

Excess Protection Insurance



Insurance Product Information Document

Company: Aviva Insurance Limited

Product: HSBC Select and Cover
Excess Protection

Aviva Insurance Limited is registered in Scotland No. 2116. Registered office: Pitheavlis, Perth PH2 0NH. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm Reference Number 202153.

This is a summary of our insurance. You will find the terms and conditions (along with other important information) online and in the policy documents.

What is this type of insurance?

This HSBC Select and Cover Excess Protection insurance is designed to provide you and your family with financial protection in the event an excess has to be paid on a Motor, Home, Pet, Travel Insurance Product, or any Options within HSBC Select and Cover.



What is insured?

- ✓ Claims for excesses paid, and not recovered, on your main insurance policy during the period of cover, unless the annual monetary limit and/or the annual claims limit for the policy have been reached. The limit which applies to your policy is shown on your current policy schedule
- ✓ Main insurance policies comprise of private car, motorcycle, light commercial vehicle, household, pet (domestic cats and dogs), travel and any HSBC Select and Cover Option



What is not insured?

- ✗ Excesses paid for claims made on your main insurance policy that were before the effective date of this policy
- ✗ Where any amount contributed by you and any member of your family or deducted from the settlement of the claim is not clearly stated in your main insurance policy as being the policy excess



Are there any restrictions on cover?

- ! Cover is available for you, your partner and any dependants who are under the age of 18 who live at home with you (or under 23 if still in full time education and living at home with you outside of term time)
- ! Your main insurance provider must be a UK regulated insurer



Where am I covered?

- ✓ You are covered for excesses paid and not refunded on claims made on your main insurance policy. Depending on the type of main insurance policy you are claiming on, the territorial limits may differ.



What are my obligations?

- You must pay your premiums on time
- You must pay the excess on your main insurance policy before making a claim for reimbursement
- You and your family must take reasonable steps to safeguard against loss or additional exposure to loss
- You must take reasonable care to provide complete and accurate answers to the questions we ask when you take out and make changes to your policy, and when you make a claim



When and how do I pay?

Premiums are payable monthly by Direct Debit.



When does the cover start and end?

Cover begins on the start date shown on your policy schedule. Cover will continue until this Excess Protection Option is removed from your policy, or your policy is cancelled.



How do I cancel the contract?

A cooling off period of 30 days applies to your HSBC Select and Cover policy.

To remove Excess Protection from your selected Options or cancel your HSBC Select and Cover policy, please visit us online at www.hsbc.co.uk call us on **0345 051 1351** (opening hours 8am to 6pm, Monday to Friday, excluding public holidays, calls may be monitored or recorded), visit any HSBC branch, or write to us at HSBC Customer Services Centre, PO Box 6176, Coventry, CV3 9HN.

Removing this Option from your selection

As long as you keep a minimum of three Options in place and there have been no successful claims on this Option, you can remove this Option within the cooling off period and will receive a full refund of any associated premium you have paid.

If there has been a successful claim or you wish to remove this Option after the first 30 days, you can remove any one Option before your next policy anniversary window. Your anniversary window begins 30 days before the anniversary of your policy start date. If you remove this Option you will receive a refund for any unused days you've already paid for. You won't be able to repurchase the same Option for six months or until your next anniversary, whichever is sooner. You can also remove the Option from your selection within your policy anniversary window, however this will be with effect from your policy anniversary; and there will be no six month restriction to the date from when you can repurchase.

Cancelling your policy

You can cancel your HSBC Select and Cover policy within 30 days of the start date (or from when you receive your documents, whichever is later). If you decide to cancel within these 30 days you will receive a full refund of any premium you have paid providing no successful claims have been made on your policy.

You can cancel your policy at any time if there has been a successful claim or you wish to cancel after the first 30 days, and will receive a refund for any unused days you've already paid for. You won't be able to repurchase HSBC Select and Cover for six months from the date your cancellation becomes effective.