

# COMMERCIAL VEHICLE & FLEET POLICY DOCUMENTATION



QBE

# Motor Fleet Insurance Policy

## QBE Ireland



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# 1 Our agreement in general

## 1.1 Parties to this agreement

This Motor Fleet Insurance Policy is between the **insured** as declared in the **schedule** and the **insurer**. QBE Insurance (Europe) Limited is a member of the QBE Insurance Group and its operating address is St Stephen's Green House, Earlsfort Terrace, Dublin 2, Tel: 01 6053800, Fax: 01 6053655 Web: [www.qbeurope.com/ireland](http://www.qbeurope.com/ireland)

## 1.2 What is this document?

This document, together with its **schedule** and any attached endorsements is the **policy** which sets out your insurance. It is a legal contract so please read all of it carefully. If there are any changes to the material facts presented in arranging this insurance you must inform the **insurer** immediately.

1.2.1 The cover provided is shown in the current **schedule** that determines which **insured sections** of this **policy** apply. Clauses 5 – 10 apply to all **insured sections**.

<u>Cover</u>	<b>Insured sections</b>
Comprehensive	All <b>insured sections</b> and clauses.
Third Party Fire and Theft	<b>Insured sections A, B</b> (but loss or damage solely in respect of Fire or Theft) <b>and C</b> .
Third Party and Fire	<b>Insured sections A, B</b> (but loss or damage solely in respect of Fire) and <b>C</b> .
Third Party Only	<b>Insured sections A and C</b> .
Accidental Damage Fire and Theft Only	<b>Insured section B</b> .
Fire and Theft Only	<b>Insured section B</b> (but loss or damage solely in respect of Fire or Theft).
Road Traffic Acts Only	<b>Insured section A and C</b> (but solely as necessary to meet the requirements of the Road Traffic Acts).

## 1.3 Policy Period and Premium

1.3.1 The **policy** will provide insurance as described in clause 1.2 for the **period of insurance** provided the premium and other charges are paid to and accepted by the **insurer**. Taxes, levies and other relevant fiscal charges are payable in addition to the premium.

1.3.2 In the event that the premium is not received on or before inception by the **insurer** or the intermediary appointed to place this insurance, then;

- a) the **policy** may be cancelled in accordance with clause 7.3; and
- b) the **insurer** may commence action for the recovery of any premium due for the **period of insurance** provided and/or may at their own option deduct the premium due from any settlement due in respect of a claim.

## 1.4 Basis for the Policy

1.4.1 All information supplied by the **insured** in connection with the application for insurance including any proposal form, application form or otherwise and supplied by or on behalf of the **insured** will be incorporated into and form the basis of the **policy**. It shall be a condition of the **policy** that all such information is true so far as it is within the **insured's** knowledge or could, with reasonable diligence, have been ascertained by the **insured**.

1.4.2 It is a further condition of the **policy** that there shall be no material change in, or addition to, the information mentioned in clause 1.4.1, either before or during the **period of insurance**,

except that if the **insured** or its agents inform the **insurer** immediately of any such material change or addition the **insurer** may agree to continue the **policy** on such terms and conditions as it may determine.

- 1.4.3 In the event of a breach of any condition in clause 1.4, and without prejudice to any other rights of the **insurer**, the **insurer** may cancel the **policy** in accordance with clause 7.3.

## 1.5 Cooling off period

- 1.5.1 Where the **insured** is a private individual or sole trader, including a partnership, then the **insured** has a right to cancel this **policy** during a period of fourteen (14) days either from the day of purchase of the insurance, or the day on which **policy** documentation was received, whichever is the later.

- 1.5.2 The **insured** must write to the broker or intermediary shown on the **schedule**. On receipt of the notice of cancellation, the **insurer** will refund any premiums paid less a charge of EUR60 or pro rata charge for the period on cover provided whichever is the greater.

If this right is not exercised the insurance will continue for the full term but the **insurer** may cancel this insurance in accordance with the cancellation provisions above and at clause 7.3.

- 1.5.3 Alternatively and where the **insured** is not an individual or sole trader then this **policy** may be cancelled only in accordance with the cancellation provisions at clause 7.3.

## 1.6 Privacy

- 1.6.1 The **insurer** collects non-public personal information about the **insured** and the **insured person** from the following sources:

- a) information the **insurer** receives from the **insured** on applications or other forms;
- b) information about the **insured's** transactions with the **insurer**, its subsidiary, parent and or other group companies, or others;
- c) information the **insurer** receives from consumer reporting agencies.

- 1.6.2 The **insurer** does not disclose any non-public personal information relating to the **insured** and/or any **insured person** to anyone except as is necessary in order to provide its products or services to the **insured** or otherwise as it is required or permitted by law (e.g. a subpoena, fraud investigation, regulatory reporting etc.).

- 1.6.3 The **insurer** restricts access to non-public personal information relating to the **insured** and/or any **insured person** to its employees, its subsidiary, parent and or other group companies, their employees or others who need to know that information to service the **insured's** account. The **insurer** maintains physical, electronic, and procedural safeguards to protect the **insured's** non-public personal information.

## 1.7 Signature

- 1.7.1 In evidence of the **insurer** intention to be bound by this insurance, it prints the signature of its Managing Director, Motor below.



## 2 Insured section A - Liability to others

### 2.1 Liability cover

- 2.1.1 If arising out of the use of the **insured vehicle** it is involved in an **accident** or an **accident** occurs in direct connection with the loading or unloading thereof the **insurer** will indemnify the **insured** against liability at law for damages and claimant's costs in respect of death or bodily injury to any person or damage to any **property** resulting from the **accident**. The **insurer** will also indemnify:
- 2.1.2 any person permitted by the **schedule** to drive the **insured vehicle**;
- 2.1.3 at the **insured's** request any passenger or person (other than the person driving) whilst travelling in or getting into or out of the **insured vehicle**;
- 2.1.4 the owner of the **insured vehicle** as though they were the **insured**;
- 2.1.5 following the death of anyone **insured** under this insurance, that person's legal representative for any liability incurred by that person.

### 2.2 Liability costs and expenses

If arising out of the use of the **insured vehicle** it is involved in an **accident** or an **accident** occurs in direct connection with the loading or unloading thereof the **insurer** will at their own option pay:

#### 2.2.1 Defence expenses

legal fees and costs incurred in dealing with or defending any action at law by which damages in respect of such death, bodily injury or damage are claimed against any person covered by this insurance;

#### 2.2.2 Fatal inquiry expenses

solicitors' fees for representation at any Coroner's inquest or fatal inquiry in respect of such a death or for defending in any Court of Competent Jurisdiction any proceedings in respect of any act causing or relating to the **accident**;

#### 2.2.3 Manslaughter defence expenses

legal expenses in respect of any proceedings taken against a person insured under this insurance for manslaughter, or reckless or dangerous driving causing death, in respect of his or her driving at the time of the **accident**;

Subject to the **insurer** reserving the right at any time to relieve themselves of any further liability under clauses 2.2.1, 2.2.2 or 2.2.3 on payment to the **insured** of the expenses incurred to that date;

#### 2.2.4 Emergency medical treatment costs

emergency medical treatment as required by the Road Traffic Acts;

provided that the person claiming indemnity under clause 2.2 and any person on whose behalf indemnity is claimed shall have complied with the terms and conditions contained in the **policy**.

### 2.3 Extensions to liability cover

#### 2.3.1 Principals

The **insurer** will indemnify the **insured** for liability assumed by the **insured** under an agreement with any person (hereinafter called the principal) for the execution of works or services or in connection with the access to any premises or **road** in the ownership or occupation of the principal provided that:

- a) the **insured** shall have arranged with the principal for the conduct and control of all claims for which the **insurer** may be liable to be vested in the **insurer**;
- b) the **insurer** shall not be liable in respect of:

- i) liability which attaches to the principal by virtue of an agreement which would not have attached in the absence of such agreement;
- ii) bodily injury to the principal for any amount for which the **insured** would not be liable in the absence of such an agreement;
- iii) damage to **property** belonging to or held in trust by or in the custody or control of the principal for any sum in **excess** of the amount required to indemnify the principal;
- iv) liability which arises other than by reason of the negligence of the **insured** or an employee of the **insured**.

### 2.3.2 **Third Party Contingent Liability**

The **insurer** will indemnify the **insured** for liability arising out of the use of or driving of any vehicle not the property of or provided by the **insured** but which is being used in connection with the business of the **insured** by any person in the employ of the **insured** except that the **insurer** shall not be liable:

- a) for any loss or damage to the vehicle being driven, or
- b) for any loss or damage to any property being carried therein, or
- c) where there is any other insurance in force covering the same liability.

### 2.3.3 **Towing**

The **insurer** will indemnify the **insured** following an **accident** caused by the towing of a **trailer** or disabled mechanically propelled vehicle by the **insured vehicle** except that the **insurer** shall not be liable:

- a) for damage to the **trailer** or disabled mechanically propelled vehicle being towed nor for any load carried in or on it;
- b) if the disabled mechanically propelled vehicle is being towed for hire or reward.

### 2.3.4 **Trailers**

The **insurer** will indemnify the **insured** following an **accident** involving a **trailer** owned by or in the custody or control of the **insured** when detached from the **insured vehicle** and out of use but remaining on the **insured's** premises or while temporarily detached from the **insured vehicle** during the course of a journey, provided that full details of such **trailer** have been given to and accepted by the **insurer**.

### 2.3.5 **Unauthorised movement of thirty party vehicles**

The **insurer** will indemnify the **insured** following an **accident** caused by or in connection with the moving without the authority of the owner of any motor vehicle parked in such a position as to obstruct the legitimate passage or the loading or unloading of the **insured vehicle**. In these circumstances the obstructing vehicle shall not be regarded as being held in trust by or in the custody or control of the **insured**.

### 2.3.6 **Unauthorised use of an insured vehicle**

The **insurer** will indemnify the **insured** for liability arising out of the unauthorised use of the **insured vehicle** by any person in the employ of the **insured** provided that the **insured** shall have taken all reasonable precautions to ensure that its employees are made aware of and comply with restrictions applicable to the use of the **insured vehicle**.

### 2.3.7 **Unlicensed drivers where a licence is not required by law**

The **insurer** will indemnify the **insured** for liability arising out of the driving of the **insured vehicle** by an unlicensed driver when a licence is not required by law, provided always that

- a) such person is driving on the order or with the permission of the **insured**, and
- b) such person is of an age to hold a licence applicable to the type of **vehicle** being driven, and
- c) the person claiming indemnity and any person on whose behalf indemnity is claimed shall have complied with the **policy** terms and conditions.

## 2.4 Liability limitations and exclusions

### 2.4.1 Cumulative limit of indemnity

The **insurer** shall not be liable to pay any amount in excess of:

- a) EUR6.5m (six million five hundred thousand euro) in respect of any one **accident** or series of **accidents** arising out of one event for damage to **property** arising out of use of any **insured vehicle** not being a **private car**,
- b) EUR30m (thirty million euro) in respect of any one **accident** or series of **accidents** arising out of one event for damage to **property** arising out of use of any **private car**.

### 2.4.2 Fines, penalties

This insurance does not cover liability for fines, penalties, punitive or exemplary damages.

### 2.4.3 Injury from employment

This insurance does not cover liability for the death of or bodily injury to any person arising out of and in the course of that person's employment by any person entitled to indemnity under this **insured section A**, except in so far as may be required by the Road Traffic Acts or any applicable Irish or EU law or directive.

### 2.4.4 Injury to the driver

This insurance does not cover liability for the death of or bodily injury to any person driving the **insured vehicle** or in charge of it for the purpose of driving it.

### 2.4.5 Loading and unloading an insured vehicle

This insurance does not cover liability for death, bodily injury or damage caused or arising beyond the limits of any carriageway or thoroughfare in connection with the:

- a) bringing of the load to the **insured vehicle** for loading thereon, or
- b) taking away of the load from the **insured vehicle** after unloading.

### 2.4.6 Mis-delivery

This insurance does not cover liability for death, bodily injury or damage to property, arising directly or indirectly by the wrongful collection or delivery of a load, or where the load does not conform to the specification of the customer

### 2.4.7 Property owned or in custody

This insurance does not cover liability for loss of or damage to:

- a) any premises belonging to or occupied by the **insured** or any other person entitled to or claiming indemnity under this **insured section A** or any fixtures and fittings therein;
- b) any other **property** owned by or in the custody or control of the **insured** or any other person entitled to or claiming indemnity under this **insured section A**;
- c) any **property** or load being conveyed by the **insured vehicle** or any **trailer** owned by or in the care of the **insured** or any other person entitled to or claiming indemnity under this **insured section A**;

except in so far as may be required by the Road Traffic Acts but in any event not for any amount in excess of the minimum requirements thereunder.

### 2.4.8 Tool of trade use

This insurance does not cover liability for an accident arising out of the operation as a tool of any **insured vehicle** or **trailer** except in so far as may be required by the Road Traffic Acts.

### 3 Insured section B -Loss or damage to the insured vehicle

#### 3.1 Loss or damage cover

If the **insured vehicle** is lost, stolen or damaged by:

- 3.1.1 accidental damage including malicious damage but excluding malicious damage by anyone employed by the **insured**; or
- 3.1.2 fire, self-ignition, lightning or explosion but excluding damage to that part where the fire originates; or
- 3.1.3 theft or attempted theft excluding obtaining property by deception; or
- 3.1.4 frost;

then the **insurer** will pay at their option:

- a) the reasonable cost of repairing any damage to the **insured vehicle** within its **market value**; or
  - b) the **market value**, purchase price or the **insured's** estimate of value shown in the **schedule** of the **insured vehicle** whichever is the lower if the **insured vehicle** is damaged beyond economical repair; or
  - c) the cost of replacing the **insured vehicle**, or any part thereof which has been lost or damaged, with one of a similar type and in similar condition;
- and
- d) the reasonable costs of protection and removal of the **insured vehicle** to the nearest suitable repairers if it is disabled as a result of the damage; and
  - e) the reasonable cost of delivery to the **insured** in The Republic of Ireland after repair.

#### 3.2 Loss or damage costs and expenses

- 3.2.1 Not applicable.

#### 3.3 Extensions to loss or damage cover

Solely in respect of **private cars**, the **insurer** will pay the following benefits.

##### 3.3.1 Lock replacement

If the **insured vehicle** is covered for comprehensive benefits, then in the event of the keys or lock transmitter being lost or stolen and provided that the loss has been reported to the police, the **insurer** will pay up to EUR1,000 (after deduction of any **excess**) towards the cost of replacing the door locks, boot lock, the ignition or steering lock, the lock transmitter and central locking interface.

##### 3.3.2 Medical Expenses

The **insurer** will pay up to the amount specified in the **schedule** per person for any medical expenses necessarily and properly incurred if the driver and/ or passenger(s) are injured in an accident directly involving the insured **private car**.

### 3.3.3 Personal Accident Benefits

If the driver of the insured **private car** is accidentally injured in direct connection with an accident arising from the use of the **private car** or whilst travelling in, or getting onto or out of the insured **private car**, then if within 13 weeks of the accident the injury is the sole cause of:

- (a) death;
- (b) loss of any limb;
- (c) irrecoverable loss of all sight in one or both eyes;

the **insurer** will pay a benefit of EUR6,000 (six thousand) except that no payment will be made:

- (a) to anyone under the age of 21 at the date of the accident;
- (b) to anyone over the age of 70 at the date of the accident;
- (c) for any intentional self-injury, suicide or attempted suicide;
- (d) for death or bodily injury while under the influence of drink or drugs;
- (e) in respect of further loss of or injury to any limb or eye which was defective prior to any accident covered by this insurance,
- (f) in respect of the driver of a commercial vehicle for use in connection with the business of the insured,
- (g) for any amount in excess of EUR6,000 in any one **period of insurance**.

The payment of any benefit will be made direct to the driver or to his/her legal representative.

### 3.3.4 Personal Effects

At the request of the **insured** the **insurer** will pay up to the amount as specified in the **schedule** for each incident resulting in the loss of or damage to the personal effects of the driver and any occupant being carried in or on the **insured vehicle** if this is due to an accident, fire, theft or attempted theft the subject of this insurance except that the **insurer** will not be liable to pay for:

- a) money, credit/charge cards, stamps, tickets, jewellery, portable audio &/or TV equipment, DVD players, MP3 players and accessories, compact discs, cassettes, cameras, digital video discs (DVDs), documents or securities;
- b) mobile telephones, office &/or business equipment, trade goods or samples;
- c) computers &/or their components &/or their attachments and portable electronic equipment;
- d) **property** insured under any other insurance.

### 3.3.5 Private car – new for old replacement vehicle

Where the insured **private car** is stolen and not recovered or it is damaged in an **accident** or by fire, the **insurer** will replace it with a new car of the same make, model and specification except that the **insurer** will not be liable under this endorsement:

- a) if the **private car** is not within one year of first registration, and
- b) unless the cost of repairs covered by this **policy** will exceed 60% of the manufacturers list price (including vehicle tax and VAT) at the time of purchase; and
- c) unless the insured **private car** is owned by and registered to the **insured**;
- d) if a replacement **private car** of the same make, model and specification is not available, then the most the **insurer** will pay is the **market value** of the private car at the time and date of the loss or damage.

## 3.4 Loss or damage limitations and exclusions

### 3.4.1 Cumulative limit of indemnity

This **insured section B** does not cover any amount in excess of EUR2.5m (two and a half million euro) in connection with any occurrence or series of occurrences arising out of any one event.

### 3.4.2 Damage to tyres

This **insured section B** does not cover damage to tyres due to application of brakes, side slips, cuts, bursts or punctures or otherwise resulting from any cause other than an accident involving the **insured vehicle**.

3.4.3 **Deception**

This **insured section B** does not cover any loss suffered through the obtaining of **property** by deception.

3.4.4 **Diminution in value**

This **insured section B** does not cover any diminution in value of the **insured vehicle** following repair thereof.

3.4.5 **Excess**

This **insured section B** does not cover the first part of each claim (the **excess**) in respect of **accidental** damage if the **insured vehicle** is damaged whilst being driven by a young or inexperienced driver (as defined below) or in the charge of such a person for the purpose of being driven by him or her. The amount of any such **excess** shall be:

	<b>Driver/Person in Charge</b>	<b>Amount of Excess</b>
a)	under 21 years of age.	Four hundred euro (400)
b)	21 years of age or over, but under 25 years of age.	Two hundred and fifty euro (250)
c)	over 25 years of age when that person has not held a full Irish licence or full UK licence to drive a vehicle of the same class for twelve (12) months or holds a provisional licence.	Two hundred and fifty euro (250)

The above amounts are in addition to any other excess which may apply as specified on the schedule.

3.4.6 **Impounding of the insured vehicle**

This **insured section B** does not cover loss of or damage to the **insured vehicle** arising from it being impounded as a result of a road traffic accident or vehicle licence offence or Custom and Excise offence or under the provisions of the European Communities (Fourth Motor Insurance Directive) Regulations 2003 or for any penalties imposed because of the incorrect disposal of the **insured vehicle** deemed to be an End of Life Vehicle (ELV) following settlement on a total loss basis and where the **insurer** did not retain the salvage for disposal.

3.4.7 **Loss of use**

This **insured section B** does not cover loss of use of the **insured vehicle** or any other consequential loss.

3.4.8 **Mechanical or electrical breakdowns**

This **insured section B** does not cover mechanical, electrical, electronic, computer failures or breakdowns or breakages, or damage to the transmission by application of the brakes.

3.4.9 **Obsolete Spare Parts Clause**

This **insured section B** does not cover any amount in excess of the price shown in the manufacturer's last list price at the date of the loss or damage where that part or accessory is unobtainable or obsolete in pattern.

3.4.10 **Sound reproducing equipment and communications equipment**

This **insured section B** does not cover loss of or damage to tapes, cassettes, compact discs, MP3 players and accessories, visual and sound reproducing equipment, DVD players, telephones or other communications equipment, radar detection equipment and unless fitted by the manufacturer at first registration electronic satellite navigation equipment.

3.4.11 **Subsequent damage**

This **insured section B** does not cover any additional damage resulting from the **insured vehicle** being removed by you after an **accident** or fire or theft.

#### 3.4.12 **Security / immobiliser / keys**

This **insured section B** does not cover loss of or damage to the **insured vehicle** arising from theft or attempted theft if:

- a) the **insured vehicle** has not been secured by means of the door and boot locks or if the windows or any form of sliding roof, sliding door, hood or removable panel roof have been left open or unlocked when the **insured vehicle** is parked and unattended; and
- b) the immobiliser fitted by the vehicle manufacturer or fitted post manufacture or as specified and agreed by the **insurer** has not been maintained in working order at all times and has not been activated when the **insured vehicle** is parked and unattended; and
- c) the keys or other device which unlocks the **insured vehicle** have been left in or on the **insured vehicle** or not removed to a safe and secure place.

#### 3.4.13 **Trailers**

This **insured section B** does not cover loss of or damage to any **trailer**, unless full details of such **trailer** have been given to and accepted by the **insurer**. The **insured sections** applying to any such declared **trailer(s)** will be identical to its motive unit.

#### 3.4.14 **Wear and tear**

This **insured section B** does not cover wear and tear or depreciation or that part of the cost of repair which improves the **insured vehicle** beyond its condition at the time of the loss or damage.

### 3.5 **Other terms and conditions**

#### 3.5.1 **Take reasonable precautions**

The **insured** shall take all reasonable precautions to maintain the vehicle and or trailer in a roadworthy condition and protect it from damage and/or loss.

#### 3.5.2 **Standard accessories or spare parts**

For the purposes of this **insured section B** any standard accessory, spare part or component or otherwise as agreed by the **insurer** which is fitted to the **insured vehicle** shall be treated as a part of it. [D K1]

#### 3.5.3 **Replacement parts**

The **insurer** may at their option fit replacement parts which have not been made by the **vehicle's** manufacturer but which are of a similar standard.

#### 3.5.4 **Hire purchase agreement**

If to the knowledge of the **insurer**, the **insured vehicle** is the subject of a hire purchase or other credit purchase agreement, payment in respect of the total loss of the **insured vehicle** under this **insured section B** shall be made to the legal owner whose receipt shall be a full and final discharge of the **insurer's** liability in respect of such loss or damage.

## 4 Insured section C - Foreign use

### 4.1 Foreign use cover

4.1.1 This insurance by this **policy** is extended, without charge, to provide an indemnity in respect of an accident arising outside the **territorial limits** in any:

- a) member of the European Union;
- b) other country for which the commission of the European Union is satisfied that arrangements have been made to meet the requirements of E U Directives on insurance;

except that the **insurer** will only provide the minimum indemnity necessary to comply with the laws relating to compulsory insurance of motor vehicles (or, if higher, the law applicable as if the place where the **insured vehicle** was used when the event occurred were in The Republic of Ireland).

4.1.2 Provided the **insured** has paid or agreed to pay any additional premium required by the **insurer** the **territorial limits** are extended for all sections to:

- a) the countries for which the **insurer** has issued a valid International Motor Insurance Card (Green Card).
- b) include sea or rail transit between ports in the countries specified in 4.1.1 a) including the processes of loading and unloading, provided that such transit shall be by any recognised sea passage, be of no longer duration than sixty five (65) hours duration and be concluded before expiry of the period of the Green Card.

but only for the period specific in the Green Card.

### 4.2 Foreign use costs and expenses

4.2.1 Not applicable.

### 4.3 Extensions to foreign use cover

#### 4.3.1 General Average

The **insurer** will indemnify the **insured** against general average contribution, salvage, sue and labour charges incurred and any customs duty arising out of the transportation of the **insured vehicle** by sea provided that:

- a) such **insured vehicle** is insured against loss or damage by **insured section B** of this **policy** and
- b) the contribution relates to the value of such **insured vehicle** as agreed and shown in the **schedule**.

except that the **insurer** shall not be liable for customs or excise duties or charges.

#### 4.3.2 Bail Bond

If as a direct result of an accident in Spain which is or might be the subject of indemnity under this **policy** the **insured** and/or the person driving the **insured vehicle** with the **insured's** authority at the time of the accident is detained or the **insured vehicle** is impounded by the competent authorities and a guarantee or monetary deposit is required for their release the **insurer** will furnish such a guarantee or deposit not exceeding EUR1,200 in all.

Immediately the guarantee is released or the deposit becomes recoverable the **insured** shall comply with all necessary formalities and give the **insurer** all such information and assistance as they require to obtain the cancellation of the guarantee or the return of the deposit. If the guarantee or deposit is wholly or in part forfeited or taken for the payment of fines or costs in or as the result of any penal proceedings against the **insured** or the person driving the **insured** shall repay such amount to the **insurer** forthwith.

Spanish Bail Bonds will be issued on request at no additional cost.

## 5 Limitations and exclusions – all insured sections

This **policy** excludes and the **insurer** shall not be liable for:

### 5.1 Aircraft and aircraft sites

- 5.1.1 any accident, injury, loss or liability, due to the presence of the **insured vehicle** in any premises or area to which any aircraft has access.
- 5.1.2 any accident, loss or damage to any aircraft or any liability or injury arising from such damage.
- 5.1.3 any consequential loss in connection with any aircraft, airport or airfield operation arising from the presence of the **insured vehicle** in any area to which any aircraft has access.

### 5.2 Aircraft travelling at supersonic speeds

loss, destruction or damage directly occasioned by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds.

### 5.3 Carriage of hazardous goods

any liability, injury, loss or damage while the **insured vehicle** is being driven or used for the carriage of **hazardous goods** except that:

- 5.3.1 this exclusion shall not apply where the **insured** has obtained the **insurer's** prior written agreement for the transport of **hazardous goods**; and
- 5.3.2 any such agreement will be conditional upon the **insurer's** liability not exceeding EUR1,000,000 (one million euro).

### 5.4 Confiscation or nationalisation

any consequence of confiscation or nationalisation or requisition destruction of or damage to **property** by order of any Government or Public or Local Authority.

### 5.5 Contractual liability

any liability arising from a contract or agreement which would not have arisen in the absence of such contract or agreement.

### 5.6 Earthquake

any liability, injury, loss or damage caused by earthquake.

### 5.7 European Jurisdiction

The **insurer** shall be liable only to pay for damages and claimants costs and expenses in respect of judgements delivered by or obtained through a court of competent jurisdiction within The Republic of Ireland or the countries specified under **insured section C** of this **policy**.

A judgement or order by a court of competent jurisdiction enforcing the judgement of a foreign court is not to be treated as a judgement of a court of competent jurisdiction and the **insurer** will only be liable to pay for damages assessed and the claimants' costs and expenses awarded by a court of competent jurisdiction as specified above.

### 5.8 Intentional damage

- 5.8.1 any intentional damage to any **property** or the death of or injury to any person caused by or incurred with the consent or connivance of the **insured**.
- 5.8.2 any liability whatsoever arising out of the deliberate use of the **insured vehicle**:
  - (a) to cause damage to other vehicles or **property** and / or
  - (b) to cause injury to any person and/or to put any person(s) in fear of injury.

## **5.9 Nuclear hazards**

loss or destruction of or damage to any **property** or any resulting loss, or expense or any consequential loss, or any legal liability directly or indirectly caused by, attributable to, or arising from;

- 5.9.1 ionising radiation or contamination by radioactivity from any irradiated nuclear fuel or from any nuclear waste from combustion of nuclear fuel, or
- 5.9.2 the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component of such assembly.

## **5.10 Pollution**

- 5.10.1 any accident, injury, loss, damage or liability for death of or bodily injury to any person or damage to **property** directly or indirectly caused by pollution or contamination unless the pollution or contamination is directly caused by a sudden identifiable unintended and unexpected incident which occurs in its entirety at a specific time and place during the **period of insurance**.
- 5.10.2 all pollution or contamination which arises out of one incident shall be deemed to have occurred at the time such incident takes place.
- 5.10.3 this exception shall not apply in circumstances where it is necessary to meet the requirements of any compulsory motor insurance legislation operative within the territorial limits of this insurance.

## **5.11 Racing**

any accident, injury, loss or damage occurring while the **insured vehicle** is being used for racing, pace making, reliability trial, speed testing, rallying or any use on any motor sport circuit.

## **5.12 Riot or civil commotion**

any liability, injury, loss or damage caused by riot or civil commotion occurring outside Switzerland, Norway, or a Member Country of the European Union, but excluding Northern Ireland.

## **5.13 Territorial limits**

any liability, injury, loss or damage while the **insured vehicle** is outside The Republic of Ireland, Great Britain, Northern Ireland, the Isle of Man and the Channel Islands except as provided for under **insured section C**; Foreign use.

## **5.14 Tool of trade use**

any loss, damage or liability whilst the **insured vehicle** or **trailer** or any item of mechanical plant or machinery or tool, whether attached to the **insured vehicle** or not, is being used as a tool of trade except so far as is necessary to meet the requirements of any Road Traffic Law or Legislation.

## **5.15 Unlicensed use**

any liability, injury, loss or damage while the **insured vehicle** is being driven or used by anyone who:

- 5.15.1 does not hold a licence to drive the **insured vehicle**; or
- 5.15.2 has held but is currently disqualified from holding or obtaining such a licence; or
- 5.15.3 does not fully comply with the conditions of their driving licence.

## **5.16 Unsafe load**

any accident, injury, loss, damage or liability caused or incurred whilst:

- 5.16.1 the load in or on the **insured vehicle** is being conveyed in an unsafe manner;
- 5.16.2 conveying a load in excess of that for which it was constructed or in excess of the maximum carrying capacity as advised to the **insurer**.

## **5.17 Use**

any liability, injury, loss or damage while the **insured vehicle** is being:

- 5.17.1 driven other than in accordance with the provisions of the **certificate of motor insurance**;
- 5.17.2 used other than in accordance with the provisions of the **certificate of motor insurance**;
- 5.17.3 used other than for the purposes specified in the **schedule** except while in the custody of a motor trader for service or repair;
- 5.17.4 driven by anyone driving without the **insured's** permission.

## **5.18 Terrorism or war**

any loss arising directly or indirectly out of terrorism, war, invasion, acts of foreign enemies, hostilities or war like operations (whether war be declared or not), civil war, mutiny, revolution, rebellion, insurrection, uprising, military or usurped power, nationalisation, requisition, sequestration or confiscation by order of any public authority or government de jure or de facto or martial law except so far as is necessary to meet the requirements of the Road Traffic Acts.

For the purpose of this exclusion terrorism means an activity that involves a violent act or the unlawful use of force or an unlawful act dangerous to human life, tangible or intangible property or infrastructure, or a threat thereof; and appears to be intended to

- a) intimidate or coerce a civilian population, or
- b) disrupt any segment of the economy of a government de jure or de facto, state, or country, or
- c) overthrow, influence, or affect the conduct or policy of any government de jure or de facto by intimidation or coercion, or
- d) affect the conduct or policy of any government de jure or de facto by mass destruction, assassination, kidnapping or hostage-taking.

## 6 Duties in the event of a claim or potential claim

The due observance and fulfilment of the provisions of clause 6, is a condition precedent to the **insurer's** liability for any claim under this **policy**.

### 6.1 Claim notification

- 6.1.1 The **insured** must notify the **insurer** as soon as reasonably possible of any incident which may result in a claim under this insurance.
- 6.1.2 The **insured** must forward every claim form, writ, summons, legal process or other communication in connection with any such incident to the **insurer** immediately upon receipt.
- 6.1.3 The **insured** must advise immediately of the time and place of any impending prosecution or inquest or fatal inquiry.
- 6.1.4 The police shall be notified as soon as reasonably possible of loss or damage caused by theft or attempted theft or criminal damage.
- 6.1.5 The **insured** must fully co-operate with the **insurer** or their appointed agents to enable the insurers comply with all obligations placed upon the **insured** pursuant to the provisions of the Personal Injuries Assessment Board Act 2003 (PIAB) and the Civil Liability and Courts Act 2004 including but not limited to the immediate furnishing of all notices and communications received from the PIAB.

### 6.2 Claim Procedure

- 6.2.1 The **insured** must give all information and assistance the **insurer** or the police may require in connection with any such incident or claim in respect thereof.
- 6.2.2 No admission of liability or offer or promise of payment shall be made without the **insurer's** written consent.
- 6.2.3 In the event of damage to the **insured vehicle** which is covered by this insurance, the **insurer** or their appointed representative shall be contacted immediately and prior approval obtained in respect of any repairs to be undertaken.
- 6.2.4 In the event of the **insured vehicle** being lost or damaged beyond economical repair:
  - a) there shall be submitted to the **insurer** the current Vehicle Registration Certificate, NCT Certificate (National Car Test Certificate), vehicle purchase receipt, any other documents required by them and all keys to the **insured vehicle**;
  - b) for single vehicle policies, there shall be returned to the **insurer** this **policy** and **certificates of motor insurance** for cancellation but there shall be no return of premium;
  - c) the **vehicle** will become the **property** of the **insurer** for disposal in accordance with the Motor Conference Code of Practice for the Disposal of Motor Vehicle Salvage, or legislation, or any other regulation applying at the time of such loss.
- 6.2.5 The **insurer** will handle, oversee and shall have full discretion in the conduct of any claim and shall be permitted to take over and deal with the defence or settlement of any claim in respect of any liability covered by this insurance in the name of the person against whom the claim is brought.
- 6.2.6 The **insurer** shall be permitted to take proceedings at their own cost to recover the amount of any payment made under this insurance in the name of the **insured** or other **insured person** to whom payment has been made and the **insurer** shall be given their full co-operation in relation thereto.

## 7 General terms and conditions

### 7.1 Applicable law

Under European Law the **insured** and **insurer** may choose which law will apply to this contract. Irish Law will apply unless both parties agree otherwise.

### 7.2 Assignment

Assignment of interest under this **policy** shall not bind the **insurer** unless and until the **insurer's** written consent is endorsed hereon.

### 7.3 Cancellation

7.3.1 The **insured** may cancel this **policy** at any time by letter and returning this **policy** and the **certificate(s) of motor insurance** and the insurance disc(s).

7.3.2 Provided this insurance is an annual contract and providing no claim has been made for the period for which insurance cover was provided, the **insured** will be entitled to a return of premium based on short period rates which are as follows

Short Period Rates	
Period on risk not exceeding	Percentage of annual premium returned
1 Month	80%
2 Months	70%
3 Months	60%
4 Months	50%
5 Months	40%
6 Months	30%
7 Months	20%
Over 7 Months	nil

7.3.3 The **insurer** may cancel this **policy** by giving seven (7) days notice by recorded delivery to the **insured's** last known address and notifying the relevant Government Authority

7.3.4 The **insured** will be entitled to a pro-rata return of premium upon receipt of this **policy** and the **certificate(s) of motor insurance** and the insurance disc(s).

7.3.5 Where the premium or any part thereof was paid with the benefit of a finance agreement and there remains any sum outstanding (whether or not the date for repayment of the said sum or any part thereof has fallen due) by the **insured** to the provider of the finance (referred to hereafter as the Finance Company) at the date of cancellation under this General condition the **insurer** may deduct from the sum otherwise payable under this General condition to the **insured** all or any part of the sum outstanding by the **insured** to the Finance Company provided that the sum thereby deducted is paid directly by the **insurer** to the Finance Company.

### 7.4 Contract Rights of Third Parties

This insurance does not confer or create any right by any person who is not named as the **insured** and both the **insurer** and **insured** may amend, cancel or lapse this insurance without giving notice to, or requiring the consent of, any other third party.

### 7.5 Contribution

If at the time of any claim there is any other insurance covering the same risk or any part thereof the **insurer** will not be liable for more than its rateable proportion.

### 7.6 Disclosure under Data Protection Legislation

The **insurer** records and holds data in accordance with Data Protection Legislation and follows strict security procedures in the storage and disclosure of information provided to prevent unauthorised access or loss of such information. The **insurer** may find it necessary to pass data to other firms or businesses that supply products and services associated with this **policy**.

Further, by accessing and updating various databases the **insurer** may share information with

other firms and public bodies, including the police, in order to substantiate information and prevent or detect fraud. If false or inaccurate information is provided and fraud is suspected this fact will be recorded and the information will be available to other organisations that have access to the databases. Details of databases accessed or contributed to are available on request obtained through application to the appointed Data Controller.

## 7.7 Dispute resolution

- 7.7.1 All matters in dispute between the **insured, other insured parties** and the **insurer** arising out of or in connection with this insurance, will be referred to a mediator to be agreed by the parties within fourteen (14) working days of a written notice served on one party by the other requesting such an agreement. any dispute arising under the insurance If a mediator is not agreed then either party may apply to the Centre for Effective Dispute Resolution ('CEDR') for the appointment of a mediator. The parties shall share equally the costs of CEDR and of the mediator and that the reference, conduct and any settlement of the dispute at mediation shall be conducted in confidence.
- 7.7.2 The parties shall continue to perform their respective continuing obligations under this insurance, if any, while the dispute is resolved unless the nature of the dispute prevents such continued performance of those obligations.
- 7.7.3 If any such dispute is not resolved by mediation or the parties cannot agree upon the appointment of a mediator or the form that the mediation will take the dispute will be referred by either party to be determined and be subject to the exclusive jurisdiction of the High Court of Ireland.

## 7.8 Document management

The **insurer** may hold documents relating to this insurance and any claims under it in electronic form and may destroy the originals. An electronic copy of any such document will be admissible in evidence to the same extent as, and carry the same weight as, the original.

## 7.9 Fraud

If the claim be in any respect fraudulent or if any fraudulent means or devices be used by the **insured** or anyone acting on their behalf to obtain any benefit under this **policy** or if any liability, loss, destruction or damage be occasioned by wilful act or with the connivance of the **insured** all benefits under this **policy** shall be forfeited.

Further any claim paid to the **insured** in respect of any fraudulent means or device must be repaid to the **insurer**.

## 7.10 Instalment premiums

Where the premium or any part thereof was paid with the benefit of a finance agreement and there remains sums outstanding (whether or not the date for payment of the said sums or any part thereof has fallen due) by the **insured** to the provider of the finance (referred to hereafter as the Finance Company) the **insurer** may at their option deduct all or any part of the sums outstanding between the **insured** and Finance Company from any claims settlement due in respect of a loss under this **policy**, provided the sum thereby deducted is paid directly by the **insurer** to the Finance Company.

Where the **insurer** has agreed to the payment of premium(s) by instalments, if any instalment is not received by the **insurer** on or before its due date, then all unpaid instalments and service fees shall become immediately due. Should the full premium and service fee not be paid within 7 days of the **insurer** giving written notice of non payment this **policy** will be cancelled immediately upon the expiry of such notice.

Following such cancellation, provided that there have been no claims in the current **period of insurance**, the **insured** will be entitled to a pro-rata return of premium upon receipt of this **policy** and the **certificate(s) of motor insurance** or the insurance disc(s).

The **insurer** may at their own option deduct any outstanding premiums due from any claims settlement due in respect of a loss under this **policy**.

### **7.11 Joint indemnity/cross liability clause**

If this **policy** is issued in the name of more than one party, the cover provided by this **policy** shall apply as if separate policies had been issued to each of the parties jointly named as the **insured** but the total liability of the **insurer** for all claims shall not exceed the limits of Indemnity stated in this **policy**.

### **7.12 Motor Insurance Database**

To comply with Statutory Instrument S.I. 651 of 2003 and European Communities (Fourth Motor Insurance Directive) Regulations 2003 the **insured** shall ensure that all **vehicle** and **policy** details are notified to the **insurer**.

### **7.13 Observance**

7.13.1 The due observance and fulfilment of the terms and conditions of this **policy** insofar as they may relate to anything to be done or complied with by the **insured** will be a condition of this **policy**. Any waiver by the **insurer** of any term or condition will not prevent the **insurer** from relying on such term or conditions in the future.

7.13.2 Further where an indemnity is provided to an **insured person** the **insured** will arrange for each party to comply with the terms and conditions of this insurance so far as they can apply providing always that the **insured person** complies with the terms of clause 6, Duties in the event of a claim or potential claim.

7.13.3 In the event of a breach of any provision in this clause, and without prejudice to any other rights of the **insurer**, the **insurer** may:

- a) in a case of a breach of condition, cancel the **policy** in accordance with clause 7.3;
- b) in any case, reject or reduce claims connected with the breach and continue the **policy** on such terms as the **insurer** may determine and if any payment on account of any such claim has already been made the **insured** will repay forthwith all payments on account to the **insurer**.

### **7.14 Right of recovery**

In circumstances where the **insurer** is entitled to refuse an indemnity under the **policy** but is obliged by provision of the law of any territory in which this **policy** operates relating to the insurance of liability to third parties to make payment to a party who has suffered loss and / or damage, the **insured** shall repay to the **insurer** all such sums as the **insurer** is so obliged to pay.

### **7.15 Insurance Act 1936**

All monies which may become due or payable by the **insurer** under this policy shall in accordance with Section 93 of the Insurance Act 1936 be payable and paid in the Republic of Ireland.

### **7.16 Finance Act 1990**

The appropriate stamp duty has been or will be paid in accordance with the provisions of Section 113 of the Finance Act, 1990.

### **7.17 Language**

Your policy and all communications between you and us shall be in English.

## 8 General definitions and interpretation

The following words will have the same meaning attached each time they appear in this **policy** in **bold** type face.

Where the context so admits or requires, words importing the singular will include the plural and vice versa and words importing the masculine will import the feminine and the neuter. References to 'a person' will be construed so as to include any individual, company, partnership, or any other legal entity. References to a statute will be construed to include all its amendments or replacements. All headings within the **policy** are included for convenience only and will not form part of this **policy**.

### 8.1 Accident

Accident means any unforeseen event, one without apparent cause or anything that occurs unintentionally or by chance.

### 8.2 Certificate of motor insurance

Certificate of motor insurance means the certificate required by law to certify the existence of the minimum compulsory insurance as required by applicable Road Traffic legislation. For full details of the insurance cover, refer to this **policy**.

### 8.3 Date of occurrence

Date of occurrence means the date of the event which may lead to a claim. If there is more than one event arising at the same time or from the same originating cause, then the date of occurrence is the date of the first of these events.

### 8.4 Excess

**Excess** means the first part of any claim in respect of each and every **insured vehicle** for which the **insured** is responsible.

### 8.5 Hazardous goods

Hazardous goods means explosives, chemicals, chemical by-products, acids or any other goods of a generally dangerous or hazardous nature.

### 8.6 Insured

Insured means the person or entity specified on the application form who/which has applied for insurance hereunder and named in the **schedule** as insured.

### 8.7 Insured Person

Insured person means the **insured** and any passenger or driver who is in or on the **insured vehicle** with the **insured's** permission.

### 8.8 Insured section

Insured section means a section of this **policy** that forms part of the insurance contact but only if stated as 'insured' in the **policy schedule**.

### 8.9 Insured vehicle

Insured vehicle means any motor vehicle (including its standard accessories, spare parts or components fitted to it) mentioned by description, category or registration mark in the **schedule**.

### 8.10 Insurer

Insurer means QBE Insurance (Europe) Limited whose Head office and registered address is:

Plantation Place, 30 Fenchurch Street, London, EC3M 3BD, tel: 020 7105 4000 fax: 020 7105 4019. Registered in England No. 1761561. Home State - United Kingdom. Authorised and regulated by the Financial Services Authority. Registration Number 202842.

The Irish Branch address is: St Stephen's Green House, Earlsfort Terrace, Dublin 2

### **8.11 Market value**

Market value means the replacement value of the same make and model of vehicle of a similar age and condition and history as determined by reference to vehicle value publications.

### **8.12 Period of insurance**

Period of insurance means the period shown as such on the **schedule**, which times are taken as Greenwich Mean Time unless otherwise stated.

### **8.13 Policy**

Policy means this document, the **schedule** (including any **schedules** issued in substitution) and any endorsements attaching to this document or the **schedule** that will be considered part of the legal contract and any word or expression in bold type face on any of these documents will bear the specific meaning stated in these definitions.

### **8.14 Private car**

Private car means a vehicle (including its standard accessories, spare parts or components fitted to it) which is a private car, estate car or utility vehicle, mentioned by description, category or registration mark in the **schedule**.

### **8.15 Property**

Property means any tangible property including animals.

### **8.16 Proposal**

Proposal means any information supplied by or on behalf of the **insured**, deemed to be a completed proposal form and medical questionnaire and other relevant information that the **insurer** may require.

### **8.17 Road**

Road means any place that would be held to be a road for the purposes of any compulsory motor insurance legislation operative within the **territorial limits** defined in this **policy**.

### **8.18 Schedule**

Schedule means the document titled schedule that includes the name and address of the insured, the premium and other variables to this standard **policy** (including endorsement clauses) and is incorporated in this **policy** and accepted by the **insured**. Schedules may be re-issued from time to time where each successor overrides the earlier document.

### **8.19 Territorial limits**

Territorial limits mean The Republic of Ireland, Great Britain, Northern Ireland, the Isle of Man and the Channel Islands and during sea transit between ports in these areas including the processes of loading and unloading.

### **8.20 Trailer**

Trailer means any articulated or semi-trailer mentioned by description or category in the **schedule**.

## 9 Policy Endorsements

The terms, exceptions or conditions of this insurance may be varied by any endorsement specified under 'Operative Endorsements' in the **schedule**. Unless the endorsement specifies otherwise its application will apply to all sections of the **policy**.

Each endorsement will override any conflicting term in the policy and each is subject otherwise to the **policy** exclusions, general exclusion, terms, conditions and definitions.

### 9.1 Purpose of Use

#### **FA01 – Purpose of use: social, domestic and pleasure**

This insurance does not operate and the **insurer** will not be liable if the **insured vehicle** is being used for:

- a) purposes other than social, domestic and pleasure purposes and journeys between home and normal place of business (provided business calls are not made on the journey);
- b) carriage of passengers for hire or reward or for hiring, racing, competitions, rallies or trials or for any business purposes.

#### **FA04 – Purpose of use: social, domestic and pleasure and limited business**

This insurance does not operate and the **insurer** will not be liable if the **insured vehicle** is being used for:

- a) purposes other than social, domestic and pleasure purposes and the business of the **insured**;
- b) carriage of passengers for hire or reward or for hiring, racing, competitions, rallies or trials or for commercial travelling or for any purpose in connection with the motor trade.

#### **FA05 – Purpose of use: social, domestic and pleasure and business**

This insurance does not operate and the **insurer** will not be liable if the **insured vehicle** is being used for:

- a) purposes other than social, domestic and pleasure purposes and the business of the **insured**;
- b) carriage of passengers for hire or reward or for hiring, racing, competitions, rallies or trials or for any purpose in connection with the motor trade.

#### **FA10 – Purpose of use: carriage of own goods**

This insurance does not operate and the **insurer** will not be liable if the **insured vehicle** is being used for hire or reward or for any purpose other than use in connection with the **insured's** business or for social, domestic or pleasure purposes.

#### **FA11 – Purpose of use: carriage of goods for hire or reward**

This insurance does not operate and the **insurer** will not be liable if the **insured vehicle** is being used for the carriage of passengers for hire or reward or for any purpose other than use in connection with the **insured's** business or for the carriage of goods for hire or reward or for social, domestic and pleasure purposes.

#### **FA14 – Purpose of use: private hire**

This insurance does not operate and the **insurer** will not be liable if the **insured vehicle** is used for any purpose other than social, domestic and pleasure purposes or for the **insured's** business including the carriage of passengers for hire or reward under a Private Hire licence by a pre-booked service.

This insurance does not extend to cover the **insured vehicle** being let out on hire and driven by the hirer.

#### **FA18 – Purpose of use: public hire**

This insurance does not operate and the **insurer** will not be liable if the **insured vehicle** is used for any purpose other than social, domestic and pleasure purposes or for the **insured's** business including public and private hire purposes including the carriage of passengers for hire or reward.

This insurance does not extend to cover the **insured vehicle** being let out on hire and driven by the hirer.

## **9.2 Drivers**

### **FB01 - Drivers – Named drivers**

This insurance does not operate and the **insurer** will not be liable whilst the **insured vehicle** is being driven by or for the purpose of being driven is in the charge of any person other than the person(s) as specified in the **schedule**.

### **FB02 - Drivers – Excluded drivers**

This insurance does not operate and the **insurer** will not be liable whilst the **insured vehicle** is being driven by or for the purpose of being driven is in the charge of the person(s) as specified in the **schedule**.

### **FB03 - Drivers – Excluded drivers under specific age**

This insurance does not operate and the **insurer** will not be liable whilst the **insured vehicle** is being driven by or for the purpose of being driven is in the charge of any person under the age as specified in the **schedule**.

### **FB04 - Drivers – Excluded drivers over specific age**

This insurance does not operate and the **insurer** will not be liable whilst the **insured vehicle** is being driven or for the purpose of being driven is in the charge of any person over the age as specified in the **schedule**.

### **FB05 - Drivers – Specified drivers**

The endorsement applicable under this **policy** relating to excluded driver(s) will not apply in respect of the person(s) as specified in the **schedule**.

### **FB06 - Drivers – Excluded if not held a full licence for a specific period**

This insurance does not operate and the **insurer** will not be liable whilst the **insured vehicle** is being driven by or for the purpose of being driven is in the charge of any person who has not held a full Great Britain, Northern Ireland or Republic of Ireland driving licence to drive a vehicle of the same class for the period as specified in the **schedule**.

## **9.3 Excesses**

### **FCO1 – Excess: Damage**

The **insurer** shall not be liable to pay the first amount as specified in the **schedule** of each claim arising under **insured section B**, but this **excess** does not apply to claims for loss or damage by fire, self-ignition, lightning, explosion or by theft or attempt thereof.

### **FCO2 – Excess: Damage, Fire and Theft**

The **insurer** shall not be liable to pay the first amount as specified in the **schedule** of each claim arising under this insurance other than claims under **insured section A**.

### **FCO3 – Excess: Fire and Theft**

The **insurer** shall not be liable to pay the first amount as specified in the **schedule** of each claim arising under **insured section B in respect of** loss or damage by fire, self-ignition, lightning, explosion or by theft or attempt thereof.

## 9.4 General

### **F002 - Indemnity amended**

The limit of indemnity of the **insured section** stated is amended to the amount specified in the **schedule**.

### **F006 - Deleted sections**

The **insured section(s)**, sub-section(s) or clause(s) of this **policy** as specified in the **schedule** is/are deleted and deemed inoperative.

### **F009 - Insurance cancelled**

All benefits of this **policy** are cancelled and deemed to be inoperative as from the date as specified in the **schedule**.

### **F015 – Declaration basis**

Vehicle alterations under this **policy** will be declared to the **insurer** in accordance with the periods specified in the **schedule**.

### **F102 – Terrorism cover**

**Insured section B** of this **policy** extends to cover loss or damage caused by acts of terrorism not exceeding the limit specified in the **schedule** in respect of any loss or series of loss resulting from one event.

### **FE02 - Registered owner**

The **insured vehicle** is registered in the name specified in the **schedule**.

## 10 Complaints

### 10.1 What you should do?

The **insurer** takes all complaints seriously and endeavours to resolve all customers' problems promptly. If you have a question or complaint about this insurance or the conduct of your intermediary please contact your intermediary in the first instance.

If you wish to contact the **insurer** directly then for all **insured sections** apart from **D** please contact:

Chief Executive Officer, QBE Ireland, St. Stephen's Green House, Earlsfort Terrace, Dublin 2, Tel: 01 6053670,

Fax 01 6053655 or

Managing Director of Motor, QBE Insurance (Europe) Limited, One Coval Wells, Chelmsford Essex CM1 1WZ,

tel: +44 (0)1245 272700 fax: +44 (0)1245 272701.

Web: [www.qbeurope.com](http://www.qbeurope.com)

Please quote your **policy** number or claim number as appropriate in any correspondence.

If, after making a complaint, you feel that the matter has not been resolved to your satisfaction then if you are an eligible complainant you may contact:

Financial Services Ombudsman, 3<sup>rd</sup> Floor, Lincoln House, Lincoln Place, Dublin 2  
Lo Call: 1890 882090, Tel: 01 662 0899, Fax: 01 662 0890

Making a complaint to the Financial Services Ombudsman does not affect your rights under this **policy**, but if you are not an eligible complainant then the informal complaint process ceases.

### 10.2 What QBE will do if you complain

Following a full investigation a nominated representative will attempt to resolve your complaint and reply, with a decision, within 5 business days after receipt of your complaint.

In cases requiring a more detailed investigation QBE will contact you and provide an estimated date for a decision.

QBE will provide you with a regular written update on the progress of the investigation of the complaint at regular intervals of not greater than 20 business days

QBE will attempt to investigate and resolve a complaint within 40 business days of having received the complaint. Where 40 days have elapsed and the complaint is not resolved, QBE will inform the complainant of the anticipated timeframe within which QBE hopes to resolve the complaint and of the complainant's right, if any, to refer the matter to the Financial Services Ombudsman's Bureau

If you remain dissatisfied with the outcome and you write to QBE Ireland's Chief Executive Officer at the address above, you will at this stage receive a final response letter from QBE.

#### 10.2.1 About the Financial Services Ombudsman's Bureau (FSOB)

Eligible complainants are a private policyholder, charity or trust, or limited companies with a turnover of less than EUR3m.

The FSOB will only consider a complaint from an eligible complainant and if:

- the **insurer** has been given an opportunity to resolve it and
- the **insurer** has sent you a final response letter and you have referred your complaint to the FSOB within 6 months of the **insurer's** final response letter or
- the **insurer** has not responded to your complaint with a decision within 40 days.

**QBE IRELAND**

St. Stephen's Green House  
Earlsfort Terrace  
Dublin 2  
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