



Finance. Insurance. Fleet. Mobility.

## Lease charges gap insurance policy summary

This Policy Summary provides you with an overview of cover along with information about how to make a claim or cancel your policy. Full terms and conditions of the policy can be found in the Volkswagen Gap Insurance Cover Booklet.

### keyfacts®

#### Significant features and benefits of the policy

If your car is written off or stolen and not recovered, Volkswagen Gap Insurance helps to bridge the gap between the settlement amount from your motor insurer and the early settlement balance of your contract hire or lease/hire agreement. Claims under this policy will be paid to the finance company.

Any payment under this policy, will also include up to £250 towards your motor insurance policy excess.

**Please note, the most we will pay is shown on your Certificate of Insurance.**

#### Eligibility for cover

You will be eligible for cover under the policy providing your vehicle is:

- Specified on the Certificate of Insurance
- Listed in Glass's Guide (the motor industry standard vehicle pricing guide)
- Principally used in the United Kingdom

The eligible vehicle must not be:

- Above 3.5 tonnes, or above 5 tonnes for commercial vehicles
- An imported vehicle unless manufactured as right hand drive and purchased from an authorised United Kingdom distributor
- Used for any type of competition or rallies, racing, any type of track day, off road, speed testing, pacemaking, or reliability trials, commercial business use of hire and reward including and not limited to taxi, courier services and private hire; or as an emergency vehicle

Your vehicle must also be insured at all times under a comprehensive motor insurance policy issued in the United Kingdom and the lease/hire agreement must be in your name.

#### Period of insurance

Cover under this policy lasts until the earliest of the following:

- 60 months from the start date
- The date the finance agreement has been paid off in full or has reached the scheduled expiry
- The date on which your vehicle is returned to the finance company
- The date a claim is made on this policy
- Repossession
- Cancellation of the policy

#### Significant conditions and exclusions

**This section contains a brief summary and a selection of the conditions and exclusions of the Volkswagen Gap Insurance Cover Booklet.**

- You must contact Volkswagen Gap Insurance before you accept a total loss settlement offer from your motor insurer. If you accept an offer without our agreement then we reserve the right to settle your claim based on the market value of your vehicle, as determined by the Glass's Guide retail transacted value.
- If you are pursuing the claim with a third party insurer, you must advise Volkswagen Gap Insurance. Please be aware that all Volkswagen Gap Insurance terms and conditions will still apply.
- Where your motor insurance company determines that your vehicle is a total loss and offers a replacement vehicle and you decline the offer, Volkswagen Gap Insurance reserves the right to settle the claim using Glass's Guide valuation. This may result in a claim not being paid.

- Your policy is not transferable unless your motor insurer provides you with a replacement vehicle in settlement of a claim, or where the Retailer replace your vehicle due to merchantable quality issues.
- In the event of a total loss, the vehicle must be recorded and registered as salvage categories A, B, C or D.
- This policy does not cover any claim in relation to any VAT element where you are VAT registered.

#### In the event of the following, no claim will be paid if:

- The vehicle is stolen, whilst unattended and the keys are in or on the vehicle.
- The driver of your vehicle is intoxicated by alcohol or under the influence of non-prescribed drugs, or where advised not to drive by a registered medical practitioner.

#### Your right to cancel

If this cover does not meet your requirements or should you decide to cancel for any reason within a period of 30 days of receipt of the policy documents, you can obtain a full refund of the premium paid, provided no claims are known or reported.

After the 30 day period you can cancel your cover and be entitled to a pro rata refund, less an administration fee of £35, provided no claims are known or reported.

#### How to make a claim

Please contact the Volkswagen Gap Insurance Claims Department at:

Volkswagen Gap Insurance  
Claims Department  
1 Victoria Street, Bristol Bridge, Bristol, BS1 6AA  
Telephone: **0330 400 1633**

Failure to provide all the information required to process your claim within 30 calendar days of reporting a claim could result in no payment being made. Further information can be found in the "How to make a claim" section of the Volkswagen Gap Insurance Cover Booklet.

#### How to make a complaint

If you have a complaint, please contact our Customer Satisfaction Manager at:

Volkswagen Gap Insurance  
1 Victoria Street, Bristol Bridge, Bristol, BS1 6AA  
Telephone: **0330 400 1420**

By email: [Complaints@volkswagen-gapinsurance.co.uk](mailto:Complaints@volkswagen-gapinsurance.co.uk)

If you remain dissatisfied with the way that your complaint has been dealt with, you may refer the matter to the Financial Ombudsman Service within 6 months of the date of the Claims Administrator's final response at:

The Financial Ombudsman Service, Exchange Tower, London, E14 9SR

By telephone: 0800 023 4567

For more information please visit [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

This procedure does not affect your statutory rights and is in addition to any other rights you may have to take legal proceedings.

# Volkswagen Financial Services



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## Getting in touch

You can contact us at:

Volkswagen Gap Insurance  
1 Victoria Street, Bristol Bridge, Bristol, BS1 6AA

By telephone: **0330 400 1633**

By email: [Customersupport@volkswagen-gapinsurance.co.uk](mailto:Customersupport@volkswagen-gapinsurance.co.uk)

Any telephone calls made in connection with this policy may be monitored or recorded to assist with training and for quality assurance processes.

If you suffer from any disability affecting your ability to read this policy summary please contact, or arrange for some person, on your behalf, to contact Volkswagen Gap Insurance for assistance.

## Who provides Volkswagen Gap Insurance

Volkswagen Financial Services is a trading name of Volkswagen Financial Services (UK) Limited ("VWFS UK"), registered in England and Wales.

Volkswagen Gap Insurance from Volkswagen Financial services is underwritten by MAPFRE Asistencia Compañía Internacional de Seguros y Reaseguros Sociedad Anonima ("MAPFRE"), authorised by Dirección General de Seguros y Fondos de Pensiones and subject to limited regulation by the Financial Conduct Authority ("FCA") and Prudential Regulation Authority No. 203041.

Volkswagen Gap Insurance is administered by Abraxas Insurance Administration Services Limited who acts on behalf of the Insurer.

VWFS UK and Abraxas Insurance Administration Services Limited are authorised and regulated by the FCA. Authorisation details can be checked on the Financial Services register at [www.fca.org.uk/firms/systems-reporting/register](http://www.fca.org.uk/firms/systems-reporting/register) or by calling 0800 111 6768. VWFS UK is not part of the same corporate group as MAPFRE and Abraxas Insurance Administration Service Limited.

MAPFRE ASISTENCIA is covered under the Financial Services Compensation Scheme. If we are unable to meet some of our liabilities and you make a valid claim, you may be entitled to compensation from the FSCS, depending on the type of business and circumstances of the claim.

Further information can be obtained from the Financial Services Compensation Scheme:

By telephone: 0800 678 1100 or 020 7741 4100

By email: [enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk)

[www.fscs.org.uk](http://www.fscs.org.uk)