree with you to apply the laws of another country, English Law will apply to this contract. All communications will be in English. All disputes arising out of this contract will be subject to the exclusive jurisdiction of Courts of England and Wales.

ONE Insurance Limited ('ONE Insurance') is authorised and regulated by the Malta Financial Services Authority in terms of the Insurance Business Act 1998 to carry on the business of General Motor Insurance and regulated by the Financial Conduct Authority for the conduct of UK business.

Data Protection

We are fully committed to ensuring that your data is protected. We comply with Data Protection Laws and apply high levels of security when processing your data.

Full information about how we handle and process your data can be found in our Data Protection Notice which we highly recommend you read. The notice is sent along with your policy documents.

If you require a copy of the Data Protection Notice or if you have any questions about how we handle and process your data, please contact our Data Protection Officer at DPO@OneCallDirect.co.uk or alternatively write to us at Data Protection Officer, One Call Insurance, First Point, Balby Carr Bank, Doncaster, DN4 5JQ

What If You Have A Complaint?

Mistakes do happen and if you feel let down, we have the procedures in place to investigate and remedy your concerns. We will do our best to try and resolve the issue.

Your broker, One Call Insurance Services Limited is authorised and regulated by the Financial Conduct Authority (FCA). One Call follow the FCA guidelines for complaint handling and the steps to follow are set out on their website www.onecallinsurance.co.uk

Step 1:

We ask that you contact the appropriate Company during the following hours of 9:00am to 5:30pm Monday to Friday:

- If you would like to lodge a complaint regarding the selling of an insurance policy, the first step is to contact One's broker (i.e. One Call Insurance Services): **01302 554015**
- If you would like to lodge a complaint regarding the handling of a claim, the first step is to contact One's Claims Handler (i.e. One Call Rescue): **01302 552316**
- If you would like to complain in relation to the terms and conditions of the policy cover, the first step is to contact the insurer (i.e. One Insurance Limited): **00356 2342 3117** (Malta)

All staff have been trained to provide a high level of service and will try to resolve any matter where possible. If the advisor is unable to reach a satisfactory resolution for you they will refer you to the appropriate Line Manager who will also try to resolve your complaint. You can also register your complaint to the complaints handling manager directly:

Selling Complaints	Terms and Conditions Complaints	Claims Complaints
The Complaints Handling Manager One Call Insurance Services First Point Balby Carr Bank Doncaster DN4 5JQ	The Hedge Business Centre Level 3 Triq ir-Rampa ta' San Giljan Balluta Bay St. Julian's STJ 1062 Malta	The Manager One Call Rescue First Point Balby Carr Bank Doncaster DN4 5JQ

We aim to resolve your complaint within 24 hours of when we receive it however if this is not possible then we will acknowledge your complaint within 5 working days. A written final resolution letter will be sent to you once all investigations are complete and within 8 weeks of receipt of your complaint. At which point we will then close our file. If however, you still remain dissatisfied at this stage please go to step 2.

Step 2:

You have the right to refer your complaint to an approved dispute resolution facility run by the Financial Ombudsman Service, either on receipt of our final resolution or 8 weeks from the date you informed us of your dissatisfaction.

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

Please include a copy of the Final Response that we have issued to you with your policy number and quote "One Call Insurance Services Limited" as reference. If you would like to make a complaint via the FOS then this must be made within 6 months of our final response. This will not affect your legal rights. Further information is available at <http://www.financial-ombudsman.org.uk>.

This policy is underwritten by ONE Insurance Limited, registration number C48993.
ONE Insurance Limited is authorised by the Malta Financial Services Authority to carry on General Insurance Business under the Insurance Business Act 1998.

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