



one insurance
Enhanced Hire Vehicle & Basic Legal
Cover Policy Booklet

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Your Enhanced Hire Vehicle & Basic Legal Policy

You should read this policy, the schedule and endorsements as one contract. It is our agreement with you, based on the information you give to us and on the information in your proposal or statement of facts.

In return for your premium we will give you our enhanced hire vehicle cover as stated on your policy schedule. This will be in line with the sections of this policy document, which are shown as operative on your schedule.

Conflicts of Interest Disclosure

One Insurance Limited is owned by directors who, in some cases, are also directors of Yoga Insurance Services Limited, your insurance broker.

Our Promise To You

To avoid any misunderstanding all our information to you will be in plain English. It is our promise to be fair and reasonable whenever you need the protection of this policy and we will always act promptly with your interests in mind.

Signed for and on behalf of ONE Insurance Limited



Sarah Chadburn
Director
ONE Insurance Limited

Data Protection

We are fully committed to ensuring that your data is protected. We comply with Data Protection Laws and apply high levels of security when processing your data.

Full information about how we handle and process your data can be found in our Data Protection Notice which we highly recommend you read. The notice is sent along with your policy documents.

If you require a copy of the Data Protection Notice or if you have any questions about how we handle and process your data, please contact our Data Protection Officer at DPO@yoga-insure.co.uk or alternatively write to us at Data Protection Officer, Yoga Insurance Services Limited, First Point, Balby Carr Bank, Doncaster, DN4 5JQ

Definitions

Policy document	This booklet.
You, your	The person named as the policyholder on the schedule.
We, our, us	ONE Insurance Limited.
Schedule	This will show; <ul style="list-style-type: none">• the period of cover;• name of the policyholder;• sections of this policy document which apply;• conditions which vary the terms of this policy document.
Recommended Repairer	An approved garage/mechanic included in our nationwide network of repairers.
Data Protection Laws	Any law, regulation or rules which relates to the protection of individuals with regards to the processing of personal data.

Our Commitment To The Environment

ONE Insurance Limited is committed to helping the environment by supporting the use of paperless documents wherever possible. This will help us to cut down our carbon footprint and means we can pass on the savings on post and administration to you our customers, however if you do require a paper copy of your insurance documents please contact your broker.

Territorial Limits

Except where we say otherwise your insurance applies in Great Britain and Northern Ireland.

Disclaimer

We may add to, change, discontinue, remove or suspend any term or condition of cover, temporarily or permanently, as reflected from our consumer feedback, at any time, without notice and liability. All prices and details published in this Information Booklet are correct at the time of going to print and are subject to change without notice.

New terms apply as soon as they are posted.

Legal Cover

This is a cover underwritten by One Insurance Limited and is not a Legal Expenses Policy. Please take the time to read the details, which explain the contract between you and the provider. If you have any questions or would like more information, please contact One Call Claims on **0203 738 7386**.

Level of Cover:

Please refer to your Schedule.

Period of Cover

The cover runs in line with your main motor insurance policy dates.

Making a Claim

In the event of a claim under this cover you **MUST** call our Claims team on the following number to report the incident

0203 738 7386

One Call Claims Limited are authorised to deal with all claims on behalf of One Insurance Limited. If you are unhappy with the service received from One Call Claims Limited, please write to One Call Claims Limited, Unit 1, Carolina Court, Doncaster, DN4 5RA

Please provide our operator with the following information:

- Your name.
- The first line of your address.
- The incident date.
- Your claim reference number.
- Registration number of your vehicle.

Cover Types

Your Cover

- Policy Excess Recovery.
- Personal Injury Compensation.
- Recovery of any out of pocket expenses i.e. loss of earnings.
- Any consequential loss.

Yoga Legal Advice

Our personal injury assistance cover will help you to ensure that if you are injured as a result of an accident at home, in a public place or at work, and where the negligence of a third party was the sole or contributing factor for your injury or loss, you will have access to our specialist solicitors who are ready and waiting to advise you about your legal rights.

After speaking to our UK-based 24 hour helpline on [0203 738 7386](tel:02037387386), we can determine whether or not you have a personal injury case or other legal dispute that our specialist solicitors can provide advice on. If we refer you to our panel of solicitors, they will discuss the case with you and provide you with the relevant initial advice on making a claim of the dispute in hand. If they deem your prospects of success to be reasonable (more likely to be successful in a court of law than not) and the claim is not excluded, then the solicitor may offer to act on your behalf in pursuing your claim against the third party. The solicitor will at this time advise you about their appointment terms and conditions.

Enhanced Hire Vehicle Cover

In the event of fault claim incident, a hire vehicle will be provided for a maximum of 14 days for events mirrored by your insurance cover level where your vehicle is not roadworthy or driveable when directly affected by an insurance claim and a vehicle is not available from your insurer.

We will arrange for a vehicle to be delivered within three working days from you reporting the incident with us; vehicles can only be delivered Monday to Friday 9:00am to 5:30pm. During your period of cover, you are entitled to a maximum of three claims. Your cover will be cancelled on the third claim. Our helpline is available 24 hours a day 365 days a year, but arrangements to supply a vehicle can only be made within our working hours.

Hirer

The policy holder must:

- Be at least 21 years of age to receive our insurance cover; if not you will be required to provide your own insurance cover at an additional cost to yourself.
- Hold a credit/debit card.
- Hold a full UK/EU driving licence and supply a copy to us when requested.
- Complete a hire agreement.
- Inform us on the day of receiving your claim settlement in order for us to arrange collection of the vehicle. If we are not advised immediately we reserve the right to charge you from this date for additional days hire.

The Vehicle

- Will be a 5 door vehicle – hatchback with 5 seats or LWB/Hi-roof van.
- A deposit of £60.00 is payable at the time of arranging the vehicle hire and will be refunded provided the vehicle is returned in a reasonable condition and provided no tickets are issued against the vehicle while in your care.
- Will be delivered to the policy holder.
- Is insured for the policy holder and any named drivers on the policy to drive. Cover for any further drivers would require purchasing at an additional cost to you.
- Hire charged cannot exceed the value of your vehicle.
- Will be delivered provided there are no unavoidable incidents (such as national strikes or demonstrations) that may affect the running of the business.
- May be manual transmission; we cannot guarantee an automatic transmission vehicle.
- Additional terms for vehicle – see hire agreement.

Terms and Conditions

- 1** You must abide by the terms and conditions of this cover set out.
- 2** All payments on your private motor insurance policy must be up to date at the date of the claim, and you must continue to make payments in line with the original agreement. Where payments are declined we reserve the right to refuse/recall any hire vehicle.
- 3** You must comply with the terms of the claim procedures set by your insurer and all documents related to the claim must be produced to your insurer within a reasonable period.
- 4** We reserve the right to cancel this policy by issuing a cancellation notice to your last known address, giving 7 days notice. Charges on your main motor insurance policy are separate.

- 5 Where a fraudulent claim has been made, following investigation we will seek to recover hire costs (additional costs may be applied).
- 6 In order for assistance to be provided, your private motor insurance policy must be in order and not due for cancellation.
- 7 A hire vehicle will only be provided if you are using the insurance company approved repairer.
- 8 No pets are allowed in the hire vehicles.
- 9 All of our vehicles carry a minimum £600.00 excess for any claim made during your hire period.
- 10 We will reclaim the hire vehicle when you have received the settlement of your claims, you are given a replacement vehicle from your insurer, the cost of the hire vehicle reaches the value of your vehicle or after 14 days (whichever is soonest).

Exclusions

- 1 No vehicle is available for claims resulting from theft, attempted theft or fire.
- 2 No vehicle is available for windscreen claims.
- 3 The hire vehicle cover cannot be used for breakdown claims (you will not receive a hire vehicle when your vehicle is un-drivable as a result of requiring or during mechanical repair).

The laws that apply to this contract

Unless we agree with you to apply the laws of another country, English Law will apply to this contract. All communications will be in English. All disputes arising out of this contract will be subject to the exclusive jurisdiction of Courts of England and Wales.

ONE Insurance Limited ('ONE Insurance') is authorised and regulated by the Malta Financial Services Authority in terms of the Insurance Business Act 1998 to carry on the business of General Motor Insurance and regulated by the Financial Conduct Authority for the conduct of UK business.

What If You Have A Complaint?

Mistakes do happen and if you feel let down, we have the procedures in place to investigate and remedy your concerns. We will do our best to try and resolve the issue.

Your broker, Yoga Insurance Services Limited is authorised and regulated by the Financial Conduct Authority (FCA). Yoga follow the FCA guidelines for complaint handling and the steps to follow are set out on their website www.yoga-insure.co.uk

Step 1:

We ask that you contact the appropriate Company during the following hours of 9:00am to 5:30pm Monday to Friday:

- If you would like to lodge a complaint regarding the selling of an insurance policy, the first step is to contact One's broker (i.e. Yoga Insurance Services Limited): [Live Chat available at www.yoga-insure.co.uk](http://www.yoga-insure.co.uk)
- If you would like to lodge a complaint regarding the handling of a claim, the first step is to contact One's Claims Handler (i.e. One Call Claims): [01302 552316](tel:01302552316)

- If you would like to complain in relation to the terms and conditions of the policy cover, the first step is to contact the insurer (i.e. One Insurance Limited): [00356 2342 3117](tel:0035623423117) (Malta)

All staff have been trained to provide a high level of service and will try to resolve any matter where possible. If the advisor is unable to reach a satisfactory resolution for you they will refer you to the appropriate Line Manager who will also try to resolve your complaint. You can also register your complaint to the complaints handling manager directly:

Selling Complaints	Terms and Conditions Complaints	Claims Complaints
The Complaints Handling Manager Yoga Insurance Services Limited First Point Balby Carr Bank Doncaster DN4 5JQ	The Hedge Business Centre Level 3 Triq ir-Rampa ta' San Giljan Balluta Bay St. Julian's STJ 1062 Malta	The Complaints Handling Manager One Call Claims Unit 1 Carolina Court Doncaster DN4 5RA

We aim to resolve your complaint within 24 hours of when we receive it however if this is not possible then we will acknowledge your complaint within 5 working days. A written final resolution letter will be sent to you once all investigations are complete and within 8 weeks of receipt of your complaint. At which point we will then close our file. If however, you still remain dissatisfied at this stage please go to step 2.

Step 2:

You have the right to refer your complaint to an approved dispute resolution facility run by the Financial Ombudsman Service, either on receipt of our final resolution or 8 weeks from the date you informed us of your dissatisfaction.

Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London
E14 9SR

Please include a copy of the Final Response that we have issued to you with your policy number and quote "Yoga Insurance Services Limited" as reference. If you would like to make a complaint via the FOS then this must be made within 6 months of our final response. This will not affect your legal rights. Further information is available at <http://www.financial-ombudsman.org.uk>.

This policy is underwritten by ONE Insurance Limited, registration number C48993. ONE Insurance Limited is authorised by the Malta Financial Services Authority to carry on General Insurance Business under the Insurance Business Act 1998.

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