



Welcome Pack

Within this pack you will find important information about our insurance products, our Financial Conduct Authority (FCA) regulatory status, how we are paid for any sales we may make, how to complain should the need arise and how you are protected by the Financial Services Compensation Scheme.

It is important that you read this document carefully before purchasing any insurance products.

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Initial Disclosure Document

Avalon Motor Co Ltd
address: Avalon Trading Estate, Wells Road, Glastonbury, Somerset, BA6 9AG
tel: 01458 835000

Insurance

Avalon Motor Co Ltd is an appointed representative of ITC Compliance which is authorised and regulated by the Financial Conduct Authority (their registration number is 313486). Permitted activities include advising on and arranging general insurance contracts as an intermediary.

Finance

Avalon Motor Co Ltd is authorised and regulated by the Financial Conduct Authority (FCA) (our registration number is 306843). Permitted activities include acting as a credit broker not a lender.

Finance

As an FCA regulated credit broker we can introduce you to a selected group of lenders / brokers (see below) who may be able to help you finance your purchase. This group of lenders / brokers provides us with a range of products which may be suitable for your purchase. We will explain the key features of those products to you.

Motonovo Finance Limited, Evolution Funding Limited, Black Horse Limited

We can introduce you to a selected panel of lenders. An introduction to a lender does not amount to independent financial advice. Unless we consider it to be inappropriate given your personal circumstances, for certain vehicles e.g. New, our approach is to introduce you first to the lender associated with the vehicle manufacturer, who are usually able to offer the best available package for you, taking into account interest rates, residual valuations (where applicable) and other contributions. If they are unable to make you an offer of finance, or the vehicle is not one that we would normally place with them we will introduce you to other lenders on our panel. The lender we introduce you to and available rates will depend upon a number of factors including: the vehicle, your personal circumstances and the likelihood of a lender to accept an application based on information provided.

Lenders typically pay a commission to us for introducing you to them, calculated by reference to the vehicle model or amount you borrow. Different lenders may pay different commissions for such introductions; some lenders may also provide preferential rates to us for the funding of our vehicle stock and also provide financial support for our training and marketing. But any such amounts they and other lenders pay us will not affect the amounts you pay under your finance agreement, all of which are set by the lender concerned. We do not charge you a fee for our services. Whichever lender we introduce you to, we will typically receive commission from them based on either a fixed fee or a fixed percentage of the amount you borrow. If you would like to know the amount of any remuneration we have received from the finance provider, please ask us.

All finance applications are subject to status, terms and conditions apply, UK residents only, 18s or over, Guarantees may be required.

Insurance

Avalon Motor Co Ltd offer Combined GAP, and act on behalf of a limited panel of insurance providers (see below).

Opteven Insured UK Limited

We do not charge fees for arranging insurance, we may however receive an economic benefit or retain a part of any premium by way of remuneration. Our sales agents may also be remunerated on the sale of individual products. Fees may be applied by insurers for such things as mid-term adjustments and cancellations. Please check the individual policy information for full details.

We hold any insurance money (premiums, refunds or claims money) as the agent of the insurer under a risk transfer agreement.

Basis of our Service

Finance / Insurance

We have taken steps to ensure that if, in the course of advising you, we make a recommendation; such recommendation will be suitable for your demands and needs at the time the recommendation is made. In assessing your demands and needs we may seek such information about your personal circumstances and objectives as might be relevant in order to enable us to identify your requirements. It is important that you provide us with accurate and relevant information.

Your Protection

We always aim to provide a first class service, however if you have any cause for complaint any enquiry can be raised by either email, in writing or by telephoning ITC Compliance Limited, 4 Monarch Court The Brooms, Emersons Green, Bristol, BS16 7FH complaints@itccompliance.co.uk, 0845 177 22 66 or 0117 4403700. Should you remain dissatisfied you have the right to ask the Financial Ombudsman Service to review your case. You should write to the Financial Ombudsman Service, Exchange Tower, London, E14 9SR. Telephone 0800 023 4567 or 0300 123 9123. Web address www.financial-ombudsman.org.uk You may be entitled to compensation should we be unable to meet our liabilities as an insurance intermediary under the Financial Services Compensation Scheme (FSCS). Your entitlement to compensation will depend upon the type of business and the circumstances of your claim. Insurance advising and arranging is covered for 90% of the claim, without any upper limit or for compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit. Further information about compensation scheme arrangements is available from FSCS. Details of ITC Compliance Limited's authorisation can be confirmed by contacting the FCA on 0800 111 6768 or by visiting the FCA's website <http://www.fca.org.uk/register>

Under distance marketing rules you have a 14-day period in which to cancel the purchase (cooling off period) of the vehicle. If you are obtaining the vehicle on finance this cooling off period does not apply. Full detail will be provided by the finance company within their pre-contractual information.

Confidentiality and Data Protection

Your information will only be disclosed/provided to third parties for the purposes of providing, arranging, administering and renewing insurance contract(s) and for the purposes of monitoring and/or enforcing compliance with regulatory rules/codes. A list of these third parties can be found below. For full details of where your information will be sent and the purpose of such data transfer, please ask us.

Insurance Partners

Opteven Insured UK Limited

Finance Partners

Motonovo Finance Limited, Evolution Funding Limited, Black Horse Limited

Your information will be retained for a period of up to twelve years. During this time you have the right to obtain details of the information held and how it has been processed.

If you would like to exercise any of these rights or have any concerns with how we are processing your data then please contact the Data Protection Officer at Avalon Motor Co Ltd, Avalon Trading Estate, Wells Road, Glastonbury, Somerset, BA6 9AG; telephone 01458 835000. If we are unable to resolve your concerns then you have the right to refer the matter to the Information Commissioner's Office. Further details about your rights and how to lodge a complaint can be found on the Information Commissioner's Office website (www.ico.org.uk/for-the-public/).

As an organisation we are committed to our customers receiving good consumer outcomes under the FCA's Consumer Duty.

The Consumer Duty means you should receive communications you can understand, products and services that meet your needs and offer fair value and you get the customer support you need, when you need it.

Should you require any additional support during your purchase please visit our [links page](#) which provides details of organisations who can offer additional guidance and support.

If at any time you feel you have not received the information or support you expect from us please contact us at the address or telephone number above.

We currently offer: **Combined GAP**

Before you decide to purchase any insurance product it is important that you take the time to understand the particular features of the product.

The key document to help you do that is the Insurance Product Information document. You can find a document for each of our products on the following pages.

Information about our GAP Product(s)

Important Information you should read

- Below you will see the total premium of the GAP contract and the related durations,
- The significant features and benefits of the policy can be found in the Insurance Product Information Document below
- GAP contracts are sold by other distributors;
- GAP insurance is optional;
- Under FCA rules a GAP contract cannot be concluded by us until at least 2 clear days have passed from the date you are provided with this welcome pack. We can conclude a GAP contract the day after providing the pack at your specific request.

Available products and Recommended Retail Price (RRP) including Insurance Premium Tax (IPT).

Product Level	Period	RRP
36 months - vehicles £0 to £15,000 - 10 years old - £15k claims limit	36 months	£399.00
36 months - vehicles £15,001 to £25,000 - 10 years old - £20k claims limit	36 months	£399.00
36 months - vehicles £25,001 to £40,000 - 10 years old - £20k claims limit	36 months	£499.00
36 months - vehicles £40,001 to £75,000 - 10 years old - £20k claims limit	36 months	£599.00

GAP Insurance

Insurance Product Information Document

Insurance Company:
Fortegra Europe Insurance Company SE

Intermediary:
Opteven Insured UK Ltd.

Product:
Return to Invoice and Financial
Shortfall GAP Insurance

This product is underwritten by Fortegra Europe Insurance Company SE UK Branch, a branch of Fortegra Europe Insurance Company SE (Malta Company Registration Number C 84703; UK Branch registration number BR021916) who is authorised and regulated by the Malta Financial Services Authority.

Together with its UK Branch, Fortegra Europe Insurance Company SE is authorised by the Prudential Regulation Authority, is subject to regulation by the Financial Conduct Authority under registration number 805770 and limited regulation by the Prudential Regulation Authority. Details about the extent of the underwriter's regulation by the Prudential Regulation Authority are available from the underwriter on request.

The product is administered by Opteven Insured UK Ltd who are authorised and regulated by the Financial Conduct Authority under registration number 311375. Details of the extent of the administrator's regulation by the Financial Conduct Authority are available from the administrator on request.

This is a summary of key information. Full information on this product, including information about the underwriter, how to make a Claim, the complaints procedure, and the Financial Services Compensation Scheme (UK), can be found in the Policy Terms and Conditions.

What is this type of insurance?

This insurance is a Combined Return to Invoice and Finance Guaranteed Asset Protection (GAP) Insurance. It is complementary to your finance agreement (if any) and your comprehensive motor insurance. It covers the difference between the insured value of the vehicle at the time of loss, and the greater of the purchase price of your vehicle or the amount outstanding under your finance agreement (if any).



What is insured?

- ✓ In the event of a Total Loss, this Policy will cover the difference between the insured value* and the greater of the purchase price** of your vehicle or the finance company settlement
- ✓ The Claim limit, as detailed on the Policy Schedule
- ✓ The motor insurance excess up to £500 where it cannot be recovered from any liable third party
- ✓ The Return To Invoice element which has a term not longer than thirty six (36) months
- ✓ The Finance GAP element has a term not longer than sixty (60) months

*Insured value is the greater of the amount you receive under your comprehensive motor insurance or the market value of your vehicle.

**Purchase price is the amount paid to purchase the vehicle, including any factory fitted options and dealer fitted accessories up to £1,500 inclusive of VAT and excluding any discount and/or contribution and all other items listed under the definition of 'Purchase Price' in the Policy Terms and Conditions.



What is not insured?

- ✗ Any Claim where you or anyone insured to drive the vehicle under comprehensive motor insurance is deemed to have been driving without a valid license, under the influence of alcohol or drugs or whilst disqualified
- ✗ Where the vehicle or the driver is not covered by comprehensive motor insurance at the date of loss
- ✗ Where the vehicle is covered under any type of comprehensive motor insurance connected with the motor trade
- ✗ Any discount and/or contribution, road fund license, delivery charges, number plates, new vehicle registration fee, administration fees, fuel, paintwork and/or upholstery protection kits, cherished number plate transfers, insurance premiums (including for this Policy, subscription charges or warranty changes)
- ✗ Any finance arrears and associated costs, any negative equity and VAT, if you are VAT registered and able to reclaim the VAT element
- ✗ Any Claim where the comprehensive motor insurance provider has offered to repair the vehicle and you have requested the Claim to be dealt with on a Total Loss basis
- ✗ Any Claim where you are entitled to or are offered a replacement vehicle under the terms of the comprehensive motor insurance



Are there any restrictions on cover?

- ! You must be eighteen (18) years of age or over and resident in the United Kingdom, Channel Islands or the Isle of Man
- ! You must be the comprehensive motor insurance policy holder or named on the policy for the vehicle, throughout the entire policy term
- ! You must have purchased the Policy from the supplying dealer no later than thirty (30) days after purchasing the vehicle
- ! The vehicle is up to twelve (12) years old and covered less than 120,000 miles at inception
- ! The vehicle must not be an emergency vehicle, commercial vehicle over 3.5t, taxi, courier vehicle, bus, minibus, coach, truck, motor home, trailer, heavy goods vehicle, licensed private hire vehicle, daily rental vehicle or breakdown and recovery vehicle



Where am I covered?

Cover is provided for incidents which occur within the UK, Ireland, Isle of Man or Channel Islands or within the countries of the European Economic Area.



What are my obligations?

- You must take reasonable care to provide us with accurate and complete answers to our questions whether you are at proposal stage or making changes to the Policy
- If you become aware that information you have given us is inaccurate or has changed, you should inform us as soon as possible, as failure to do so may invalidate the Policy and Claims may not be paid
- Your vehicle must be insured under a comprehensive motor policy throughout the period of this insurance
- You must make us aware of any changes in circumstances that affect your eligibility for this Policy
- You must notify us as soon as reasonably possible in the event of a Claim
- You must contact the Administrator before you accept any settlement offer made from your motor insurer



When and how do I pay?

You can pay for your cover upfront via debit / credit card or cash. Sometimes monthly interest free payments can be made if the dealer offers such a function. Some finance providers allow you to add the cost of the insurance to your finance agreement, please note this will incur interest charges and the total price of your insurance will be higher than quoted.



When does the cover start and end?

The cover will run from the start date, which is detailed on the Policy Schedule, until the earliest of the following dates:

- For Return To Invoice, up to thirty six (36) months from the start date
- For Finance GAP, up to 60 months from the start date, in line with your finance agreement
- You or your vehicle no longer meeting the eligibility criteria, or
- The date on which the vehicle is sold or transferred to a new owner, unless transferred to a family member; or
- The date on which the Policy is cancelled, or
- The date on which a total loss is paid. Or
- The end date as detailed on the Policy Schedule

Please note that this insurance policy cannot be renewed.



How do I cancel the contract?

You have the right to cancel the Policy at any time.

Please contact the supplying dealer if you wish to cancel within thirty (30) days of the start date on the Policy Schedule or receipt of the Policy Terms, whichever is the later. If you wish to cancel after this period, you can contact the Administrator, Opteven Insured UK Ltd.

- By telephone on 0345 222 4540 or
- By emailing ukenquiries@opteven.com

If you have not made a successful Claim and cancel within the thirty (30) days, you will be entitled to a pro-rata refund based on the number of fully unexpired months remaining on the Policy, less an administration fee. Any refund will be proportionate to the Return to Invoice element of the insurance. No refund will be possible if any claims have been paid.

£360 premium paid for thirty-six (36) month policy.
Cancellation in month twenty-four (24) leave twelve (12) full months remaining
Pro-rate refund of £120 less £35 administration fee
Amount of refund due to you is £85