

Key Insurance

Insurance Product Information Document

Company: Valeos (2013) Limited Product: Key Cover



Valeos (2013) Limited. Registered Office: 6 East Parade, Leeds, LS1 2AD. Registered in England & Wales, No. 08718589. Authorised and regulated by the Financial Conduct Authority. Firm Reference Number 678019.

This document provides a summary of the key features and exclusions of this insurance policy. The full terms and conditions can be found in the policy terms and conditions and your policy schedule.

What is this type of insurance?

This policy provides insurance cover for lost and stolen keys, keys broken in a lock and locksmith costs to gain entry into your home, vehicle or property (as defined in the policy terms and conditions) if you lock your keys inside.



What is insured?

- ✓ Up to £1,500 for locksmith charges if you are unable to access your home, vehicle or property.
- ✓ Up to £1,500 for replacement locks if there is a security risk, or no duplicate key exists and cannot be sourced by an approved locksmith.
- ✓ Up to £100 per claim for replacement keys; including the reprogramming of infra-red handsets, immobilisers and alarms necessary as a result of the replacement of an insured key.
- ✓ Up to £40 per day for vehicle hire, for up to 3 days if you are unable to access your vehicle.
- ✓ Up to £100 per claim for onward transport costs for getting you to your original destination, or home if you are unable to access your vehicle and you are away from your home.
- ✓ Up to £100 for overnight accommodation costs for one night if you are unable to access your home.



What is not insured?

- ✗ Wear and tear or general maintenance of locks and keys.
- ✗ Keys lost or stolen from someone other than the policyholder.
- ✗ Replacement locks or keys of a higher standard or specification than those replaced.
- ✗ Any associated costs (other than the cost of replacing the insured key) where duplicate keys are available.
- ✗ Any claim not reported to Valeos (2013) Limited within 30 days of the incident occurring.
- ✗ Any claim for theft if the crime has not been reported and a crime reference number obtained.
- ✗ Vehicle hire charges where a hire vehicle exceeds 1600cc.
- ✗ Any loss of earnings or profits suffered as a result of the loss or theft of an insured key.
- ✗ Any claim where you have not taken steps to safeguard your keys.
- ✗ Any claim where receipts and/or invoices are not submitted to Valeos (2013) Limited within 120 days for payments you have made.
- ✗ Any charges or costs incurred where Valeos (2013) Limited arranges a locksmith or other tradesperson and you fail to attend or you make alternative arrangements with a third party once Valeos (2013) Limited has arranged for a locksmith or other tradesperson to attend a particular location.



Are there any restrictions on cover?

- ! You cannot make a claim during the first 7 days following the inception date of your policy as shown in your policy schedule.
- ! You cannot make more than 2 claims in your 12 month period of insurance.
- ! You cannot claim for costs that have been incurred by you prior to the insured event being reported to Valeos (2013) Limited.



Where am I covered?

- ✓ United Kingdom and the European Union.



What are my obligations?

- You must ensure any information you provide in relation to this policy is up-to-date and accurate.
- You must pay the premium in full when it is due.
- If you need to make a claim you must provide Valeos (2013) Limited with full details as soon as reasonably possible and within 30 days of the event giving rise to the claim.
- You must follow our claims process which can be found in your policy terms and conditions and policy schedule.
- If an insured key has been stolen it must be reported to the police immediately and a crime reference number obtained.



When and how do I pay?

- The premium must be paid in full when you take out the policy. Payment can be made by credit or debit card.



When does my cover start and end?

- Your cover starts on the date shown on your policy schedule and will last for a period of 12 months.



How do I cancel the contract?

- You can cancel your policy at any time.
- If you cancel within 14 days of purchase or receiving the policy documentation (whichever is the later), any premium paid will be returned to you, providing no claims have been made.
- If you cancel outside of the 14 day period there is no entitlement to a refund of premium.
- To cancel your policy, call 01423 535037 or write to 4th Floor, Clarendon House, Victoria Avenue, Harrogate HG1 1JD.