

Gadget Insurance

Insurance Product Information Document

Company: **AmTrust Europe Limited**

Product: **CoverCloud Gadget Insurance (Elite Cover)**

AmTrust Europe Limited, authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, financial services number 202189.

This document is a summary of the key information for this product. You can find full terms and conditions in the policy booklet. You will also have a policy schedule showing the specific details of your policy and the cover you have chosen. Please take some time to read these documents. It is important that you tell us as soon as possible if any of the information is not correct.

What is this type of insurance?

Gadget Insurance – accidental damage, theft and loss. The policy offers cover for portable electronic devices which belong to you, or a business where you have the authority to use and insure the gadget owned by the business.

The gadgets we will cover are: mobile phones, smart phones, PCs and laptops (including custom built), tablets, digital cameras, games consoles, video cameras, camera lenses, Bluetooth headsets, Bluetooth speakers, satellite navigation devices, e-readers, head/ear-phones, smart watches or a wrist worn health and fitness tracker.



What is insured?

Your gadget is insured for:

- ✓ **Accidental Damage** - sudden unforeseen accidental damage.
- ✓ **Theft** - if someone pickpockets it or steals it using force or the threat of violence.
- ✓ **Loss** - if you accidentally leave it somewhere and you have no way of getting it back.
- ✓ **Liquid Damage** - sudden and unexpected damage caused by liquid.
- ✓ **Breakdown** - any part of it breaking or burning out while you are using it. The cause must be a defect in the gadget that makes it stop working properly and means that it needs a repair.
- ✓ **Cracked Screen** - damage to the gadget's screen or rear glass that affects its normal use or is a safety issue.
- ✓ **Accessory Cover** – we will replace any accessories damaged, stolen or lost at the same time as the gadget. We will pay up to the original purchase price or £150 including VAT, whichever amount is lower.
- ✓ **Malicious Damage** - when someone damages it on purpose.



What is not insured?

Your gadget is not insured:

- ✗ for malicious damage caused by you or a member of your family.
- ✗ if you do not register it with us (the Policy Schedule shows if you registered it).
- ✗ if its more that 36 months old when you buy the policy.
- ✗ if you cannot show proof of purchase for it. If it was a present or you bought it second-hand, you will need a signed letter from the original owner.
- ✗ if it is not in good condition and full working order when you buy the policy.
- ✗ if someone else has it (but we will still cover it for covered for malicious damage).
- ✗ for any cosmetic damage. Cosmetic damage includes marring, scratching and denting. It has no effect on how well the gadget or accessories work



Are there any restrictions on cover?

- ! Cover is for you and your spouse, partner, parents, children, brothers or sisters who permanently live with you. Students must live with you outside term time and be registered on a full-time higher education course in the UK.
- ! You and your family must all be permanent UK residents to be covered on this policy.
- ! We will pay no more than the replacement value of the gadget insured.
- ! Your policy is not valid if you buy it outside the UK.
- ! Repairs have a 3-month warranty and replacements a 12-month warranty.
- ! You must pay an excess for each valid claim, for each gadget for each incident. The policy schedule shows the excess amount.
- ! If you need to make a claim within the first 31 days of the policy start date, we will add £50 to the excess.



Where am I covered?

- ✓ The United Kingdom
- ✓ Worldwide – there is no limit to the number of trips you can make. The maximum length of each trip is 90 days. Worldwide excludes countries where the UK government has advised against all travel or all but essential travel. For further details, visit <http://www.gov.uk/foreign-travel-advice>



What are my obligations?

- Make sure you have the cover that is right for you.
- Tell us as soon as possible if there are any changes to the gadgets on cover, or if you will need to make a claim.
- To take reasonable care to protect your gadgets against accident, theft or loss.
- Pay any excess if you make a claim.
- If you make a claim, you will need to show:
 - **Proof of purchase for the gadget** - which shows the IMEI or serial number of the gadget (if possible) and the UK VAT registration number of the company you bought it from. We do not accept delivery notes as proof of purchase.
 - **Proof of Usage** - evidence that shows the gadget has been in use since the policy started. For a mobile phone, you can get this from your Network provider. For other gadgets, such as laptops, in the event of an accidental damage claim this may be determined through inspection by our repairer.
 - **Photographic ID** - to help prevent fraud.
 - **Proof of Address** - to help prevent fraud.
 - **Proof of Travel** - if the event happened outside the UK.
 - **Police Report** - if someone else damaged the gadget. For theft and loss claims you will need to tell the Police within 24 hours and get a Police reference report. We will not accept a lost property report in support of a theft claim.
 - **Network Provider** - for theft and loss claims you will need to tell your network provider within 24 hours.



When and how do I pay?

You can choose to pay:

- annually by Direct Debit or VISA / MasterCard, or
- monthly by Direct Debit or VISA / MasterCard



When does the cover start and end?

Cover starts immediately on the day you buy the policy.

Monthly Policies: Your policy will continue from one month to the next, provided you pay the premium. We will write to you each year to remind you to check if the policy is still right for you. The policy will end if you or we cancel it. We will cancel the policy when you have had it for seven years.

Annual Policies: Your policy will last for one year and will automatically renew each year unless you tell us not to renew it. The policy will end if you or we cancel it. We will cancel the policy when you have had it for seven years.



How do I cancel the contract?

You can cancel the policy at any time. Contact CoverCloud Gadget Insurance - email admin@covercloud.co.uk or call 0345 812 0030.

If you cancel during the Cooling-off Period

You will receive a full refund of any premium paid, as long as you haven't made, and don't intend to make, a claim.

The cooling-off period lasts for 14 days from:

- the policy start date or
- when you receive the policy documents,

whichever comes later.

If you cancel after the Cooling-off Period

Monthly Policies: Your policy will continue until the end of the period which you have already paid for. You will not get a refund as the premium you have paid is for the cover you have already received.

Annual Policies: Your policy will end when CoverCloud receives your notice of cancellation. If you have not made a claim, you will get a refund of the premium for the period after the policy ends. If a claim has been made during the period of cover, you will not get a refund of premium.