

# Insurance Product Information Document



Company: Fish Insurance      Product: Mobility Scooter & Powered Wheelchair Warranty

Fish Insurance is a trading name of Fish Administration Ltd which is authorised and regulated by the Financial Conduct Authority under Firm Reference 310172. Fish Insurance is registered in England and Wales. Company Registration Number 4214119. Registered Office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW. Fish Administration Ltd is part of the PIB Group.

This insurance is underwritten by Great Lakes Insurance UK Limited who is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Incorporation number 13436330. Great Lakes Insurance UK Limited is authorised and regulated by the Financial Conduct Authority. Firm Reference Number 955859.

This Insurance Product Information Document is a summary and full details of the terms and conditions are in the policy wording. The schedule will show the information given to us by you, on which your quotation is based and the cover you have chosen.

## What is this type of Insurance?

This warranty policy provides cover should a mobility scooter or powered wheelchair suffer an electrical or mechanical breakdown.



### What is insured?

✓ **Repairs to the mobility product.** If there is a mechanical or electrical breakdown of the insured item, the Insurer will repair or replace the faulty materials. This includes reasonable labour and transport charges in respect of any valid claim.



### What is not insured?

- ✗ Costs of repairing or replacing consumable items such as batteries, fuses, brake linings and light bulbs.
- ✗ Where the manufacturer's warranty has expired, there is not cover for the first 45 days from inception of the policy.
- ✗ The cost of servicing and maintenance including adjustments, lubrications or modifications
- ✗ Loss or damage to any framework, bodywork, external accessories.
- ✗ Accidental damage of any kind.
- ✗ Any costs incurred where no faults are found on the equipment.
- ✗ Damage to tyres (including punctures and bursts).
- ✗ Disease, epidemic or pandemic, (including in all cases any contagious disease that affects animals).



### Are there any restrictions in cover?

- ! Restricted to sudden and unforeseen electrical or mechanical breakdown.
- ! No cover applies if there is any other policy in force covering the same circumstances.
- ! You must take care to prevent losses by ensuring that the Insured Item is well maintained and serviced at least annually. If you fail to have it serviced, the policy will not operate in the event of breakdown.

**Please refer to your policy wording for the full details of exclusions and limitations.**



### Where am I covered?

✓ Cover applies within the geographical limits in England, Scotland, Wales, Northern Ireland and the Isle of Man. The geographical limits extend to worldwide for a maximum period of up to 21 days whilst the mobility scooter is temporarily outside the geographical limits.



### What are my obligations?

You must take reasonable care to supply accurate and complete answers to all the questions you are asked when you take out, or make changes to, this policy.

You must notify Fish Insurance as soon as possible if any of the information in your policy documents is incorrect or if you wish to make a change to your policy.

If you do not provide accurate and complete answers to the questions you are asked, or you fail to notify Fish Insurance of any incorrect information or changes you wish to make, your policy may not operate in the event of a claim, we may not pay any claim in full or your policy could be invalid.

You must follow our claims process which can be found in your policy documentation.



### **When and how do I pay?**

You can pay for your insurance policy in full by credit/debit card, cheque, BACS transfer or alternatively, please contact us to ask about paying by monthly direct debit.



### **When does the cover start and end?**

Your cover will start and end on the dates shown on the policy schedule, unless the policy is cancelled mid-term.



### **How do I cancel the contract?**

You can cancel your policy at any time by calling us on 0333 331 3990. How we deal with your request depends on whether you cancel within the policy 'cooling off' period or not.

#### **Cancelling in the 'cooling off' period**

Your 'cooling off' period lasts 14 days from the day you received your documents or in the case of renewal, 14 days after the renewal date. If you cancel within this period, we will refund all the money paid. No money can be refunded if you have made a claim, or if there has been an incident likely to result in a claim, in the 'cooling off' period.

#### **Cancelling after your 'cooling off' period**

If you decide to cancel after the 14-day cooling-off period, we will charge you for the cover you have had up to the cancellation date. No money will be refunded if you have made a claim before the date you ask us to cancel. Also, we will not issue any refund where the amount is £10.00 or less. Please refer to the Fish Terms of Business for details of the cancellation administration fee.