

**FORD INSURE**  
ford-insure.co.uk

**Put yourself in the driving  
seat with FORD INSURE  
7 Day Driveaway cover**



**Go Further**

# 7 Day Driveaway cover

We carefully design and build our cars around you and your driving needs, which is why we have developed an insurance policy specifically for you. With Ford Insure 7 Day Driveaway cover, you can be safely on your way.

Best of all, it's free.

This means you don't have to worry about setting up new insurance or changing your existing insurance policy straight away. You can just concentrate on enjoying your Ford.

## The benefits of 7 Day Driveaway cover

- 7 days complimentary cover
- Peace of mind that you're covered from the moment you collect your car
- More time to arrange new or change your existing insurance.

## Setting up your 7 Day Driveaway cover

Setting up your complimentary cover couldn't be easier. Just follow these simple steps:

- 1 Note down the Activation code from your Ford Dealer
- 2 Call our UK Customer Service Team on **0330 123 5186** (our lines are open 8am - 8pm Monday to Friday and 9am - 4pm Saturday)
- 3 We'll take your details and driving history, provide you with an annual insurance quote\*, then you're ready to go

Activation code:

Vehicle registration number:

Vehicle model:

Annual insurance renewal date:

\*Terms and conditions apply.





# Ford Insure annual cover

It's easy to set up 12 months comprehensive cover with Ford Insure. Designed specifically for Ford owners, it offers great value, simplicity and a range of benefits that come as standard.

Genuine Ford replacement parts will give you peace of mind and you can rest easy knowing our Ford-trained technicians are looking after your car. There is also a 24 hour recovery service.

## Get up to £100 when you change to Ford Insure

We know that Ford Insure annual cover provides reassurance and confidence to our customers. So we're making it easier to move your insurance to Ford Insure - even if your existing insurance isn't due for renewal.

As well as being quick to set up and start, we'll also cover the cost of moving. So if your current insurer charges a cancellation fee, then we will cover up to £100\* of their charge when you switch to Ford Insure.

## Discover the benefits of Ford Insure

- ✓ If your vehicle is involved in an accident, your car can be repaired by a Ford-trained technician in a Ford Accident Repair Centre using genuine parts
- ✓ All repairs at Ford Accident Repair Centres are guaranteed for 5 years
- ✓ No matter who is to blame for the accident that keeps your car off the road, you will have access to a Class A (small hatchback) replacement car while your car is being repaired
- ✓ Replacement child seats in the event of an accident
- ✓ 24 hour accident recovery service
- ✓ Broken or damaged glass will be replaced with no impact on your No Claims Discount
- ✓ Personal belongings in your car will be covered up to £200
- ✓ Unlimited cover for standard fit in-car entertainment equipment
- ✓ Emergency Accommodation: Up to £250
- ✓ Up to 90 days European cover.

Terms and conditions apply.

## Contact us now

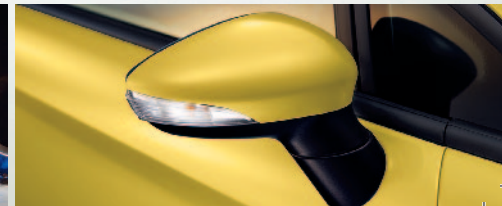
Start your annual comprehensive cover today.

Call us on

**0330 123 5186**

or go online at [www.ford-insure.co.uk](http://www.ford-insure.co.uk)

\*Terms and conditions of the offer: 1. You may lose any partial No Claims Discount (NCD) entitlement you have accumulated for the current year with your previous provider on your policy if you switch insurance provider mid-term. 2. The offer covers up to £100 of cancellation charges when switching from another insurer. 3. You will be asked to supply written proof from your previous insurer of the cancellation fee you have paid within 30 days of taking out a policy. Please send this to Europa Group Limited who are the administrators of the policy at; Ford Insure, Europa House, Midland Way, Thornbury, Bristol, BS35 2JX. 4. The offer is only valid when you have purchased a new Ford Insure annual policy. 5. Once Europa have verified these documents and first payment has been made Europa will refund you the switcher fee. 6. The switching offer will not affect your annual premium.



# Eligibility

In order to qualify for Ford Insure 7 Day Driveway Insurance you and all named drivers must satisfy the following eligibility criteria:

- be a permanent resident in the UK;
- minimum age 17 years old;
- have not been refused motor insurance or had a policy cancelled or voided; and
- have not been convicted of, or have any outstanding prosecutions for, any non-motoring convictions.

The car you are insuring:

- must be registered in your name or that of your partner;
- must be less than 20 years old; and
- must not be used for motor trade, hiring, carrying passengers for reward, racing or speed testing, time trials, track days, rallies or 4 x 4 off road events.

We will also take into account the accident and conviction history relating to you and other named drivers.

We may not be able to offer cover in all circumstances.

Terms and Conditions apply.

# Policy Summary

The cover provided by Ford Insure Private Car Driveway Insurance Policy is Comprehensive and is underwritten by Allianz Insurance plc.

**Comprehensive** – loss or damage cover for your car and third party liability protection for injury or damage insured drivers may cause to others or their property.

Your policy contains the following significant or unusual exclusions and limitations. For the full explanation of these and all other terms, please refer to the section of the policy document indicated. A copy of the policy wording will be provided on request.

Significant or Unusual Exclusions and Limitations	Section of Policy				
<p>You will have to pay the first £500 of any claim made for fire, explosion, theft, attempted theft, accidental damage and malicious damage.</p> <p>The following excesses apply to accidental damage claims in respect of young drivers. These excesses replace the above excess:</p> <table> <tr> <td>Drivers 17-20 Years old</td> <td>£800</td> </tr> <tr> <td>Drivers 21-24 Years old</td> <td>£650</td> </tr> </table>	Drivers 17-20 Years old	£800	Drivers 21-24 Years old	£650	Loss of or damage to your car
Drivers 17-20 Years old	£800				
Drivers 21-24 Years old	£650				
<p><b>Glass Damage Excess</b></p> <p>If the windscreen or windows of your car are repaired or replaced you will have to pay an excess as follows:</p> <ul style="list-style-type: none"> <li>• Nil for repair using our approved repairer Autoglass;</li> <li>• £100 for replacement using our approved repairer Autoglass; or</li> <li>• £200 for repair or replacement using any other repairer.</li> </ul>	Loss of or damage to your car				
Loss of or damage to your car following theft or attempted theft is excluded if at the time of the loss or damage your car was unoccupied with the ignition key or other removable ignition device left in or on your car.	Loss of or damage to your car				
Audio, communication, navigational or in-car entertainment equipment that is not manufacturer standard or a manufacturer fitted optional extra for your car when built is limited to £750. The equipment must be permanently fitted to your car and powered by your car's electrical system only.	Loss of or damage to your car				
If your car can be repaired by a Ford Accident Repair Centre, they will provide you with use of a Class A motor car whilst your car is being repaired for an insured event.	Contact Us				

Significant or Unusual Exclusions and Limitations	Section of Policy
<p>Following an accident involving your car we will pay:</p> <ul style="list-style-type: none"> <li>• medical, surgical and dental fees up to £200 for each person;</li> <li>• veterinary fees up to £200 for each domestic pet (for a maximum of two pets).</li> </ul> <p>We will also pay you £30 a day for up to 30 days if you have to stay in hospital.</p>	Medical Expenses
<p>We will pay, at your request, up to:</p> <ul style="list-style-type: none"> <li>• £200 for personal belongings; and</li> <li>• £200 for wheelchairs, prams, children's push chairs, buggies and carrycots while in or on your car if they are lost or damaged by an accident, fire, theft or attempted theft.</li> </ul>	Personal Belongings
<p>We will cover the cost of changing locks on your car if the keys, transmitter or immobiliser key have been lost or stolen provided you report the loss to the police within 24 hours of discovery.</p> <p>The maximum we will pay for any one claim is £500.</p>	Replacement Locks

## Customer Complaints

At Ford Insure, our aim is to get everything right, first time, every time. If a mistake is made we will put it right quickly. To start the process of investigating a complaint all **you** need to do is phone, email or send a letter to the contact details below:

**Telephone:** 0344 693 6731

**Email:** [customer.relations@ford-insure.co.uk](mailto:customer.relations@ford-insure.co.uk)

**Write to:** Ford Insure  
Europa House  
Midland Way  
Thornbury  
Bristol  
BS35 2JX

Once **your** complaint has been received it will be treated with the highest importance.

Within five working days we will:

- Confirm that we've received **your** complaint:

- Give **you** the name of the person who is dealing with the complaint. They will have been fully trained to investigate and resolve it professionally, and they will be **your** main contact throughout the process.

We will try to deal with **your** complaint straight away, but if we need to investigate further in order to resolve the problem:

- Within four weeks we will aim to give **you** a final response to the complaint, with all the reasons for the actions or decisions, along with details of the Financial Ombudsman Service; or
- Explain why it is not yet possible to give **you** a final response, and let **you** know when we will be ready to do so.

We hope that our response will never exceed eight weeks but if we have not provided a full response within this time we will explain why it has not been possible to give **you** a final response, and let **you** know when we will be ready to do so. Whilst you may contact the Financial Ombudsman Service at any stage of your complaint for free and impartial advice it is unlikely they will review your complaint until you have received our final response or eight weeks have passed since you made your complaint to us.

To refer your complaint to the Financial Ombudsman Service all you need to do is phone, email or send a letter to the contact details below:

**Telephone:** 0800 023 4567  
0300 123 9123

**Email:** [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

**Write to:** Financial Ombudsman Service  
Exchange Tower  
Harbour Exchange Square  
London  
E14 9SR

However if **your** complaint relates to a claim, please contact Allianz directly using the claims telephone number on the inside cover of this Policy booklet.



# Important Information

## Your right to cancel

As the Ford Insure Driveaway Policy cover is for a period of less than one month, there are no statutory cancellation rights.

## Claims Information

0344 854 2186. If calling from abroad please call +44 1454 451667.

## Financial Services Compensation Scheme:

If your insurer is unable to meet its liabilities you may be entitled to compensation under the Financial Services Compensation Scheme (FSCS). Further information about compensation scheme arrangements is available at [www.fscs.org.uk](http://www.fscs.org.uk), by emailing [enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk) or by phoning the FSCS on 0800 678 1100 or 0207 741 4100.

## Other Important Information

### Other insurances

No insurance shall be held to be effected if you have the benefit of other insurance covering the same loss, damage or liability. If you obtain the benefit of other insurance covering the same loss, damage or liability during the period of insurance the policy will be void from the moment the other insurance is effected.

## Termination of the contract

You may cancel this policy by returning the temporary cover note to us.

## The law and language applicable to the policy

Unless we agree otherwise:

- the language of this policy and all communications will be English; and
- all aspects of this policy including negotiation and performance are subject to English law and the decisions of English courts.

## Policy Sections Applying

- Your liability to others
- Loss of or damage to your vehicle
- Medical Expenses
- Personal belongings
- Replacement Locks

## Excesses

Fire, Theft, Accidental Damage and Malicious Damage	£500
The following excesses apply to accidental damage claims and are in respect of young drivers. These excesses replace the above amount:	
Drivers 17 to 20 years old	£800
Drivers 21 to 24 years old	£650
Windscreen – repaired by our approved repairer Autoglass	£0
Windscreen – replaced by our approved repairer Autoglass	£100
Windscreen – repaired or replaced by a non-approved repairer	£200

## Policy Limits

Personal Belongings	£200
Medical Expenses	£200
Replacement Locks	£500
Audio and In-Vehicle Equipment	unlimited, or £750 if the equipment was not standard for your car when built
Third Party Property Damage	£20,000,000

## How we use your data

Allianz Insurance plc, FCE Bank plc, Ford Motor Company and Europa Group Limited will use the information collected about you (which may include some sensitive data) and anyone you chose to include in your policy to arrange, underwrite and administer your Ford Insure 7-Day Driveaway Motor Insurance policy.

Your information may be disclosed to the parent, subsidiary or associated companies of the Ford group of companies, Allianz Insurance plc, Europa Group Limited, any agencies, contractors or companies providing services for your benefit and any assignees, transferees or replacements of the above referred parties.

The information held about you may also be transferred outside the European Economic Area (EEA) and by submitting your information you agree to such a transfer. Measures will be put in place to protect your data and these safeguards shall be no less stringent than the requirements of English law. Please ensure that where you have provided the personal information of others, that you have their consent, and that you have made them aware of this notice and the use of their information.

Your information may be used by the above parties for the purposes of administration of your policy, underwriting & statistical analysis.

Unless you have already informed us to the contrary, the Ford group of companies and Europa Group Limited would like to keep you informed, by telephone, post, text or email of selected products and services available from them and their carefully chosen suppliers. **Please let us know if you would prefer not to receive this information.**

## Motor Insurance Database

Information relating to your insurance policy will be added to the Motor Insurance Database ("MID") managed by the Motor Insurers' Bureau ("MIB"). MID and the data stored on it may be used by certain statutory and/or authorised bodies including the Police, the DVLA, the DVA (Northern Ireland), the Insurance Fraud Bureau and other bodies permitted by law for purposes not limited to but including:

- I. Electronic Licensing
- II. Continuous Insurance Enforcement;
- III. Law enforcement (prevention, detection, apprehension and or prosecution of offenders)
- IV. The provision of government services and or other services aimed at reducing the level and incidence of uninsured driving.

If you are involved in a road traffic accident (either in the UK, the EEA or certain other territories), insurers and/or the MIB may search the MID to obtain relevant information. Persons (including his or her appointed representatives) pursuing a claim in respect of a road traffic accident (including citizens of other countries) may also obtain relevant information which is held on the MID.

It is vital that the MID holds your correct registration number. If it is incorrectly shown on the MID you are at risk of having your vehicle seized by the Police. You can check that your correct registration number details are shown on the MID at [www.askmid.com](http://www.askmid.com). You should also show these notices to anyone insured to drive under this policy.

If you do not have Internet access you may find Internet facilities available at your local library.

Some information may be shared with other insurers and agents via a register of claims for the purposes of fraud prevention and underwriting.

Please refer to your Policy Booklet or our website for more information on Data Protection and your rights. To request a copy of the Policy Booklet please speak to our UK Customer Service Team on 0344 693 6730 or visit our website [www.ford-insure.co.uk](http://www.ford-insure.co.uk).



### Remember, with Ford Insure you can benefit from:

- ✓ 7 Day Driveaway cover
- ✓ The opportunity to switch to an annual comprehensive policy, which has the following benefits:
  - Designed specifically for Ford owners
  - Value, simplicity and a range of benefits that come as standard
  - Genuine Ford replacement parts provide peace of mind and Ford-trained technicians look after your vehicle
  - 24 hour recovery service
  - If your current insurer charges a cancellation fee, then we will cover up to £100\*of their charge when you switch to Ford Insure.

\* Terms and conditions apply.

To get your 7 Day Driveaway cover call us now on

# 0330 123 5186†



Go Further

† Our lines are open 8am - 8pm Monday to Friday and 9am - 4pm Saturday.

Ford Insure is sold and administered by Europa Group Limited (registered in England with company number 3279177)

Registered office: Europa House, Midland Way, Thornbury, Bristol, BS35 2JX. Europa Group Limited is authorised and regulated by the Financial Conduct Authority. Financial Services Register number 309794.

Ford Insure 7 Day Driveaway Insurance is underwritten by Allianz Insurance plc (registered in England with company number 84638) Registered Office: 57 Ladymead, Guildford, Surrey GU1 1DB.

Allianz Insurance plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register number 121849.

FCE Bank plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register number 204469.

FCE Bank plc acts as an insurance introducer in relation to Ford Insure. In relation to this same product, Ford Motor Company Limited is an appointed representative of FCE Bank plc.

FCE Bank plc (registered in England with company number 0772784) Registered office: Central Office, Eagle Way, Brentwood, Essex CM13 3AR.

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