

# About Your MRL Insurance Travel Insurance Policy

Scheme Reference RA/00115

This policy summary does not contain the full terms and conditions of the cover. Full terms and conditions can be found in the policy document

## Insurer

Your policy has been arranged by ROCK Insurance Group through a number of different insurers as follows:

Section A Your Travel Policy by Mapre Asistencia

Section B Scheduled Airline Failure by International Passenger Protection Limited

Section C Optional Travel Disruption Extension by Mapfre Asistencia

Section D Optional Gadget Cover by Jubilee Insurance, Lloyd's Syndicate 5820

Section E Optional Car Hire Excess Cover by Halo Insurance Services Limited

## Type of insurance and cover provided

This is a policy of personal travel insurance which provides cover, subject to certain terms and conditions, for losses as a result of specified events which may occur before or during a trip including cancellation, loss of baggage and medical expenses.

## Statement of Demands and Needs

This policy will suit the demands and needs of an individual or group of people who want to cover their travel plans and who can meet the medical criteria contained within the Important Health Requirements Section of this policy. You should read the important conditions and exclusions to ensure that this policy is right for You. You will not receive advice or a recommendation from us in relation to this policy. You will need to make your own decision as to whether it suits your needs.

## Eligibility requirements

The levels of cover and excesses that apply are set out in the Schedule of Benefits contained in the Policy Document. Certain Sections of your Policy carry an excess which means that you have to pay the first sum per person, per incident if you claim. The excess amount varies according to the Section you are claiming under. The table below sets out the significant benefits and exclusions of your Policy. The policy includes many other benefits, conditions and exclusions. Please read your Policy Wording to make sure that the cover is suitable for you.

To be eligible for this insurance, the following requirements must be met:

- You must habitually reside in the European Union (i.e. have Your main home in the European Union for 6 months prior to issue of the policy and are registered with a local doctor).
- You must not have reached the age of 80 years for Annual Policies. If You are buying Economy cover, you must not have reached the age of 65. Please read your Policy Wording to make sure that the cover is suitable for you.

## Significant features and benefits

Your policy includes the following benefits which are explained in detail in the policy document:

| Section   | Economy Cover<br>Limits up to | Excess                          | Standard Cover<br>Limits up to                | Excess                         | Premier Cover<br>Limits up to                 | Excess                         |
|---|-------------------------------|---------------------------------|---|--------------------------------|---|--------------------------------|
| 1. <b>Personal Assistance Services</b> Provides help to replace lost travel documents, or prescription medication, trace luggage or to transfer emergency funds.  | £250                          | Nil                             | £250  | Nil                            | £250  | Nil                            |
| 2. <b>Medical Emergency &amp; Repatriation</b> If you have a sudden and unforeseen accident or illness during your trip we will pay for your reasonable medical expenses and the costs of bring you back to the Home country.   | £3,000,000                    | £100                            | £5,000,000                                    | £85                            | £10,000,000                                   | £65                            |
| 3. <b>Emergency Dental Treatment</b> We will pay for the cost of providing temporary treatment for the immediate relief of pain.  | £250                          | £100                            | £250  | £85                            | £250  | £65                            |
| 4. <b>Additional Accommodation &amp; Travelling Costs</b> We will pay for the additional accommodation and travelling costs of anyone medically required to accompany you home.   | £250                          | Nil                             | £500  | Nil                            | £1,000  | Nil                            |
| 5. <b>Hospital Daily Benefit</b> We will pay you a daily benefit per complete 24 hours of in-patient treatment up to a maximum amount.  | N/A                           | N/A                             | N/A   | N/A                            | £25 per complete 24 hours: maximum £1,000     | Nil                            |
| 6. <b>Cancellation, Curtailment &amp; Trip Interruption</b> We will pay for the costs of your trip if you have to cancel because of the unforeseen illness or death of you, a close relative, or if your presence is required in the Home country because you are called up on jury service, subpoenaed as a witness in a court of law, or your home has been severely damaged, or you are made redundant, or you are compulsorily quarantined, or if you cancel after a 12-hour delay. | £500                          | £100/<br>£10<br>Loss of deposit | £1,500  | £85/<br>£10<br>Loss of deposit | £5,000  | £65/<br>£10<br>Loss of deposit |
| 7. <b>Travel Delay</b> We will pay a benefit if the departure of your first outward or final inward international transport is delayed for more than 12 hours beyond the intended departure time.   | N/A                           | N/A                             | £10 for each full 12 hour delay: maximum £100 | Nil                            | £20 for each full 12 hour delay: maximum £300 | Nil                            |
| 8. <b>Departure Assistance &amp; Missed Connection</b> We will pay for costs incurred should you miss your connection.  | N/A                           | N/A                             | £500  | Nil                            | £1,000  | Nil                            |
| 9. <b>Missed Departure on your Outward Journey</b> We will pay reasonable additional travelling and accommodation expenses necessarily incurred to reach your booked destination because of failure of public transport, or breakdown of or accident to the private vehicle in which you are travelling.  | N/A                           | N/A                             | £500  | Nil                            | £1,000  | Nil                            |
| 10. <b>Personal Luggage</b> If your luggage is lost, stolen or damaged we will pay for the cost of replacement (less wear, tear and depreciation). <ul style="list-style-type: none"> <li>Single Article Limit</li> <li>Valuables Limit (Limited to £100 if Insured Person is under 18)</li> </ul>  | £200<br>£100<br>£100          | £100<br>£100<br>£100            | £1,000<br>£150<br>£150                        | £85<br>£85<br>£85              | £2,000<br>£250<br>£250                        | £65<br>£65<br>£65              |

| Section  | Economy Cover Limits up to   | Excess            | Standard Cover Limits up to             | Excess            | Premier Cover Limits up to                 | Excess            |
|--|------------------------------|-------------------|---|-------------------|--|-------------------|
| 11. <b>Luggage Delay on your Outward Journey</b> We will pay a benefit to purchase essential items if your luggage is delayed on your outward journey.   | N/A                          | N/A               | £50 per complete 24 hours: maximum £150 | Nil               | £50 per complete 24 hours: maximum £150    | Nil               |
| 12. <b>Money &amp; Passport</b> We will cover you for the loss of money you are carrying on your person or which you have left in a safety deposit box. If you lose your passport we will pay for reasonable travel and accommodation costs incurred in replacing it. <ul style="list-style-type: none"> <li>Cash Limit (Limited to £50 if Insured is under 18)</li> <li>Passport</li> </ul> | £100<br>N/A                  | £100<br>N/A       | £100<br>£150                            | £30<br>£85        | £250<br>£200                               | £30<br>£65        |
| 13. <b>Personal Liability</b> If you become legally liable for accidentally injuring any person or damaging their property, we will cover you against all sums which you become legally liable to pay and all costs awarded to the claimant or incurred in defending the claims.   | £2,000,000                   | £100              | £2,000,000                              | Nil               | £2,000,000                                 | Nil               |
| 14. <b>Personal Accident</b> Covers you for loss of life, limb or sight that occurs during the trip after an accident. <ul style="list-style-type: none"> <li>Death Benefit (aged 18-65)</li> <li>Death Benefit (aged under 18 or over 65)</li> <li>Loss of one or more Limbs, or total and irrecoverable Loss of Sight in one or both eyes</li> </ul>                                       | £10,000<br>£1,000<br>£10,000 | Nil<br>Nil<br>Nil | £10,000<br>£2,500<br>£10,000            | Nil<br>Nil<br>Nil | £10,000<br>£2,500<br>£25,000               | Nil<br>Nil<br>Nil |
| 15. <b>Legal Protection</b> If you suffer death, illness or injury during your trip and decide to take legal action in pursuit of compensation, we will pay for legal costs and additional travel expenses.  | £25,000                      | £200              | £25,000                                 | £200              | £25,000                                    | £200              |
| 16. <b>Mugging</b> We will pay you a benefit if you have been hospitalised if you sustain actual bodily injury as a result of a mugging attack.  | N/A                          | N/A               | £20 per complete 24 hours: maximum £200 | Nil               | £40 per complete 24 hours: maximum £400    | Nil               |
| 17. <b>Hijack</b> Covers you if your aircraft or sea vessel is hijacked for more than 24 hours.  | N/A                          | N/A               | N/A                                     | N/A               | £100 per complete 24 hours: maximum £1,000 | Nil               |
| 18. <b>Disaster</b> We will pay for the costs of providing other similar accommodation if your booked accommodation cannot be lived in.  | N/A                          | N/A               | N/A                                     | N/A               | £1,000                                     | £65               |
| 19. <b>Withdrawal Of Services</b> Covers you if you are without water, gas or electricity for more than 60 hours.  | N/A                          | N/A               | £25 per complete 24 hours: maximum £250 | Nil               | £25 per complete 24 hours: maximum £500    | Nil               |
| 20. <b>Domestic Pets</b> If you return journey is delayed we will pay for extra kennel or cattery fee.   | N/A                          | N/A               | £20 per complete 24 hours: maximum £100 | Nil               | £25 per complete 24 hours: maximum £150    | Nil               |

**Home Country Transfer Cover – This policy will cover you for each Trip you undertake solely within your Home Country provided you have pre- booked a minimum of 1 night in paid accommodation away from Home.**

**Optional Winter Sports cover – Your policy can be extended to cover winter sports on payment of an additional premium. You must be aged 64 and under.**

**Optional Golf cover – Your policy can be extended to cover your golf equipment on payment of an additional premium**

| Section  | Economy Cover Limits up to | Excess     | Standard Cover Limits up to                       | Excess     | Premier Cover Limits up to                        | Excess     |
|--|----------------------------|------------|---|------------|---|------------|
| 21. <b>Home Country Medical Transfer</b> We will cover you if you are hospitalised 50 miles from Home. We will arrange for your transfer to a suitable hospital you're your Home if it becomes medically feasible.                                   | N/A                        | N/A        | necessary costs                                   | Nil        | necessary costs                                   | Nil        |
| 22. <b>Additional Accommodation Costs</b> We will pay for the additional accommodation and travelling costs of anyone medically required to accompany you home.  | N/A                        | N/A        | £500  | Nil        | £1,000  | Nil        |
| 23. <b>Cancellation or Curtailment</b> In addition to Section 6 cover includes financial loss from unused ski passes, ski-school fees and unused ski-pack if you are certified unable to ski.  | N/A                        | N/A        | £1,500  | £85        | £5,000  | £65        |
| 24. <b>Skis, Ski Equipment and Ski Pass</b> In addition to Section 10 we will pay if the ski equipment owned or hired by you, or your ski-pass is lost or damaged. <ul style="list-style-type: none"> <li>Ski Equipment</li> <li>Ski Pass</li> </ul> | N/A<br>N/A                 | N/A<br>N/A | £1,000<br>£75 per complete 24 hours: maximum £300 | Nil<br>Nil | £2,000<br>£75 per complete 24 hours: maximum £300 | Nil<br>Nil |
| 25. <b>Ski Equipment delay</b> We will pay a benefit to purchase essential items if your ski equipment is delayed on your outward journey.   | N/A                        | N/A        | £20 per complete 24 hours: maximum £200           | Nil        | £20 per complete 24 hours: maximum £200           | Nil        |
| 26. <b>Piste Closure</b> We will pay a benefit if lack of snow prevents you from skiing for more than 24 hours.  | N/A                        | N/A        | £20 per complete 24 hours: maximum £240           | Nil        | £20 per complete 24 hours: maximum £240           | Nil        |
| 27. <b>Avalanche or Landslide</b> If access to and from a ski resort is blocked we will pay a benefit toward reasonable extra travel and accommodation costs.  | N/A                        | N/A        | £20 per complete 24 hours: maximum £240           | Nil        | £20 per complete 24 hours: maximum £240           | Nil        |
| 28. <b>Golf Equipment</b> In addition to section 10 we will pay if the Golf Equipment owned or hired by you is lost or damaged. <ul style="list-style-type: none"> <li>Single Article Limit</li> </ul>   | N/A<br>N/A                 | N/A<br>N/A | £1,000<br>£250                                    | £50<br>£50 | £2,000<br>£250                                    | £50<br>£50 |
| 29. <b>Golf Equipment Hire</b> In addition to Section 28 cover includes the hire of replacement golf equipment.  | N/A                        | N/A        | £20 per complete 24 hours: maximum £200           | Nil        | £30 per complete 24 hours: maximum £300           | Nil        |

| Section  | Economy Cover Limits up to | Excess | Standard Cover Limits up to             | Excess | Premier Cover Limits up to               | Excess |
|--|----------------------------|--------|---|--------|--|--------|
| 30. <b>Green Fees</b> We will pay You a proportionate value of non-refundable prepaid green fees.  | N/A                        | N/A    | £75 per complete 24 hours: maximum £300 | Nil    | £100 per complete 24 hours: maximum £400 | Nil    |
| 31. <b>Hole in One</b> We will in the event of You scoring a hole in one (gross) during your trip. | N/A                        | N/A    | £100                                    | Nil    | £150                                     | Nil    |

**Optional Timeshare Extension – Your policy can be extended to cover your management and exchange fees on payment of an additional premium**

| Section   | Economy Cover Limits up to | Excess | Standard Cover Limits up to  | Excess | Premier Cover Limits up to   | Excess |
|---|----------------------------|--------|--|--------|--|--------|
| 32. <b>Cancellation or Curtailment</b> In addition to Section 6 cover includes.   | N/A                        | N/A    | £1,500   | £85    | £5,000   | £65    |
| <ul style="list-style-type: none"> <li>Timeshare Cancellation Charges In addition to section 6 we will pay if the management and exchange fees for which you are legally liable are unused or are not recoverable.</li> </ul>                             | N/A                        | N/A    | Management & exchange fees plus up to 5% of the original purchase price                                | Nil    | Management & exchange fees plus up to 5% of the original purchase price                                | Nil    |
| <ul style="list-style-type: none"> <li>Timeshare Curtailment Costs In addition to section 6 we will pay the prorata proportion of the management and exchange fees for which you are legally liable if they are unused or are not recoverable.</li> </ul> | N/A                        | N/A    | The pro-rata proportion of the Management & exchange fees plus up to 5% of the original purchase price | Nil    | The pro-rata proportion of the Management & exchange fees plus up to 5% of the original purchase price | Nil    |

**Optional Wedding cover – Your policy can be extended to cover your Wedding on payment of an additional premium**

| Section   | Economy Cover Limits up to | Excess | Standard Cover Limits up to | Excess | Premier Cover Limits up to | Excess |
|---|----------------------------|--------|-----------------------------|--------|----------------------------|--------|
| 33. <b>Wedding Cover</b>  |                            |        |                             |        |                            |        |
| <ul style="list-style-type: none"> <li>A. Wedding Rings We will cover you for any loss or damage to the Bride's or Bridegroom's Wedding Rings.</li> </ul>   | N/A                        | N/A    | £250 per ring               | £50    | £500 per ring              | £50    |
| <ul style="list-style-type: none"> <li>B. Wedding Gifts We will cover you in the event of permanent loss or damage to your Wedding Gifts.</li> </ul>  | N/A                        | N/A    | £1,000 per couple           | £50    | £2,000 per couple          | £50    |
| <ul style="list-style-type: none"> <li>C. Wedding Attire We will pay reasonable costs in the event of permanent loss of damage to Your Wedding Attire.</li> </ul>   | N/A                        | N/A    | £1,500 per couple           | £50    | £3,000 per couple          | £50    |
| <ul style="list-style-type: none"> <li>D. Photographs &amp; Videos We will pay reasonable costs incurred to replace your pre-booked photographer or in the event of permanent loss of the photographs.</li> </ul> | N/A                        | N/A    | £750 per couple             | £50    | £1,500 per couple          | £50    |

**Optional Business Cover – Your policy can be extended to cover Business on payment of an additional premium**

| Section   | Economy Cover Limits up to | Excess | Standard Cover Limits up to             | Excess | Premier Cover Limits up to              | Excess |
|---|----------------------------|--------|---|--------|---|--------|
| 34. <b>Business Equipment</b> If your Business Equipment is lost, stolen or damaged we will pay for the cost of replacement (less wear, tear and depreciation).   |                            |        |   |        |   |        |
| <ul style="list-style-type: none"> <li>Single Article Limit</li> </ul>  | N/A                        | N/A    | £1,000                                  | £75    | £1,000                                  | £50    |
| <ul style="list-style-type: none"> <li>Business Samples</li> </ul>  | N/A                        | N/A    | £500                                    | £75    | £500                                    | £50    |
| <ul style="list-style-type: none"> <li>Computer Equipment Limit</li> </ul>  | N/A                        | N/A    | £500                                    | £75    | £500                                    | £50    |
| <ul style="list-style-type: none"> <li>Computer Equipment Limit</li> </ul>  | N/A                        | N/A    | £1,000                                  | £75    | £1,000                                  | £50    |
| <ul style="list-style-type: none"> <li>Business Equipment Delay</li> </ul>  | N/A                        | N/A    | £150                                    | Nil    | £200                                    | Nil    |
| 35. <b>Business Equipment Hire</b> In addition to Section 33 cover includes the hire of replacement Business equipment.   | N/A                        | N/A    | £30 per complete 24 hours: maximum £300 | Nil    | £50 per complete 24 hours: maximum £500 | Nil    |
| 36. <b>Business Money</b> We will cover you for the loss of Business money.   |                            |        |   |        |   |        |
| <ul style="list-style-type: none"> <li>Cash Limit</li> </ul>  | N/A                        | N/A    | £1,000                                  | £75    | £1,000                                  | £50    |
|   | N/A                        | N/A    | £500                                    | £75    | £500                                    | £50    |
| 37. <b>Emergency Courier Expenses</b> We will cover costs you incur for emergency courier to replace business equipment essential to your intended business trip. | N/A                        | N/A    | £200                                    | £75    | £200                                    | £50    |
| 38. <b>Replacement Employee</b> We will pay for the additional accommodation & travelling costs to enable a business colleague, where necessary, to replace you.  | N/A                        | N/A    | £1,000                                  | £75    | £1,500                                  | £50    |

**Section B - Scheduled Airline Failure**

| Section                      | Economy Cover Limits up to | Excess | Standard Cover Limits up to | Excess | Premier Cover Limits up to | Excess |
|------------------------------|----------------------------|--------|-----------------------------|--------|----------------------------|--------|
| 1. Scheduled Airline Failure | N/A                        | N/A    | N/A                         | N/A    | £1,500                     | Nil    |

**Section C - Optional Travel Disruption Cover**

| Section                                      | Economy Cover Limits up to | Excess | Standard Cover Limits up to | Excess | Premier Cover Limits up to | Excess |
|--|----------------------------|--------|-----------------------------|--------|----------------------------|--------|
| 1. Extended Cancellation & Curtailment Cover | £1,000                     | £50    | £1,000                      | £50    | £1,000                     | £50    |

| Section  | Economy Cover Limits up to  | Excess | Standard Cover Limits up to   | Excess | Premier Cover Limits up to  | Excess |
|--|---|--------|---|--------|---|--------|
| 2. Extended Travel Delay<br>• Public Transport | £20 per complete 12 hour delay (£10 per 12 hour delay after that) up to a maximum of £100 | £50    | £20 per complete 12 hour delay (£10 per 12 hour delay after that) up to a maximum of £100 | £50    | £20 per complete 12 hour delay (£10 per 12 hour delay after that) up to a maximum of £100 | £50    |
| • Accommodation                                | £1,000  | £50    | £1,000  | £50    | £1,000  | £50    |
| 3. Extended Missed Departure Cover             | £500  | £50    | £500  | £50    | £500  | £50    |
| 4. Extended Disaster Cover                     | £1000   | £50    | £1000   | £50    | £1000   | £50    |

#### Section D - Optional Gadget Cover

| Section                       | Economy Cover Limits up to | Excess | Standard Cover Limits up to | Excess | Premier Cover Limits up to | Excess |
|-------------------------------|----------------------------|--------|-----------------------------|--------|----------------------------|--------|
| 1. Up to 7 Gadgets per Policy | £3,000                     | £50    | £3,000                      | £50    | £3,000                     | £50    |

#### Section E - Optional Car Hire Excess Cover

| Section  | Economy Cover Limits up to | Excess     | Standard Cover Limits up to | Excess     | Premier Cover Limits up to | Excess     |
|--|----------------------------|------------|-----------------------------|------------|----------------------------|------------|
| 1. Car Hire Excess Insurance<br>• Single Article Limit | £3,000<br>£2,000           | Nil<br>Nil | £3,000<br>£2,000            | Nil<br>Nil | £3,000<br>£2,000           | Nil<br>Nil |
| 2. Lock Out  | £100                       | Nil        | £100                        | Nil        | £100                       | Nil        |
| 3. Vehicle key Replacement                             | £300                       | Nil        | £300                        | Nil        | £300                       | Nil        |
| 4. Baggage   | £300                       | Nil        | £300                        | Nil        | £300                       | Nil        |
| 5. Single Article limit                                | £150                       | Nil        | £150                        | Nil        | £150                       | Nil        |

**Certain sections of your policy carry an excess (unless additional premium has been paid), that is the amount of any claim that you have to pay yourself. Policy excesses are applied under each section of the policy separately.**

#### Significant or unusual exclusions and limitations

There are some situations which you are not covered for. These generally involve anything you already know about or that is caused by deliberate or careless acts on your part. Full details of these are given in the policy document.

The most significant exclusions of this policy are set out below. There may be other exclusions that are significant to you, so you need to check the policy document for full details.

- You must declare to Us all Material Facts that are likely to affect this insurance. Failure to do so may prejudice entitlement to claim. Please refer to the definition of a 'Material Fact' in the Meaning of Words.
- This policy contains restrictions on what cover is in place for claims arising from terrorist activity. Only valid claims for emergency medical expenses and Personal Accident will be paid.
- This policy contains restrictions regarding Pre-existing Medical Conditions. Please refer to Important Health Requirements in the policy document.
- This policy will NOT cover any claims under section 6 (Cancellation, Curtailment or Trip Interruption) arising directly or indirectly from any Pre-existing Medical Condition, (known to You prior to the commencement of the Period of Insurance) affecting any:
  - Close Relative, who is not travelling as an insured person under this policy; or
  - travelling companion or Business Associate who is not insured under this policy; or
  - person with whom You intend to stay whilst on Your Trip.
- No Section of this policy shall apply in respect of any claim arising directly or indirectly from your drug addiction or solvent abuse, excessive alcohol intake, or being under the influence of alcohol or drug(s).
- No Section of this policy shall apply in respect of any person who has reached the age of 80 years at the commencement of the Period of Insurance for Annual Policies. If You have bought Economy cover, no section of the policy shall apply in respect of any person who has reached the age of 65 years or above.
- This policy contains strict limits on the length of time You can spend travelling abroad on each Trip. Please refer to the definition of the 'Trip' in the Meanings of Words. IF YOU TRAVEL FOR MORE THAN THE NUMBER OF DAYS FOR WHICH YOU HAVE PAID FOR COVER, YOU WILL NOT BE COVERED AFTER THE LAST DAY FOR WHICH YOU HAVE PAID. Trips must commence and end in Your EU Country of Residence and a return ticket must have been booked prior to departure.
- In the event of a medical emergency you must contact us as soon as possible. You MUST contact us before incurring expenses in excess of £500. If you are physically prevented from contacting us immediately, you or someone designated by you must contact us within 48 hours.
- No cover is given under Sections 2, 3, 4, 5 and 6 of this policy in respect of any claim arising from pregnancy within 8 weeks (or 16 weeks in the case of a known multiple pregnancy) of the estimated date of delivery.
- Personal Property Claims are paid based on the value of the goods at the time that they are lost and not on a 'new for old basis' or replacement cost basis; thus a deduction is made for wear, tear and depreciation bearing in mind the age of the items. Payment of any claims in respect of any one article or Pair or Set of articles will be limited to £50 unless satisfactory proof of ownership is submitted. Evidence of replacement value is not sufficient.
- We will not pay for any claim arising from any deliberately careless or deliberately negligent act or omission by You, nor for any claim arising or resulting from Your own illegal or criminal act.

#### Duration of cover

This policy of insurance will run for the period shown on your policy certificate.

#### Your right to cancel

Unless Your trip will be completed within 14 days of buying this insurance, You have the right to cancel any policy of insurance within 14 days from the date of issue or receipt of policy terms and conditions, whichever is the later, provided that you have not yet travelled, have made no claims and there has been no occurrence of an incident that is likely to give rise to a claim. We will refund to you any premium you have paid and will recover from you any payments we have made.

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**Making a claim under your policy**

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**Claims relating to Section A Your Travel Policy and Section C Optional Travel Disruption Extension.**

In the event of an emergency please telephone 00 44 (0) 207 748 0677

Claims forms can be obtained by calling the claims helpline on 020 7748 0678 to obtain a claim form, giving Your name and Certificate number and brief details of your claim.

**Claims relating to Section B - Scheduled Airline Failure**

Claims forms can be obtained by calling the claims helpline on 020 8776 3752 to obtain a claim form, giving Your name and Certificate number and brief details of your claim.

**Claims relating to Section D - Optional Gadget Cover Upgrade**

Claims forms can be obtained by calling the claims helpline on 0844 875 1538 to obtain a claim form, giving Your name and Certificate number and brief details of your claim.

**Claims relating to Section E - Optional Car Hire Excess Cover Upgrade**

Claims forms can be obtained by calling the claims helpline on 0844 826 6563 to obtain a claim form, giving Your name and Certificate number and brief details of your claim.

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**Making a complaint**

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**If you want to make a complaint about your policy, in the first instance please contact:**

The Compliance Manager  
ROCK Insurance Group  
Suite A, 3rd Floor, Griffin House, 135 High Street, Crawley, West Sussex RH10 1DQ  
or telephone: 0844 482 0660 or e-mail [info@rockinsurance.com](mailto:info@rockinsurance.com)

Please quote Your policy number or claim reference number and give us full details of Your complaint.

We are covered by the Financial Ombudsman Service. If you have complained to us and we have been unable to resolve your complaint, you may be entitled to refer it to this independent body at:

South Quay Plaza, 183 Marsh Wall, London, E14 9SR  
Telephone: 00 44 (0) 845 080 1800.

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**Financial Services Compensation Scheme (FSCS)**

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All parties mentioned in this Policy Summary are covered by the Financial Services Compensation Scheme. This provides compensation in case any of its members go out of business or into liquidation and are unable to meet any valid claims under its policies. Further information can be obtained from the Financial Services Compensation Scheme ([www.fscs.org.uk](http://www.fscs.org.uk)) or by contacting: The FSCS at 7th Floor, Lloyds Chambers, Portsoken Street, London, E1 8BN or by calling 0207 892 7300.