# direct line



Customer Hotline **0845 246 88 I** I

Claims Hotline

0845 246 8471

002757/032885

Mr P E Lisewski 40 Gledstanes Road London W I 4 9HU

Dear Mr Lisewski

Policy number 71482774

Date **24/10/14** 

#### Your motor insurance renewal from Direct Line

Thank you for renewing your motor insurance with us for another year. I'm pleased to enclose your new documents, including your Certificate of Motor Insurance.

### Important changes to your Motor Policy

Please see the important notice attached.

I'm pleased to enclose your new documents, including your Certificate of Motor Insurance. Please read the documents carefully to ensure that all the information is correct and that the cover meets your requirements. You must take care to provide us with accurate information. If any of these details are incorrect, no longer entirely accurate or if you are unsure about them, then please call us immediately as incorrect information could adversely affect your policy, including invalidating your policy and causing claims to be rejected or not fully paid.

#### **Special Offers For Direct Line Customers**

As a valued customer we are able to offer you a discount on your first years premium for **Breakdown Cover** and **Pet** insurance. So if you're looking for any of these products then why not give us a call?

Product	Your Discount/Saving	Telephone Number
Breakdown Cover	At least 10%	0845 246 0142
Pet Insurance	5% off	0845 246 8724

#### **Named Driver No Claim Discount**

One of the advantages of having a Direct Line policy is that named drivers could earn their own Named Driver No Claim Discount just from being named on your policy. Should they wish to insure their own car with Direct Line in the future, we will credit them with the claim free record they have personally built up on your policy.

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#### **Guaranteed Hire Car**

In addition to your motor insurance, you have taken our Guaranteed Hire Car option. Now you can relax knowing that if your car becomes unusable as a result of a claim, excluding windscreen damage, we guarantee to provide you with a replacement car for up to 14 days.

If you need any help or advice, you can call us on the Hotline between 8am-8pm Monday to Friday, 9am-5pm Saturday. You'll always find a friendly voice ready to help you. You can also view and amend your policy online, as well as register and track a claim 24 hours a day with 'Policy & Quote Manager', your personal area of directline.com.

We recommend you save your policy number above and our accident helpline number 0845 246 8471 into your mobile phone now. Should you find yourself in any car accident whether your fault or not, phone us immediately and we'll be ready to help you when you need us.

Yours sincerely

Direct Line Car Insurance Team



This Certificate is evidence of your insurance. For full details of the cover you should refer to the Policy.

Cer	tificate of	Motor Insura	ance
Registration mark of vehicle	LC 05BYJ	Certificate number	71482774A75
Name of Policyholder	Mr P E Lisewski		
Effective date of the commencement of insurance for the purposes of the relevant law	<b>25/10/14</b> (Noon)	Date of expiry of insurance	<b>25/10/15</b> (Noon)
Persons or classes of persons entitled to drive	a motor car not owned b leased to the Policyholde leasing agreement • Any person named below	so drive with the owner's permission by the Policyholder and not hired or an under a hire purchase or annual www. www. www. www. www. www. www. ww	provided that the person driving holds a licence to drive such motor car or has held and is not disqualified for holding or obtaining such a licence or is not breaking the conditions of their driving licence.
The Policy does not cover:	the businesses of the Polici  use for racing, competition  use for hire and reward  use for any purpose in con  use to secure the release of	by the Policyholder's Partner each in	oad events.  dentified above by its
Certification	I hereby certify that the Policy to which this Certificate relates satisfies the requirements of the relevant law applicable in Great Britain and Northern Ireland, the Republic of Ireland, the Isle of Man, the Island of Guernsey, the Island of Jersey and the Island of Alderney.		
	U K Insurance Limited Authorised Insurers.	(	PAUL GEDDES Chief Executive
	Advice to third parties: Nothing in this Certificate affects your right as a third party to make a claim.		

Driving other cars

Please remember that cover for driving other cars is limited to Third Party Only. You will not be covered for any loss or damage to the car you are driving.

Windscreen damage

Produce this Certificate to our approved company Autoglass, and they will replace your glass, subject to a £75 excess, billing us for the balance. If they can repair (rather than replace) the windscreen, then £10 excess applies. If you do not deal direct with Autoglass our maximum payment will be £125 for replacement and £40 for a repair after deducting the excess.

You may contact our approved company by calling our dedicated Glass Hotline on 0800 328 7423.



## Customer Hotline 0845 246 8811 Claims Hotline

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## **Motor Insurance Schedule**

Issued 24/10/14

This Schedule forms part of the Policy. Read it in conjunction with the Motor Certificate and Policy booklet, and keep it in a safe place.

POLICY NUMBER	71482774		
POLICYHOLDER	Mr P E Lisewski who is the legal owner and the registered keeper of the	40 Gledstanes Road London WI 4 9HU	
	car.  Date of birth <b>04/07/67</b>	Phone details: 07931556236 Daytime	
POLICY DETAILS	Period of Cover	<b>25/10/14</b> (Noon) to <b>25/10/15</b> (Noon)	
	Your renewal date will be	25/10/15	
	Your Policy gives you	Comprehensive cover Sections A;B;C;D;E;F;G;H;Ji in your Policy boo sections that apply.	oklet are the
	Optional Benefits	Motor Legal Protection Guaranteed Hire Car	
CAR DETAILS	Make and Model of car	Toyota Prius Hybrid T SPIRIT	
	Registration mark and year	LC 05BYJ 2005	
	Estimated value	Market Value (not exceeding £75,000)  We will not pay more than the market value of yo time of the loss (less any excess that may apply).	ur car at the
	Modifications	None	
	Postcode where vehicle kept	W14 9HU	
	Estimated annual mileage	Not more than 10,000	
PREMIUMS	Premium after deducting disco	unts including No Claim Discount	£273.48
	No Claim Discount Protection		£40.28
	Motor Legal Protection		£26.50
	Guaranteed Hire Car		£23.32
	Total to be paid - single payme All premiums include Insurance	ent e Premium Tax where applicable.	£363.58
NAMED DRIVERS	_	are independently earning Named Driver No Clarout their own policy with Direct Line.	im Discount

EXCESS AMOUNTS The sum you must pay towards the cost of any plain. This is	Excess Amount for Accidental Damage (Own Damage Excess) - Section B  plus any Accidental Damage Excess shown below for Young or Inexperienced Drivers			
the cost of any claim. This is explained fully in your Policy booklet. Please also see the table below.	Excess Amount for Fire and Theft - Section C	£150		
	Excess Amount for Windscreen Replacement - Section D	£75		
below.	Excess Amount for Windscreen Repair - Section D	£10		
	Our approved company Autoglass will carry out any replacement and you will only have to pay the £75 excess. If they repair (rather than replace) the windscreen £10 excess will apply. If you do not deal direct with our approved company Autoglass, the excess will still apply and our maximum payment will be £125 for replacement and £40 for a repair.			
ADDITIONAL	Age of the licence holder in charge of your car	Excess		
ACCIDENTAL DAMAGE EXCESS AMOUNTS FOR	Under 21	£400		
YOUNG OR	21-24	£250		
INEXPERIENCED	25 or over who	6200		
DRIVERS	a) is inexperienced (an Inexperienced Driver is defined in Section B of the Policy); or b) holds a provisional car driving licence	£200 £200		
PERSONAL	Injury	Benefit		
ACCIDENT	I. Death	£5,000		
(Section E)	2. Total irrecoverable loss of sight in one or both eyes	£5,000		
	3. Loss of any limb	£5,000		
ADDITIONAL	Medical Expenses	£100		
<b>BENEFITS</b> (Section F)	Personal Effects	£100		
COVER LIMITS	Motor Legal Protection Limit (Applies if Section H is listed in			
	· ·	100,000		
	Car Audio/Sound Reproduction/Telephone Equipment/Satellite Navigation Equipment/In Car Entertainment Systems Limit	£1,000		
ADMINISTRATION FEES	Our current administration fee to cancel your policy is £47.70 (inclusive of Insurance Pre Tax, where applicable)	emium		
	Our current administration fee to amend your policy is £15.90 (inclusive of Insurance Pr Tax, where applicable)	remium		
ENDORSEMENTS	No Claim Discount Protection (NCD) Benefit			

Your NCD will not be affected by:

One claim made during the current Period of Cover, or by
 Two claims arising in the three preceding years of insurance.
 You will cease to be eligible for the Benefit if claims exceed the above number.