

Insurance Product Information Document

Company: Fish Insurance Product: NHS Powered Insurance - BASIC Cover

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 insurance policy provides cover for NHS powered wheelchairs where the Personal Wheelchair Budget you receive covers any loss or damage caused to your powerchair, and you only require cover for third party liability and breakdown recovery.



What is insured?

- ✓ **Third party liability** for accidental damage to property or injury to third parties arising from the use of the insured item(s), up to policy limit of £2m.
- ✓ **Worldwide cover** in respect of third party liability.
- ✓ **Baggage handler cover**, limited to the difference between the amount recovered from the airport authorities and the market value of the item.
- ✓ **24/7 breakdown & recovery service** in the event of an accident or breakdown.
- ✓ **Holiday recovery costs** to get you and your insured item back to your holiday accommodation following any event to the insured item which occurs whilst you are on holiday resulting in the insured item requiring repair before it can be used.
Up to £100 for any one claim: maximum £200 in one policy year.

Optional cover you may have chosen:

- ✓ **Puncture care** to cover the cost of repairing a tyre puncture on the insured item, up to £100 per claim, up to a maximum of £200 in any policy year.



What is not insured?

- ✗ Loss or damage to the powered wheelchair.
- ✗ In respect of the 24 / 7 breakdown and recovery service, any claim within 24 hours of the time the Policy is purchased.
- ✗ And mechanically propelled vehicle exceeding 8mph unless specifically accepted.
- ✗ Disease, epidemic or pandemic, (including in all cases any contagious disease that affects animals).
- ✗ If Puncture Care is selected - no cover for damage to the tyre caused by use whilst punctured or deflated.



Are there any restrictions in cover?

- ! Under no circumstances will the overall liability for damages, costs and expenses exceed the relevant limits shown in the policy schedule.
- ! Worldwide cover excludes liability cover in USA & Canada.
- ! Maximum amount payable under baggage handler cover is the difference between the amount recovered from the airport authorities and the market value.

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 in respect of third-party liability (excluding liability cover in USA & Canada), for a maximum period of up to 21 days whilst the powered wheelchair 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.