



Policy Summary

Please read this document carefully. Full terms and conditions can be found within the Policy Document.

Campton 24 hour Claim Service and Uninsured Loss Recovery Policy

The Campton 24 hour Claim Service and Uninsured Loss Policy is provided by RVM Assist Ltd and underwritten by UK Underwriting Ltd on behalf of AXA Insurance plc

The Policy will run for 12 months in line with your Campton Motor Policy.

How to make a claim

We have negotiated this scheme with Russell Vehicle Management (RVM) to assist you 24 hours a day with ANY incident involving your vehicle, whether it be an accident, theft, vandalism or fire. No matter who your insurers are. There will be no call queuing or automated answering machine and your call will be dealt with promptly.

In the event of an accident call RVM on 0870 400 2305 24 hours a day. It is preferred that you contact RVM before speaking to your insurance company.

RVM will record all the claim details and immediately send Campton a copy by email, so Campton have all details should we need to get involved.

RVM will then advise you the best way of dealing with the claim. They will;

- Notify your insurance company
• Arrange for recovery of your vehicle if it is not driveable
• Arrange for the repairs to be carried out by an approved repairer
• Arrange a courtesy vehicle whilst your own vehicle is in for repairs (hire car charges may apply)
• Recover your uninsured losses including the cost of repairs to your vehicle (if you do not have comprehensive cover), vehicle recovery charges, the policy excess, loss of earnings, hire car charges, personal injuries etc

Significant Features and Benefits

Table with 3 columns: The Policy Covers;, Relevant Policy Section, and details of coverage like Direct Contact with a Claims Technician, Uninsured Loss Recovery, and Provided Credit Hire and Repair Services.

Exclusions & Limitations

Table with 2 columns: The primary exclusions and limitations under this policy are that we will not pay legal costs and expenses where;, and Exclusion number in the policy terms and conditions.

Duration of Cover

This Policy of insurance will expire one calendar year from the date it was issued.

Rights of Cancellation

We hope you are happy with the cover this policy provides. However, you have the right to cancel it within 14 days of receiving the policy. See the policy document and the section headed "How to cancel your policy".

Insurers may cancel this policy at any time by giving 14 days notice.

How to make a Complaint

We hope you are happy with the service we provide. However if you have a complaint about our service or about a claim, please call 0870 4002300 or Campton Insurance Brokers (UK) Ltd. If you are still not satisfied please write to us at;

RVM Assist Ltd
Westbourne House
60 Bagley Lane
Leeds

LS28 5LY
Telephone 0870 400 2300

If you are still not happy with the response you have received you have a right to ask the Financial Ombudsman Service to review the case.

Compensation Scheme

AXA Insurance UK plc is covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit. For further information visit www.FSCS.org.uk

Service Provider and Insurer

This service is managed and maintained in association with Campton insurance Brokers (UK) Ltd and RVM Assist Ltd, Westbourne House, 60 Bagley Lane, Leeds LS28 5LY and is underwritten by AXA Insurance UK plc.

Authorised and regulated by the Financial Services Authority.