

Insurance Product Information Document

Company: Fish Administration Ltd trading as CareCo Protect + Go
Product: Essentials Walking Aid Insurance

CareCo Protect + Go is a trading name of Fish Administration Ltd who is authorised and regulated by the Financial Conduct Authority. Registered in England & Wales under Company Registration Number 4214119, Registered Office; Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW. Fish Administration Ltd's Firm Reference Number is 310172. Fish Administration Ltd is part of the PIB Group

This insurance is underwritten by Great Lakes Insurance UK Limited who is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Incorporation number 13436330. Great Lakes Insurance UK Limited is authorised and regulated by the Financial Conduct Authority. Firm Reference Number 955859.

This Insurance Product Information Document is a summary and full details of the terms and conditions are in the policy wording. The schedule will show the information given to us by you, on which your quotation is based and the cover you have chosen.

What is this type of insurance?

This insurance policy provides loss or damage cover for a walking aid.



What is insured?

- ✓ **Loss or damage** of, or to, the walking aid during the period of insurance by accidental damage, malicious damage, vandalism, fire, storm, flood, or theft, up to the specified policy limit stated on the policy schedule.
- ✓ **Worldwide cover** including baggage handler cover, limited to the difference between the amount recovered from the airport authorities and the market value of the item.

Optional cover you may have chosen

- ✓ **Puncture care** to cover the cost of repairing a tyre puncture on the insured item, up to £100 per claim, up to a maximum of £200 in any policy year.



What is not insured?

- ✗ No cover for loss, destruction, or damage by any cause whatsoever to the walking aid whilst left in the open for more than 12 hours or overnight.
- ✗ Theft by you, your spouse, partner, or family member.
- ✗ Theft of the Insured Item(s) by any User.
- ✗ Disease, epidemic or pandemic, (including in all cases any contagious disease that affects animals).
- ✗ Third party liability.
- ✗ If Puncture Care is selected - no cover for damage to the tyre caused by use whilst punctured or deflated.



Are there any restrictions in cover?

- ! Under no circumstances will the overall liability for damages, costs and expenses exceed the relevant limits shown in the policy schedule.
- ! Maximum amount payable under baggage handler cover is the difference between the amount recovered from the baggage handlers and the cost of repair.

Please refer to your policy wording for the full details of exclusions and limitations.



Where am I covered?

- ✓ Cover applies within the geographical limits in England, Scotland, Wales, Northern Ireland, and the Isle of Man. The geographical limits extend to worldwide in respect of loss or damage for a maximum period of up to 21 days whilst the walking aid is temporarily outside the geographical limits.



What are my obligations?

You must take reasonable care to supply accurate and complete answers to all the questions you are asked when you take out, or make changes to, this policy.

You must notify us as soon as possible if any of the information in your policy documents is incorrect or if you wish to make a change to your policy.

If you do not provide accurate and complete answers to the questions you are asked, or you fail to notify CareCo Protect + Go of any incorrect information or changes you wish to make, your policy may not operate in the event of a claim, we may not pay any claim in full, or your policy could be invalid.

You must follow our claims process which can be found in your policy documentation.



When does the cover start and end?

Your cover will start and end on the dates shown on the policy schedule unless the policy is cancelled mid-term.



When and how do I pay?

You or your authorised representative can pay for your insurance policy in full by credit/debit card, cheque, or BACS transfer.



How do I cancel the contract?

You can cancel your policy at any time by calling us on 0333 331 3883. How we deal with your request depends on whether you cancel within the policy 'cooling off' period or not.

Cancelling in the 'cooling off' period

Your 'cooling off' period lasts 14 days from the day you received your documents or in the case of renewal, 14 days after the renewal date. If you cancel within this period, we will refund all the money paid. No money can be refunded if you have made a claim, or if there has been an incident likely to result in a claim, in the 'cooling off' period.

Cancelling after your 'cooling off' period

If you decide to cancel after the 14-day 'cooling-off' period, no refund of premium will be available.