



LEXELLE
LIMITED

Replacement Hire Vehicle Insurance

Product Training



Replacement Vehicle Insurance





Insurer

Insurer: Financial & Legal Insurance Company Limited

**Office Address: No 1 Lakeside, Cheadle Royal Business Park,
Cheadle, Cheshire, SK8 3GW**

Financial & Legal Insurance Company Limited is authorised
by the Prudential Regulation Authority and
is regulated to operate in the UK by the Financial Conduct Authority
(FCA Firm Registration Number: 202915)

Product Summary



- The policy covers for the provision of a replacement vehicle following a road traffic accident, theft or malicious damage
- The policy is designed to keep your clients mobile whilst their own vehicle is in for repair
- A range of hire options are available – 7, 14, 21 & 28 days
- Various vehicle classes are also available including commercial vehicle types e.g Ford Transit LWB
- Vehicle does not have to be a total loss to qualify for a hire vehicle as with some hire vehicle policy schemes

Eligibility & Conditions



Some Key Policyholder eligibility requirements :

- Drivers must hold a valid UK driving licence and be 21 years of age and over (23 years in Northern Ireland)
- Hire vehicles cannot be driven outside of the UK territory
- The policy does not cover for a “like for like” vehicle based upon the policyholder’s main motor insurance policy - the type of vehicle class and duration of hire is selected by the policyholder at time of purchase and is based upon their specific needs

Eligibility & Conditions



Some Key Policy exclusions

Any Driver:

- With more than 2 fault accidents/claims within the last 5 years
- With certain past conviction codes on their driving licence e.g DD, DR (Refer to main policy Terms - Section 3 Exclusions (i) for the full list of excluded driving licence codes)
- With multiple convictions amounting to more than 6 driving licence penalty points
- That has been banned from driving within the last 5 years

Policy Indemnity Levels



- A flexible range of policy and premium rated options are made available at time of purchase.
- Policyholder can select a vehicle class type and duration of hire to suit their needs
(e.g. Class A- basic saloon, Class E – Ford Mondeo, Prestige – Mercedes/BMW)
- Commercial vehicle types are also covered : Ford Transit, Small Van
- The policy covers up to a maximum of 2 claims up to the limit of cover (i.e. up to the number of hire days selected)



Some Important Points



- The policy does not provide cover for driveable vehicles unless they are being worked on. Also, cover does not apply whilst vehicles are sat awaiting authorisation
- The policy does not cover for the provision of a hire vehicle in the event of mechanical breakdown
- All vehicles must be serviced in accordance with manufacturer's recommendations (very important with fire claims)
- Does not cover vehicles used for hire & reward purposes unless appropriate premium has been paid (e.g. Taxi & courier)
- Incident giving rise to claim **MUST** be reported to the policyholder's main motor policy Insurer
- Claims must be reported within **14 days** of Incident





Some Important Points - cont'd

- Hire vehicles covered are to standard manufacturer specification e.g. no racks/lifts on vans, manual transmission etc (Hire company may be able to offer some upgrades but this may incur an additional hire company charge at time of hire.)
- Hire vehicles cannot be driven outside of the UK
- Policyholder must hold a valid UK driving licence and be 21 years of age or over
- Policyholder is responsible for any fuel, fines etc and any admin charge associated with these raised by the hire company
- Vehicle changes are permitted during the period of insurance in line with the policyholder's main motor insurance policy



Cancellation

The policyholder may cancel their policy :

- Within the standard 14 day cooling off period where a full refund of premium will be due
- At any other time by contacting the broker or agent that sold the policy
 - No refund of premium will be due if the policy is cancelled after the 14 day cooling off period

Claims Scenarios



<p><i>My car is hit in the rear, the car does drive but the rear door will not open, will I get a hire car only while in for repair?</i></p>	<p>If a passenger access point will not operate, whilst a car is strictly driveable, we will provide a vehicle as if it is un-roadworthy in view of the potential safety implications involved</p>
<p><i>Do you provide me with the same type of vehicle as my own?</i></p>	<p>There are various options available when you take out cover. You can choose a vehicle class suitable for your needs which will be detailed on your policy schedule at the time of cover. We do not guarantee to provide an exact vehicle model as that selected but we will always endeavour to provide a vehicle that adequately matches your chosen class of cover.</p>
<p><i>Do you provide a hire vehicle for disabled drivers?</i></p>	<p>We will use our best endeavours to provide disabled drivers with a suitable vehicle. If we cannot, we will reimburse policyholders for transportation costs up to our daily rental rates for the full hire period.</p>
<p><i>Are the vehicles provided all new models?</i></p>	<p>We use quality hirers and all our vehicles provided are fully serviced and less than 3 years old.</p>
<p><i>Can I claim on this policy more than once a year?</i></p>	<p>The policy is limited to 2 claims in any one period of cover up to the maximum number of days shown on the policy schedule and in aggregate.</p>
<p><i>My car is driveable but has just been taken away by the insurance company to repair, can I have a hire car?</i></p>	<p>It depends - the policy will only provide cover for a driveable vehicle whilst in for repair, <u>where the repairs have been authorised and being carried out</u> Please advise Lexelle Ltd immediately and do not let the insurer arrange to pick up driveable cars prior to the commencement of repairs.</p>