

Key Insurance

Insurance Product Information Document

Company: West Bay Insurance PLC Product: Key Cover

West Bay Insurance PLC, Authorised Insurers, registered in Gibraltar No 84085. Registered Office: 846-848 Europort, Gibraltar. West Bay Insurance PLC is regulated by the Gibraltar Financial Services Commission and subject to a limited regulation by the Financial Conduct Authority and Prudential Regulation Authority in respect of underwriting insurance business in the UK (No. 211787).

This document provides a summary of the key features and exclusions of this insurance policy. The full terms and conditions can be found in the policy terms and conditions and your policy schedule.

What is this type of insurance?

This policy provides insurance cover for lost and stolen keys, keys broken in a lock and locksmith costs to gain entry into your home, vehicle or property (as defined in the policy terms and conditions) if you lock your keys inside.



What is insured?

- ✓ Up to £1,500 for locksmith charges if your insured keys are lost, stolen, or locked in your home, second home, let property or motor vehicle.
- ✓ Up to £1,500 for new locks if there is a security risk to your home, second home, let property or motor vehicle due to the loss or theft of your insured key.
- ✓ Up to £1,500 for replacement keys if your insured keys are lost or stolen.
- ✓ Up to £50 for locksmith charges and replacement keys if an insured key is accidentally damaged.
- ✓ Up to £75 per claim for onward transport costs if you have no access to your motor vehicle whilst away from your home due to lost, stolen or broken keys.
- ✓ Up to £40 per day for vehicle hire, for up to 3 days, if you are unable to access your motor vehicle, while away from your home due to lost, stolen or broken keys.
- ✓ Up to £120 for accommodation costs if you have no access to your home due to lost, stolen or broken keys.



What is not insured?

- ✗ Any sum claimed where you do not submit valid receipts or invoices within 120 days.
- ✗ Any amount that exceeds the £1,500 cover limit.
- ✗ Insured keys lost or broken by, or stolen from, someone other than you, a member of your immediate family, your guest or your tenant.
- ✗ Any costs other than the replacement of insured keys where you have access to duplicate keys unless in the event of an emergency.
- ✗ Any property other than an insured key and its associated lock or ignition system, and any immobiliser, infrared handset and/or alarm attached to the insured key.
- ✗ Any loss of market value to your motor cycle or motor vehicle.
- ✗ Locks that are damaged prior to the accidental loss, theft or accidental damage of insured keys.
- ✗ More than 2 keys per lock per claim.
- ✗ Claims arising from any deliberate or criminal act by the insured, or arising from failure to take steps to safeguard an insured key.



Are there any restrictions on cover?

- ! The maximum payable in any one period of insurance is £1500.
- ! Loss or theft claims must be reported to the police and an incident report number obtained.
- ! Claims must be reported to us within 30 days.
- ! No claim will be paid for sums where it is not possible to produce receipts or invoices for payments made.



Where am I covered?

- ✓ Worldwide



What are my obligations?

- You must ensure any information you provide in relation to this policy is up-to-date and accurate.
- If you need to make a claim you must provide us with full details as soon as reasonably possible and within 30 days of the event giving rise to the claim.
- If an insured key has been stolen it must be reported to the police immediately and a crime reference number obtained.
- You must follow our claims process which can be found in your policy terms and conditions



When and how do I pay?

- If this policy is sold as an optional extra to your main insurance policy you will pay for it along with your main policy, using the same method of payment.
- If this policy is sold as a standalone policy you will be obligated to pay for the insurance at point of purchase. This will happen prior to inception.



When does my cover start and end?

- The period of insurance will start on the date you select when you purchase the policy and will usually end 12 months later. The policy start and end date will be clearly shown in your policy Schedule.



How do I cancel the contract?

- You can cancel your policy at any time, to do so please contact the business which sold you this policy.
- If you cancel within 14 days of purchase or receiving the policy documentation (whichever is the later), any premium paid will be returned to you, providing no claims have been made.
- If you cancel outside of the 14 day period there is no entitlement to a refund of premium.