



**YOUR
MOTOR
POLICY
KEY FACTS**



Masterpiece[®]

MOTOR

0
1
2
3
4

What is a Policy Summary?

This document gives you key information about the Chubb *Masterpiece* MOTOR Insurance Policy. Our policy book will give you full details. Please contact your insurance broker if you have any questions, or for more literature about Chubb.

Policy name: *Masterpiece* MOTOR
Type of insurance: Motor
Underwritten by: Chubb Insurance Company of Europe SE (Chubb).
European Breakdown cover is underwritten by Europ Assistance Insurance Ltd.
Motor Legal Expenses cover is underwritten by UK Underwriting on behalf of Inter Partner Assistance SA.

How Chubb *Masterpiece* MOTOR is designed to be different

Chubb *Masterpiece* MOTOR is insurance for the discerning. Whether you own an Aston or an Audi, a BMW or a Bentley, a Land Rover or a Lexus you can always be certain you're covered adequately, and your claims will be paid promptly, fairly and in full.

Standard insurers offer low prices by selling a policy peppered with small print limiting the sums they will pay out. So if you own a higher-value car, you're likely to discover – often when you're making a claim – that your policy doesn't give you the cover you thought.

Our trademark **three-step process** is the cornerstone of our legendary claim service. It is designed to meet the needs of those with higher-value cars or a number of vehicles. Each step helps eliminate the pitfalls of standard insurance and build to the certainty of the fast, fair and fuss-free payment of claims.



Step 1

We agree the value of your car – upfront

So you know the exact sum you'll receive if your car is written-off.

Whatever the age of your car, we agree its value with you upfront each year. We call this 'Agreed Value'. If your car is a total loss and written-off at any time during the policy period, this is the exact sum we will pay – with no haggling and no deductions for excess or depreciation. In addition, we are the only insurer to provide Extended Replacement Cost cover for cars up to an Agreed Value of £150,000. If necessary, we will pay up to 150% of the Agreed Value to secure you a like-for-like replacement.

Step 2

We provide remarkable 'all risks' cover

So you need have no worries about being covered adequately.

For example, as standard you are fully comprehensively insured for business trips, driving other cars, allowing others to drive your insured cars and driving in Europe. For accident repair we let you choose your own garage and make no deductions for the wear and tear of replaced parts. And we offer a comparable courtesy car – even for fire and theft.

Step 3

We pay claims fast

Which is why brokers consistently rate our claim service as the 'best in the industry'.

Steps 1 & 2 help settle things in advance. So the moment you make a claim we are ready to get you back on the road. Our claim team is available round-the-clock. When calculating your renewal premium we don't penalise you for 'no blame' claims (e.g. fire, theft, vandalism and being hit whilst parked) as other insurers might. We try to make the claims process as easy as possible – aiming to do everything over the phone.

Our Home insurance shares a similar three-step approach with an expert home appraisal, worldwide all risks cover without limiting conditions and the legendary Chubb claim service.

Over the last decade, in the prestigious UK Insurance Times industry awards, brokers have consistently voted Chubb:

'Best Personal Lines Insurer', 'Best Motor Insurer' and 'Best Claims Service'.

Too good to be true? *Masterpiece* does cost a little more than standard insurance – although less than you might think – but we hope you'll agree, the benefits are exceptional.

This is why we say we are ***designed to be different.***



Recent Recognition

Since 1882, Chubb Insurance has maintained a Tiffany standard, showing up at the scene of the unpleasantness with an open chequebook, empathy and no impertinent questions asked.

Forbes FYI Magazine Millennium Review 2001

Chubb is the gold standard for property insurance ... swiftly paying claims that other companies might balk at.

Worth Magazine Editor's Choice 2002

PERSONAL LINES INSURER OF THE YEAR

Insurance Times Awards

UK Winner: 2009, 2008, 2006, 2005, 2004, 2003, 2000
Runner up: 2007, 2002, 2001

MOTOR INSURER OF THE YEAR

Insurance Times Awards

UK Winner: 2007 Runner up: 2006

BEST IN THE INDUSTRY FOR CLAIM HANDLING

Insurance Times Broker Survey

Voted best in the UK: 2008, 2007, 2006
Runner up: **2009**

We won the prestigious *Insurance Times* **Best Claims Service** award a record four times between 2000 and 2005, when it was discontinued.

Chubb also offers specialist commercial insurance and was voted **General Insurer of the Year** at the 2009 *Insurance Times Awards*.

Awards voted by 2,500 randomly selected UK brokers. Survey conducted with 468 UK brokers.

How Chubb pays claims

Mr M lent his Jaguar XK to his work partner for a business visit. While it was parked in a quiet street near the meeting, the left side was badly damaged by vandals and his sound system was stolen.

How Chubb responded	How a standard insurer is likely to have responded
Mr M is able to lend his car as the Chubb <i>Masterpiece</i> policy allows anyone to drive it on a fully comprehensive basis.	<i>His policy could be declared invalid, unless he told the insurer <u>before</u> lending the car – and paid an additional premium.</i>
There are no restrictions preventing him using his car for business.	<i>Standard policies impose 'business use' restrictions.</i>
Mr M took the car to his preferred repairer – his local Jaguar dealer.	<i>He would probably be told to use a repairer stipulated by the insurer.</i>
He opted for a hire car, similar to his own, paid for by Chubb. But he could have borrowed a friend's car and, under the terms of his policy, he would have been fully comprehensively insured.	<i>If offered a courtesy car it is likely to be too small. To hire a suitable car would cost him about £1,650. To borrow a friend's car he would need an expensive policy extension to give comprehensive cover.</i>
His car needed new panelling and new tyres. He was not charged for the wear and tear of the old tyres.	<i>His tyres were partly worn, so he will have to pay a £600 contribution towards their replacement.</i>
He was paid the full cost of his £4,600 sound system.	<i>The policy limit is £1,000 – a loss of £3,600.</i>
He won't be penalised on renewal, as the claim was not his fault.	<i>On renewal, he faces a penalty increase in premium of about £300.</i>

If Mr M had not been insured by Chubb, he would have been out-of-pocket by at least £6,150. Even worse, his claim may not have been paid at all!

About Chubb

Since 1882 Chubb has been renowned in America for exceptional insurance cover and service for individuals and businesses.

We are one of the world's most financially stable insurers – with over \$50 billion in assets and 120 offices worldwide.

Our prudent financial management and disciplined underwriting earn us consistently high ratings for financial strength from the leading credit-rating agencies.

We are a world-leading insurer of fine homes and cars, as well as privately owned art, antiques and jewellery. *Masterpiece* was launched in the UK in 1996, followed by *Masterpiece* MOTOR in 1999.

There are over one million *Masterpiece* policyholders around the world.

Significant Features/ Benefits

Significant Exclusions/ Limitations

Our aim is to provide the broadest and most appropriate cover possible for you.

<p>Agreed Value as standard. At the beginning of each insurance period, we agree with you what we believe your car is worth at that time. This is the Agreed Value shown in your policy schedule. If your car is a total loss (i.e. damaged beyond repair or stolen and not found), we will pay the Agreed Value without any deduction.</p>	<p>For a total loss, we pay the full Agreed Value, without deduction for depreciation or excess, irrespective of whether the vehicle is worth less or more. For a non-total loss, there will be a deduction from the final payment as shown on your policy schedule.</p>
<p>Extended Replacement Cost We will pay up to 150% of the sum insured if the Agreed Value is not enough to replace your car.</p>	<p>Applies to cars under 15 years old, with an Agreed Value of £150,000 or less, for replacing like-with-like.</p>
<p>Extended Reinstatement Value We will pay up to 25% (max £10,000) over the Agreed Value to restore your car after a claim.</p>	<p>Applies to cars over 15 years old.</p>
<p>Trailers/ Luggage Carriers cover</p>	<p>Limit of £5,000 applies. This benefit does not apply to caravans.</p>
<p>Fully comprehensive cover for you and named drivers whilst driving other cars If you hire or borrow a car, you and named drivers will be covered on a fully comprehensive basis.</p>	<p>This benefit does not apply to other vehicles kept at your home or that are available for regular use by you, a named driver on the policy or a person who resides with you.</p>
<p>Fully comprehensive cover for friends/ colleagues driving the cars you insure with us With your permission any legally-entitled individual may drive any of your cars we insure.</p>	<p>Anyone permanently residing at your home who you want to drive your car(s) must be named on the policy schedule for each car they drive.</p>
<p>Driving in Europe at any time with full comprehensive cover.</p>	
<p>No premium penalty for 'no blame' claims, e.g. fire, theft, vandalism, your car being hit whilst parked.</p>	
<p>Suitable courtesy car If you need a courtesy car after a claim we will provide one – comparable to your car if possible.</p>	<p>We will pay up to £4,000, per incident, for the hire of a courtesy car.</p>
<p>Your choice of repairer after an accident or damage to your car.</p>	
<p>No deduction for wear and tear to replacement parts.</p>	
<p>Pairs, sets & units If you are unable to match wheels or upholstery following a loss, we will replace the whole set.</p>	<p>A limit of £10,000 applies.</p>
<p>All child car seats replaced after any accident or theft.</p>	<p>No limit. All seats are replaced even if they appear undamaged.</p>
<p>Unlimited replacement locks cover with no deductible.</p>	
<p>Spares & accessories cover for items not fitted but kept at home.</p>	<p>A limit of £10,000 applies.</p>
<p>Breakdown cover in the UK and Europe including Home Start.</p>	
<p>Car jacking & Road rage expenses for medical & psychiatric help and rest & recuperation. Overall limit of £15,000 in any year.</p>	<p>A time limit of 1 year from incident for medical & psychiatric expenses; 180 days and £5,000 for rest & recuperation applies.</p>
<p>Injury If you are injured in an accident in your car and unable to drive, we will pay up to £3,000 for alternative transport expenses.</p>	<p>A physician must confirm your injury in writing. We pay for up to one year but not if you were intoxicated at the time of the incident.</p>
<p>Permanent disability £10,000 to adapt your car or towards a suitable new car if you or a family member is permanently disabled as the result of an accident in your car.</p>	<p>A physician must confirm the disability to us in writing. This benefit will not be paid if you were intoxicated at the time of the incident.</p>
<p>Illness If the DVLA revokes your licence because of ill-health, we will pay up to £3,000 for essential alternative transport expenses.</p>	<p>This benefit will not be provided if your driving licence was revoked as a result of alcohol or substance abuse.</p>
<p>Legal expenses cover of up to £100,000 per incident.</p>	<p>Provided there is a reasonable prospect of success.</p>

How does *Masterpiece* MOTOR compare with other motor insurance?

	Chubb <i>Masterpiece</i> MOTOR	A standard motor policy
Step 1 – We agree the value of your car upfront each year		
Can I be certain what sum I'll receive for my car if it is a total write-off?	<p>Yes</p> <p>We agree with you at the outset the exact sum we will pay <i>without any deductions</i> if your car is written-off at any time during the policy year.</p> <p>We call this 'Agreed Value'. You'll receive the exact sum that is in your policy schedule.</p>	<p>No</p> <p>Regardless of any sums in your policy schedule, your payment is likely to be based on the 'trade price' in Glass' Guide at the time of your loss, <i>less</i> a deduction for your mileage and an 'excess'. You could be thousands of pounds out-of-pocket!</p>
What if the sum I'm paid after a total loss is not enough to replace my car?	<p>We will pay for a like-for-like replacement</p> <p>We will pay up to 150% of the sum insured if the Agreed Value is not enough for you to buy a like-for-like replacement.</p> <p>This applies to cars under 15 years old with an Agreed Value of £150,000 or less.</p>	<p>If your settlement is paid at 'trade price', you will not have enough to replace your car</p> <p>If your car is under a year old you may be offered a replacement car, but not necessarily to the same spec. You are most likely to be offered sympathy, but no additional money.</p>
Step 2 – We offer generous all risks cover		
What am I covered for?	<p>All risks</p> <p>You are covered for loss or damage by any cause. Unless your policy specifically excludes something – you are covered.</p>	<p>Specific risks only – listed in your policy</p> <p>You are only covered for loss or damage by specific causes. If a cause is not explicitly listed in your policy – it's not covered.</p>
What does fully comprehensive cover really mean?	<p>We try to make it mean fully comprehensive</p> <p><i>We cover you fully comprehensively for:</i> Driving other cars (for you and named drivers); Others driving your cars (friends and colleagues); Driving in Europe at any time; Business use (except carrying people or goods for a fee).</p>	<p>Not as comprehensive as you might think</p> <p>You will probably be covered for driving other cars but <i>not</i> comprehensively and it's unlikely others will be covered to drive your cars. You may be offered limited cover for driving in Europe, and you will probably only be covered to use your car to commute to work, but <i>not</i> to drive to meetings.</p>
Can I choose my own repairer after an accident?	<p>Yes</p> <p>We let you choose your own garage for repairs, and we don't make any deductions for wear and tear of replacement parts, such as tyres.</p>	<p>Unlikely</p> <p>You will probably be required to use a repairer stipulated by the insurer, and to make a contribution for wear and tear of replacement parts.</p>
Will I be offered a comparable courtesy car?	<p>Yes</p> <p>We will pay – with generous limits – for a courtesy car comparable to your insured car after an accident or write-off – including fire & theft. We aim to have your courtesy car with you the same day.</p>	<p>Unlikely</p> <p>Not all insurers guarantee a courtesy car. If they do, it's usually a Class A car – like a Nissan Micra. Most do not offer a courtesy car after fire or theft.</p>
What would happen if a replacement wheel could not be found to match my other wheels?	<p>We would replace the whole set</p> <p>Under the unique pairs and sets part of our policy, if you are unable to match wheels or upholstery after damage, we will replace the whole set.</p> <p>This is just one of the small ways we try to be helpful.</p>	<p>Your car would have a distinctly eclectic look ...</p> <p>Unless you decide to pay yourself to replace the remainder of the set.</p>
Will I be penalised for 'no blame' claims?	<p>No</p> <p>We don't penalise you for 'no blame' claims such as fire, theft, vandalism & being hit whilst parked.</p>	<p>Yes, you probably will be penalised</p> <p>You will normally incur a penalty increase in premium when you come to renew your policy.</p>
Step 3 – Brokers consistently rate our claim service as the best in the industry		
How quickly will my claim be paid?	<p>We aim to pay claims fast</p> <p>Steps 1 & 2 help settle most claims in advance, so the moment you claim we are ready to move.</p>	<p>There are no guarantees</p> <p>You will be asked to justify the basis of your claim. This can often be difficult and time-consuming.</p>
On what basis will my claim be paid?	<p>Your choice</p> <p>You will be paid the full Agreed Value for a total loss. You can choose your own repairer for accident damage.</p>	<p>Your insurer's choice</p> <p>Your insurer will decide the 'trade price' for a total loss. You will probably be required to use his repairer for accident damage.</p>

Over the last decade in the UK, brokers have consistently voted Chubb as '**Best Personal Lines Insurer**', '**Best Motor Insurer**' and '**Best Claims Service**' in the prestigious *Insurance Times* industry awards.

The details you need to know

How do I make a claim?

To make a claim, you should contact your insurance broker, or call us on **0800 018 0678** (from outside the UK +44 20 7031 3905). With Chubb you have:

- The choice of a full cash settlement or replacement/ repair using your own supplier
- No claim forms to complete.

Full details of how to make a claim are in your policy book.

How long is my period of cover?

Masterpiece MOTOR is an annual contract that can be renewed each year subject to the terms and conditions then applicable. You should periodically review, and if necessary update, your sums insured to ensure they remain accurate.

What are my cancellation rights?

You have a statutory right to cancel your new insurance policy within 14 days of receipt of the policy documentation, or 14 days from the start date of the policy, whichever is the later. We will refund any premium you have already paid but may retain a proportion that relates to the time on cover and an additional administration fee if you have made a claim. Any refund will be paid within 30 days of receipt of your cancellation notice.

If you decide not to continue with the policy any time thereafter, you may cancel in accordance with the policy terms. To cancel you should, in the first instance, contact your insurance broker or contact us directly.

What is the complaints procedure?

We aim to provide the best possible level of service. If for any reason you are unhappy with our service or have other cause for complaint, please contact your insurance broker or contact us at:

Chubb Insurance Company of Europe SE,
Personal Lines Division, 106 Fenchurch Street, London EC3M 5NB

020 7956 5000

If you remain dissatisfied, you may ask the Financial Ombudsman's Service to review your case:

Insurance Division, The Financial Ombudsman's Service,
South Quay Plaza, 183 Marsh Wall, London E14 9SR

0845 080 1800

This will not affect your right to take legal action against Chubb.

What are my compensation rights?

Chubb is covered by the Financial Services Compensation Scheme (FSCS). This provides compensation in case any of its members, in specified circumstances, are unable to meet any valid claims under their policies. Further information can be obtained from Chubb at the address above, or from the FSCS at:

Financial Services Compensation Scheme,
7th Floor, Lloyds Chambers, 1 Portsoken Street, London E1 8BN

020 7892 7300

What are my data protection rights?

Chubb collects and processes personal information about you in order to provide you with our insurance and claims services. We will treat this information in accordance with applicable data protection law. We will use and store the information on an electronic database, which may also be available to selected authorised representatives of member insurers of the Chubb Group of Insurance Companies operating outside Europe. We have taken reasonable measures to protect your personal information once it is transferred outside Europe in accordance with their normal data security policies. We may also disclose your personal information to outside parties, such as premium collection agencies, re-insurers, outside counsel and claims administrators.

What is the law and language applicable to my policy?

Unless otherwise agreed, this policy will be interpreted and construed in accordance with English law.

Where is Chubb registered and who regulates it?

Chubb Insurance Company of Europe SE (Chubb) is a European company registered in England and Wales under company number SE13. It is the European subsidiary of the global insurance organisation Chubb Group of Insurance Companies. Our registered office is 106 Fenchurch Street, London EC3M 5NB. Chubb is authorised and regulated by the Financial Services Authority (FSA) and is listed on the FSA Register under registration number 481725. You can check this by visiting the FSA's website at www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.