

ABOUT SPECTRUM GAP PLUS COVER

Group Policy 02211

This policy summary does not contain the full terms and conditions of the contract. Full terms and conditions can be found in the policy document.

Who is the insurer?

The insurer of this policy is Pinnacle Insurance plc. Cardif Pinnacle is a trading style of Pinnacle Insurance plc.

What is Spectrum GAP Plus cover?

If your vehicle is written off, Spectrum GAP Plus will help to ensure that you are able to buy a replacement vehicle of similar value, by paying the difference between the motor insurance settlement and the invoice price you originally paid for the vehicle (if your vehicle is new) or the Glass's Guide Retail Price for your vehicle on the day you took out the insurance (if your vehicle is used).

To be eligible for cover under this policy you must:

- be the registered keeper of the vehicle (which at the start date must be less than 5 years old and must have covered less than 80,000 miles);
- have comprehensive motor insurance in place for the vehicle;
- be over 18 years at the start date, resident in the United Kingdom, Channel Islands or the Isle of Man.

What are the benefits and features of Spectrum GAP Plus?

If your vehicle is written off due to an accident, fire or theft, Spectrum GAP Plus will pay the difference between the amount your motor insurance policy pays and the invoice price you paid for the vehicle (if your vehicle is new) or the Glass's Guide Retail Price for your vehicle on the day you took out the insurance (if your vehicle is used).

Spectrum GAP Plus will also cover up to £250 in respect of any motor insurance policy excess you have had to pay to the motor insurer as part of your total loss claim.

The maximum benefit payable under this policy is £15,000.

For full details of the benefits and features of the cover, please refer to Clause 4 of the policy document.

What am I NOT covered for under Spectrum GAP Plus?

There are some situations that you are not covered for. The most significant exclusions of the policy are set out below, but there may be other exclusions that are significant to you, so you need to check the policy document for full details. **For full details of the exclusions** please refer to Clause 5 of the policy document.

Benefits will not be paid if your vehicle is:

- used for racing, rallying or competition of any kind;
- used for hire or reward or as a taxi, emergency vehicle, invalid carrier or driving instruction vehicle;
- used principally as a courier/delivery vehicle;
- registered to a company whose principal business is a haulage contractor;
- modified other than in accordance with the manufacturer's specifications;
- written-off while you, or a person with your consent to drive the vehicle, is under the influence of alcohol or drugs.

For all the above exclusions, refer to Clause 5 of the policy document.

Limits of cover

Benefit will not be payable in respect of:

- any amount deducted by the comprehensive motor insurer, i.e. unpaid premiums, salvage value, contributory negligence;
- dealer-fitted options, insurance premiums, warranty costs, fuel, paintwork protection applications or other additional amounts included in the invoice price;
- any amount/negative equity carried over from a previous loan or finance agreement on a vehicle which is being part exchanged and which inflates either the invoice price of the new/replacement vehicle, part exchange allowance, or loan amount borrowed on the insured vehicle.

How long does my Spectrum GAP Plus contract run for?

Spectrum GAP Plus will run for the period shown on your schedule (either 24 or 36 months), but will end earlier if the vehicle is sold to another party. If you have chosen a monthly policy, your cover will automatically renew each month providing you pay the premium. Once the 12th premium has been paid, cover will continue for a further period of 12 or 24 months depending on the term of your cover.

What happens if I take out cover and then change my mind?

If you are unhappy with your cover you can cancel your policy within 14 days of receiving your policy and any premium paid will be refunded. After this period you may cancel your cover at any time but no refund of premium will be paid.

How do I make a claim under Spectrum GAP Plus?

Please contact the Claims Department by calling 0870 729 6127, or by writing to Claims Department, Cardif Pinnacle, Pinnacle House, A1 Barnet Way, Borehamwood, WD6 2XX.

You should not accept any settlement offer made by your motor insurer until you have contacted our Claims Department, and we have given our consent to do so.

How do I make a complaint about Pinnacle Insurance plc and my Spectrum GAP Plus cover?

If you have a problem with the service you receive, you can write to the Customer Relations Manager, Cardif Pinnacle, Pinnacle House, A1 Barnet Way, Borehamwood, WD6 2XX.

We will confirm that we have received your complaint within five working days and will do our best to resolve the problem within four weeks. If we are unable to do so, we will let you know when you can expect an answer. If we have not resolved the problem within eight weeks - or if you are dissatisfied with our final response - we will give you information about referring your complaint to the Financial Ombudsman Service (if this applies to you).

Would I receive compensation if Pinnacle Insurance plc were unable to meet its liabilities?

Pinnacle Insurance plc is covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and circumstances of the claim.