

**VOLKSWAGEN FINANCIAL SERVICES**

FINANCE. INSURANCE. FLEET. MOBILITY.

# VWFS Gap Insurance Sales Guide





## Disclaimer

In this guide, Volkswagen Financial Services UK Limited (“VWFS”) is only able to provide general guidance to the rules and regulations regarding the numerous laws that govern the selling of gap insurance. The information is provided for training purposes only.

It is stressed that any handouts or information provided are a VWFS interpretation, based on the current published rules and regulations, as governed by the Financial Conduct Authority (FCA).

It is the responsibility of the management of each authorised firm to ensure their employees sell these insurance products in a lawful and compliant manner.



# Introduction

This guide provides the key parameters of the VWFS Gap Insurance products as provided by Motors Insurance Company Limited.

The selling and administration of all general insurance products is regulated by the Financial Conduct Authority. VWFS can only provide guidance on this matter.

For full details of each product, please refer to the policy or go to:

<http://vwfsinsuranceportal.co.uk/>  
and click on 'Gap Insurance' on the top left hand side of the web page for further information.

## The Gap Insurer is:

Motors Insurance Company Limited ("MICL")  
Jubilee House  
5 Mid Point Business Park  
Thornbury  
West Yorkshire  
BD3 7AG

MICL is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under number 202875.

MICL is covered by the Financial Services Compensation Scheme:

Financial Services Compensation Scheme  
10th Floor, Beaufort House  
15 St Botolph Street  
London  
EC3A 7QU

## Our Gap Insurance product is administered for MICL by:

Car Care Plan Limited  
Jubilee House  
5 Mid Point Business Park  
Thornbury  
West Yorkshire  
BD3 7AG

Car Care Plan Limited is who the customer will speak to about the policy and help with any claim.

**Important:** VWFS does not allow the Gap Insurance (from any insurer) to be included in their finance agreements.

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## Policy options

**Important:** VWFS provides two variations of Gap Insurance that are suitable for both purchase and lease/hire customers.

VWFS Gap Insurance policies are designed to help in the event that a customer's vehicle is stolen or damaged beyond economical repair and deemed to be a total loss by the motor insurer.

Should the worst happen, our policies could pay the difference between the motor insurance settlement and the price paid for the vehicle or the outstanding balance on a finance, lease or hire agreement.

Volkswagen Financial Services currently provides two variations of Gap Insurance to our network and both products are suitable for purchase, lease and hire customers.

The benefits of VWFS Gap Insurance products are detailed within their respective policy booklets. It is vital to understand these benefits and the products' intended target market.



## Gap Insurance

This pays the difference between the motor insurer settlement and the price paid for the vehicle or the outstanding balance payable to the finance company, whichever is the greater amount. If the vehicle is leased or hired, this product will cover the difference between the write off settlement from the motor insurer and the early termination charge.

In the event of a total loss of the vehicle during the first 36 months, the policy will pay a minimum payment based on the purchase price of the vehicle, or a payment equal to the premium the customer paid for their Gap Insurance policy, whichever is the greater amount. Please note, the motor insurance excess payment of up to £250 will be included in this minimum payment and not in addition. See the table below for more details.

Vehicle purchase price	Minimum payment		
	Year 1 of cover	Year 2 of cover	Year 3 of cover
Up to £15,000	£500	£750	£1000
Greater than £15,000	£1000	£1500	£2000

Cover lasts for 36 months and the maximum claim limit is based on the vehicle purchase price.

## Gap Insurance Plus

In addition to all the benefits of our Gap Insurance, the Gap Insurance Plus policy includes an additional 12-month fixed benefit. This will start once the 36-month Gap Insurance cover ends.

If a customer's vehicle is written off during the additional 12-month fixed benefit period of insurance, a fixed sum will be paid to the customer. The minimum payment clause will only apply to the first 36 months of the policy. Should the total loss occur during the additional 12 months following this, only the fixed benefit amount is paid.

This guide covers the core benefits of each policy and key terms and conditions to help ensure the product provided is suitable for the end customer.

VWFS strongly recommends that you read the Cover Booklet for full details, which you can download from the 'VWFS Gap Insurance' e-Learning module available free on My Learn or by visiting the relevant insurance website listed below.

[insurewithaudi.co.uk/gap-insurance](https://insurewithaudi.co.uk/gap-insurance)  
[insurewithseat.co.uk/gap-insurance](https://insurewithseat.co.uk/gap-insurance)  
[insurewithskoda.co.uk/gap-insurance](https://insurewithskoda.co.uk/gap-insurance)  
[insurewithvolkswagen.co.uk/gap-insurance](https://insurewithvolkswagen.co.uk/gap-insurance)  
[insurewithvwcv.co.uk/gap-insurance](https://insurewithvwcv.co.uk/gap-insurance)



## Cancellation and cooling-off period

**Important:** VWFS does not offer commission protection and commission clawbacks will apply to all policies cancelled during the period of cover.

If the policy does not meet the customer's needs, they have 30 days from the date they received their policy documents to cancel the policy and obtain a full refund. To cancel the policy within this 30-day period, they should contact the retailer who sold the policy.

If a customer cancels this policy at any time after the first 30 days, the customer will receive a pro rata refund of the unused portion of the premium they have paid, subject to any applicable cancellation fees.

Refund payments will be determined by the product purchased.

### Gap Insurance

Policies are refundable during the first 36 months. Any refund will be calculated on a pro-rata basis from the date the administrator receives the letter, email or phone call of cancellation. If the policy is cancelled at any time after the first 30 days, an administration charge of £20 will apply.

### Gap Insurance Plus

If a customer cancels before the start of their fixed benefit policy, they will receive a full refund for the 12-month fixed benefit portion of the premium and a pro rata refund on the remaining duration of the 36-month Gap Insurance cover; subject to a cancellation fee of £20.

If a customer cancels during the 12-month fixed benefit period of insurance, they will receive a pro rata refund on the 12-month fixed benefit portion of the premium without a cancellation fee.

To cancel their cover, the customer needs to contact the administrator as detailed under the 'Cancellation and cooling-off period' section of the Cover Booklet.

### Dealer Commission Clawback

Should a customer cancel their Gap Insurance during the 36-month policy term, a pro rata clawback of retailer commission shall be applied. Details of any clawback will show on the retailer's monthly statement.

No clawbacks will apply for Gap Insurance Plus policies cancelled during the fixed benefit period.

# Customer eligibility

## To be eligible for this policy, customers must:

- Register the policy within 100 days of the original purchase date;
- Be the owner of the vehicle or have a finance agreement or lease agreement in relation to the vehicle or are the registered keeper of the vehicle;
- Be at least 18 years of age at the start date of this policy if they are a private individual or a sole trader;
- Be a resident within the United Kingdom for the duration of this policy; and
- Agree to comply with the terms and conditions of this policy.

## Customers are not eligible for this policy if their vehicle:

- Is not shown in Glass's Guide;
- Is insured on any type of motor trade insurance policy;
- Is used as an emergency or military vehicle, courier or delivery vehicle, for driving school tuition, for any hire or reward or as a taxi;
- Is used for track days, road racing or rallying, pace making, speed testing or any other competitive event;
- Has been purchased via a private sale;
- Is owned by a garage, motor trader or any other associated motor trade company;
- Has been modified other than in accordance with the manufacturer's specification; or
- Is a scooter, motorcycle, touring caravan, non-United Kingdom specification vehicle or not built for principal sale within the United Kingdom or classed as a grey import, kit car, bus, coach, above 3.5 tonnes (5 tonnes for VWCV), truck or a heavy goods vehicle.

## To be covered:

- Customers must pay the premium. They can pay in full, or in instalments by Direct Debit over 10 equal monthly payments;
- The vehicle must be covered by a comprehensive motor insurance policy for the full duration of this policy.  
The policy must cover the full vehicle value, not to trade cost or an agreed value, and list any persons permitted to drive it; and
- Failure to adhere to the terms and conditions of this policy could lead to a claim being delayed.



# What is covered

**Important:** End Customer Price and Maximum Benefit level are driven by vehicle value so it is vital to input this accurately and ensure that the right policy is selected.

## Gap Insurance

### Core benefit

If a customer's vehicle is declared a total loss within the period of cover, the insurer will pay the greater of either:

- a) the difference between the vehicle's value and the amount the customer paid for the vehicle; or
- b) if there is a finance agreement in place, the difference between the vehicle's value and the outstanding balance payable to the finance company at the date of total loss.

**If the vehicle is leased or hired**, this product will cover the difference between the write off settlement from the motor insurer and the early termination charge.

Any amount due will be paid directly to the customer where the vehicle is not subject to a finance or lease agreement.

The maximum claim limit is based on the vehicle purchase price and is shown in a customer's schedule.

### Duration

The Gap Insurance policy will provide cover for 36 months only.

Alternatively, the policy will last until the earliest of any of the following:

- The date the vehicle is sold;
- The date a claim is made on the policy;
- Repossession;
- Cancellation of the policy.

### Maximum benefit levels and pricing

Maximum policy benefit and consumer pricing are both directly linked to the brand of vehicle purchase and invoice price.

Please refer to the table on the next page, which highlights the different benefit levels and pricing.

### Vehicle accessories

The settlement amount will include all options and accessories fitted to the vehicle by the manufacturer or selling retailer. There is no financial limit for accessories, however, the maximum benefit level of the policy still applies.

### Advance rentals (hire/lease customers)

Gap Insurance will pay the cost of the advance rentals detailed in the contract hire or lease agreement.

Advance rentals are defined as the non-refundable payment made to VWFS prior to the customer taking delivery of their vehicle. This amount must be detailed in the lease hire agreement and is in addition to the maximum amount payable under the policy. The insurer will only pay advance rentals not covered by any other insurance.

### Motor insurance excess contribution

The policy will also include cover towards the excess charged under the customer's comprehensive motor insurance policy. This could be £250 or £500 depending on the brand of the product sold.

## Gap Insurance

	Duration	Vehicle purchase price*	Max benefit level	Max customer price^
<b>Volkswagen, Škoda, SEAT, VWCV</b>	36 months	£4,000 – £20,000	Vehicle purchase price	£349.00
	36 months	£20,001 – £50,000	Vehicle purchase price	£369.00
	36 months	£50,001 – £100,000	£50,000	£599.00
<b>Audi only</b>	36 months	£4,000 – £20,000	Vehicle purchase price	£399.00
	36 months	£20,001 – £50,000	Vehicle purchase price	£479.00
	36 months	£50,001 – £200,000	£50,000	£749.00

\*Includes VAT  
^Includes Insurance Premium Tax (IPT)

## Gap Insurance Plus

### Core benefit

In addition to all the benefits of our Gap Insurance, the Gap Insurance Plus policy includes a 12-month fixed benefit. This will start once the 36-month Gap Insurance cover ends. If a customer's vehicle is written off during the additional 12-month fixed benefit period of insurance, a fixed sum will be paid to the customer.

Any amount due will be paid to the customer where the vehicle is not subject to a finance or lease agreement.

If there is a remaining balance on a finance or lease agreement, the benefit will be paid to the finance company and any excess will be paid to the customer.

### Duration

Gap Insurance Plus operates as the standard Gap Insurance product for 36 months and the additional fixed benefit will operate for the following 12 months.

### Motor insurance excess contribution

The policy will include an excess contribution in the first 36 months. However, there is no excess contribution during the fixed benefit section of the policy (37 – 48 months).

### Maximum benefit

Maximum policy benefit and consumer pricing are both directly linked to the brand of vehicle purchase and invoice price.

The below table highlights these differences:

	Duration	Vehicle purchase price*	Max benefit level 0 – 36 months	Max fixed benefit	Max customer price <sup>^</sup>
Volkswagen, Škoda, SEAT, VWCV	36 months + 12-month fixed benefit	£4,000 – £20,000	Vehicle purchase price	£2,500	£405.00
	36 months + 12-month fixed benefit	£20,001 – £50,000	Vehicle purchase price	£2,500	£425.00
	36 months + 12-month fixed benefit	£50,001 – £100,000	£50,000	£2,500	£655.00
Audi only	36 months + 12-month fixed benefit	£4,000 – £20,000	Vehicle purchase price	£2,500	£455.00
	36 months + 12-month fixed benefit	£20,001 – £50,000	Vehicle purchase price	£5,000	£595.00
	36 months + 12-month fixed benefit	£50,001 – £200,000	£50,000	£5,000	£860.00

\*Includes VAT

<sup>^</sup>Includes Insurance Premium Tax (IPT)



# What is not covered?

**Important:** Cover is not provided for manufacturer, retailer or finance company discounts. This includes any deposit contributions.

Below are some of the key policy exclusions, however, this is not an exhaustive list and referral should be made to the policy wording for a full understanding:

- The Gap Insurance and Gap Insurance Plus policies do not cover any claim in relation to any VAT element where the customer is VAT registered;
- Any discount given by the manufacturer, finance company, retailer, government grants, scrappage schemes or cash back;
- If the customer's finance agreement includes any outstanding debt transferred from a previous vehicle (negative equity) this will not be covered;
- Any additional interest accrued during the finance agreement or lease or hire agreement, for example, from missing a payment instalment. This includes instalments whilst a claim is ongoing, so a customer must keep up their finance, lease or hire repayments;
- Additional items that appear on the vehicle's purchase invoice such as; insurance premiums, new vehicle registration fees, road fund licence fee, servicing plans, number plates, all maintenance, recoverable VAT, excess mileage charges, excess wear and tear charges, warranty costs, fuel, paintwork protection applications, other extras, arrears or any interest payable on these;
- Any salvage amount if the customer retains the vehicle.

The insurer will not pay a claim:

- If the vehicle is not declared a total loss, or if no insurance settlement is paid;
- If the total loss was caused by someone using the vehicle with the customer's consent that is not eligible to drive the vehicle under the terms of the motor insurance policy or did not have fully comprehensive insurance in place for the vehicle;
- If the total loss was caused by someone who does not hold a valid driving licence or is in breach of the conditions of their driving licence, for whom consent was given to drive the vehicle;
- If the total loss occurred outside the territorial limits.



# Making a claim

**Important:** Customers should contact Car Care Plan Limited before accepting any settlement offer made by their motor insurer.

In the unfortunate event that a customer needs to claim on their Gap Insurance, they should refer to their Cover Booklet for further instructions.

Car Care Plan Limited can be contacted via the following channels:

## Customer Portal

[customerportal.audi-insurance.co.uk](https://customerportal.audi-insurance.co.uk)  
[customerportal.seat-insurance.co.uk](https://customerportal.seat-insurance.co.uk)  
[customerportal.skoda-insurance.co.uk](https://customerportal.skoda-insurance.co.uk)  
[customerportal.insurance-volkswagen.co.uk](https://customerportal.insurance-volkswagen.co.uk)  
[customerportal.vwcv-insurance.co.uk](https://customerportal.vwcv-insurance.co.uk)

## By email

[gapinsuranceclaims@audi-insurance.co.uk](mailto:gapinsuranceclaims@audi-insurance.co.uk)  
[gapinsuranceclaims@seat-insurance.co.uk](mailto:gapinsuranceclaims@seat-insurance.co.uk)  
[gapinsuranceclaims@skoda-insurance.co.uk](mailto:gapinsuranceclaims@skoda-insurance.co.uk)  
[gapinsuranceclaims@insurance-volkswagen.co.uk](mailto:gapinsuranceclaims@insurance-volkswagen.co.uk)  
[gapinsuranceclaims@vwcv-insurance.co.uk](mailto:gapinsuranceclaims@vwcv-insurance.co.uk)

## By telephone

Audi: 0344 573 7560  
SEAT: 0344 573 7561  
Škoda: 0344 573 7562  
Volkswagen: 0344 573 7563  
VWCV: 0344 573 7564

## Post

{Brand} Gap Insurance, Car Care Plan Limited,  
Jubilee House, 5 Mid Point Business Park,  
Thornbury, West Yorkshire, BD3 7AG

**In order to progress the claim, Car Care Plan Limited will require copies of:**

- The customer's motor insurance policy certificate and schedule;
- The motor insurance settlement letter and confirmation that payment has been made; and
- The original purchase invoice for the vehicle.

If the vehicle was purchased using a finance agreement, the customer must also provide:

- A copy of the finance agreement; and
- Confirmation of the outstanding balance at the date of total loss from the finance company.

If the vehicle was purchased using a lease or hire agreement, Car Care Plan Limited will also need:

- A copy of the lease or hire agreement; and
- Confirmation of the early termination charge from the lease hire company.

To avoid delays, documentation should be provided as soon as possible and can be uploaded via the Customer Portal.





## Need to know about making a claim

**Important:** If a customer rejects a replacement vehicle from their motor insurer, this will impact the value of any Gap Insurance claim made under this policy.

- If customers decline the offer of a replacement vehicle under the terms of their motor insurance policy, or they are eligible for a replacement vehicle under their motor insurance policy then we will settle the claim based on the value of the replacement vehicle and not the settlement figure offered under the motor insurance policy.
- The customer must contact the Administrator in order to register the claim prior to agreeing any settlement offer from the motor insurer.
- They should maintain any loan or finance payments that are due whilst the claim is being assessed.
- If the customer accepts a motor insurance settlement from the motor insurance policy before contacting the Administrator, they reserve the right to contact the motor insurer to assess the offer of settlement and where necessary seek settlement in-line with Glass's Guide.
- The Administrator may, in the customer's name, take over and deal with a claim to try to recover any money the Administrator has paid out under this policy from others. You must give the Administrator whatever help it needs at all times.
- During the first 36-month period of the customer's Gap Insurance or Gap Insurance Plus policy, in the unlikely event that the insured value is no less than the purchase price of the vehicle at the date of the total loss claim, whereby a monetary claim of any amount cannot be made against this policy (i.e. there is no Gap for this policy to cover), the customer will be entitled to a full refund of premium, inclusive of Insurance Premium Tax (IPT), that they originally paid for this policy.
- The Administrator reserves the right to subject the customer's vehicle to independent inspection.



# Additional information

## Policy payment options

The premium can be paid in one upfront payment or by interest free instalments over a 10-month period. Retailers are paid their commission in full the month after the Direct Debit policy registration. Net Premium increases by £10 for each Direct Debit policy sold and this will affect the level of commission earned by the retailers. Under consumer credit regulations these costs can be passed on to customers under interest free instalments.

If the premium for this Gap Insurance is paid by monthly instalments, then in the event of a claim any outstanding sums will be deducted from the claim payable.

## Insurance Premium Tax

IPT is payable on all Gap Insurance premiums and will be included within the customer's premium. All VWFS Gap Insurance products attract 20% IPT.

## Motor insurance settlement offers

The customer should not accept any settlement offer made by a motor insurance company until the customer has contacted the Gap Insurer. Please refer to the 'Making a claim' section of the Cover Booklet.

## Transferable

A Gap Insurance policy can only be transferred if:

- The vehicle is declared a total loss by the motor insurer and the motor insurer provides a replacement vehicle; or
- The vehicle is replaced under a manufacturer's or retailer warranty.

The customer may transfer their policy to the replacement vehicle subject to the following:

- The total loss has occurred within 12 months of the start date of the policy;
- The replacement vehicle must have been provided by the motor insurer in settlement of a claim for the total loss of the vehicle;
- The start date of the policy will remain the same;
- The period of insurance will remain the same; and
- A claim has not been made under the policy relating to the vehicle or motor insurance excess.

## How to transfer

- The customer must write to the Administrator within 30 days of having taken delivery of the replacement vehicle;
- Provide a copy of the original invoice for the vehicle; and
- Provide a copy of the invoice for the replacement vehicle.

## Territorial limits

Customers are covered in England, Scotland, Northern Ireland, Wales and the Channel Islands. The vehicle is also covered in the European Union and any other country shown on an International Motor Insurance Card ("Green Card"). This is for as long as they maintain a comparable level of cover on their motor insurance policy as in the United Kingdom and that cover must be in force on the date of an incident that results in a total loss.

## Total loss

A claim under a motor insurance policy for the vehicle as a result of accidental or malicious damage, fire or theft, where the vehicle is beyond economic repair resulting in a motor insurance settlement.

## Other insurance cover

If the risk covered by the Gap Insurance policy is also covered by any other insurance, then the insurer shall only be responsible for paying a fair proportion of any claim.

## Purchase price

The purchase price of a vehicle as confirmed in the net sales invoice which includes delivery, factory fitted accessories and retailer fitted options but excludes any insurance premiums. We exclude all deposit allowances, discounts, rebates, concessions, cashbacks, incentives and contributions. We also exclude new vehicle registration fees, road fund licence fee, number plates, warranty costs, fuel, servicing plans, paintwork protection applications, other extras, arrears or negative equity transferred from a previous finance agreement or lease agreement.

# Sales process

**Important:** You must complete a “Statement of Demands and Needs” to ascertain that the customer has a definitive requirement for this product.

## Demands and needs

The role of the sales person is to explain our Gap Insurance products to the customer, how its features can benefit the customer and to put them in the position to make an informed decision.

If, by completing the “Statement of Demands and Needs” document, you agree with the customer that they have a need for our Gap Insurance product, you must provide full details of all the products available to them.

Should the customer choose a suitable product, they must then be provided with a specific quotation and the prescribed information for the chosen policy.

For advised sales the retailer must also provide the customer with a copy of the statement as to why they have been recommended the product (ICOBS 5.3.4).

If they already have this cover provided by their motor Insurance company, then clearly they do not have a demand and should not be sold a Gap Insurance product.

## Prescribed information

**Before the deferred opt-in period (see below) can commence, a firm must give the customer the following information:**

- a. The total premium of the Gap Insurance contract, separate from any other prices;
- b. The significant features and benefits, significant and unusual exclusions or limitations and cross reference to relevant policy document provisions (should include any feature of the policy that limits or excludes cover such as age and mileage of the vehicle);
- c. Whether or not the Gap Insurance contract is sold in connection with vehicle finance, that Gap Insurance contracts are sold by other distributors (need to state that the retailer is not the only source of Gap Insurance);
- d. The duration of the policy;
- e. Whether the Gap Insurance is optional or compulsory (note VWFS Gap Insurance is not nor has ever been compulsory and you must advise your customers of this);
- f. When the Gap Insurance contract can be concluded by the firm. This states a firm must give two clear days after providing the prescribed information before concluding the contract. This can be done by advising the customer of the actual date the contract can be concluded or by stating the number of days that need to elapse. The rules allow the customer to initiate the sale of the Gap Insurance and, as a result, allow a contract to be sold the day after the prescribed information is given. It must be remembered that the customer, when initiating a sale, needs to give consent and understands that they have done so;
- g. The date information in (a) to (f) is provided to the customer;
- h. The information must be communicated in a clear and accurate manner and in writing or another durable medium and made available and accessible to the customer; and
- i. This information must be drawn to the customer’s attention and must be clearly identifiable as key information that the customer should read. In addition, a firm must consider if a long time elapses from giving the prescribed information and concluding the sale it would benefit the customer to receive the information again.

Further information on FCA requirements on Gap Insurance contracts can be found at:

<https://www.handbook.fca.org.uk/handbook/ICOBS/6A.pdf>



## Deferred opt-in period – Financial Conduct Authority

**Important:** There must be two clear days between the customer receiving prescribed policy information and the sale conclusion.

Following the FCA rule changes from 1st September 2015, the customer must be given specific information, referred to as “prescribed information”. A retailer cannot conclude the sale of a Gap Insurance policy until at least two clear days have passed from when the customer was provided with the prescribed information. For example:

- **Day 1** – Prescribed information provided
- **Day 2 & 3** – Clear days – no customer contact
- **Day 4** – Complete sale / contact customer

The purpose of this mandatory deferred opt-in period is to allow customers time to consider the prescribed information and explore other options or providers.

Customers who wish to purchase Gap Insurance before expiry of the period have the option to either:

- a) Purchase a stand-alone Gap Insurance policy; or
- b) On the day after the day they receive the prescribed information (day 2) initiate the add-on Gap Insurance policy sale themselves.

Any customers who activate their policy during the deferred opt-in period must demonstrate a clear understanding of the deferral period and suitable evidence should be retained to support the customer’s decision.

## Insurance Product Information Document (“IPID”)

Under the ‘Insurance Distribution Directive’ (“IDD”), customers must be given a copy of the relevant IPID before completion of the contract. IPIDs must use plain language and avoid jargon so information is clear to the customer and allows them to compare to other products and make an informed decision.

All IPIDs follow a prescribed format and are separate documents to the prescribed information discussed above.

Depending on the product selected for quote, the relevant IPID will be loaded into the system and must be given to the customer alongside a copy of the insurance terms and conditions (Cover Booklet) for them to take away.

## GDPR and Privacy Policy

On 23rd May 2018, the Data Protection Act 2018 (DPA 2018) replaced the existing Data Protection Act that had been in effect since 1998. The DPA 2018 also incorporated the EU General Data Protection Regulation (GDPR) which came into force on 25th May 2018. One of the key aims and requirements of the DPA 2018 and GDPR is to keep individuals (also known as Data Subjects) informed of how we as a business collect, use, share, secure and process their personal data.

We are required under the regulation to inform our customers how and why the insurer will be processing their data, outline the customer’s rights and provide details on how to contact them for further information.

These details are outlined in Car Care Plan Limited’s Privacy Policy, which is detailed in the Cover Booklet and can be read at [www.view-privacy-policy.co.uk](http://www.view-privacy-policy.co.uk). This is available for all retailers and should be shared as part of the quotation process.

# Product guide

VWFS do not allow the Gap Insurance premium (for any insurer) to be financed within their finance agreements.

	Eligible products	Periods	Benefits	Vehicle purchase price*	Maximum benefit	Fixed benefit	Max customer price^																
Gap Insurance	<ul style="list-style-type: none"> <li>Cash Solutions (PCP)</li> <li>Hire Purchase</li> <li>Lease Purchase</li> <li>Finance Lease</li> <li>Contract Hire</li> </ul>	36 months only	<p>This pays the difference between the motor insurer settlement and the price paid for the vehicle or the outstanding balance payable to the finance company, whichever is the greater amount.</p> <p>If the vehicle is leased or hired, this product will cover the difference between the write off settlement from the motor insurer and the early termination charge.</p> <p>In the event of a total loss of the vehicle during the first 36 months, the policy will pay a minimum payment based on the purchase price of the vehicle, or a payment equal to the premium the customer paid for their Gap Insurance policy, whichever is the greater amount. Please note, the motor insurance excess payment of up to £250 will be included in this minimum payment and not in addition. See the table below for more details.</p> <table border="1"> <thead> <tr> <th>Vehicle purchase price</th> <th colspan="3">Minimum payment</th> </tr> <tr> <th></th> <th>Year 1 of cover</th> <th>Year 2 of cover</th> <th>Year 3 of cover</th> </tr> </thead> <tbody> <tr> <td>Up to £15,000</td> <td>£500</td> <td>£750</td> <td>£1000</td> </tr> <tr> <td>Greater than £15,000</td> <td>£1000</td> <td>£1500</td> <td>£2000</td> </tr> </tbody> </table>	Vehicle purchase price	Minimum payment				Year 1 of cover	Year 2 of cover	Year 3 of cover	Up to £15,000	£500	£750	£1000	Greater than £15,000	£1000	£1500	£2000	<b>VW, SEAT, Škoda, VWCV</b>			
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£20,001 – £50,000	N/A	£479.00																					
£50,001 – £100,000	£50,000	N/A	£749.00																				
Gap Insurance Plus	<ul style="list-style-type: none"> <li>Cash Solutions (PCP)</li> <li>Hire Purchase</li> <li>Lease Purchase</li> <li>Finance Lease</li> <li>Contract Hire</li> </ul>	36 months Gap Insurance followed by a 12-month fixed benefit	<p>This pays the difference between the motor insurer settlement and the price paid for the vehicle or the outstanding balance payable to the finance company, whichever is the greater amount.</p> <p>If the vehicle is leased or hired, this product will cover the difference between the write off settlement from the motor insurer and the early termination charge.</p>	<b>VW, SEAT, Škoda, VWCV</b>																			
				£4,000 – £20,000	Vehicle purchase price	£2,500.00	£405.00																
				£20,001 – £50,000		£2,500.00	£425.00																
				£50,001 – £100,000	£50,000	£2,500.00	£655.00																
				<b>AUDI ONLY</b>																			
				£4,000 – £20,000	Vehicle purchase price	£2,500.00	£455.00																
				£20,001 – £50,000		£5,000.00	£595.00																
				£50,001 – £100,000	£50,000	£5,000.00	£860.00																
				*Includes VAT. ^Includes Insurance Premium Tax (IPT).																			
				Eligibility	<p><b>To be eligible for this policy customers must:</b></p> <ul style="list-style-type: none"> <li>be the owner of the vehicle or have a finance agreement or lease agreement in relation to the vehicle or are the registered keeper of the vehicle;</li> <li>be at least 18 years of age at the start date of this policy if they are a private individual or a sole trader;</li> <li>be a resident within the United Kingdom for the duration of this policy; and</li> <li>agree to comply with the terms and conditions of this policy.</li> </ul> <p><b>Customers are not eligible for this policy if their vehicle:</b></p> <ul style="list-style-type: none"> <li>is not shown in Glass's Guide;</li> <li>is insured on any type of motor trade insurance policy;</li> <li>is used as an emergency or military vehicle, courier or delivery vehicle, for driving school tuition, for any hire or reward or a taxi;</li> <li>is used for track days, road racing or rallying, pace making, speed testing or any other competitive event; or</li> <li>is owned by a garage, motor trader or any other associated motor trade company.</li> </ul> <p><b>Gap Insurance can be purchased up to 100 days after the date of delivery of an eligible vehicle.</b></p>																		
Purchase price	<p>The purchase price of the vehicle as confirmed in the net sales invoice which includes delivery, factory fitted accessories and retailer fitted options.</p> <p><b>The following are excluded from the purchase price:</b></p> <ul style="list-style-type: none"> <li>All deposit allowances, discounts, rebates, concessions, cashbacks, incentives and contributions</li> <li>New vehicle registration fees, road fund licence fee, number plates, warranty costs, fuel, servicing plans, paintwork protection applications, other extras, arrears or negative equity transferred from a previous finance agreement or lease agreement</li> </ul>																						

Please note that the selling and administration of this Gap Insurance policy is governed by the Insurance Distribution Directive and various sections of the FCA's Insurance Code of Business Sourcebook (ICOB5).

# Product guide (continued)

Excess cover	In the event that the customer's vehicle is written off, this policy will cover their motor insurance excess up to £250 for Volkswagen, Škoda, SEAT and VVVCV customers. For Audi customers this cover is increased to £500.
Territorial limits	England, Scotland, Northern Ireland, Wales and the Channel Islands. The vehicle is also covered in the European Union and any other country shown on an International Motor Insurance Card ("Green Card") as long as the customer maintains a comparable level of cover as in the United Kingdom.
Important	<p><b>Sales process</b> You must complete a "Statement of Demands &amp; Needs" to ascertain that the customer has a definitive requirement for this product.</p> <p>The customer must receive prescribed information before the sale can take place. This information must be drawn to the customer's attention, clearly identifiable as key information that the customer should read, communicated in a clear and accurate manner in writing or another durable medium and accessible to the customer.</p> <p>After providing the customer with the prescribed information, the retailer must wait for two clear working calendar days before contacting the customer to conclude the sale. There must be two clear days between the customer receiving prescribed policy information and the sale conclusion. This period is generally known as the deferred opt-in period.</p> <p><b>Claims process</b> Customers must contact Car Care Plan Limited before accepting any settlement offer made by their motor insurer. Cover is not provided for manufacturer, retailer or finance company discounts. This includes deposit contributions. If a customer rejects a replacement vehicle from their motor insurer, this will impact the value of any Gap Insurance claim made under this policy.</p>
Main exclusions & cancellations	<p><b>The following are some of the key exclusions – please refer to the policy for full details:</b></p> <ul style="list-style-type: none"> <li>• Any discount given by the manufacturer, finance company or retailer</li> <li>• Arrears (including but not limited to late payment charges)</li> <li>• Any outstanding debt transferred from a previous vehicle (negative equity)</li> <li>• VAT element where the customer is VAT registered</li> <li>• If the vehicle is not declared a total loss, or if no insurance settlement is paid</li> <li>• A total loss caused by someone using the vehicle that is not eligible to drive the vehicle or did not have fully comprehensive insurance in place for the vehicle</li> <li>• A total loss caused by someone who does not hold a valid driving licence or is in breach of the conditions of their driving licence</li> </ul> <p>This policy does not cover cyber attack, earthquake, pressure waves, riot, war or radioactivity</p> <p><b>Cancellation</b> <u>Gap Insurance</u> Policies are refundable during the first 36 months. Any refund will be calculated on a pro-rata basis from the date the administrator receive the letter, email or phone call of cancellation. If the policy is cancelled at any time after the first 30 days an administration charge of £20 will apply.</p> <p><u>Gap Insurance Plus</u> If a customer cancels before the start of their fixed benefit policy they will receive a full refund for the 12-month fixed benefit portion of the premium and a pro rata refund on the remaining duration of the 36-month Gap Insurance cover; subject to a £20 cancellation fee. If a customer cancels during the 12-month fixed benefit period of insurance, they will receive a pro-rata refund on the 12-month fixed benefit portion of their premium without a cancellation fee.</p> <p>Gap Insurance can be purchased up to 100 days after the date of delivery of an eligible vehicle. The customer must receive prescribed information before the sale can take place. This information must be drawn to the customer's attention, clearly identifiable as key information that the customer should read, communicated in a clear and accurate manner in writing or another durable medium and accessible to the customer.</p> <p>After providing the customer with the prescribed information, the retailer must wait for two clear working calendar days before contacting the customer to conclude the sale. This period is generally known as the deferred opt-in period.</p>

Please note that the selling and administration of this Gap Insurance policy is governed by the Insurance Distribution Directive and various sections of the FCA's Insurance Code of Business Sourcebook (ICOBs).