

# Markerstudy Hire

## keyfacts®

*This is a Policy Summary only and does not contain the full terms and conditions of the contract. Full terms can be found in the Policy Wording, a copy of which is available on request.*

### What is Markerstudy Hire?

Markerstudy Hire is a public and private hire insurance policy, underwritten by Markerstudy Insurance Company Ltd.

### What does Markerstudy Hire cover me for?

You have comprehensive insurance and are covered for any damage your vehicle sustains in an accident or for any damage caused by vandalism or arson. You are also covered for loss of or damage to your own car caused by fire (excluding arson) or theft.

If you are involved in an accident you are also covered for damage you cause to other people's vehicles or property or for injuries they sustain.

### What happens if I take out cover and then change my mind?

If the contract is for 3, 6 or 12 months, the policy provides you with a 14 day reflection period to decide whether you wish to continue for the full policy period. This is subject to certain terms, including a pro-rata time on risk charge and/or a relevant administration fee. Full details are shown in the full policy wording which is available on request. **This does not apply to 30 day contracts.**

### How do I notify a claim under my Markerstudy Hire policy?

It is a requirement of this contract that you only report a claim immediately (or within a maximum period of 24 hours from the time of the incident) to our claims department on the number below.

All policyholders

**0844 874 0636**

### How do I make a complaint about my Markerstudy Hire policy?

In the first instance these should be referred to the insurance intermediary arranging the insurance.

If you are not satisfied with his or her answer, please make contact with our UK service providers at Complaints Handling, Markerstudy Limited, PO Box 420, Tunbridge Wells, Kent, TN2 9LT, Tel: 0844 874 0633 or e-mail:

**complaints@markerstudy.com**. You will need to quote your policy number shown in the Schedule.

In the event that our service providers have not resolved matters within 8 weeks of you writing to them the problem can be referred to the Financial Ombudsman Service. Whilst we and our UK service providers are bound by the decision of the Financial Ombudsman Service, you are not. Following the complaints procedure above does not affect your right to take legal action.

### How do I cancel my Markerstudy Hire Policy?

**You have the right to cancel this policy at any time. You must return the current Certificate of Motor Insurance before cancellation can be effected.**

Beyond the 14 day reflection period mentioned above you will still be entitled to cancel this policy. Provided the policy has been issued for 6 months or more and there have been no claims during the current period of insurance we will refund the premium relating to the remaining period of insurance based on our short period scale of charges (there are no cancellation refunds on policies issued for less than 6 months). The short period scales of charges are as follows:

#### For 6 Month Policies:

Length of time cover in force	Up to 1 month	Up to 2 months	Up to 3 months	Over 3 months
Percentage of premium payable	50%	70%	90%	100%

#### For Annual Policies:

Length of time cover in force	Up to 1 month	Up to 2 months	Up to 3 months	Up to 4 months	Up to 5 months	Up to 6 months	Up to 7 months	Over 7 months
Percentage of premium payable	25%	33%	45%	55%	65%	75%	80%	100%

*Our short-period charge may be in addition to any cancellation charge levied by your broker/insurance intermediary. For full details of the cancellation process, please refer to General Condition 4 in the policy booklet.*

### Would I receive compensation if Markerstudy Insurance Company Limited were unable to meet its liabilities?

All Markerstudy Insurance Company Limited policies issued in the UK for individual customers or 'small businesses' are covered by the **Financial Services Compensation Scheme**. You may be entitled to compensation from the scheme if your insurer cannot meet its obligations (e.g. if it goes out of business or into liquidation or is unable to trade).

Further information about compensation scheme arrangements is available from the FSCS ([www.fscs.org.uk](http://www.fscs.org.uk), telephone 0207 892 7300).

**Markerstudy Insurance Company Limited and/or its co-insurers whose names and addresses are available on request. Authorised Insurers, registered in Gibraltar (Reg. No. 78789).**

The Company is licensed and based in Gibraltar and is regulated by the Gibraltar Financial Services Commission and subject to a limited regulation by the Financial Services Authority in respect of underwriting business in the UK (FSA Register Number 206322).

## Standard Features

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Features and Benefits	Significant Exclusions or Limitations	Policy Section
<b>Reduced Accidental Damage Excess</b>	We will reduce the Accidental Damage Excess as shown in the Policy Schedule to £350 subject to the following condition; <ul style="list-style-type: none"> <li>• Immediate notification of any incident, giving rise to a claim to our Accident Claim Line only on 0844 874 0636 and in any case within 24 hours of the incident taking place</li> <li>• Notification to be made by the Policy Holder only</li> <li>• Full details of the incident, including names and addresses of all third parties, passengers and witness</li> <li>• The incident not to be reported to any Accident Management Company / Third Party Claims Handling Company</li> <li>• Markerstudy Insurance Company Limited approved repairers and suppliers to be used where available.</li> </ul>	N/A
<b>Free Hire Taxi</b> You will be provided with a replacement taxi to use for up to 7 calendar days in the event that the incident was your fault and your own taxi is not legally driveable.	This benefit does not apply if: <ul style="list-style-type: none"> <li>• Another party is liable for the damage to your taxi.</li> <li>• Indemnity issues exist with the subject incident.</li> </ul>	
<b>Audio and Navigation Equipment</b> Cover is provided for permanently fitted audio equipment &/or two-way radio subject to a maximum of £500.	Does not apply to: <ul style="list-style-type: none"> <li>• Equipment that is not the manufacturers standard equipment</li> <li>• Television equipment</li> </ul>	1A
<b>Foreign Travel</b> Provides the minimum cover which is legally required to use your car in all EU countries and any country which agrees to follow EU directives and is approved by the Commission of the European Union. Full cover, but restricted to social Domestic and Pleasure purposes only, can be provided subject to at least 14 days prior notification and the payment of an additional premium.	Provided: <ul style="list-style-type: none"> <li>• Your permanent home is in Great Britain, Northern Ireland, Channel Islands or Isle of Man</li> <li>• Your visit is of a temporary nature</li> </ul>	1C, 2C & 3B
<b>Windscreen Cover</b> We have special arrangements with leading windscreen companies to repair or replace your windscreen. Any payments made under this section will not affect your No Claims Bonus.	<ul style="list-style-type: none"> <li>• If the windscreen is repaired you will be responsible for the first £25. If the windscreen is replaced you will be responsible for the first £80.</li> <li>• You must use our approved companies who will need to see your Certificate of Motor Insurance otherwise the maximum we will pay is £75 (after the deduction of any excess).</li> <li>• Sun roofs are not covered</li> </ul>	1A
<b>Public Liability</b> Indemnity to Principal - this insurance is extended to indemnify you against any liability, up to but not exceeding £5,000,000, to any Public Authority, Company, Firm or Person for whom you or your driver is executing a contract but only so far as concerns the liability of the contractor for any negligent act or omission of you or your employees engaged in work the subject of the contract entered into by you.	We will not be liable in respect of any claims arising out of A) Wrongful arrest B) Criminal and/or alleged criminal acts by you or your driver C) Punitive or exemplary damage whether as fines, penalties, multiplication of compensatory awards or damages in any other form whatsoever. Such indemnity is subject to you having arranged with the contractor that the conduct and control of all claims arising out of this extension will rest with Markerstudy Insurance Co.	Please refer to Public Liability Endorsement
<b>Personal Belongings</b>	No Cover	1A
<b>Driving Other Cars</b>	No Cover	N/A

## General Exclusions and Conditions

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	What is not covered	Policy Section
<b>Loss of or Damage to your vehicle</b>	<ul style="list-style-type: none"> <li>• Loss of or damage to your car if the car is unoccupied and the ignition key is in or on your car</li> <li>• Loss of use of your car</li> <li>• Loss of value of your car following repair</li> <li>• Mechanical, electrical and electronic fault, breakdown, malfunction, failure or breakage or claims arising from incorrectly re-fueling your car</li> <li>• The unauthorised taking away of your car by a family member</li> <li>• Loss of or damage to your car if any manufacturer fitted security device is not operational and used when you are not in your car.</li> </ul>	1A & 2A
<b>Use of the car</b>	Cover does not apply if the vehicle is: <ul style="list-style-type: none"> <li>• being used for any purpose that your current Certificate of Motor Insurance does not permit</li> <li>• being driven by any person who is not described in your current Certificate of Motor Insurance as a person entitled to drive</li> <li>• in or on any part of any airport which is used for the take off and landing of aircraft</li> <li>• being driven in an unroadworthy condition or without an MOT certificate, if one is necessary</li> </ul>	General Exclusions (1)
<b>Other</b>	The policy does not cover any consequence of: <ul style="list-style-type: none"> <li>• Loss, damage, cost or expense resulting from or in connection with an act of terrorism</li> </ul>	General Exclusions (4)

## Other Important Information

**No Claims Bonus** - Applies to 3, 6 or 12 months contracts subject to 12 months consecutive claim free driving being held.

**No Claims Bonus does not accrue under 30 day contracts**