



keyfacts

Chubb Insurance Company of Europe

Policy Summary



CHUBB

Masterpiece[®]

MOTOR

Chubb *Masterpiece* Motor Policy Summary

This document gives you key information about the Chubb *Masterpiece* Motor Insurance Policy. For full details of all policy benefits and terms and conditions, please read the policy booklet. If you would like a copy of the policy booklet or if you have any questions about this document or the Chubb *Masterpiece* Motor Insurance Policy, please contact your insurance broker.

Policy name:	<i>Masterpiece</i>
Type of insurance:	Motor
Underwritten by:	Chubb Insurance Company of Europe S.A. (Chubb). European Breakdown Assistance and Legal Expenses Cover is underwritten by DAS Legal Expenses Insurance Company Limited.

A fairer way of being insured

Our guiding principle is to ensure that, in the event of a claim, you receive the fairest possible compensation with the minimum of fuss.

About Chubb

Chubb is one of the world's leading providers of personal and business insurance to the discerning customer.

Cover & Service We aim to offer our customers exceptional cover and service. For example, we often provide covers and services that are not included in other policies.

Financial Security We earn consistently high ratings for financial strength from the leading credit-rating agencies. Our sound underwriting practices and conservative financial management means that we have the ability to pay claims now and in the future.

Claim Service We have a reputation for straightforwardness and regularly win awards for our claim service. We constantly monitor and survey claimants in respect of the service we provide and amounts paid. Over 97% of our customers, who have responded to our claim survey in the past 6 years, rate our service as 'excellent' or 'good' and are happy with the amount of settlement.

Revolutionary Cover

An entirely different approach to motor insurance.

We have brought to motor insurance the broad-minded approach for which Chubb is renowned. In our opinion, with our breadth of cover, plain English policy wording and claim service, Chubb *Masterpiece* Motor Insurance provides the best insurance protection for your car or cars in the UK.

For example, we believe that you should not be penalised for 'Non-Fault' or 'No Blame' Claims. If your car is damaged and the cause of the damage was not your fault (e.g. whilst your car was parked it was hit by another car) we will not penalise you for this in calculating your next renewal premium.

Agreed Value approach

We believe in total transparency.

We agree with you, upfront, the amount we will pay for your car in the event of a total loss. The sum we agree is the sum we will pay – with no quibbles and no deductions.

Freedom of choice

We believe that your insurer should not dictate to you.

Following a total loss, we let you choose whether to replace an item or take the full cash settlement – without deduction. For repair, we let you choose your own garage or repairer.

Easy to manage

We believe that motor insurance should be hassle-free.

As a result, you won't have to complete application, proposal or claim forms.

One *Masterpiece* policy, with one renewal date and one premium, can cover all your personal insurance needs worldwide.

Significant Features and Benefits

The headings in bold refer to the section of our policy to which the features and benefits are applicable.

Agreed Value – Vehicle Physical Damage Cover

- If your car is damaged beyond repair (written off) or stolen and not recovered, you will receive, without deduction, the amount shown in the policy schedule as the value of your car.

Fully Comprehensive Cover for You and Named Drivers Whilst Driving Other Cars – Policy Definitions

- If you hire or borrow a car, you and named drivers will be covered on a fully comprehensive basis whilst driving the hired or borrowed car.

No Deductible for Total Loss Claims – Vehicle Physical Damage Cover

- If your car is damaged beyond repair (written off) or stolen and not recovered, we will not make any deductions from our settlement of your claim.

Courtesy Car – Vehicle Physical Damage Cover

- If, in the event of a claim, you need a courtesy car, we will provide one that suits your needs and, where possible, is comparable to the car we insure.

Choice of Repairer – Vehicle Physical Damage Cover

- In the event of damage to your car resulting in a claim, you may choose the garage or repairer whom you wish to repair your car.

European Motor Assistance Cover

- We provide European breakdown cover free of charge.

European Driving – Policy Definitions

- You may take your car abroad at any time during the policy period and enjoy full policy cover.

Broad Driving Entitlement – Policy Definitions

- With your permission, any non-family member and legally-entitled individual may drive any of your cars insured with us.

No Wear and Tear Deduction – Vehicle Physical Damage Cover

- We do not make any deduction for wear and tear when settling claims.

Significant or Unusual Exclusions or Limitations

Our aim is to provide the broadest and most appropriate cover possible for you. As with any contract, there are some limitations of which you need to be aware.

The headings in bold refer to the section of our policy to which the exclusions and limitations are applicable.

Agreed Value – Vehicle Physical Damage Cover

- At the beginning of each insurance period, we agree with you what we believe your vehicle is worth at that point in time. In the event of a total loss, we pay this agreed amount, without deduction, irrespective of whether the vehicle is worth less or more.

Claims – Vehicle Physical Damage Cover

- For a claim that is not a 'total loss' we will ask you to contribute to the final payment – this is known as a 'deductible' and is shown on the policy schedule.

Named Drivers – Policy Definitions

- Anyone permanently residing at your home whom you want to drive your car(s) must be named on the policy schedule for each car they drive.

Courtesy Car – Vehicle Physical Damage Cover

- If, in the event of a claim, we provide you with a courtesy car, we will pay up to £4,000 for the hire of the courtesy car.

How to make a claim

Should you wish to make a claim under your policy, you should contact your insurance broker, or call us on 0800 018 0678 as soon as possible. Full details of how to make a claim are included in the policy booklet.

Duration of contract

Masterpiece is an annual contract and may be renewed each year subject to the terms and conditions then applicable. You should review and, if necessary, update your sums insured and cover periodically to ensure it remains accurate.

Your right to cancel

You have a statutory right to cancel the policy within 14 days of receipt of the policy documentation. We will refund any premium you have already paid, but may retain a proportion of such premium that relates to the time on risk and in addition an administrative fee if you have made a claim. Any refund will be paid within 30 days of receipt of your cancellation notice.

If you decide not continue to with the policy any time thereafter, you may cancel at any time in accordance with the terms of the policy.

To cancel you should initially contact the person who arranged the policy for you, or contact us directly.

Complaints

We aim to provide customers with the highest possible level of service at all times. If you are unhappy with the service provided for any reason or have cause for complaint, in the first instance please contact the person who arranged the policy for you, or contact us at:

Chubb Insurance Company of Europe S.A.
Personal Lines Division
Cottons Centre, Hays Lane, London SE1 2QP

If you remain dissatisfied, you may ask the Financial Ombudsman's Service to review your case at the address shown below. This will not affect your right to take legal action against Chubb.

Insurance Division
The Financial Ombudsman's Service
South Quay Plaza, 183 Marsh Wall, London E14 9SR

Financial Services Compensation Scheme

Chubb subscribes to the Financial Services Compensation Scheme. This provides compensation in case any of its members, in specified circumstances, are unable to meet any valid claims under their policies. The first £2,000 of a claim is protected in full. Above this threshold, 90% of the remainder of the claim will be met (100% if the insurance is legally compulsory). Further information can be obtained from Chubb at the address above, or from the Financial Services Compensation Scheme at the following address:

Financial Services Compensation Scheme
7th Floor, Lloyds Chambers
1 Portsoken Street, London E1 8BN

The law and language applicable to the policy

Unless otherwise agreed, this policy will be interpreted and construed in accordance with English law and the parties submit to the non-exclusive jurisdiction of the courts of England and Wales.

Chubb

Chubb Insurance Company of Europe S.A., is a Belgian company registered under company number 0403.270.372 at Banque Carrefour des Entreprises, whose registered office is at Twin House, Rue Neerveld 107, B-1200 Brussels, Belgium, and whose registered UK branch address is 106 Fenchurch Street, London EC3M 5NB. Chubb is authorised by the Commission Bancaire, Financière et des Assurances in Belgium and is regulated by the Financial Services Authority for the conduct of UK business. The address of the branch with whom this business is transacted is Chubb Insurance Company of Europe S.A., Cottons Centre, Hays Lane, London, SE1 2QP.

Chubb is listed on the FSA Register under registration number 202736. You can check this on the FSA's register by visiting the FSA's website at www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.