

24 HOUR EMERGENCY LINE:

**0871 230 1213**

Your Boomerang-Tag key fob is already active.

Simply attach the fob to your keys.

Write your fob number in the space below:

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## Important

Your keys will not be covered until you attach the key fob to your keys.

Simply push out the card and keep it safe (e.g. in your wallet)



## Personal ID Card

24hr Emergency

0871 230 1213

[www.boomerang-tag.co.uk](http://www.boomerang-tag.co.uk)

## GENERAL CONDITIONS

### 1. COMPLIANCE AND PRECAUTIONS

You must comply with each and every term of this Policy and must take all reasonable precautions to minimise the cost of any claim.

### 2. CANCELLATION

The Policyholder may cancel this Policy at any time. If the Policyholder cancels within 14 days of either the inception or renewal date or the date from which they receive the contractual terms and conditions (whichever is later) then the Coverholder will return any premium already paid (providing that no claims have been made on the Policy). If the Policyholder cancels outside this period they will not be entitled to any refund of premium. The Underwriters/Coverholder may cancel the insurance by giving the Policyholder 30 days notice in writing sent to the Policyholder's last known address.

### 3. ALTERATION

The Coverholder or the Policyholder shall notify the Underwriters as soon as reasonably possible of any alteration in risk which materially affects this Policy.

### 4. TERMINOLOGY

The terminology used in this Policy is that of England and Wales but shall, where appropriate, mean the equivalent terminology of any relevant jurisdiction within the Territorial Limits.

### 5. COMMUNICATIONS

All communications from the Underwriters or their representatives shall be deemed duly sent if sent by the Coverholder or their agents to the last known address of the Policyholder or their representative. All communications by the Policyholder to the Underwriters or their agents shall be deemed duly given if sent to the Coverholder.

### 6. PRESENTATION OF CLAIMS BY THE INSURED

The Policyholder must notify the Coverholder as soon as reasonably possible of any Insured Event which may give rise to a claim, shall complete any forms requested by the Coverholder and promptly supply such information as the Coverholder or their agents require.

### 7. ARBITRATION

If there is a dispute between the Coverholder and the Policyholder, which is not resolved by this Policy, either side may refer to the arbitration of a single arbitrator, being a solicitor or barrister agreed by the two sides. If no agreement can be reached the President of the relevant national Law Society shall name an arbitrator. The arbitrator's decision will be final and binding on both sides. The arbitration will be governed by the rules set out in the Arbitration Acts in force at the time. The costs of arbitration shall be borne by the instigating party unless deemed otherwise by the arbitrator.

### 8. ASSIGNMENT

This Policy may not be assigned in whole or in part without the written consent of the Coverholder.

### 9. EXCESS

No excess is payable

### 10. MAXIMUM NUMBER OF CLAIMS

There is no limit to the number of separate claims which You may make within the Period of Insurance subject to the fact that the total aggregate sum which the Coverholder will pay in each Period of Insurance is £1500.

### 11. GOVERNING LAW

The parties are free to choose the law applicable to this insurance contract. Unless specifically agreed to the contrary this insurance shall be subject to the Laws of England and Wales.

### THIS POLICY WILL COVER

If during Period of Insurance and within the Territorial Limits an Insured Key is lost, damaged or stolen, the Coverholder will:

1. Pay up to £1,500 in respect of locksmiths charges, new locks (if a security risk has arisen) and replacement keys (including any immobiliser, infra-red handset and/or alarm which is integral to any Insured Key if such cannot be

repaired or re-programmed), car hire and onward transport costs and the re-programming of immobilisers, infra-red handsets and alarms which are attached to the Fob but are not integral to an Insured Key.

2. Pay a £10 reward payable to the finder of a lost Insured Key.
3. Provide an Emergency Helpline 24 hours a day, 365 days a year.

### THIS POLICY WILL NOT COVER

The Underwriters/Coverholder will not indemnify You in respect of:

- a) keys lost, stolen or damaged when such keys are not attached to the Fob (unless You have already notified the Coverholder that the Fob has been lost or damaged and You are awaiting a replacement, in which event the Coverholder will consider a claim in respect of any key which they are satisfied would otherwise have been attached to the Fob) .
- b) any amount exceeding £1,500 in aggregate in the same Period of Insurance.
- c) sums claimed where You do not produce receipts or invoices for payments You have made.
- d) insured Keys which are lost until 3 days have elapsed since the loss (unless the Coverholder is satisfied that a delay would cause undue hardship or significant expense).
- e) insured Keys lost or broken by, or stolen from, someone other than You.
- f) any associated costs (other than the cost of replacing the insured key) where duplicate keys are available
- g) any Insured Event not reported to the Coverholder within 30 days of the loss, theft or damage.
- h) locks which are damaged prior to the loss or theft of keys.
- i) replacement locks or keys of a higher standard or specification than those replaced.
- j) sums exceeding £50 per incident in respect of any Insured Key locked inside property or broken in lock or ignition.
- k) vehicle hire charges where a hire vehicle exceeds 2000cc.
- l) the balance of vehicle hire charges over a maximum sum of £40 per day.
- m) Vehicle hire charges after the third day of hire.
- n) charges or costs incurred where the Coverholder arranges for the attendance of a locksmith or other tradesman, agent or representative at a particular location and You fail to attend.
- o) charges or costs incurred where You make alternative arrangements with a third party once the Coverholder has arranged for a locksmith or other tradesman, agent or representative to attend a particular location.
- p) the balance of transport costs over a maximum sum of £75 per day.
- q) loss or destruction of, or damage to, any property other than an Insured Key and its associated lock or ignition system, and any immobiliser, infra-red handset and/or alarm attached to the Fob.
- r) loss or damage caused by radiation, radioactive contamination or the hazardous properties of any explosive, corrosive, invasive or toxic substance or material.
- s) loss or damage caused by war, invasion, foreign enemy hostilities (whether war is declared or not), civil war, terrorism, rebellion, revolution, military force or coup, or the actions of any lawful government or public or local authority.
- t) any loss of earnings or profits which You suffer as a result of the loss or theft of, or damage to an Insured Key.
- u) claims arising from any deliberate or criminal act or omission by You.
- v) loss or theft of, or damage to an Insured Key which occurs outside the Period of Insurance.
- w) claims arising as a result of Your failure to take all reasonable steps to safeguard an Insured Key.

### DATA PROTECTION ACT (1998)

Please note that any information provided to Motorplus Limited, Boomerang-Tag Limited, Qdos Broker & Underwriting Services Limited, UK Underwriting Limited and/or Ageas Insurance Limited will be processed in compliance with the provisions of the Data Protection Act 1998. Motorplus Limited is authorised and regulated by the Financial Services Authority. Regulated by the Ministry of Justice in respect of regulated claims management activities.



# Key Cover



**Assists**

you to get home safely

**Protects**

you and your keys

**Recovers**

your lost or stolen keys

## The Boomerang-Tag has been designed to look after you in the event your keys are lost, stolen or broken.

### How does Boomerang-Tag work?

The Boomerang-Tag is a high quality key fob with a unique reference number and the offer of a £10 reward to the finder if your keys are lost.

Simply attach the fob to your keys.

### What happens if my keys are lost, stolen or broken?

Telephone us on our 24 hour Emergency Helpline:

# 0871 230 1213

and quote your reference number. You will find this on the enclosed card which we suggest you keep with you. We will help find you alternative transport, arrange assistance from a qualified local locksmith and arrange safe return of your keys if they are recovered.

There is a likelihood that your lost keys will be recovered and that we will be able to return them to you. We will make sure your identity remains confidential at all times.

You can rest assured that our nationwide network of locksmiths are all approved and highly qualified.

### The Benefits

- ✓ £1,500 annual cover for locksmiths charges, new locks and keys, car hire and onward transport costs. The re-programming of immobilisers, infra-red handsets and alarms is also covered.
- ✓ Any key attached to the fob is covered.
- ✓ There is NO excess payable.
- ✓ There is no limit to the number of claims you may make.
- ✓ £10 reward payable to the finder of your keys.
- ✓ 24 hour 365 days a year Emergency Helpline.
- ✓ You can claim on this policy without affecting your "No Claims Bonus" on your other insurance policies.

### Key Protect Policy

This Policy has been arranged by Motorplus Limited, Boomerang-Tag Limited and Qdos Broker & Underwriting Services Limited and is underwritten by UK Underwriting Limited on behalf of: Ageas Insurance Limited, Registered in England No. 354568. Registered Office: Ageas House, Tollgate, Eastleigh, Hampshire, SO53 3YA.

Motorplus Limited, Boomerang-Tag Limited, Qdos Broker & Underwriting Services Limited, UK Underwriting Limited and Ageas Insurance Limited are authorised and regulated by the Financial Services Authority . This can be checked on the FSA's register by visiting the FSA's website at [www/fsa.gov.uk/register](http://www/fsa.gov.uk/register) or by contacting them on 0845 606 1234.

Unless expressly stated nothing in this Policy will create rights pursuant to the Contract (Rights of Third Parties) Act 1999.

#### Important Information

This is a contract of insurance between You and Ageas Insurance Limited. The insurance provided covers certain costs and expenses, subject to the terms, Limit of Indemnity, exclusions and conditions contained herein, in respect of an Insured Event which occurs within the Territorial Limits and during the Period of Insurance for which You have paid or agreed to pay the premium.

#### Making a Claim

To make a claim **CALL 0871 230 1213** and quote the fob number. You must report any claim to the Coverholder within 30 days of the Insured Event.

#### Complaints Procedure

It is the intention to give You the best possible service but if You do have any questions or concerns about this insurance or the handling of a claim You should in the first instance contact:

Chief Executive Officer,

Boomerang-Tag Limited , Kircam House, Whiffler Road, NORWICH NR3 2AL

Tel: 01603 420 000 Fax: 01603 420 010

Please ensure Your policy number is quoted in all correspondence to assist a quick and efficient response.

In the event You remain dissatisfied and wish to make a complaint, You can do so by contacting the following:

The Customer Relations Manager,

UK General, Cast House, Old Mill Business Park, Gibraltar Island Road, Leeds, LS10 1RJ

Tel: 0845 218 2685 Email: [customerrelations@ukgeneral.co.uk](mailto:customerrelations@ukgeneral.co.uk)

If it is not possible to reach an agreement, you have the right to make an appeal to the Financial Ombudsman Service. This also applies if You are insured in a business capacity and have an annual turnover of less than €2 million and fewer than 10 staff. You may contact the Financial Ombudsman Service at:

The Financial Ombudsman Service,

South Quay Plaza, 183 Marsh Wall, Docklands, London, E14 9SR. Tel: 0845 080 1800

The above complaints procedure is in addition to Your statutory rights. For further information about Your statutory rights contact Your local authority Trading Standards Service or Citizens Advice Bureau.

#### Financial Services Compensation Scheme

Ageas Insurance Limited is covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme in the unlikely event that Ageas Insurance Limited cannot meet their financial responsibilities. The FSCS will meet 90% of Your claims, without any upper limit. You can obtain further information about compensation scheme arrangements from the FSCS at [www.fscs.org.uk](http://www.fscs.org.uk) or by phoning 0800 678 1100.

#### Definitions

**Coverholder:** MotorPlus Ltd, Boomerang-Tag Ltd and associated and/or subsidiary companies.

**You/Your:** The Policyholder and any immediate member of their family residing at the same address as the Policyholder during the Period of Insurance.

**Fob:** The numbered tag issued to the Policyholder by the Coverholder which the Coverholder has registered in the Policyholder's name.

**Insured Key:** Any key which is attached to the Fob.

Limit of Indemnity: £1,500 being the maximum amount payable in aggregate in each Period of Insurance.

**Period of Insurance:** Normally 12 months - Dependent upon the renewal date of your Motor Insurance Policy. This insurance runs concurrently with your Motor Insurance Policy. In the event of cancellation or non-renewal of your Motor Insurance Policy, all cover under this insurance shall cease.

**Policyholder:** The person in whose name the Coverholder has registered the Fob. Territorial Limits: The United Kingdom.

**Insured Event:** The loss or theft of, or damage to, any Insured Key.

**The Underwriters:** UK Underwriting Limited on behalf of Ageas Insurance Limited. UK Underwriting Limited are an insurers' agent and in the matters of a claim act on behalf of the insurer.

Remember to inform us if you change your address.

If your keys are lost, broken or stolen call the emergency number immediately on:

**0871 230 1213**  
or email: [mail@boomerang-tag.co.uk](mailto:mail@boomerang-tag.co.uk)

Write your fob number in the space below:

Signature: