



LANCASHIRE POLICE INSURANCE BENEFITS TRUST

SCHEME BENEFITS

Effective from 1 May 2024



USEFUL TELEPHONE NUMBERS

Federation Office	01772 584 556
Motor Breakdown Cover	0330 020 0260
	If you cannot connect call +44(0) 1603 327 180
Download the CallAssist App on the App Store or Google Play	
Worldwide Travel Insurance	Policy Number 100732896BDN
24hr Emergency Assistance	+44 (0) 1243 621 066
Non-Emergency Claims	01243 621 416
Legal Expenses	01384 884 119
Please quote scheme number LES/256/2402	
Mobile Phone Cover	03444 120 982
Health Assured – Mental Health Counselling (24 hour)	0800 328 0003
GP24	0345 222 3736
or if overseas	+44 345 222 3736
Philip Williams and Company	01925 604 421

This Scheme is subject to annual review. It incorporates covers which the Trustees believe are beneficial to the majority of Members. The Trustees reserve the right to amend or remove cover as they deem appropriate. It is your responsibility to ensure that you are in possession of the up to date literature.

Policy Documents are available for download at www.philipwilliams.co.uk in the Group Schemes section.

Alternatively you can download them by scanning the QR code.

Please Note: Our Privacy Notice can be viewed on our website at www.philipwilliams.co.uk



SERVING & POLICE STAFF MEMBER BENEFITS

MEMBER AGED UNDER 70

Life Insurance	£130,000
Terminal Prognosis Advance on Life Insurance*	20% of sum insured
Child Death Grant	£5,000
Critical Illness	£10,000
Child Critical Illness	£2,000
Permanent Total Disablement (<i>due to accident</i>)	£100,000
Loss of sight/hearing/limbs	Up to £50,000
Loss of Hearing – one ear	£12,500
Loss of Speech	£50,000
Permanent Partial Disablement % Scale	up to £50,000
On-Duty Assault benefit	
Firearm	£1,500
Stabbing / Dog Attack	£750
Burns causing Disfigurement or Scarring	Scale up to £5,000
Convalescent Benefit: (<i>per treatment period</i>)	£70
Unsociable Hours x 24 weeks (<i>excluding first 14 days</i>)	£1 per hour
Hospitalisation (<i>unplanned/emergency admission</i>) up to seven nights	£50 per night
Emergency Dental Treatment (<i>due to accident</i>)	up to £500
Sick Pay Benefit	
On Half-Pay (<i>after 26 weeks absence up to 26 weeks</i>)	15% scale pay
On Nil-Pay (<i>after 52 weeks absence up to 8 weeks</i>)	30% scale pay
Unrecovered Criminal Court Compensation	up to £500
Health Assured	Family
GP24	Family
Worldwide Travel Policy	Family
Legal Expenses	Included
Motor Breakdown Cover (<i>UK and Europe</i>)	Family
Mobile Phone	Member & Partner
CALENDAR MONTHLY PREMIUM	£35.35

COHABITING PARTNER AGED UNDER 70

Life Insurance	£55,000
Terminal Prognosis Advance on Life Insurance*	20% of sum insured
CALENDAR MONTHLY PREMIUM	£5.49

The price includes an additional contribution to the Insurance Trusts to pay for administration of the scheme and other member benefits as determined by the Scheme Trustees.

*Terminal Prognosis Advance only available for members aged 63 and under.

A partner reduction facility has now been set up for contributing members and cohabiting partners who are **BOTH** serving members of the scheme. This reduction will take into account the duplicate payments for the elements of the scheme where couple and family cover applies. To qualify for this reduction, you must register with the Federation Office. Claims will not be back dated and will only apply from the month following your registration.

RETIRED MEMBER BENEFITS

RETIRED MEMBER

Life Insurance: aged under 60	£50,000
Life Insurance: aged 60 to 64	£25,000
Life Insurance: aged 65 to 69	£5,000
Terminal Prognosis Advance on Life Insurance (<i>aged under 64 only</i>)	20% of sum insured
Health Assured	Family
GP24	Family
Worldwide Travel Policy	Family
Legal Expenses	Included
Motor Breakdown Cover (<i>UK and Europe</i>)	Family
Mobile Phone	Member & Partner
CALENDAR MONTHLY PREMIUM	£37.95

COHABITING PARTNER

Life Insurance: aged under 60	£25,000
Life Insurance: aged 60 to 64	£12,500
Life Insurance: aged 65 to 69	£2,500
Terminal Prognosis Advance on Life Insurance (<i>aged under 64 only</i>)	20% of sum insured
CALENDAR MONTHLY PREMIUM	£7.75

RETIRED MEMBER AGED 70–74

Health Assured	Family
GP24	Family
Worldwide Travel Policy	Family
Legal Expenses	Included
Motor Breakdown Cover (<i>UK and Europe</i>)	Family
Mobile Phone	Member & Partner
CALENDAR MONTHLY PREMIUM	£37.95

The price includes an additional contribution to the Insurance Trusts to pay for administration of the scheme and other member benefits as determined by the Scheme Trustees.

IMPORTANT INFORMATION

APPLICABLE TO ALL BENEFITS

This booklet is a summary only. The benefits are subject to certain exclusions and policy conditions not stated in this booklet which in the event of a claim will be applicable. The benefits are provided strictly under the terms of the insurance policies taken out by the trustees of the scheme. Subscription to the scheme entitles the member to the benefits provided by the scheme but confers no ownership of any of the underlying policies which are vested in the trustees. The Insurance Scheme is an Independent Trust managed by the Trustees. The Trustees pay the Federation for the Federation Staff /Office to administer the Insurance Scheme on their behalf. The trustees retain the full policy wording detailing all benefits and exclusions which may be viewed on request to the Federation Office.

Applying to join

Eligible members can apply to join the scheme at any time by completing a medical underwriting application form which is available from the Federation Office. New student officer recruits to the police service may join the scheme without the need for the completion of the medical underwriting application form and their first 52 weeks of service are free of charge. The Trustees and/or Phillip Williams & Co reserve the right to decline any applications.

Subscription collection

Subscriptions are collected monthly by deduction direct from salary/pension unless that is not possible when alternative arrangements may be agreed. Monthly subscription payments must be maintained in order to remain a member of the scheme and to qualify for any benefits.

Insurers

A list of the insurers is available on request. Full policy wordings for certain policy sections are available to download via QR codes. These may also be available at the Federation Office, on the Federation Website or by visiting the Group Scheme section of www.phillipwilliams.co.uk

Cohabiting Partner Extensions

Any cohabiting partner extension will cease when the Serving member or cohabiting partner reach 65 years of age, whichever is the sooner. Any cohabiting partner cover and/or extension will cease when the member ceases to be a member of the scheme.

Career breaks, maternity leave, secondment or living overseas

Those going on a career break, maternity leave, secondment or are living overseas must contact the Federation Office to identify if cover can be maintained.

Retirement from the Police Service

Eligible members upon retirement may remain in the scheme as a retired member by submitting a completed membership continuation form to the Federation Office prior to retirement.

Individuals are not eligible to join the scheme after their retirement date.

Transfer, resignation or dismissal

Members who transfer, resign or are dismissed from the police service are not eligible to remain in the scheme and all membership and benefits will cease including any cohabiting partner extension.

How to cancel your cover

In the event that you need to cancel your cover please contact the Federation Office.

Complaints procedure

The Insurance Scheme is arranged on behalf of the trustees by Philip Williams (*G Ins*) Management Ltd, trading as Philip Williams & Co Insurance Management who are authorised and regulated by the Financial Conduct Authority (*Registration Number 827663*). The trustees are responsible for organising the policies and dealing with the insurance broker. Any complaints about any aspect of the scheme should in the first instance be directed to the Federation Office. The insurance broker will then be asked to investigate the complaint and resolve any matter either via the Federation Office, directly with the member, or through the appropriate underwriting organisation.

Therefore if you have any complaints about the Insurance Scheme please contact the Federation Office on

01772 584 556

Or simply write, giving details of your complaint to:
Federation Office, Police HQ, 23–25 Hutton Hall Avenue, Hutton, Preston,
Lancashire PR4 5SB

Should you remain dissatisfied then you may ask the Financial Ombudsman to investigate your complaint. Please contact the Financial Ombudsman Service by telephoning 0800 023 4567 or by downloading the complaint form from www.financial-ombudsman.org.uk

FINANCIAL SERVICES COMPENSATION SCHEME

In the event that an insurer is unable to pay a claim you may be entitled to compensation from the Financial Services Compensation Scheme if an insurer cannot meet its obligations. This depends on the type of insurance and the circumstances of the claim. Information can be obtained on request, or by visiting the Financial Services Compensation Scheme website at www.fscs.org.uk

EXPLANATION OF BENEFITS

Life insurance

On death of a member or subscribing cohabiting partner the cash benefit will be paid. The policy is written in Trust so that if a member dies, the proceeds can be paid, by the Trustees, to the member's dependants quickly free of tax and without having to wait for probate. Members should ensure that they have an up-to-date beneficiary nominated and have lodged the details with the Federation Office, to assist the Trustees in the event of a claim. If a member receives a terminal prognosis of 12 months or less, they may apply to the Trustees for an advance of the death benefit as listed in the tables.

Claims Procedure:

All Death claims should be notified as soon as is practical to the Federation Office who will arrange for a claim form to be completed. Please note that an original death certificate or original coroners certificate will be required.

For Terminal Prognosis Advance & Critical Illness claims please contact the Federation Office as soon as is practical who will provide you with the required form for completion.

Any queries must be directed to the Federation Office.

Child Death Grant

This benefit is paid upon the death of a dependant child of a member, aged between six months and 17 years.

Additional voluntary top-up insurance

Serving Members and their Partners who require higher levels of cover may take out additional life and/or critical illness cover. Premiums are payable by Direct Debit and cover ceases upon retirement or attaining age 70 if sooner.

Additional voluntary cover cost per calendar month:

£50,000 life cover £5.50

£100,000 life cover £8.50

£25,000 critical illness cover £9.50

£50,000 critical illness cover £15.50

Application Forms are available in your Group Scheme Section at www.philipwilliams.co.uk



Permanent total disablement

Payable when a serving member is unable to perform any gainful employment and is unable to exist independently, requiring continual supervision for activities of daily living, as a result of an accident which lasts without interruption for more than 12 months from date of accident.

Accidental Loss of Use

Variable Benefits paid in the event of:-

- Total loss of sight in one or both eyes
- Total loss of use of one or more limbs
- Total loss of hearing in one or both ears
- Total loss of speech

Permanent Partial Disablement

Reduced percentage amounts are payable for permanent disabling injuries. Please refer to the policy wording for full details of policy terms, conditions and limits.

Sick Pay Benefit

If a member suffers a pay cut under regulations or terms of employment, the benefits illustrated on the scheme benefits table will become payable after 26 weeks absence.

The benefit ceases on return to work or if the member retires, resigns, is discharged from the police service, or fails to pay the monthly scheme subscription. In addition the benefit shall not be payable if the member has been offered reasonable adjusted duties with a return to full pay and has declined such duties without reasonable cause.

Any overpayment due to a reversal in the decision by the employer which results in a resumption of pay (*including any back payment*) or due to a failure by the member to inform the insurers of a return to work must be repaid in a prompt and timely manner.

The benefit is fixed at the level at the point of claim and will not be increased. Please refer to policy wording for full details terms, conditions and limits.

Unrecovered Criminal Court Compensation

Cover is provided for serving officers only. If, as a result of an on-duty assault, compensation you have been awarded by the Court has not been paid within six months from the payment date of the award a benefit payment will be made.

Assault Benefit

Payable if an Insured Person sustains Accidental Bodily Injury in the course of duty during the Operative Time shown in the Schedule caused by the discharge of either firearms crossbows or shotguns or caused by assault involving stabbing inflicted by a knife, scissors, screwdriver or wood chisel or similar sharp instrument or as a result of an attack by a dog and as a consequence of the injuries the Insured Person is unable to continue pre-assault duties for a period of at least THREE consecutive days immediately after the attack, We will pay the amount shown in the Schedule.

Third Degree Burns Benefit

If during the **Period of Insurance** an **Accident** occurs to a Serving Officer while on police duty and results in burns causing permanent disfigurement or scarring of their:

a. **Neck, face outer ear (Pinna) or head exposed to view** of at least one square centimetre or two centimetres in length from **third degree burns** the minimum Benefit will be payable.

Permanent scarring or permanent **third degree burns** covering a greater area or length will be assessed according to size, area it covers, visual impact. The minimum benefit is £300 and the maximum benefit is £5,000 for permanent disfigurement or permanent scarring covering the whole face.

b. **Body**

If an **Accident** occurs to a Serving Officer while on police duty and causes Bodily Injury resulting in **third degree burns** causing permanent disfigurement or scarring of their **Body** and the permanent scarring or permanent disfigurement affect an area of at least 4.5% of the total body area the benefit will be paid in accordance with the amount shown below:

4.5% of the total body surface area £1,500

9% or more of the total body surface area £3,000

18% or more of the total body surface area £4,000

27% or more of the total body surface area £5,000

This benefit does not cover disfigurement or scarring by any other cause other than Burns.

Convalescent Benefit

If a member has to stay in a police convalescent home on the recommendation of a registered medical practitioner in respect of accident or illness, the amount shown in the benefits table will be paid.

Unsocial Hours Benefit

In the event that the Insured Person sustains Accidental Bodily Injury or contracts sickness resulting in total disablement and a period of sickness absence entirely preventing them from engaging in or giving attention to their usual occupation, the policy will pay a benefit equal to £1 per Unsocial Hour up to £60 per week in respect of the Unsocial Working Hours Pay that would otherwise have been received.

The policy will not pay for scheduled unsocial hours for the first 14 days of each period of disablement and is payable for hours worked in a 24 week period.

Hospitalisation Benefit

(unplanned Accident/Illness)

For each consecutive night's stay, the amount shown in the benefits table will be paid.

Please refer to the policy wordings for full details of terms conditions and limits.

CRITICAL ILLNESS

Payable if a member, or their child, aged from 30 days to 17 years, suffers from an insured illness and survives for more than 14 days from the date of diagnosis or surgery. Please note this benefit is applicable for serving members only and not available into retirement.

- Angioplasty
- Aorta Graft Surgery
- Aplastic Anaemia
- Bacterial Meningitis
- Benign Brain Tumour
- Blindness
- Cancer
- Cardiomyopathy
- Coma
- Coronary Artery By-pass Graft
- CJD
- Deafness
- Dementia Inc Alzheimers
- Encephalitis
- Heart Attack
- Heart Valve Replacement/Repair
- Hep B/HIV Infection
- Kidney Failure
- Liver Failure
- Loss of a Hand or Foot
- Loss of Speech
- Major Organ Transplant
- Motor Neurone Disease
- Multiple Sclerosis
- Paralysis of Limbs
- Parkinson's Disease
- Primary Pulmonary Hypertension
- Progressive Supranuclear Palsy
- Pulmonary Artery Surgery
- Respiratory Failure
- Rheumatoid Arthritis
- Stroke
- Terminal Illness
- Third Degree Burns
- Total & Permanent Disability
- Traumatic Brain Injury

Please refer to the policy wording for full definitions of the illnesses covered.

A pre-existing conditions exclusion applies together with other terms and conditions.

HEALTH ASSURED

Covered Individuals

Member, cohabiting partner and any number of dependant children (aged over 16 years) residing in the family home.

Mental Health and Bereavement

Your call will be handled by a qualified counsellor, who will offer confidential support and information in a friendly, non-judgemental manner.

- 24/7/365 counselling and information telephone service
- In the moment emotional support
- If clinically appropriate, access to structured telephone, online or face to face counselling
- Access to further well-being resources via an online health portal and the My Healthy Advantage app

Reasons to call the service, but not limited to:

- Stress and anxiety
- Family Issues
- Relationship advice
- Alcohol and drug issues
- Financial wellbeing
- Bereavement
- Domestic abuse
- Retirement

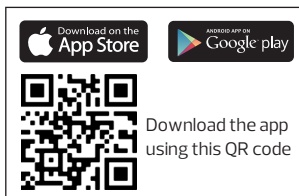
Medical information

The medical information line is available Monday-Friday 9am to 5pm and is available for you to discuss medical concerns such as:

- Paediatrics - feeding problems, crying, teething, nappy rash, congenital disorders etc
- Typical childhood illnesses such as measles, chickenpox, meningitis, tonsillitis, and also allergies
- Adolescent related issues such as, drugs and alcohol, anorexia, bulimia, glandular fever and dyslexia
- Information and guidance on a range of professional welfare organisations and societies
- First aid advice
- Elderly/dependant life stage care
- Assistance with planning care for the elderly
- Suitability of medicines by age/condition
- Suitability of treatment and alternative therapies
- Common/routine medical conditions
- Orthopaedics
- Prevention of injuries

Digital support

Health Assured believes that you should benefit from their services in the most convenient way to you. That's why, as well as their phone-based counselling and legal guidance they've developed an online portal and smartphone app accessible whenever you like, wherever you might be.



Hello and welcome to Wisdom

Your guide to health and mental well-being

Your Health Hub

As a member of the Health Assured community, you have exclusive access to our revitalised app – helping you track your wellness, improve your mental health, and stay resilient during tough times.

Interactive mood tracker

You will receive regular prompts to track your mood. By tracking mood trends, Wisdom can help you identify patterns and areas for improvement in your wellbeing.

Four-week health plans

Wisdom will support you in your health goals, whether that be eating healthier, quitting smoking, sleeping better, or coping with pressure. Get started on your health plan and track your daily progress.

Mini health checks

How are you feeling today? Take a minute to check in with yourself by using the health checks to assess and support your health and mental wellbeing.

Breathing techniques

Our guided breathing exercises help you feel a sense of calm and relaxation to carry into the rest of your day.

Wellbeing Connected

Personalisation

Wisdom allows you to personalise your homepage so you can access tailored resources and learning materials based on your interests.

Live Chat

The Live Chat feature allows you to contact a dedicated wellbeing counsellor using live messaging and video calls. For further support, you can call our helpline – available 24/7, 365 days a year. We've made it as easy as possible for you to get the right advice when you need it the most.

Please use code **MHA128697** for the Wisdom App.

**TO CONTACT HEALTH ASSURED
PLEASE CALL 0800 328 0003**

GP24

The GP24 service provides you with unlimited 24/7 access to a practising UK-based GP from wherever you are in the world. Consultations are available 24/7 by phone or by video consultation. Includes cohabitating family.

Our experienced GPs are able to provide diagnosis, advice, reassurance or a second opinion. Should the GP feel you would benefit from prescription medication they can arrange and electronically authorise private prescription medication, where the medication will be delivered to you at any UK based address the next working day or the prescription emailed direct to a nominated pharmacy. The cost of the drugs are chargeable at wholesale rates which will be told to you before they are issued. Where appropriate the GPs can issue private Open Referral* letters and Private Fit Notes. Each consultation is secure and confidential and there is no limit to the number or length of consultations. Please note that some employers may not accept Private Fit Notes.

To book a GP consultation 24/7 please call:

0345 222 3736

or if overseas

+44 345 222 3736

Or access services via the web app: philipwilliams.gp24.co or via QR Code Using access code GP24



Services available in the web app:

- 24/7 GP telephone consultation service
 - Video consultation service
 - Open 7 days a week, GMT:
 - Monday** – Friday: 08:00 – 22:00
 - Saturday: 08:00 – 20:00
 - Sunday: 10:00 – 18:00
 - **Excluding UK bank holidays
- Message Dr
 - Request an appointment
 - Health information
 - Services near you
 - Store your medical notes

How to save the web app:



iOS Device

In the Safari web browser navigate to the web app link above. Then click the icon shown left and select 'Add to Home Screen' and then 'Add'.



Android Device

In the web browser navigate to the web app link above. Then click the icon shown left and select 'Add to Home Screen'.



Laptop/Desktop – PC

Right click with the mouse to display the menu and select 'Create Shortcut'.



GP24

GP24 is provided to you by Health Hero. Specialists in 24/7 private GP services with over 20 years of experience.

For more information on our prescribing and referral processes, including example medication and postage and packaging costs please visit www.healthhero.com/medication-and-delivery-charges/

Consultation Terms and Conditions www.healthhero.com/terms-and-conditions/

Privacy Policy www.healthhero.com/privacy-policy/

*Open Private Referrals

Within your appointment, the GP will recommend the best course of treatment / action. Should they feel you would benefit from a specialist assessment or further treatment they can provide you with an open private referral letter. This referral is for Private Medical Care only and will not be accepted for services in the NHS. Referral letters can be posted or emailed directly to you.

Please note the private referral is not a claims authorisation and you will need to speak to your Private Medical Insurance company prior to receiving any treatment, unless you will be funding this yourself. If you do not have Private Medical Insurance, you will need to fund the consultation yourself. There is no cover under this Group Insurance Scheme to pay for Private Consultations.

WORLDWIDE TRAVEL POLICY

Insured Persons

Cover applies to you and your spouse or permanent partner if you are both under 75 at the date the trip commences. It also includes all cohabiting children who are aged under 23 years. (*at the date the trip commences*).

You and all the people listed must permanently live together and permanently reside in the United Kingdom. Your partner and/or children can travel separately and still be covered by this policy.

The policy covers travel worldwide and in the United Kingdom for any number of trips in any year up to 60 days per trip to a maximum of 180 days per year.

The main sections of cover are:

- Cancellation and curtailment up to £5,000
- Emergency medical expenses up to £10,000,000
- Personal Baggage up to £2,000
- Personal Money up to £1,000
- Personal liability up to £2,000,000
- Personal Accident up to £25,000.

Other benefits are included. Please see travel policy for full details. An excess of £50 applies to most policy sections.

In the case of medical emergency please contact our nominated emergency service, on telephone number **+44 (0) 1243 621066**

Please quote 100732896BDN

Other claims should be reported on **01243 621416**
(9am–5pm Mon–Fri)

Pre-Existing Medical Conditions

This policy will not cover you for any claims arising from Pre-existing Medical Conditions as set out below:-

- (a) Any claims made under the Cancellation, Curtailment or Change of Itinerary and/or Medical & Emergency Travel Expenses section of this policy as a result of any Pre-existing Medical Condition where a Qualified Medical Practitioner has not permitted the Insured Person to travel.
- (b) Any claims under the Cancellation, Curtailment or Change of Itinerary section of this policy as a result of any Pre-existing Medical Condition where the Insured Person is on a waiting list for in-patient treatment.
- (c) Any claims made under the Cancellation, Curtailment or Change of Itinerary and/or Medical & Emergency Travel Expenses section of this policy where you are travelling for the purpose of obtaining medical treatment abroad.
- (d) Any claims made under the Cancellation, Curtailment or Change of Itinerary and/or Medical & Emergency Travel Expenses section of this policy where you have been given a terminal prognosis.
- (e) Purchase of any prescription medicines relating to a Pre-existing Condition.
- (f) If an Insured Person or Close Relative has suffered a Pre-existing Medical Condition that You could have reasonably foreseen would have given rise to a Cancellation or Curtailment or Change of Itinerary claim under the Cancellation, Curtailment or Change of Itinerary section of this policy.

If You are unsure if these Medical Conditions apply to you or wish clarification, please contact Philip Williams and Company on 01925 604421 during office hours or email enquiries@philipwilliams.co.uk

There are significant limitations and exclusions of cover for property, including valuables and money. Please also note the requirements for notifications of loss/theft and the need for reports. Full policy terms and conditions are available. If you require further copies please contact Philip Williams and Company.

If you need to speak to a GP whilst abroad, remember to use the GP24 Service as detailed on page 11

LEGAL EXPENSES

Some important facts about your Professional Fees policy are summarised below. This summary does not describe all the terms and conditions of the policy. References to the cover provided are contained within the full policy wording which is available upon request from the Federation Office, by visiting the Group Scheme section of our website www.philipwilliams.co.uk

Sections of cover

MEMBER ONLY

1. Home Rights
2. Fund Trustee Defence
3. Representation at Public Enquiries
4. Independent Office for Police Conduct
5. Disciplinary Hearings
6. Bankruptcy Assistance
7. Pension Medical Appeals
Serving Member Only

MEMBER & COHABITING PARTNER

8. Education
9. Probate
10. Criminal Prosecution Defence

MEMBER & COHABITING FAMILY

11. Personal Injury
12. Clinical Negligence
13. Consumer Protection
14. Taxation
15. Discrimination
16. Employment
17. Data Protection
18. Uninsured Loss Recovery
& Motor Prosecution Defence
19. Identity Theft

Definition of Beneficiary/beneficiaries

Member – All eligible individuals who are members of the relevant Federation at the time at which the insured event occurs and who have paid the relevant subscription.

Partner – The member's cohabiting partner. This does not include any business partner or associates

Family – The member and:
The member's cohabiting partner. This does not include any business partner or associates.

The member's children including stepchildren, adopted children, foster children and grandchildren normally resident with the member.

The parents and grandparents of the member and the member's cohabiting partner, normally resident with the member.

24 hour Legal helpline

For initial advice and instruction on how to make a claim call

01384 884 119

Identity Theft Assistance and Claims

01384 397 757

Debt Advice Helpline

01384 884 085

To register and submit an online claim form visit <https://claims.arclegal.co.uk>

Legal Document Service

Create your own legal documents to assist in a range of potential disputes or legal situations that you may encounter.

<https://legalassistanceportal.arclegal.co.uk>

UK AND EUROPEAN MOTOR BREAKDOWN

Comprehensive motor breakdown cover including:

- Roadside Assistance/Recovery
- Home Assist
- Alternative Travel
- Emergency Overnight Accommodation
- Misfuel Assist (*£250 any one incident*)
- Message Service
- Keys
- Driver illness/injury (*UK only*)

Covered Individuals

- Member
- Cohabiting Partner
- Cohabiting Children

Your Cover

If a Vehicle in which you or a covered individual is travelling suffers a Breakdown due to a mechanical or electrical failure, flat tyre, lack of fuel, misfuel, Accident, theft, vandalism or fire, service will be provided. We will provide cover for any Breakdown in accordance with the policy wording.

How to make a claim

Call the 24 hour Control Centre on

0330 020 0260

If you cannot connect call

+44(0) 1603 327 180

Please have the name of the covered member, your return telephone number, vehicle registration number and precise location available when requesting assistance.

Covered Vehicle

The UK registered car, motorcycle, campervan, motorhome, domestic vans, or car-derived vans all up to 3.5 tonnes, which a covered individual is travelling in/on at the time of the Breakdown including any towed caravan or trailer of a proprietary make which is fitted with a standard towing hitch and doesn't exceed 7 metres/23 feet (*not including the length of the A-frame and hitch*).

Claims will be validated with costs for any claims from non-eligible persons being the responsibility of the claimant.

Cover will apply during the period of insurance and within the territorial limits. There is no age limit to the vehicle for breakdowns occurring in the UK. A vehicle age limit of ten years applies outside the UK.

For details and a list of European countries covered please see the full policy wording.

Six call outs any one period of insurance up to £15,000 in total.

Please refer to policy wording for full terms conditions and limits.

CallAssist

Download the **CallAssist** App on Google Play or the App Store. Using the App will enable you to report a breakdown, receive notifications on who will attend and when, and allow you to track the Recovery Operators progress to you.



MOBILE PHONE

Covered individuals

This cover is provided for:

- Serving members and their cohabiting partner
- Retired members and their cohabiting partner

Please note that this policy does not cover mobile phones used by members' or partners' children, even if the bill is paid by the member or partner.

This cover is applicable for UK residents only.

Any claim involving theft or accidental loss must be reported to the appropriate police authorities within 48 hours.

In addition to proof of ownership, verification of membership will be required before a claim can be progressed.

Claims notification

If you need to make a claim please contact Likewise Device Protection Ltd, Unit 2, Crewe Logistics Park, Jack Mills Way, Shavington, CW2 5XF

Telephone number **0344 412 0982**

Please refer to full policy terms and conditions prior to making a claim.

Your mobile phone is covered against the repair or replacement cost of your mobile phone in the event of:

- theft
- loss
- accidental damage
- breakdown whilst in your possession

The liability of the insurer in respect of any one claim and in any 12 month period will be the repair or replacement cost of the mobile phone and in any event shall not exceed a total claim cost up to a maximum of £1,500 including VAT.

A £75 excess is payable per claim.

The mobile phone should have a fully functioning SIM card and be no more than eight years old at the time of the incident as evidenced by the relevant proof of ownership. Upon acceptance of a claim, the insurer may at its discretion repair or replace your mobile phone. Replacement may be with a refurbished unit or a functionally equivalent product. This is NOT a new for old policy.

If the claims administrator replaces your mobile phone, your original item becomes the insurer's property and the replacement mobile phone is your property, with coverage for that item continuing for the remaining period of insurance.

The maximum liability limit includes cover of up to £750 including VAT for unauthorised data usage for a period of up to 24 hour directly following a valid theft or accidental loss claim.

If you have a complaint about a claim please refer to the Complaints procedure in the relevant section of the Policy.



35 Walton Road, Stockton Heath,
Warrington, Cheshire WA4 6NW

Tel 01925 604 421

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