

Insurance Product Information Document

Company: Fish Administration Ltd trading as CareCo Protect + Go
Product: Scooter & Powerchair Enhanced 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?

The insurance policy provides cover for loss or damage to the insured item and third-party liability for any user.



What is insured?

- ✓ **Loss or damage** of, or to, a mobility scooter or powered wheelchair by accidental damage, malicious damage, vandalism, fire, storm, flood, or theft, up to the policy limit stated on the schedule.
- ✓ **Third party liability** for accidental damage to the property of or accidental injury to third parties arising from the use of the insured item(s), up to the policy limit of £2m.
- ✓ **New for old replacement** Following an insured event, if the total cost of the repairs is likely to exceed 60% of the list price of a new item of a similar make and model, a new item will be provided instead of repairs. Or the Insurer may offer a cash settlement representing the discounted price for which a replacement of a similar make and model can be obtained.
- ✓ **Personal accident cover** if the user is accidentally injured in direct connection with the Insured Item(s), up to the policy limit of £5000.
- ✓ **Personal effects cover** if they are lost, damaged or stolen as a result of an Insured event to the Insured Item(s), up to a policy limit £300.
- ✓ **Cost of hiring alternative equipment** in the event of your equipment requiring a repair or replacement, up to the policy limit of £200 per policy year, Inc. VAT. £10 per day for hiring a similar item of equipment. Insurer approval must be gained prior to hiring the equipment.
- ✓ **Hospital benefit** in the event of the user being admitted to hospital following accidental bodily injury sustained in direct connection with the insured item(s). Policy limit up to £250.
- ✓ **Personal assault cover** in the event of the user being mugged or assaulted using the insured item(s) necessitating hospital in-patient care, up to the policy limit of £300, subject to satisfactory doctors/police reports being provided.
- ✓ **Baggage handler cover**, limited to the difference between the amount recovered from the airport authorities and the market value of the item.
- ✓ **24/7 breakdown & recovery service** in the event of an accident or breakdown.
- ✓ **Holiday recovery costs** to get you or your insured item back to your holiday accommodation following loss of or damage to or breakdown of your insured item, up to £100 for any one claim; maximum £200 in one policy year.

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?

- ✗ Loss or damage to accessories unless the scooter or powered wheelchair is damaged at the same time.
- ✗ Electrical or mechanical breakdown, failure or derangement, or manufacturing defects.
- ✗ Wear and tear.
- ✗ Mechanically propelled vehicle exceeding 8mph unless specifically accepted.
- ✗ Disease, epidemic or pandemic, (including in all cases any contagious disease that affects animals).
- ✗ If Puncture Care cover 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.
- ! No theft cover whilst left unattended (other than in a locked and secured building) for more than 1 hour unless secured to an immovable object by a padlock and chain. Theft must be forcible.
- ! No loss, destruction or damage by any cause whatsoever whilst left in the open for more than 12 hours or overnight.
- ! New for old replacement applies only to mobility scooters and powered wheelchairs less than two years old (or less than three years old in respect of Accidental Damage claims only) at the time of the incident that leads to a claim where the Insured has owned the mobility scooter or powered wheelchair from new or purchased it as new (i.e., the Insured Item has never been previously owned any other person).
- ! Worldwide cover excludes liability cover in USA & Canada.
- ! 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 Isle of Man. The geographical limits extend to worldwide in respect of loss or damage and third-party liability (excluding liability cover in USA & Canada), for a maximum period of up to 90 days whilst the mobility scooter or powered wheelchair 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 and how do I pay?

You can pay for your insurance policy in full by credit/debit card, cheque, BACS transfer or alternatively, please contact us to ask about paying by monthly direct debit.



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.



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, we will charge you for the cover you have had up to the cancellation date. No money will be refunded if you have made a claim before the date you ask us to cancel. Also, we will not issue any refund where the amount is £10.00 or less. Please refer to the CareCo Protect + Go Terms of Business for details of the cancellation administration fee.