

Terms of Business & Fees and Charges

1. About this Document

This document contains important information about how we, Coverbox Insure Limited, will arrange and administer your insurance policy on your behalf. We will also explain the steps you need to take to have a Telematics Device installed in your vehicle, the documentation you need to provide to us, and any fees and charges we may apply.

Use this document to decide if our services are right for you

2. Who are we?

Coverbox is a trading style of Coverbox Insure Limited, registered in England under number 07660717.

Our registered office is: Thorpe Park, 239 Thorpe Road, Peterborough, Cambridgeshire PE3 6LW.

Coverbox Insure Limited is a wholly owned subsidiary of Coverbox Holdings Limited.

3. Who regulates us?

Coverbox Insure Limited is authorised and regulated by the Financial Conduct Authority (FCA). FCA registered number 582580.

This can be confirmed by visiting their website www.fca.gov.uk/register or by contacting the FCA On: 0300 500 8082.

4. What services do we offer?

We will provide you with sufficient information to make an informed decision regarding the type and level of cover to select. We will not be able to provide you with any advice or recommendations. You must answer all questions as accurately as possible. If you don't, your policy may be cancelled, or treated as if it never existed, or your claim rejected or not fully paid. When you purchase a Coverbox Telematics policy you consent to your information being used in the ways outlined within the policy documents.

5. Our Fees and Charges

SELF-INSTALLED DEVICE – we post you the device, you fit it yourself – no tools required Purchase price includes £100 Device Management Fee	
Within the first 14 days	
<ul style="list-style-type: none"> • Cancellation (by you or us) Device not returned £100 Device Management Fee non-refundable 	£50
<ul style="list-style-type: none"> • Cancellation (by you or us) Device returned in original condition & packaging £100 Device Management Fee will be refunded to the card used following receipt of Device by Coverbox 	£50
<ul style="list-style-type: none"> • Change of Vehicle using existing device 	£30
<ul style="list-style-type: none"> • Change of Vehicle if new device supplied 	£110
<ul style="list-style-type: none"> • Any Other Changes before the start date of your Policy 	No Charge
<ul style="list-style-type: none"> • Any Other Changes after the start date of your Policy 	£30
After 14 days : Device is supplied and/or installed £100 Device Management Fee non-refundable	
<ul style="list-style-type: none"> • Cancellation (by you or us) 	£50
<ul style="list-style-type: none"> • Change of Vehicle using existing device 	£30
<ul style="list-style-type: none"> • Change of Vehicle if new device supplied 	£110
<ul style="list-style-type: none"> • Any Other Changes before the start date of your Policy 	No Charge
<ul style="list-style-type: none"> • Any Other Changes after the start date of your Policy 	£30
ENGINEER INSTALLED DEVICE – we supply and fit the device for you Purchase price includes £100 Device Management Fee	
Before the Device is Installed	
<ul style="list-style-type: none"> • Cancellation (by you or us) £100 Device Management Fee refunded 	£50
<ul style="list-style-type: none"> • Change of Vehicle 	£30
<ul style="list-style-type: none"> • Any Other Changes before the start date of your Policy 	No Charge
<ul style="list-style-type: none"> • Any Other Changes after the start date of your Policy 	£30
After the Device is Installed	
<ul style="list-style-type: none"> • Cancellation (by you or us) £100 Device Management Fee non-refundable 	£50
<ul style="list-style-type: none"> • Change of Vehicle - new device supplied 	£110
<ul style="list-style-type: none"> • Any Other Changes before the start date of your Policy 	No Charge
<ul style="list-style-type: none"> • Any Other Changes after the start date of your Policy 	£30
<ul style="list-style-type: none"> • Unsuccessful Installation Appointment – includes: Incorrect or No Documentation 	£50
<ul style="list-style-type: none"> • Removal of the Device, at customer's request 	£60

POLICY RENEWAL	
Policy Renewal Device Management Fee of £50 included within renewal price	
Within the first 14 days: <ul style="list-style-type: none"> • Cancellation (by you or us) within the first 14 days from your Renewal date £50 Device Management Fee refunded New self-installed device supplied <ul style="list-style-type: none"> • Cancellation (by you or us) Device not returned – £50 Device Management Fee non-refundable <ul style="list-style-type: none"> • Cancellation (by you or us) Device returned in original condition & packaging £50 Device Management Fee will be refunded to the card used following receipt of Device by Coverbox	£50 £50 £50
After 14 days: <ul style="list-style-type: none"> • Cancellation (by you or us) at any other time following Renewal £50 Device Management Fee non- refundable	£50
OTHER CHARGES THAT APPLY	
Device <ul style="list-style-type: none"> • Device Supply and First Installation 	No Charge
<ul style="list-style-type: none"> • Removal of the Device, at customer's request 	£60
The following fees may apply in addition to those above <ul style="list-style-type: none"> • Tampering with or Removal of Device by unauthorised person • Repair or Replacement device if faulty • Duplicated printed documents 	£100 No Charge £10 per request
Rejected Instalment payment <ul style="list-style-type: none"> • If you are paying by Direct Debit charges will apply for any unsuccessful collection of a monthly instalment 	£20
Card Fees <ul style="list-style-type: none"> • Debit Card • Credit Card 	No Charge 2.5%

Should you intend to change your vehicle during the next 12 months, this policy may not be right for you , as only the first device is supplied and fitted free of charge. All subsequent devices supplied will be charged for.

The charges detailed above in section 5 are in addition to any additional premium that may occur and fees or charges applied by either our Insurers or our Third Party Credit providers. Please refer to the individual policy documents.

To reduce costs we will not make refunds or charge additional premiums of £10 or less, for the period from the date of the change until the renewal date or upon cancellation of your policy. For any additional premiums Insurance Premium Tax will be applied at the current rate.

6. Device Management Fee

A device management fee will be included in your price at purchase and renewal.

The Device Management Fee covers: device fulfilment, account setup, personal online Dashboard access and updates, software upgrades, secure data storage & transmission, and telematics policy support for the 12 month term.

7. Who is the Insurer?

Coverbox offers products from a panel of insurers. Your insurer will be shown on your certificate of insurance.

For each optional extra product we only use a single provider, details of which are provided on your Dashboard.

8. Use of your Dashboard

By using the login details provided in your welcome email you will be able to access your Personal Online Dashboard. Here you will be able to see all your policy documents and correspondence by opening the appropriate folder. If you have not selected Paper Documentation as an optional extra you will only receive documents via your Personal Online Dashboard.

9. Device Installation

It is a condition of the policy that you have a Telematics Device installed in your vehicle and that it remains in use at all times.

It is your responsibility to ensure that any other party who has an interest in the ownership of the insured vehicle (such as your partner or hire purchase company) has agreed that the Telematics Device can be installed in your vehicle. You must also make any additional drivers aware that the device is installed.

Self-Installed Device

To provide in-car smart technology a Device Management Fee will be included in your price at purchase and renewal. This includes: device fulfilment, software upgrades, data storage and telematics policy support for the 12 month term. This fee is only refundable during your 14 day cooling off period. See section 5.

Your Device will be posted to you and access to a free App will be provided. The policy may be cancelled if the Device is not installed and activated within 21 days from the start of your policy, subject to a seven day Road Traffic Act cancellation notice, issued at day 14.

Verification: Photographs of your documentation and your car must be uploaded using the App for verification purposes, within 28 days of the start of your policy. If you do not upload the required photographs your policy may be cancelled.

Engineer Installed Device

To provide in-car smart technology a Device Management Fee will be included in your price at purchase and renewal. This includes:

device fulfilment, software upgrades, data storage and telematics policy support for the 12 month term. This fee is only refundable during your 14 day cooling off period where your device has not been installed. See section 5.

An installation appointment will be arranged with you at a suitable time and place. Our appointed installers are fully trained to install the Telematics Device in your vehicle, and will do so with reasonable care and diligence. They will take photographs of your car and documentation for verification purposes. See section 10.

The policy may be cancelled if the Device is not installed within 28 days from the start of your policy, subject to a seven day Road Traffic Act cancellation notice issued at day 21.

10. Documentation

For validation purposes you will need to provide the following:

- Proof of No Claims Discount
- Full driving licence

Engineer Installed Device

If you do not present the documents we have requested to the installation technician at the time of the appointment, the installation of the Telematics Device cannot take place and fees will apply. See Section 5.

11. Data Protection

For the purposes of the Data Protection Act 1998, the Data Controller in relation to any data is Coverbox Insure Limited. Coverbox is committed to ensuring that your information is secure.

Coverbox will handle all information, including your personal information and that of any named drivers on the policy, responsibly and fairly, in accordance with the Data Protection Act, 1998 and best practice guidelines.

Sensitive information

Some of the personal information that we ask you to provide is known as 'sensitive personal data'. This will include information relating to health issues, age and any criminal convictions. We need to use sensitive personal data to arrange and manage your policy and to provide the services described in your policy documents.

In purchasing a Coverbox policy you are consenting to your data being used in the ways described in the policy documents. You should show these documents to anyone also insured or proposed to be insured to drive your car under your policy as they will also apply to them.

Details of how we handle and process your data are available in our [Privacy Policy](#) on our website.

You have the right to ask us to correct any inaccuracies in the information we hold. You also have the right to request a copy of the data that has been collected during the term of this

agreement, and is being held about you, for which a fee of £10 will be payable to Coverbox Insure Limited.

If you wish to be provided with this data, please send your request by email to: datacontroller@coverbox.co.uk

If you would like to more information about how we use your data please write to us at:

Coverbox Insure Limited | Thorpe Park | 239 Thorpe Road | Peterborough | Cambridgeshire | PE3 6LW

12. Data Handling

a. Use of your personal data

We will share the information you give us about yourself or any additional drivers, with your insurer to allow us to administer your policy.

Your information will also be shared with other third parties, including credit reference agencies, device and telematics services suppliers, fraud prevention agencies, and when your policy is due for renewal other insurers on our panel.

We will use the information you provide to contact you by post, email, text or telephone.

b. Telematics Data

The Telematics Device will collect and transmit data to Coverbox Insure Limited about how your car is driven and used. This allows us to build a profile which is turned into a score. You will be able to see this information on your Personal Online Dashboard. The data may be used by us to review the information disclosed by you in relation to your policy or any claim, and to identify inconsistencies. Please note that knowingly providing inaccurate information could result in your claim being rejected and/or your policy being cancelled.

Full information on the use of your telematics data can be found in your [Telematics Terms & Conditions](#).

We will only disclose data collected by the device to authorities such as the police or the courts where we have your permission to do so (or another driver's permission, where the data relates to them), except where we are required to do so by law, when subject to a court order or where we suspect fraud or attempted fraud.

13. Telematics Device

Telematics Device means the instrument that must be installed in your car which will monitor, record, and transmit data to the device provider and Coverbox Insure Limited about where, when, and how your car is driven.

The Telematics Device is supplied free of charge. The Telematics Device is the property of Coverbox Insure Limited and may be recovered by us at our discretion, at any time during the life of the Policy, or at any time thereafter.

The Telematics Device is covered by a manufacturer's warranty.

Should the device be faulty or stop working, we will notify you, and you must return the faulty device to us, or if requested, make your vehicle available to us or our engineers, in order to repair or replace the device.

14. Telematics App

Any Smartphone application, used with the Self-Installed Device, through which photographs of your documents and car will be transmitted. You must download the App in order to take and upload photographs of your documentation and car for validation purposes, at first installation, Change of Vehicle, and in the event of an accident.

15. Tampering

You will not, nor will you permit any other person to;

- tamper with,
- reverse engineer,
- dismantle,
- remove the SIM card or other components from,
- relocate or make any alterations, additions or improvements to any part of the Telematics Device.

Please note that tampering with the Telematics Device will invalidate all warranties relating to the Device. Damage or loss caused by any form of tampering or non-permitted interaction with the Telematics Device is not covered by this insurance policy.

If following an investigation, evidence collected suggests that any tampering was performed deliberately to disrupt data collection or transmission; we will treat the matter as fraud and your insurance policy will be cancelled, subject to a seven day Road Traffic Act cancellation notice. You will be required to pay for any actual costs we have incurred including de-installing, repairing or replacing the defective Telematics Device or parts thereof.

16. Your Right to Cancel

You can cancel your policy at any time by telling us in writing or by telephone.

If your policy is cancelled within the first 14 days from either receipt of your policy documents or the date upon which you purchased the policy (whichever is the later), we will apply charges as shown in section 5, Our Fees and Charges, in addition to any time on risk charges applied by your insurer. A full refund will be given for any Optional Extra Products, unless a claim has been made.

If you wish to cancel after 14 days we will apply charges as shown in section 5, Our Fees and Charges. This is in addition to any time on risk charges applied by your insurer. No refund will be made for Optional Extra Products.

For further details please refer to your insurer's Key Facts document.

17. Returns - Self-Installed Device Only

14 day cooling off period:

For returns during this period please use the return envelope supplied or contact Coverbox, who will arrange for a return envelope to be sent to you. All items MUST be returned in their original state. Refunds will be processed within 14 days of receipt.

Faulty Devices:

Please use the return envelope supplied or contact Coverbox, who will arrange for a return envelope to be sent to you. Faulty devices will be replaced free of charge, installation and activation must be within 7 days of delivery.

18. Renewals

We will write to you in good time before your policy is due for renewal to explain what will happen, confirm the renewal premium and what your new payments will be. Any renewal premium offered will only apply provided no claim happens or is reported after the renewal offer is made, and provided you have informed us of any changes that may affect your policy since inception or your last renewal.

In order for us to arrange the renewal of your policy, you consent to us sharing your personal and telematics data with other insurer panel members, for the purpose of offering you an alternative policy.

At renewal, for your convenience and protection we will automatically continue your insurance, so long as it is possible to do so, (including any available optional extras previously selected) unless you ask us not to. We will advise you of this prior to your renewal, so you can make any changes to your details or inform us if you do not wish your cover to continue.

A Device Management Fee will be included in your renewal price. See section 5.

19. How we will use your card?

In purchasing a policy through us you have agreed to allow us to collect any money due using the card details provided by you, and held on record. We use a third party to collect and store card details in accordance with the agreed industry standards. We will use the card details to collect payment for mid-term changes and for the renewal of your policy to ensure you are always covered.

The stored card details will be used for defaulted instalments, including any associated fees and also any outstanding balance following cancellation of your policy.

Where the option of Direct Debit has been selected we use a third party provider, to collect instalments on our behalf. All available options will be displayed pre purchase to enable you to choose the most suitable for your needs.

If you pay by direct debit we will adjust your payments accordingly following any changes to your policy if there is any additional premium payable, or if a refund is due to you.

If a payment is initially made by debit/credit card any refund will be made to the same card in accordance with the terms and conditions of the card issuer. All other refunds will be made by cheque.

We also need to make you aware of the possibility that other fees and charges may exist that are not paid through or imposed by us, however we are not aware of the existence of any other taxes or costs currently payable.

20. Credit Checks and Fraud Prevention

In assessing your application we use a variety of databases to check your identity and also help prevent fraud. We may check your details against records held by credit reference agencies who may keep a record of the search. We may also pass information to credit reference agencies that we hold about you and your payment record; this may be used by other credit lenders for credit decisions, for fraud prevention, money laundering prevention and for tracing debtors.

We will also use information provided to us relating to you, your vehicle, and your previous insurance history that has been provided to us by third parties.

In the event that we are unable to recover outstanding balances relating to your insurance policy we may pass your details on to a third party debt collection agency to collect the outstanding premium on our behalf.

21. Introducer Fees

You may have been introduced to us by a third party, who will be paid a fee for this introduction.

22. Commission

We earn a commission on each policy sold; full details of any commission we have collected for the sale and administration of your policy are available on request.

23. What to do if you have a complaint

We aim to provide all our customers with a high level of service, but if you wish to make a complaint please contact us:

In writing:

Coverbox Customer Relations,
Coverbox Insure Limited
Thorpe Park, 239 Thorpe Road
Peterborough
Cambridgeshire
PE3 6LW

By Email: complaints@coverbox.co.uk

By Telephone: 01780 769223

If we have been unable to resolve your complaint, you may be entitled to refer your complaint to the Financial Ombudsman Service. Their details are:

Address:

Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Telephone: 0300 123 9123

You can access the website at:

<http://www.financial-ombudsman.org.uk>

If you have purchased a Coverbox product online you can submit a complaint through the ODR platform.

You can access the ODR website at <http://ec.europa.eu/odr>

Following the complaints procedure does not affect your right to take legal action if necessary.

24. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS. You may be entitled to compensation from the scheme in the unlikely event that we cannot meet our obligations to you. This depends on the type of insurance you have purchased and the circumstances of the claim.

25. Governing Law

Unless agreed otherwise with us the law of England and Wales will apply to this contract.

The courts of England and Wales will have exclusive jurisdiction to adjudicate on any issue between us, unless you live in Scotland, in which case the Scottish courts will have exclusive jurisdictions.