

**Audi** Approved



# Audi Approved Cover Booklet





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# Welcome

Welcome to your Audi Approved Cover. This Cover Booklet gives you full details of your cover; please keep it together with your Confirmation of Cover in a safe place.

Your cover is made up of the following sections:

- ▶ **Approved Warranty Cover**
- ▶ **Roadside Assistance**
- ▶ **MOT Cover**
- ▶ **Key Cover**
- ▶ **Useful contact numbers**
- ▶ **Extending your cover**
- ▶ **Use of data**

All the details and conditions of each section of your cover are set out in the following pages. If, however, you have any questions that are not answered within this Cover Booklet, your Audi Approved Centre will be able to advise you. To locate your nearest Audi Approved Centre, please visit [www.audi.co.uk](http://www.audi.co.uk)

# Approved Warranty Cover

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# Important information

Thank you for purchasing an Approved Used Car with Audi Approved Warranty Comprehensive Cover provided by us.

Your Confirmation of Cover shows the sections of the cover that are applicable, the covered vehicle and any special terms or conditions that may apply.

It is very important that you read the whole of this Cover Booklet, together with the Confirmation of Cover. If you do not understand anything, please ask for further information.

If you need to contact us, please call Audi Warranty on 0333 043 3780, or write to us at Audi Warranty, PO Box 869, Warrington WA4 6LD.

Telephone lines are open Monday – Friday, 8am – 5pm excluding bank holidays.

This Warranty is not an insurance product but a guarantee provided by Audi UK.

## How this cover works

This document and Confirmation of Cover must be read together as one document as they form the contract of cover between you and us. We will pay for the claims you make which are covered by this cover, occurring during the period of cover and within the area of cover.

## Motor Industry Code of Practice

This Audi Approved Warranty Cover conforms to the Motor Industry Code of Practice for Vehicle Warranty Products. For more information on the Code and what it means for you please visit [www.themotorombudsman.org](http://www.themotorombudsman.org)



## Vehicle Warranties

## How to make a complaint

We aim to provide you with first class cover and service. However, there may be times when you feel we have not done so. If this is the case, please tell us about it so that we can do our best to solve the problem.

In the first instance, please write to us at Audi Warranty, PO Box 869, Warrington WA4 6LD;

Or email us at [customerservices@audi-usedwarranty.co.uk](mailto:customerservices@audi-usedwarranty.co.uk);

Or telephone us on 0333 043 3780.

If you are not satisfied with our response, we have a complaint handling procedure that you can use to resolve matters. If you are not satisfied following the conclusion of this procedure, the Motor Ombudsman will offer free impartial advice and, when appropriate, an Alternative Dispute Resolution (ADR) service that we are fully committed to in the event that you are not satisfied with the outcome of a dispute. For further information, you can visit their website at [www.themotorombudsman.org](http://www.themotorombudsman.org) or call their Consumer Advice Line: 020 7344 1651 (option 1); lines are open Monday – Friday, 8am – 5pm excluding bank holidays.

## **Governing law**

Unless you and we agreed otherwise, the laws of England and Wales will apply and all communications and documentation in relation to this cover will be in English. In the event of a dispute between us, the courts of England and Wales shall have jurisdiction.

You may have statutory rights in relation to the purchase of the vehicle. Your statutory rights are not affected in any way by this Warranty cover. For further information about your statutory rights, contact your local authority Trading Standards Department or the Citizens Advice Bureau.

## **Cancellation rights/refunds**

You may cancel this cover at any time, however as this has been provided free of charge there is no cancellation or surrender value.

## **Transfer of ownership**

This cover can be transferred to any subsequent owner of the covered vehicle during the period shown on the Confirmation of Cover.

## **Servicing requirements for your Audi**

The covered vehicle should be serviced in accordance with Audi's recommendations. Any damage to or defect in the covered vehicle caused by poor or insufficient servicing will not be remedied under this Warranty.

Please ensure that you maintain sufficient records to enable our Authorised Network to confirm that the covered vehicle has been appropriately serviced. If the covered vehicle has a printed service schedule booklet, please ensure it is stamped by the business carrying out the service work. If the covered vehicle has a digital service schedule, please ensure you have the appropriate documentary evidence such as invoices for work carried out.

**IMPORTANT:** If you fail to have the covered vehicle serviced correctly in accordance with the manufacturer's specifications during the period of cover, or you are unable to produce proof of such servicing if we request it, then this may invalidate your cover or we may not pay all or any part of a claim you make.

# Meaning of words

When the following words and phrases appear in this Cover Booklet or **Confirmation of Cover**, they have the specific meanings given below. These words are highlighted by the use of **bold print**.

## Area of cover

Means the **UK** and **Continental Europe**.

## Audi Approved Warranty, we, our, us

Means Audi **UK** and/or any third party acting on our behalf.

## Beneficiary, beneficiary's, beneficiaries

Means **you** or any other driver of the **covered vehicle** using the **covered vehicle** with **your** permission and any passenger of the **covered vehicle** at the moment a breakdown/immobilisation occurs.

## Bodywork

Means all **bodywork**, paintwork, body component (including encased aerials, gas struts, sunroof assemblies, soft top roofs and seat frames).

## Brake frictional materials

Means brake discs, drums and frictional material.

## Clutch frictional material

Means clutch pressure plates, bearings and frictional material.

## Confirmation of Cover

Means the document that accompanies this Cover Booklet specifying **your** details and the sections of the cover which apply.

## Consequential failure

Means the failure of any part which has directly resulted from the **electrical or mechanical failure** of a covered component, except where this subsequent or secondary failure has arisen from an excluded cause (such as abuse, accident, fire, impact or neglect) or has occurred to batteries, **bodywork**, **brake frictional materials**, bulbs, carpets, **clutch frictional material**, glass, trim, tyres, upholstery, wheels and wipers. The maximum payable for **consequential failure** is £5,000 per claim including VAT.

## Continental Europe

Andorra, Austria, Belgium, Bulgaria, Bosnia and Herzegovina, Croatia, Cyprus (Greek territory only), Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Russia\*, San Marino, Serbia, Slovakia, Slovenia, Spain (including Balearic Islands but excluding Canary Islands), Sweden, Switzerland, Turkey.

\*Cover in Russia is limited to a 31 mile radius from the external ring of the following cities: St Petersburg, Moscow, Rostov-On-Don, Togliatti and Perm.



**Covered vehicle**

Means the vehicle shown on the **Confirmation of Cover**.

**Electrical or mechanical failure**

Means the sudden and unexpected failure of a component which is covered by the Warranty section of this cover and which needs immediate repair or replacement. **Wear and tear** is included for the first 100,000 miles from first registration of the covered vehicle under the Warranty section of this cover. **Water ingress** is included. **Consequential failure** is included for up to £5,000 per claim inclusive of VAT.

**Maximum claim limit**

Means the price **you** paid for the **covered vehicle** or means up to a maximum of the price **you** paid for the **covered vehicle** in total under the Warranty section of this cover, excluding Roadside Assistance, MOT Cover and Key Cover.

**Period of cover**

Means the period shown on **your Confirmation of Cover**.

**Private individual**

Means a person who is using the **covered vehicle** for their own personal use and who is not a motor trader, garage, business or individual dealing in the buying and selling or repair of motor vehicles.

**UK**

Means England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man.

**Water ingress**

Means the general seepage of externally originating water (such as rainfall or surface splashing) through misaligned **bodywork** or seals which protect mechanical and electrical components, but excluding the total submersion, immersion or flooding of an affected component.

**Wear and tear**

Means the gradual reduction in performance of a component over time from normal usage, resulting in the failure to perform its intended function.

**You, your, yours**

Means the **private individual** or business named on **your Confirmation of Cover**, or any subsequent owner of the vehicle during the period in which the Warranty remains valid.

## Policy wording

You are covered for the costs (limited to parts and labour inclusive of VAT up to the **maximum claim limit**) of repairing or replacing the covered components below that have suffered a sudden **electrical or mechanical failure** occurring within the **area of cover** and during the **period of cover**.

**Electrical and mechanical failure** includes failure due to **wear and tear** for the first 100,000 miles from first registration of the **covered vehicle** under the Warranty section of this cover, damage by **water ingress** and **consequential failure**, limited to £5,000 per claim inclusive of VAT for the latter.

### What is covered

All electrical and mechanical factory-fitted components are covered against **electrical or mechanical failure**.

### Other than:

Replacement parts and labour will be paid for with the following exceptions:

- ▶ Routine servicing (all parts replaced associated with routine servicing are excluded)
- ▶ All **bodywork**, paintwork, body component (including encased aerials, gas struts, sunroof assemblies, soft top roofs, and seat frames, strikers, hinges or any component which may require adjustment from time to time)
- ▶ All adjustments, cam belt timing, diesel pump timing or cleaning
- ▶ Batteries
- ▶ **Brake frictional material**
- ▶ Bulbs, including Xenon and fuses
- ▶ Coolant pipes and hoses
- ▶ **Clutch frictional material**
- ▶ CV boot gaiters
- ▶ DPF filters
- ▶ Exhaust systems (catalytic converters are covered for internal failure)
- ▶ Upholstery, interior and exterior trims
- ▶ Non-manufacturer's original parts or second hand parts
- ▶ Tyres and wheels
- ▶ Unencased drive belts
- ▶ Wiper blades and arms
- ▶ Wiring and connections (including HT leads and aerial coaxial cables)

### Working materials/casings

Should a valid claim for a covered component require essential replacement or topping up of lubricants, fluids, oils, oil filters, coolant or refrigerant, these items shall be covered as part of the total claim provided that the **covered vehicle** is not within 1,000 miles or one month of its next due service.

Casings are covered when damaged by a covered component which has suffered an **electrical or mechanical failure** and which forms part of a valid claim under this cover.

## Warranty exclusions

This cover does not cover any injury, failure, loss or damage caused by, arising from or in connection with the following:

1. Corrosion, frost, salt, hail, windstorms, lightning, airborne fallout, (e.g. chemicals, tree sap, bird droppings, etc.), water submersion, water immersion or flooding.
2. Any defect which is likely to have existed before the **period of cover**.
3. **Wear and tear** where it occurs over 100,000 miles from first registration of the **covered vehicle**, normal deterioration, routine servicing, maintenance.
4. Faulty repairs, incorrect servicing or failure to have the covered vehicle serviced in accordance with the manufacturer's specification. If **you** fail to have the covered vehicle serviced in accordance with the manufacturer's specification, cover will still apply for components which are not connected to vehicle servicing.
5. Lack of oil, fuel, lubricants, hydraulic fluids or additives; or foreign matter entering the fuel, cooling, air conditioning or lubrication systems; or use of oil, fuel, lubricants, hydraulic fluids or additives which the manufacturer of the **covered vehicle** does not recommend.
6. Vehicles modified in any way from the original manufacturer's specification.
7. Any loss where the speedometer has been tampered with, altered, disconnected or where the mileage of the **covered vehicle** cannot be verified; or where **you** or anyone else acting on **your** behalf acts in a way that prevents **us** from exercising our right to inspect the **covered vehicle** under this cover.
8. Damage or failure caused by an excluded component.
9. If the vehicle has been used for competitions of any kind, racing, pacemaking, rallies, off-road use including track days, for any form of hire or reward and usage for or by driving schools.
10. Losses or damage due in any way to any type of accident, misuse or any act or omission which is wilful, unlawful or negligent.
11. Any component which is subject to recall by the manufacturer.
12. **Electrical or mechanical failure** which happens outside the **area of cover**.
13. Cleaning, polishing, operations performed under normal maintenance, adjustments, modifications, alteration, tampering, disconnection, improper adjustments or repairs.
14. **We** will not pay for any damage to parts caused by **consequential failure** exceeding £5,000 per claim inclusive of VAT.
15. **We** will not pay for any depreciation to **your covered vehicle**, loss of earnings, death or bodily injury, damage to property or any other loss or damage which is a direct or indirect result of the failure of a covered item.

16. As **your** Warranty is intended to cover the repair and/or replacement of defective or damaged parts, it does not additionally cover losses that may be caused by that defective or damaged part, unless otherwise stated in the Warranty terms and conditions. For example, **your** Warranty may cover repairs to or replacement of a wheel bearing but would not cover any loss of earnings that **you** may suffer while **your covered vehicle** is being repaired.
17. **You** should check whether **you** have any other insurance policies that may cover additional damage or related costs or losses not covered by this cover.
18. Ionising radiation or radioactive contamination from any nuclear fuel or the nuclear waste arising from burning nuclear fuel.
19. Radioactive, toxic, explosive or other dangerous properties of any explosive nuclear equipment or nuclear part of that equipment.
20. Acts of war, invasion, acts of foreign enemies, terrorism, hostilities (whether war is declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion, explosions, fire, radiation and falling objects.
21. Pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
22. Any costs covered under any other Warranty, insurance or cover.
23. Any damage which has occurred as a result of accidental damage or impact of whatever nature to either the **covered vehicle** or the persons.
24. This cover will not cover any loss, damage or failure caused wholly or partially from lack of maintenance, abuse or neglect or as a result of accident. It will not cover pre-existing faults, or a gradual reduction in operating performance that is commensurate with the age and mileage of the vehicle unless specifically included under **wear and tear**.
25. Any vehicle which is owned by a business formed for the purposes of selling or servicing motor vehicles.
26. The quality of the Warranty repairs will be the responsibility of an Audi Centre or any other Audi authorised repairer.
27. Emergency service vehicles are excluded.
28. **Your** car must not be one of the following:  
American, Australian or Canadian (unless built for the UK), AC, Aston Martin, Bentley, Bristol, Ferrari, Lamborghini, Lotus, Maserati, Morgan, Porsche (not Boxster), Rolls Royce, TVR, stretched limousines, kit cars, cars modified outside manufacturer's specification.

What **we** will pay is limited, the maximum value of claims in total **we** will pay is up to the **maximum claim limit**. The maximum payable in respect of **consequential failure** is up to £5,000 per claim inclusive of VAT. **We** will not pay more than the manufacturer's list price for parts and official labour times/costs which are necessary to repair or replace covered components.

### **Additional benefits**

Subject to **us** having agreed that a claim for a covered component is valid under the terms of this Warranty cover and subject to **our** prior agreement, **we** will also pay a contribution towards the following expenses if they are incurred by **you** as a direct result of the covered **electrical or mechanical failure**:

### **Continental use**

**Your** Warranty cover is extended whilst the **covered vehicle** is in **Continental Europe** for a period of not more than 60 days during the **period of cover** on condition that:

- ▶ **You** follow the claims procedure set out in this document
- ▶ **We** will pay only the equivalent **UK** rates and charges which apply at the date of the **electrical or mechanical failure**

NB. All claims under the additional benefits will only be considered when accompanied by bona fide VAT invoices.

### **How to make a Warranty claim (UK)**

Contact **your** nearest Audi Approved Centre or any other Audi Approved authorised repairer and advise them that **your covered vehicle** is protected by the Approved Warranty All Component cover. They will manage the claim process on **your** behalf.

It is **your** responsibility to authorise any dismantling of the **covered vehicle** or any other work required to diagnose any faults with the **covered vehicle**.

**We** will not pay for any diagnostic costs, other than the reasonable costs of diagnosis should a claim for a defective component be valid under this cover.

**Audi Warranty** reserve the right to examine the **covered vehicle** and to subject it to expert assessment in order to determine if **your** claim is covered and how much **we** will pay for repairs. If **you** or anyone acting on **your** behalf acts in a way which prevents **us** from being able to determine the cause of failure by inspecting the **covered vehicle** or defective components, then **we** may not pay all or any part of **your** claim.

### **How to make a Warranty claim (Continental Europe)**

If **you** need to make a claim please contact **us** on 0333 043 3780.

If **you** are unable to contact **us** **you** may arrange for **your** vehicle to be repaired. Please contact **us** at the address below within 30 days of any repair and **you** will be advised if repairs completed are covered by **your** Warranty. Please ensure that **you** retain a detailed repair invoice to support **your** claim. If **your** claim is covered **you** will be reimbursed in GBP at the prevailing exchange rate at the time of settlement.

On **your** return to the **UK**, please send the invoice and copies of the covered vehicle's service records to **Audi Warranty** either by:

Telephone: 0330 043 3780

Email: [customerservice@audi-usedwarranty.co.uk](mailto:customerservice@audi-usedwarranty.co.uk)

Post: **Audi Warranty**, PO Box 869, Warrington WA4 6LD

Please retain a copy of the repair invoice and the original service records for **your** own safekeeping as **we** will be unable to return these to **you**.

**Your** claim will then be processed and reimbursed to **you** in pounds sterling at the rate of exchange for the relevant currency at the time of the repair, providing that **your** claim is valid.

If **you** are VAT registered **you** remain responsible for settling the VAT content of any claim separately.

### **Courtesy vehicle**

In the event that **your** vehicle needs rectification under **your** Approved Used Warranty, the repairing Audi Centre will offer a courtesy car\* wherever possible.

\*Participating Audi Centres only. Please note that a courtesy vehicle needs to be booked in advance and cannot be guaranteed.

# Roadside Assistance

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# Audi Roadside Assistance

(Your confirmation of cover will confirm if this is applicable to you.)

## What to do if you need roadside assistance in the UK

All Audi vehicles are built to the highest standards to provide you with maximum reliability. Sometimes, unforeseen circumstances arise and you may need help with your vehicle in the unlikely event of a breakdown. With Audi Roadside Assistance you will receive the best possible advice and practical help.

Help is just one phone call away. When you phone for assistance, your call will be answered by an Audi Roadside Assistance specialist, who will arrange any services you require. If the problem cannot be resolved at the roadside, they will discuss your options with you and arrange further services suited to your individual needs. They'll make sure you and your vehicle continue your journey with as little disruption as possible.

## **Please do not make arrangements without first contacting Audi Roadside Assistance on 0800 699 999**

When calling for assistance, please have the following information to hand:

- ▶ Your name and location
- ▶ Registration and colour of your vehicle
- ▶ Vehicle model
- ▶ Description of the issue
- ▶ Your mileage (if known)
- ▶ A telephone number where you can be contacted

## What your vehicle cover includes

Audi Roadside Assistance provides a range of services to ensure that whatever happens, you can stay mobile with the minimum of inconvenience. For the duration of your cover, your vehicle is covered regardless of who is driving, as long as they have your authorisation and an appropriate driving licence.



### **Roadside assistance**

Assistance at the roadside if you are broken down more than 1/4 mile from home.

### **Home assistance**

In the event of a breakdown at home, Audi Roadside Assistance will attend to either repair or recover the vehicle.

### **Vehicle recovery**

If it is not possible to solve a problem at the roadside or your vehicle is immobilised in an accident, it will be recovered and towed to an Audi Centre or Authorised Repairer for repair.

### **Accident recovery**

If the vehicle has been immobilised due to a road traffic accident, Audi Roadside Assistance will arrange for the vehicle to be taken to the most appropriate Audi Centre or Audi Authorised Repairer.

### **Onward travel**

In the event of recovery following a breakdown, where your vehicle cannot be repaired within a reasonable time, Audi Roadside Assistance will organise one of the following:

#### **Car hire\***

- ▶ In the event of mechanical or electrical breakdown only, Audi Roadside Assistance will arrange and pay for a replacement vehicle up to a maximum of 48 hours. This excludes road traffic accidents

Or:

#### **Overnight accommodation**

- ▶ Overnight accommodation for the driver and passengers up to a maximum of £300 in total. (This does not include the cost of meals and drinks)

Or:

#### **Alternative travel**

- ▶ Audi Roadside Assistance will refund the cost of alternative public transport for the driver and passengers to the driver's destination, subject to a maximum of £300

\*Please note: If car hire is made available, the driver must be able to satisfy the requirements of the vehicle hiring company, which may include age restrictions. They will wish to see a valid driving licence and may also ask for a refundable deposit to cover fuel charges, insurance costs and any extra hire days.

### **Message service**

Audi Roadside Assistance will pass on any urgent messages to your immediate relatives or close business associates following a breakdown or accident.

### **Caravan/trailer assistance**

Audi Roadside Assistance will arrange for any caravan or trailer that is being towed by the recovery vehicle to be transported to a place of safety. Size/weight restrictions apply.

### **European assistance**

Audi Roadside Assistance will also provide roadside assistance, recovery, repatriation, replacement vehicle and accommodation whilst you are travelling outside of the UK within Europe. Should you need to call us, please use the relevant number for the country:

### **Volkswagen Group European Roadside Assistance 24 hour helpline**

Please call: **00800 1330 3939**.

When calling don't forget that dialling and ringing tones differ from country to country and that the 00800 1330 3939 number may not work from some telephone networks.

If you experience difficulties, please use the following alternative to reach Volkswagen Group European Roadside Assistance: 0033 (0) 472 171 258

Calls to any of the numbers may be recorded and/or monitored for quality and training purposes.

Full terms and conditions apply – you can visit [www.audi.co.uk](http://www.audi.co.uk) to download a copy.

# General terms and conditions

These conditions apply to all sections of **your** Warranty and Roadside Assistance Cover and **you** must meet them before **we** make a payment or provide a service.

## Providing information

**We** will only provide the cover described in this document if, as far as **you** know, the information **you** gave at the time of taking out this cover is true and complete.

**You** must tell **us** about anything that may affect **your** cover (including also any changes during the **period of cover**). If **you** are not sure whether something is relevant, **you** must tell **us** anyway. **You** should keep a record of any extra information **you** give **us**. If **you** do not tell **us** about something that may be relevant, **your** cover may be invalidated and **we** may not cover any related claims.

## Claims – Your duties

If a claim occurs **you** must comply with the relevant claims procedures described in this document as soon as **you** can.

## Claims – Our rights

**We** can take over and carry out the defence or settlement of any claim. After **we** have made a payment, **we** can pay to take legal action to get back any payment **we** have made under this cover.

If **we** want to, **we** will examine the **covered vehicle** and will test damaged components.

## Looking after your vehicle

**You** must take all reasonable steps to safeguard the **covered vehicle** against breakdown/immobilisation and/or **electrical or mechanical failure**.

**IMPORTANT:** If **you** fail to have the **covered vehicle** serviced correctly in accordance with the manufacturer's specifications during the **period of cover**, or **you** are unable to produce proof of such servicing if **we** request it, then this may invalidate this cover or **we** may not pay all or any part of a claim **you** make.

## How to make a complaint

**We** aim to provide **you** with first class cover and service. However, there may be times when **you** feel **we** have not done so. If this is the case, please tell **us** about it so that **we** can do **our** best to solve the problem. If **you** make a complaint **your** legal rights will not be affected.

In the first instance, please contact:

By post – **Audi Warranty**, PO Box 869, Warrington WA4 6LD

Please supply **us** with **your** name, address, cover number/vehicle registration and claim number where applicable and enclose copies of relevant correspondence as this will help **us** to deal with **your** complaint in the shortest possible time.

# MOT Cover

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# MOT Cover

## Welcome

Welcome to your Audi MOT Cover.

Your Audi MOT Cover has been designed to give you additional peace of mind when you need it most.

Please ensure you read this Cover Booklet and fully understand the terms and conditions relating to the MOT Cover provided to you.

All the details of how to make a claim, together with any conditions that you must comply with, are set out in the following pages.

If you have any questions that are not answered within this Cover Booklet, please contact us.

Please keep this Cover Booklet and your Confirmation of Cover in a safe place.

Certain words in this section have a specific meaning. We explain what these words mean under the meaning of words section.

## Who provides your Audi MOT Cover?

This booklet explains how your MOT Cover works and the benefits you enjoy as a beneficiary of a group insurance policy arranged by Audi Financial Services for Audi UK.

Audi Financial Services is a trading name of Volkswagen Financial Services (UK) Limited, registered in England number: 2835230 (registered office: Brunswick Court, Yeomans Drive, Blakelands, Milton Keynes, Milton Keynes MK14 5LR). Volkswagen Financial Services is authorised and regulated by the Financial Conduct Authority.

Audi UK is a trading division of Volkswagen Group United Kingdom Ltd (company registration number 514809, VAT registration number 217990930) whose registered office is at Yeomans Drive, Blakelands, Milton Keynes MK14 5AN, a company authorised to conduct business in the United Kingdom ("Audi UK").

Audi MOT Cover from Audi Financial Services is administered by Lawshield UK Ltd, registered in England (company registration number 3360532) whose registered office is 850 Ibis Court, Lakeside Drive, Centre Park, Warrington WA1 1RL who are authorised and regulated by the Financial Conduct Authority.

Audi MOT Cover is underwritten by UK General Insurance Ltd on behalf of Great Lakes Insurance SE. Great Lakes Insurance SE is a German insurance company with its headquarters at Königinstrasse 107, 80802 Munich. UK Branch office: Plantation Place, 30 Fenchurch Street, London EC3M 3AJ. UK General Insurance Ltd is authorised and regulated by the Financial Conduct Authority.

Great Lakes Insurance SE, UK Branch, is authorised by Bundesanstalt für Finanzdienstleistungsaufsicht and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority. Details about the extent of their regulation by the Financial Conduct Authority and Prudential Regulation Authority are available on request. UK General Insurance Ltd is an agent of Great Lakes Insurance SE and in the matters of a claim act on behalf of Great Lakes Insurance SE.

Volkswagen Financial Services (UK) Ltd, Lawshield (UK) Ltd, UK General Insurance Ltd and Great Lakes Insurance SE are not part of the same corporate group.

## Policy summary

Your MOT Cover will cover the cost of repairs to your vehicle as a result of a part covered by this cover being cited on an official notification of refusal to issue an MOT certificate (VT30) being issued during the period of cover.

### Significant features and benefits of the policy

The most we will pay is £750 inclusive of VAT.

You will need to pay the first £10 towards any claim (the excess).

### Significant conditions and exclusions of the policy

We will not pay for items subject to wear and tear (such as bulbs, fuses, tyres, etc.).

We will not pay for repairs to bodywork or glass.

We will not pay for the MOT Test or retest fee.

You must ensure your vehicle is serviced in accordance with the manufacturer's recommendations.

### How long does your MOT Cover last?

Your period of cover is shown on your Confirmation of Cover.

### Who provides your cover?

Your Audi MOT Cover is provided as a benefit of group insurance policy issued to Audi UK by UK General Insurance on behalf of Great Lakes Insurance SE.

### Your right to cancel

You may cancel this MOT Cover at any time, however as this has been provided free of charge there is no cancellation or surrender value.

### How to make a claim

Take your vehicle to an Audi Approved Centre and show your Confirmation of Cover. If you need help finding your local Audi Approved Centre please go to [www.audi.co.uk](http://www.audi.co.uk). Your Audi Approved Centre will assess your vehicle and liaise with us on your behalf.

**How to make a complaint**

Contact our Customer Services Manager at:

Audi MOT Cover, PO Box 869, Warrington WA4 6LD

By telephone: 0333 043 3780

Telephone lines are open Monday – Friday, 8am – 5pm, excluding bank holidays.

By email: [customerservices@audi-motcover.co.uk](mailto:customerservices@audi-motcover.co.uk)

If we have not resolved the situation within eight weeks we will provide you with information about the Financial Ombudsman Services.

**Financial Services Compensation Scheme**

You may be entitled to compensation from the FSCS if the insurer cannot meet its obligations.

This policy summary does not contain the full terms and conditions of your policy. These can be found in this Cover Booklet. You will also need to refer to your Confirmation of Cover.

# Meaning of words

The words or expressions detailed in this MOT Cover section have the following meaning wherever they appear in this policy in **bold**.

## **Audi Approved Centre**

Means an Audi franchise retailer or vehicle servicing facility which is approved by Audi UK.

## **Confirmation of Cover**

The document that accompanies this Cover Booklet specifying **your** details and **your** cover.

## **Excess**

The first amount of any claim payable by **you** which is £10.

## **Insurer/We/Our/Us**

UK General Insurance LTD on behalf of Great Lakes Insurance SE.  
This policy is administered by Lawshield UK LTD on behalf of the **Insurer**.

## **MOT Certificate (VT20)**

**MOT Certificate (VT20)** issued by the **MOT Test** station.

## **MOT Test**

Ministry of Transport test completed by a company authorised by The Vehicle and Operator Services Agency to offer an MOT Testing service on behalf of the Secretary of State for Transport.

## **Notification of refusal to issue an MOT Certificate (VT30)**

The **notification of refusal to issue an MOT Certificate (VT30)** issued by an **MOT Test** station should **your vehicle** fail to meet the requirements of the **MOT Test**.

## **Period of Cover**

Means the period shown on **your Confirmation of Cover**.

## **United Kingdom**

England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man.

## **You/Your/Yours**

The person named on the **Confirmation of Cover** being the registered owner of **your vehicle**, or any subsequent owner of the vehicle during the period in which this cover remains valid.

## **Your Vehicle**

The vehicle detailed on the **Confirmation of Cover**. **Your Confirmation of Cover** will confirm if MOT Cover is applicable to **you**.



# Policy wording

## What is covered

We will pay the reasonable cost of repairing or replacing such part or parts of **your vehicle** listed below up to a maximum of £750 (inclusive of VAT) in the event of a part or parts covered herein being cited on an official “Refusal of an MOT Certificate” (Form VT30) as the reason for **your vehicle** failing to pass the **MOT Test** during the **period of cover**.

### Lighting Equipment:

- ▶ Front and rear lamps, headlamps, stop lamps, rear reflectors, direction indicators, hazard warning lamps, switches, tell tales, high intensity discharge (HID), LED headlamps, washing and levelling system, power steering malfunction indicator lamp (MIL), electronic parking brake (MIL), illumination of speedometers, brake fluid level warning lamps, electronic stability control system (MIL), tyre pressure monitoring system warning lamp

### Steering and Suspension:

- ▶ Steering control, steering mechanism, power steering, transmission shafts, wheel bearings, front suspension, rear suspension, shock absorbers, wheel alignment, steering, suspension, brake, transmission dust covers/gaeters, and steering wheel locking mechanism

### Brakes:

- ▶ ABS warning system/controls, condition of service brake system, condition of parking brake system, service brake performance, parking brake performance, brake fluid levels where below the minimum indication

### Seatbelts:

- ▶ All seatbelt mountings, their condition and operation; front driver’s and passenger seat mountings; driver’s seat adjustment mechanism, backrest security in an upright position and supplementary restraint systems (SRS) including airbags and seatbelt pre-tensioners

### General:

- ▶ Emission control systems including catalytic converter, electronic stability control system, fuel injection, engine mountings, ECU replacement as a result of calibration failure to meet MOT exhaust gas emission standards, horn, mirrors, registration plates, speedometer, driving controls, windscreen wipers and washers

## What is not covered

We will not pay for:

- ▶ Bulbs, fuses, wiring or connections
- ▶ Tyres or wheels
- ▶ Brake pads and shoes where the condition is wear related
- ▶ Bodywork or glass
- ▶ Exhaust system
- ▶ Items listed as “advisory” only
- ▶ Adjustments, tuning or cleaning
- ▶ The first £10 of any claim
- ▶ The **MOT Test** or re-test fees

## General exclusions

These exclusions apply to all sections of **your** cover.

- ▶ Damage caused by a road traffic accident and/or fire
- ▶ Structural damage, rust or corrosion
- ▶ Parts fitted as part of the repairs that are not detailed under the What is covered section
- ▶ Repairs arising as a result of any deliberate damage, neglect or misuse of **your vehicle** or any modifications such as the fitting of replacement or experimental parts or other equipment not approved by the manufacturer
- ▶ Repair or servicing of **your vehicle** or parts subject to recall for repair or replacement by the manufacturer
- ▶ A fault or defect in any part which can reasonably be said to have been known to exist before the commencement of the **period of cover**
- ▶ Any repairs covered under the manufacturer’s or supplier’s warranty or any other form of cover
- ▶ Any direct or indirect consequence of war, civil war, invasion, acts of foreign enemies (whether war be declared or not), rebellion, revolution, insurrection, military or usurped power, or confiscation, nationalisation, requisition, destruction of or damage to property by or under the order of any government, local or public authority, terrorism
- ▶ Any direct or indirect consequence of:
  - ▶ Irradiation, or contamination by nuclear material; or
  - ▶ The radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter; or
  - ▶ Any device or weapon which employs atomic or nuclear fission or fusion or other comparable reaction or radioactive force or matter

# General conditions

These conditions apply to all sections of this MOT Cover and **you** must meet them before **we** make a payment.

- ▶ **Your vehicle** must be under 8 years old and must have done under 100,000 miles to be eligible for cover
- ▶ Servicing must be carried out in accordance with vehicle manufacturer recommendations. Failure to keep **your vehicle** serviced in accordance with the manufacturer's service schedule will void this MOT Cover. **You** must keep all servicing receipts and invoices. **We** will be entitled to check that **your vehicle** has been serviced regularly and may ask to see these in the event of a claim
- ▶ **We** reserve the right to have **your vehicle** and failed components inspected by an expert before authorising repairs
- ▶ This MOT Cover has no surrender value or provision for a refund or repayment
- ▶ Only one claim can be made during the **period of cover**
- ▶ This MOT Cover is governed by English law. If there is a dispute, it will only be dealt with in the courts of England or of the country within the **United Kingdom** in which **your** main residence is situated
- ▶ **We** reserve the right to take over and carry out the defence or settlement of any claim after a payment has been made under this policy. Legal action may be taken in **your** name to recover payment from a third party made under this policy
- ▶ In the event of a claim under **your** policy, **you** must refer to the how to make a claim section of **your** policy
- ▶ Where dismantling of a covered component is necessary to determine the validity of a claim, **you** must authorise any dismantling. Costs incurred will only be met as part of a valid claim where **we** agree to meet the cost of repair
- ▶ Within 30 days prior to the MOT due date, **your vehicle** must be submitted for an **MOT Test** and any faults identified on the **MOT Test** failure certificate must be rectified by an **Audi Approved Centre**
- ▶ Only MOTs scheduled 30 days prior to the MOT due date will be covered
- ▶ This cover will be invalidated if during the term:
  - ▶ **Your vehicle** is not serviced or repaired in accordance with the manufacturers recommendations
  - ▶ A claim is made on a fraudulent basis
  - ▶ **Your vehicle** has been used for racing, rallying or other competition purposes

## How to make an MOT claim

If **you** need to make a claim please take the following steps within seven days from the date of issue of the **VT30**.

- 1) Take **your vehicle** to an **Audi Approved Centre** and show **your Confirmation of Cover**. If you need help finding your local **Audi Approved Centre** please go to [www.audi.co.uk](http://www.audi.co.uk)
- 2) **Your Audi Approved Centre** will assess **your vehicle** and liaise with **us** on **your** behalf.
- 3) If **your** claim is valid **we** will authorise **your Audi Approved Centre** to repair **your vehicle** and **we** will settle the costs covered by **your** MOT Cover directly to **your Audi Approved Centre**.
- 4) You will be responsible for the following costs:
  - ▶ The first £10 of any repairs, (the **excess**)
  - ▶ Costs not covered by this policy
  - ▶ Costs in excess of £750 inclusive of VAT
  - ▶ Any VAT arising on the repairs (only where **you** are VAT registered)
  - ▶ Any **MOT Test** or retest fee

# Important information

## Getting in touch

You can contact us at:

Audi MOT Cover, PO Box 869, Warrington WA4 6LD

By telephone: 0333 043 3780

By email: [customerservices@audi-motcover.co.uk](mailto:customerservices@audi-motcover.co.uk)

## What to do if you are not satisfied with the cover or service provided

Our aim is to get it right, first time, every time. If we make a mistake we will try and put it right promptly. We will always confirm to you the receipt of your complaint within five working days and do our best to resolve the problem within four weeks. If we cannot, we will let you know when an answer may be expected. If we have not resolved the situation within eight weeks we will provide you with information about the Financial Ombudsman Service.

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

Audi MOT Cover, PO Box 869, Warrington WA4 6LD

By telephone: 0333 043 3780

Telephone lines are open Monday – Friday, 8am – 5pm, excluding bank holidays.

By email: [customerservices@audi-motcover.co.uk](mailto:customerservices@audi-motcover.co.uk)

If it is not possible to reach an agreement, you have the right to make an appeal to the Financial Ombudsman Service. This also applies if you are insured in a business capacity and have an annual turnover of less than €2 million and fewer than ten staff. You may contact the Financial Ombudsman Service at:

The Financial Ombudsman Service

Exchange Tower

London

E14 9SR

Tel: 0300 123 9123

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

## Financial Services Compensation Scheme

For your added protection the insurer is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme, if they cannot meet their obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim with no upper limit. You can get more information about compensation scheme arrangements from the FSCS or visit [www.fscs.org.uk](http://www.fscs.org.uk)

## **UK General Insurance Ltd Privacy Notice**

We are UK General Insurance Ltd, referred to as “we/us/our” in this notice. Our data controller registration number issued by the Information Commissioner’s Officer is Z7739575.

This privacy notice is relevant to anyone who uses our services, including policyholders, prospective policyholders, and any other individuals insured under a policy. We refer to these individuals as “you/your” in this notice.

We are dedicated to being transparent about what we do with the information that we collect about you. We process your personal data in accordance with the relevant data protection legislation.

### **Why do we process your data?**

The provision of your personal data is necessary for us to administer your insurance policy and meet our contractual requirements under the policy. You do not have to provide us with your personal data, but we may not be able to proceed appropriately or handle any claims if you decide not to do so.

### **What information do we collect about you?**

Where you have purchased an insurance policy through one of our agents, you will be aware of the information that you gave to them when taking out the insurance. The agent will pass your information to us so that we can administer your insurance policy.

For specific types of insurance policies, for example when offering you a travel insurance policy, we may process some special categories of your personal data, such as information about your health.

We have a legitimate interest to collect this data as we are required to use this information as part of your insurance quotation or insurance policy with us. We may also process the data where it is necessary for a legal obligation, or as part of the establishment or defence of a legal claim.

### **UK General’s full privacy notice**

This notice explains the most important aspects of how we use your data. You can get more information about this by viewing our full privacy notice online at <http://ukgeneral.com/privacy-notice> or request a copy by emailing us at [dataprotection@ukgeneral.co.uk](mailto:dataprotection@ukgeneral.co.uk). Alternatively, you can write to us at: Data Protection, UK General Insurance Ltd, Cast House, Old Mill Business Park, Gibraltar Island Road, Leeds LS10 1RJ.

### **Great Lakes Insurance SE Information Notice**

Personal Data provided in connection with this policy will be used and processed in line with the Information Notice. For more information, please visit [www.munichre.com](http://www.munichre.com)

# Key Cover

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# Key Cover

## Welcome

Welcome to your Audi Key Cover.

Your Audi Key Cover has been designed to give you additional peace of mind when you need it most.

Please ensure you read this Cover Booklet and fully understand the terms and conditions relating to the Key Cover provided to you.

All the details of how to make a claim, together with any conditions that you must comply with, are set out in the following pages.

Your Confirmation of Cover shows the sections of cover that are applicable, the covered vehicle and any special terms or conditions that may apply.

It is very important that you read the whole of this Cover Booklet together with the Confirmation of Cover and make sure that you understand what is covered, what is not covered and what to do if you need to make a Key claim.

If you have any questions that are not answered within this Cover Booklet, please contact us on 0333 043 3780.

Telephone lines are open Monday – Friday, 8am – 5pm, excluding bank holidays.

Please keep this Cover Booklet and your Confirmation of Cover in a safe place.

Certain words in this section have a specific meaning. We explain what these words mean under the meaning of words section.

## Who provides your Audi Key Cover?

This booklet explains how your Key Cover works and the benefits you enjoy as a beneficiary of a group insurance policy arranged by Audi Financial Services for Audi UK.

Audi Financial Services is a trading name of Volkswagen Financial Services (UK) Limited, registered in England number: 2835230 (registered office: Brunswick Court, Yeomans Drive, Blakelands, Milton Keynes, Milton Keynes MK14 5LR). Volkswagen Financial Services is authorised and regulated by the Financial Conduct Authority.

Audi UK is a trading division of Volkswagen Group United Kingdom Ltd (company registration number 514809, VAT registration number 217990930) whose registered office is at Yeomans Drive, Blakelands, Milton Keynes MK14 5AN, a company authorised to conduct business in the United Kingdom (“Audi UK”).

Audi Key Cover from Audi Financial Services is administered by Lawshield UK Ltd, registered in England (company registration number 3360532) whose registered office is 850 Ibis Court, Lakeside Drive, Centre Park, Warrington WA1 1RL who are authorised and regulated by the Financial Conduct Authority.

Great Lakes Insurance SE. Great Lakes Insurance SE is a German insurance company with its headquarters at Königinstrasse 107, 80802 Munich. UK Branch office: Plantation Place, 30 Fenchurch Street, London EC3M 3AJ.



UK General Insurance Ltd is authorised and regulated by the Financial Conduct Authority. Great Lakes Insurance SE, UK Branch, is authorised by Bundesanstalt für Finanzdienstleistungsaufsicht and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority. Details about the extent of their regulation by the Financial Conduct Authority and Prudential Regulation Authority are available on request. UK General Insurance Ltd is an agent of Great Lakes Insurance SE and in the matters of a claim act on behalf of Great Lakes Insurance SE.

Volkswagen Financial Services (UK) Limited, Lawshield (UK) Limited, UK General Insurance Ltd and Great Lakes Insurance SE are not part of the same corporate group.

# Policy summary

Your Key Cover will pay for the costs incurred to repair or replace your Audi vehicle keys in the event they are lost, stolen or damaged. Your Key Cover will also pay for the repair or replacement of your vehicle locks as a result of your keys being lost, stolen or damaged.

## **Significant features and benefits of the policy**

If the keys to your Audi vehicle are lost, stolen or damaged we will pay for the cost of repairing or replacing these at an Audi Approved Centre.

If your keys have been lost or stolen we will also pay for the repair or replacement of all entry locks of your vehicle.

We will pay for a maximum of two claims during the period of cover.

You do not have to pay an excess in the event of a claim.

## **Significant conditions and exclusions of the policy**

We will not pay for the costs of repairing or replacing any keys or locks other than those for your vehicle.

We will not pay for any bodywork damage.

## **How long does your Key Cover last?**

Your period of cover is shown on your Confirmation of Cover.

## **Who provides your cover?**

Your Audi Key Cover is provided as a benefit of group insurance policy issued to Audi UK by UK General Insurance Ltd on behalf of Great Lakes Insurance SE.

## **Your right to cancel**

You may cancel this Key Cover at any time, however as this has been provided free of charge there is no cancellation or surrender value.

## **How to make a claim**

Take your vehicle to an Audi Approved Centre and show your Confirmation of Cover. If you need help finding your local Audi Approved Centre please go to [www.audi.co.uk](http://www.audi.co.uk). Your Audi Approved Centre will assess your vehicle and liaise with us on your behalf.

## **How to make a complaint**

Contact our Customer Services Manager at:

Audi Key Cover, PO Box 869, Warrington WA4 6LD

By telephone: 0333 043 3780

Telephone lines are open Monday – Friday, 8am – 5pm, excluding bank holidays.

By email: [customerservices@audi-keycover.co.uk](mailto:customerservices@audi-keycover.co.uk)

If we have not resolved the situation within eight weeks we will provide you with information about the Financial Ombudsman Services.

### **Financial Services Compensation Scheme**

You may be entitled to compensation from the FSCS if the insurer cannot meet its obligations.

This policy summary does not contain the full terms and conditions of your policy. These can be found in this Cover Booklet. You will also need to refer to your Confirmation of Cover.

# Meaning of words

The words or expressions detailed in this Key Cover section have the following meaning wherever they appear in this policy in **bold**.

## **Audi Approved Centre**

Means an Audi franchise retailer or vehicle servicing facility which is approved by Audi UK.

## **Confirmation of Cover**

The document that accompanies this Cover Booklet specifying **your** details and **your** cover.

## **Continental Europe**

Andorra, Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland and the Vatican City.

## **Insurer/We/Our/Us**

UK General Insurance Ltd on behalf of Great Lakes Insurance SE. This policy is administered by Lawshield UK Limited on behalf of the **Insurer**.

## **Keys**

The keys, lock transmitter or entry card to **your vehicle**.

## **Limit of Cover**

Means the maximum number of claims payable under this policy, which is two.

## **Period of Cover**

Means the period shown on your **Confirmation of Cover**.

## **United Kingdom**

England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man.

## **You/Your/Yours**

The person named on the **Confirmation of Cover** being the registered owner of **your vehicle**, or any subsequent owner of the vehicle during the period in which this cover remains valid.

## **Your Vehicle**

The vehicle detailed on the **Confirmation of Cover**. **Your Confirmation of Cover** will confirm if Key Cover is applicable to **you**.

# Policy wording

## What is covered

If the **keys** to **your vehicle** are lost, stolen or damaged we will pay for the cost of an **Audi Approved Centre** repairing or replacing:

- 1) The **keys** and central locking system of **your vehicle**.
- 2) All entry locks of **your vehicle** that can be opened by the lost or stolen item.

## What is not covered

We will not pay for:

- ▶ More than the **limit of cover**
- ▶ Any vehicle recovery costs or **Audi Approved Centre** travelling time
- ▶ Bodywork damage
- ▶ Electrical or mechanical failure
- ▶ Repairs to locks which were already damaged prior to the **keys** being lost stolen or damaged
- ▶ Costs of repairing or replacing any keys or locks other than those for **your vehicle**

## General exclusions

These exclusions apply to all sections of **your** cover.

- ▶ Any loss of earnings, car hire or travel costs
- ▶ Any direct or indirect consequence of war, civil war, invasion, acts of foreign enemies (whether war be declared or not), rebellion, revolution, insurrection, military or usurped power, or confiscation, nationalisation, requisition, destruction of or damage to property by or under the order of any government, local or public authority
- ▶ Any direct or indirect consequence of terrorism as defined by the Terrorism Act 2000 and any amending or substituting legislation. We will, however, cover any loss or damage (but not related cost or expense), caused by any act of terrorism provided that such act did not happen directly or indirectly because of biological, chemical, radioactive or nuclear pollution or contamination or explosion
- ▶ Any direct or indirect consequence of:
  - ▶ Irradiation, or contamination by nuclear material; or
  - ▶ The radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter; or
  - ▶ Any device or weapon which employs atomic or nuclear fission or fusion or other comparable reaction or radioactive force or matter
- ▶ Any consequence, howsoever caused, including but not limited to Computer Virus in Electronic Data being lost, destroyed, distorted, altered, or otherwise corrupted. For the purposes of this Policy, Electronic Data shall mean facts, concepts and information stored to form useable for communications, interpretations, or processing by electronic or electromechanical data processing or other electronically controlled hardware, software and other coded instructions for the processing and manipulation of data, or the direction and manipulation of such hardware. For the purposes of this Policy, Computer Virus shall mean a set of corrupting, harmful, or otherwise unauthorised instructions or code, whether these have been introduced maliciously or otherwise, and multiply themselves through a computer system or network of whatsoever nature
- ▶ Any costs covered under any other key insurance policy

# General conditions

The following conditions apply to this Key Cover.

- ▶ **You** must take all reasonable precautions to prevent loss, theft or damage to the **keys of your vehicle**
- ▶ This Key Cover has no surrender value or provision for a refund
- ▶ Only two claims can be made during the **period of cover**
- ▶ This Key Cover is governed by English law. If there is a dispute, it will only be dealt with in the courts of England or of the country within the **United Kingdom** in which your main residence is situated
- ▶ In the event of a claim under **your** policy, **you** must refer to the how to make a claim section of **your** policy
- ▶ If you make a claim that is fraudulent in any way this Key Cover will not be valid and you will lose all benefit under it

## How to make a Key Cover claim

If **you** need to make a claim please take the following steps

- 1) Take **your vehicle** to an **Audi Approved Centre** and show **your Confirmation of Cover**. If **you** need help finding **your** local **Audi Approved Centre** please go to [www.audi.co.uk](http://www.audi.co.uk)
- 2) **Your Audi Approved Centre** will assess **your vehicle** and liaise with **us** on **your** behalf.
- 3) If **your** claim is valid **we** will authorise **your Audi Approved Centre** to repair **your vehicle** and **we** will settle the costs covered by **your** Key Cover directly to **your Audi Approved Centre**.
- 4) If the **keys to your vehicle** have been stolen **you** must report the incident to the Police as soon as possible and obtain a crime reference number.

## Claiming whilst outside the United Kingdom

- 1) If **you** need to make a claim in **Continental Europe** all repair or replacement costs are **your** responsibility. Once the repair or replacement has been completed **you** must retain all receipts.
- 2) Contact us within 30 days of **your** return to the **United Kingdom** and **you** will be advised if the costs are covered by this insurance. If your claim is covered you will be reimbursed in GBP at the prevailing exchange rate at the time of settlement.
- 3) If the **keys to your vehicle** have been stolen **you** must report the incident to the Police as soon as possible and obtain a crime reference number.

Contact **us** at:

Audi Key Cover, PO Box 869, Warrington WA4 6LD

By telephone: 0333 043 3780

Telephone lines are open Monday – Friday, 8am – 5pm, excluding bank holidays.

By email: [customerservices@audi-keycover.co.uk](mailto:customerservices@audi-keycover.co.uk)

# Important information

## Getting in touch

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By telephone: 0333 043 3780

By email: [customerservices@audi-keycover.co.uk](mailto:customerservices@audi-keycover.co.uk)

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Our aim is to get it right, first time, every time. If we make a mistake we will try and put it right promptly. We will always confirm to you the receipt of your complaint within five working days and do our best to resolve the problem within four weeks. If we cannot, we will let you know when an answer may be expected. If we have not resolved the situation within eight weeks we will provide you with information about the Financial Ombudsman Service.

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

Audi Key Cover, PO Box 869, Warrington WA4 6LD

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If it is not possible to reach an agreement, you have the right to make an appeal to the Financial Ombudsman Service. This also applies if you are insured in a business capacity and have an annual turnover of less than €2 million and fewer than ten staff. You may contact the Financial Ombudsman Service at:

The Financial Ombudsman Service,

Exchange Tower,

Harbour Exchange Square,

London

E14 9SR

0800 023 4567

## Financial Services Compensation Scheme

For your added protection the insurer is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme, if they cannot meet their obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim with no upper limit. You can get more information about compensation scheme arrangements from the FSCS or visit [fscs.org.uk](http://fscs.org.uk)



## **UK General Insurance Ltd Privacy Notice**

We are UK General Insurance Ltd, referred to as “we/us/our” in this notice. Our data controller registration number issued by the Information Commissioner’s Officer is Z7739575.

This privacy notice is relevant to anyone who uses our services, including policyholders, prospective policyholders, and any other individuals insured under a policy. We refer to these individuals as “you/your” in this notice.

We are dedicated to being transparent about what we do with the information that we collect about you. We process your personal data in accordance with the relevant data protection legislation.

### **Why do we process your data?**

The provision of your personal data is necessary for us to administer your insurance policy and meet our contractual requirements under the policy. You do not have to provide us with your personal data, but we may not be able to proceed appropriately or handle any claims if you decide not to do so.

### **What information do we collect about you?**

Where you have purchased an insurance policy through one of our agents, you will be aware of the information that you gave to them when taking out the insurance. The agent will pass your information to us so that we can administer your insurance policy.

For specific types of insurance policies, for example when offering you a travel insurance policy, we may process some special categories of your personal data, such as information about your health.

We have a legitimate interest to collect this data as we are required to use this information as part of your insurance quotation or insurance policy with us. We may also process the data where it is necessary for a legal obligation, or as part of the establishment or defence of a legal claim.

### **UK General’s full privacy notice**

This notice explains the most important aspects of how we use your data. You can get more information about this by viewing our full privacy notice online at <http://ukgeneral.com/privacy-notice> or request a copy by emailing us at [dataprotection@ukgeneral.co.uk](mailto:dataprotection@ukgeneral.co.uk). Alternatively, you can write to us at: Data Protection, UK General Insurance Ltd, Cast House, Old Mill Business Park, Gibraltar Island Road, Leeds LS10 1RJ.

### **Great Lakes Insurance SE Information Notice**

Personal Data provided in connection with this policy will be used and processed in line with the Information Notice. For more information, please visit [www.munichre.com](http://www.munichre.com)

## Useful contact numbers

If you need to contact us regarding your Approved Warranty, MOT or Key Cover please call: 0333 043 3780

Telephone lines are open Monday – Friday, 8am – 5pm, excluding bank holidays.

### **Audi Roadside Assistance in the UK:**

0800 699 999

When calling for assistance outside the UK, please see page 18 for contact numbers.

The contents of this Cover Booklet are intended to give you an overview of your Audi Approved Warranty, Roadside Assistance, MOT and Key Cover. The full terms and conditions are available by contacting your Audi Centre or Audi Approved Warranty.

## Extending your cover

Your Confirmation of Cover will detail the period of Cover you and your vehicle benefit from and, providing your car has covered less than 100,000 miles at the end of the cover period, you should be able to take out additional cover for continued peace of mind.

Typically, you will be contacted by Audi Warranty around four weeks before your cover expires and informed about the options available to you.

## Use of data

Audi Approved Used Warranty cover is administered on behalf of Audi UK by Volkswagen Financial Services (UK) Limited (“VWFS”). VWFS will use your information and share it with Lawshield UK Limited and Opteven Services SA (“Opteven”) for the following reasons:

- ▶ To provide you with the product and notify you about important changes or developments to the features and operation of those products and services
- ▶ Manage your account, including responding to your enquiries and complaints
- ▶ Comply with audits
- ▶ Carry out risk management
- ▶ Carry out customer modelling, statistical and trend analysis, with the aim of developing and improving products and services

VWFS may share your information with other Volkswagen Group companies for audit purposes, risk management and to carry out customer modelling, statistical and trend analysis, with the aim of developing and improving products and services, and to comply with legal requirements. We will not disclose your information to anyone else except:

- ▶ Where the law says we may or must do so
- ▶ To companies that provide services to VWFS and/or Volkswagen Group United Kingdom Limited to perform activities relating to your contract and/or to protect our rights and/or property
- ▶ To our franchised retailers to manage claims under your warranty cover

If your personal information is stored outside of the UK, we will require your personal information to be protected to UK standards.

Further information on how your information is used, how we maintain the security of your information, your right to access information we hold on you and details of relevant third party and Volkswagen Group companies for data sharing purposes is in our Privacy Policy which is available:

- ▶ At our website: **[www.insurewithaudi.co.uk/privacy](http://www.insurewithaudi.co.uk/privacy)**
- ▶ By contacting us at [DPO@vwfs.co.uk](mailto:DPO@vwfs.co.uk)
- ▶ From the Centre submitting your application for our product

# Audi Financial Services

Finance. Insurance. Fleet. Mobility.

Audi Warranty  
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WA4 6LD

AUDI-UK AUW-CB 0818

