

Insurance Product Information Document

Company: Keycare Limited

Product: Tesco Bank Key Cover Policy

Tesco Personal Finance plc (trading as Tesco Bank) registered in the UK, is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Tesco Bank's Financial Services Register number is 186022. Keycare Limited is authorised and regulated by the Financial Conduct Authority. FCA registration number is 309514. Register in England and Wales number 01309093.

This is a summary of cover and exclusions available under Tesco Bank Key Cover. It does not include the full policy benefits, limits and exclusions. The full terms and conditions can be found in the Tesco Bank Key Cover booklet which can be found at www.tescobank.com and will be provided at the conclusion of the contract. This should be read in conjunction with your Policy Schedule and Statement of Fact

What is this type of insurance?

This is a key insurance policy, it provides insurance cover for lost or stolen keys and if you lock your keys in your home or vehicle and require a locksmith to gain entry.



What is insured?

- ✓ Replacement keys, replacement locks and any locksmith charges up to the cover limit of £1,500;
- ✓ Cover for broken keys / key broken in a lock up to £50 per claim;
- ✓ Up to three days vehicle hire, up to £50 per day, if your vehicle is unusable as a result of lost or stolen keys
- ✓ Onward transport costs up to £100 per day for getting you or your vehicle to your original destination;
- ✓ Hotel or accommodation costs up to £120 per claim;
- ✓ 24 hour, 365 days a year UK based emergency helpline;
- ✓ Access to a nationwide network of locksmiths;
- ✓ The full authorised claim with no excess to pay;
- ✓ Any of your keys; and
- ✓ A £10 reward which is paid by Keycare to the finder of lost keys



What is not insured?

- ✗ The value of claims in any period of insurance which exceed the annual cover limit of £1,500;
- ✗ Keys lost by someone other than the policyholder, or a member of their immediate family living at the same address or an authorised employee (if the policyholder is a company);
- ✗ Replacement keys exceeding one per lock for car keys, or up to three per lock for house keys;
- ✗ Keys will not be considered lost until 48 hours after the loss is reported to Keycare;
- ✗ Wear and tear and/or general maintenance of keys and locks;
- ✗ Claims not notified to Keycare within 45 days of loss or theft of keys;
- ✗ Claims where receipts and/or invoices are not submitted to Keycare within 120 days of loss or theft of keys;
- ✗ Costs relating to a damaged key or lock over £50;



Are there any restrictions on cover?

- ! Cover commences 14 days after the start date of your policy. This means you cannot claim for an occurrence before day 15 of the policy;
- ! Keys will not be considered lost until 48 hours after the loss is reported to Keycare;
- ! An annual cover limit value of £1,500 applies in any period of insurance.



Where am I covered?

- ✓ You are covered for lost, stolen or broken keys anywhere worldwide.



What are my obligations?

- It is your responsibility to ensure that all the information that has been given by you, or that has been given on your behalf, is true and complete. You must check all documents carefully to make sure that the cover meets your needs. If there are any errors on your Statement of Fact or Schedule, or the information is not correct, your policy may be voided. Please contact the administrator if you are in any doubt that your policy details are correct.
- You must tell Tesco Bank Box Insurance as soon as is practically possible of any changes to the information you have provided which is detailed in your Statement of Fact, Schedule and Certificate of Motor Insurance.
- If you choose to pay for your insurance by monthly instalments, you must pay your premiums on time.
- If you want to make a claim, you must call us as soon as reasonably possible after the incident occurs.
- You must submit any receipts and/or invoices to Keycare within 120 days of loss or theft of keys.
- You must notify Keycare of a claim within 45 days of loss or theft of keys.
- To make renewal easier for you, your policy will be renewed automatically using the payment details you have previously given us. We will only automatically renew your policy after issuing you with a renewal notice. If you do not want us to renew your cover you must contact us more than 3 days before your renewal date.



When and how do I pay?

You can pay your premium in full by credit or debit card, or we may provide the option to pay monthly instalments by Direct Debit.

If you choose to pay monthly, you will need to be at least 18 years of age. If you are a new customer, you will need to pay any deposit we ask you to pay upfront, and the rest of your payments will be spread across the next 10 months. At renewal, payments will be spread across 11 instalments. A transaction fee will apply in both circumstances.



When does the cover start and end?

The contract is for the duration of one year. Start and end dates are shown in your schedule.

If your Tesco Bank Box Insurance policy is cancelled at any time, this policy will automatically terminate.



How do I cancel the contract?

You can cancel your Key Cover at any time by contacting Tesco Bank Box Insurance.

You have a 14 day cooling-off period from the receipt of your policy booklet to cancel cover. To exercise your right to cancel during the cooling-off period please contact Tesco Bank Box Insurance, who will also arrange a refund of your premium provided you have not already made a claim under your policy.

If you cancel your policy after 14 days, Tesco Bank Box Insurance will refund any premium paid for the remaining insured period, as long as no claims have been made in the current insured period.

If your Car Insurance policy is cancelled at any time, this policy will automatically terminate.