

Product Insurance Cover

from Caversham Insurance (Malta) Limited

keyfacts®

POLICY SUMMARY

This summary contains some important facts about your Product Insurance Cover from Caversham Insurance (Malta) Limited (“the Policy”). It does not contain the full terms and conditions so you should read this summary together with the full Policy Terms and Conditions to make sure that you understand the cover it provides and decide whether you need it. Keep this document together with your hire purchase agreement and the Policy Terms and Conditions.

Insurer

The insurance is provided by us, Caversham Insurance (Malta) Limited. We are a wholly-owned subsidiary of Caversham Finance Limited, trading as BrightHouse, the provider of your hire purchase goods. Our head office is at Development House, St Anne Street, Floriana FRN 9010 Malta.

Type of insurance

Clause 9(a) of the hire purchase agreement with BrightHouse contains an obligation to keep the relevant goods insured at all times against loss or damage caused by fire, theft or accident. You may have, or be thinking of buying, a household contents or other policy that will do this. As an alternative, the Policy is available and provides cover for loss arising from the theft of your hire purchase goods or any loss or damage to them caused by fire or accident. It does not cover loss or damage to anything other than hire purchase goods provided by BrightHouse.

Significant features and benefits

The Policy provides the following features and benefits:

- No policy excess
- Provides cover for any loss arising from the theft of your hire purchase goods or damage to them caused by fire or accident
- Portable electronic equipment hire purchase goods are covered where the theft, loss or damage occurs when temporarily removed from your premises - provided the goods remain in England, Scotland or Wales.

Significant or unusual limitations or exclusions

Significant Limitations	Policy condition
<p>With the exception of portable electronic equipment (see above), cover applies only where the hire purchase goods are:</p> <ul style="list-style-type: none"> - Kept in your premises (i.e. the premises at which they are installed in accordance with the hire purchase agreement); <p>Or</p> <ul style="list-style-type: none"> - In transit and in your custody between a BrightHouse store and your premises and in the locked boot of your vehicle. 	B
Significant Exclusions	Policy condition
<p>The insurance will not cover any loss or damage due to:</p> <ul style="list-style-type: none"> - Normal wear and tear or gradual deterioration; - Any process of renovation or repair; - Climatic conditions, storms, flood, civil commotion or war; - Dismantling in whole or part, or any repair attempted by any person other than a Technician; - Commercial use; - Wilful acts or neglect or misuse; - Using the product outside of the manufacturer's specifications and design. <p>The policy only covers loss or damage caused by accident, fire and theft; it does not cover goods which are lost for any other reason.</p>	F(1)
<p>The insurance will not cover any theft of hire purchase goods from your premises unless there is evidence of forcible or violent entry to or exit from your premises.</p>	F(2)
<p>The insurance will not cover a Failure or the cost of routine maintenance.</p>	F(3)
<p>The insurance will not cover damage to compact discs, DVDs and any device which stores data electronically etc.</p>	F(4)
<p>Except for portable electronic equipment (see above), the insurance will not cover the hire purchase goods at any time when they are located within a temporary building, site, hut, tent, boat (including a narrow boat), caravan (whether mobile or fixed site) or mobile home.</p>	F(6)

You should ensure that you read the full Policy Terms and Conditions for the complete policy details.

Large print version also available. Ask a member of staff.

Duration

If you are accepted, your Policy will be in place whilst you continue to pay the required premium - renewing each week - until the earlier of:

- Your hire purchase agreement ending;

Or

- You or us cancelling the policy.

Regarding cancelling the Policy:

- We can end the Policy on giving you 30 days' prior written notice;

Or

- You can end it by writing or telephoning your designated store or BrightHouse's

Customer Relations Department on **0800 526 069**.

The Policy will lapse if you do not pay the required premium (see below) at which point the Policy ceases to provide any cover

Cost

The Policy is provided at the weekly premium specified in your hire purchase agreement. This is payable to BrightHouse as our agent, alongside your hire purchase payments.

Cancellation rights

You have the right to cancel this Policy after you have applied for it and have 14 days from the date you sign the application form in which to exercise this right. There is no charge for doing so and if you decide to cancel the Policy within that 14 day period any premiums you have paid during that time will be refunded without any deduction provided you have not made any claims during that period.

You also have the right to cancel the Policy at any other time by giving oral or written notice; again, there is no charge for doing so.

Your Policy Terms and Conditions explain how to exercise your right to cancel. They also explain that you are required to keep your hire purchase goods insured at all times during the term of your hire purchase agreement against loss or damage caused by fire, theft or accident and so, if you intended to continue your hire purchase agreement, you would need to arrange alternative insurance

How to make a claim and how a claim is settled

If you need to make a claim, you should contact the BrightHouse store at which your hire purchase agreement is administered. Clause 12(a) of your hire purchase agreement sets out details about claims.

You should note that if the hire purchase goods have been stolen or have been damaged beyond economic repair, we shall make a payment equal to the amount of loss suffered by BrightHouse direct to BrightHouse, not to you. BrightHouse will then use that money in or towards replacing the lost goods with goods of an equivalent age and general (or better) specification. These replacement goods will then be provided to you and your hire purchase agreement will continue as normal.

If some other kind of damage has occurred to the hire purchase goods then we will arrange for the services of an approved Technician to repair the damage.

How to make a complaint

If you wish to make a complaint, you can contact a BrightHouse store or telephone the BrightHouse Customer Relations Department on **0800 526 069**.

If your complaint relates to BrightHouse (which sold the insurance) or to us (as the insurer) you may be able to refer your complaint to the Financial Ombudsman - the address and contact details are provided in clause I(2) of the Policy.

Following the complaints procedure does not affect your legal rights.

The Compensation scheme

We are covered by the UK Financial Services Compensation Scheme (FSCS). If we are unable to meet our obligations, you may be entitled to compensation – if so, 90% of your claim would be met by the Scheme. Further information is available from the FSCS at www.fscs.org.

The law applicable to the Policy

The Policy is governed by English law unless, when you sign your hire purchase agreement you live in Scotland, in which case Scottish law will apply.

Language

We will communicate in English at all times. The Policy and all communications will only be available in English.