

keyfacts[®]

POLICY SUMMARY

This summary shows the key facts that the Financial Conduct Authority has asked us to bring to your attention. They are not the full terms and conditions. These are detailed in the Policy Wording (a copy is available on request or on our website). This summary does not form part of your contract of insurance. This insurance product is arranged and administered by Summit Insurance Services Limited which is regulated by the Financial Conduct Authority.

TYPE OF INSURANCE

The insurance entitles you to repair or replacement of the insured computer equipment in the event of accidental damage or theft.

THE INSURER

This insurance is underwritten by Lloyd's Syndicate 5820 which is managed by ANV Syndicates Limited. Registered Office: 47 Mark Lane, London EC3R 7QQ. ANV Syndicates Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

TO QUALIFY FOR COVER

You can purchase this insurance provided that your main place of residence is within the United Kingdom, the Channel Isles or Isle of Man and you own the computer equipment.

We will not accept any computer equipment that is more than 36 months old or was purchased:

- outside the United Kingdom, the Channel Islands or the Isle of Man;
- second-hand or via an on-line auction (e.g. eBay).

PERIOD OF INSURANCE

You are able to select the period of cover most suitable for you from a range of different durations.

FEATURES AND BENEFITS

Accidental Damage

Accidental damage means sudden and unintentional damage to all or part of the computer equipment which results in it not being able to function as before. We will pay repair or replacement costs up to the Policy Limits. Where only part or parts of your computer equipment have been damaged, we will only repair or replace that part or parts.

The policy does NOT cover malicious damage, meaning that it does not cover intentional or deliberate damage by you or any other person.

Theft

This means that the computer equipment has been taken unlawfully and without your permission with the intention of permanently depriving you of it. We will pay for a replacement of your computer equipment up to the Policy Limits.

The Policy features can be found in the section "What is Covered" in the Policy Wording.

POLICY LIMITS

Geographical limits

Cover applies in the United Kingdom, the Channel Islands or the Isle of Man. It can include use in any other country in which you are temporarily present, provided that your main place of residence is within the United Kingdom, the Channel Islands or the Isle of Man and subject to any repairs being carried out in the United Kingdom by repairers approved by us.

Maximum payable

You can claim more than once but the maximum payable in any one claim will be the total insured value of your computer equipment.

Replacements

We will always try to provide you with a replacement of an identical specification but sometimes this is not possible so we cannot guarantee an exact match in all cases. Cover will automatically apply to the replacement computer equipment for the remainder of the policy.

The policy will not reimburse VAT where you are registered with HM Revenue and Customs for VAT or the cost of carriage outside the UK.

You cannot transfer the cover under this policy to another computer unless the replacement computer equipment is provided under this insurance following a successful replacement claim, or it is provided by the manufacturer following a successful claim by you under the manufacturer's warranty.

The limits above are explained in the section "Policy Limits" in the Policy Wording.

SIGNIFICANT EXCLUSIONS

Like all policies of this type there are some things that are not covered; importantly these include:

Theft Exclusions:

1. Theft from any motor vehicle unless all the vehicle's windows and doors have been closed and locked and all security systems have been activated, or theft from unoccupied premises unless there is evidence of violent and forcible entry.
2. Theft unless you have reported the incident to the local Police within 24 hours and obtained a Crime Reference Number and Report.
3. Loss of information or data or software on the computer equipment.

Accidental Damage Exclusions:

1. Handling or using the computer equipment not in accordance with the manufacturer's instructions.
2. Any kind of damage unless the damaged computer equipment is provided for repair or made available for inspection if required.
3. Damage to information or data or software on the computer equipment.
4. Where the serial number cannot be determined from your computer equipment.
5. Superficial damage including scratching and denting.

General Exclusions:

1. Any computer equipment that is more than 36 months old at the time of purchasing this policy.
2. Any incident which happens outside the Geographical Area.
3. Any claim if your computer equipment was purchased:
 - outside the United Kingdom, the Channel Islands or the Isle of Man;
 - second-hand, or via an on-line auction (e.g. eBay).
4. Any claim whilst the computer equipment is in the possession of a third party. For the purposes of this exclusion "third party" will mean:
 - (a) if you are a private individual, anyone other than you or a member of your immediate family normally resident at your address;
 - (b) if you are an educational establishment (including a school, college or university), anyone other than your registered employees or students authorised to use equipment; and
 - (c) if you are a company, partnership, governmental authority, public or private sector organisation, charity or club, anyone other than a registered employee of you.
5. Wilful negligence, abuse, misuse or neglect by the user.
6. Where proof of purchase has not been provided.
7. Where the serial number has been tampered with in any way.
8. Failure of any electrical or computer equipment, software, micro-controller, microchip, accessories or associated equipment to correctly recognise and process any calendar date or time.
9. Any expense incurred as a result of not being able to use the computer equipment, or any loss other than the repair or replacement costs of the computer equipment.
10. Costs incurred in connection with the installation, removal or subsequent relocation of the computer equipment.
11. Damage caused by or attributed to a software virus or any other software based malfunction.
12. Liability of whatsoever nature arising from ownership or use of the computer equipment, including any illness or injury resulting from it.
13. Any losses that are not directly associated with the incident that caused the claim.
14. War and radiation risks.

Please note that your claim may be refused if you do not follow the Claim Procedure and the requirements and advice from Summit. All policy exclusions can be found in the section "What Is Not Covered" in the Policy Wording.

CANCELLING THE POLICY

You may cancel the policy during the first 30 days from the start of cover, and a full refund of premium will be paid provided that you have not made a claim. You may cancel the policy at any time after the first 30 days and you will receive a premium rebate corresponding to the unexpired period of cover, provided that you have not made a claim and provided the premium has been made in full. To cancel cover please notify Summit and return your insurance documents to them.

CHANGING THE POLICY

You should notify Summit immediately on 01788 563100 to notify any change such as a change of address, or of any proposed alterations or modifications to the computer equipment.

HOW TO MAKE A CLAIM

Contact Summit within 2 working days of discovering the incident. Their contact details are:
Telephone: 01788 563111. Email: claims@compucover.co.uk
Full details about making a claim can be found in the section "How To Make A Claim" in the Policy Wording.

WHAT TO DO IF YOU HAVE A COMPLAINT

This complaints procedure does not affect your legal rights.
If you want to make a complaint about any aspect of the policy or about the handling of a claim, please contact , Summit Insurance Services Limited, The Robbins Building, Albert Street, Rugby, CV21 2SD. Tel: 01788 563100. Email: complaints@compucover.co.uk
You may at any time refer the matter to the Policyholder and Market Assistance team at Lloyd's. Their address is: Policyholder & Market Assistance, Lloyd's, Fidentia House, Walter Burke Way, Chatham Maritime, Kent ME4 4RN. Email complaints@lloyds.com. Telephone +44 (0)20 7327 5693.
Fax +44 (0)20 7327 5225.
Details of Lloyd's complaints procedures are set out in a leaflet "Your Complaint - How We Can Help" available at <http://www.lloyds.com/complaints> and are also available from the above address. If you remain dissatisfied after Lloyd's has considered your complaint, you may have the right to refer your complaint to the Financial Ombudsman Service. The address is:
The Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR.
Telephone Number: 0800 0234 567 (calls to this number are normally free for people ringing from a "fixed line" phone, but charges may apply if you call from a mobile phone).
Telephone Number: 0300 1239 123 (calls to this number are charged at the same rate as 01 or 02 numbers on mobile phone tariffs). E-mail: complaint.info@financial-ombudsman.org.uk
Further details will be provided at the appropriate stage of the complaints process.

Complaints about the sale of your policy or the service from Summit

If you wish to make a complaint about, how your policy was sold to you (including the information you were given before you bought the policy), you should in the first instance contact The Managing Director of Summit Insurance Services Limited at the address shown above.
If you remain dissatisfied and wish to make a complaint, you can refer the matter directly to the Financial Ombudsman Service. The address is also given above.

COMPENSATION SCHEME

The Insurer is covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme if it is unable to meet its obligations to you under the insurance contract. Further information can be obtained from the Financial Services Compensation Scheme (10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU) by phone on (freephone) 0800 678 1100 or 020 7741 4100 and on their website at www.fscs.org.uk