

TYRES REPAIRED OR REPLACED

TyreCare is a comprehensive tyre insurance policy offered by Kwik Fit. Our TyreCare policy offers a cost effective way of protecting your tyres against accidental or malicious damage, from as little as £5.99 per tyre.

This gives you protection and convenience rolled into one. By having your tyres insured with us, you will be able to take your car into any one of our Kwik Fit Group tyre centres nationwide should you need to claim under the insurance.

ONE FIXED FEE

TyreCare insurance prices are based on the price you pay for the tyre at the point of transaction.

Tyre cost	Insurance cost (per tyre)
£0 - £49.99	£5.99
£50 - £99.99	£9.99
£100 - £149.99	£14.99
£150 - £199.99	£19.99
£200 to £299.99	£29.99
over £300	£39.99

All prices include Insurance Premium Tax.

IMPORTANT INFORMATION ABOUT YOUR INSURANCE POLICY

We are required to provide you with certain key information prior to the purchase of your Kwik-Fit (GB) Limited TyreCare policy and it is important that you take time to read this. Please also refer to your policy terms and conditions for further details.

English law applies to this policy and is subject to the non-exclusive jurisdiction of the courts of England and Wales.

Both paper and electronic versions of your policy documents are freely available.

HOW DOES THIS POLICY MEET YOUR DEMANDS AND NEEDS?

This insurance meets your demands and needs if you wish to protect the tyres you purchase from Kwik-Fit against accidental and malicious damage for 12 months.

London General Insurance Company Limited and Kwik-Fit (GB) Limited are only providing information and not a personal recommendation or advice regarding this insurance. This policy is provided based on the cost of the tyre you have purchased.

WHO PROVIDES KWIK-FIT (GB) LIMITED TYRE CARE INSURANCE?

The insurance is underwritten by London General Insurance Company Limited, (company number 1865673) whose registered head office is at TWENTY Kingston Road, Staines-upon-Thames, Surrey, TW18 4LG, United Kingdom. London General Insurance Company Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Further details can be found on the Financial Services Register at www.fca.org.uk under FRN 202689.

Your TyreCare Insurance Policy has been arranged by Kwik-Fit (GB) Limited, ETEL House, Avenue One, Letchworth Garden City, Herts, SG6 2HU.

WHAT IS THE COMPLAINTS PROCESS?

Your complaint will be handled in accordance with our complaints handling procedure, which is available upon request. We aim to provide a first class service but if you feel you have questions or concerns about this insurance or the handling of a claim please contact: Customer Care, Kwik-Fit (GB) Limited, ETEL House, Avenue One, Letchworth Garden City, Herts SG6 2HU. 0800 757677 (8.30am – 6pm weekdays, excluding public holidays, calls are recorded for training, monitoring and quality purposes). CustomerCare@Kwik-Fit.com

If you are not happy with our decision you can, within 6 months of our final decision, refer your complaint for an independent assessment to: The Financial Ombudsman Service, Exchange Tower, Harbour Exchange, LONDON, E14 9SR

Telephone: 0800 023 4567 / 0300 123 9123

Email: complaint.info@financial-ombudsman.org.uk

Web: financial-ombudsman.org.uk

Nothing in these terms, including referral to the Financial Ombudsman Service affects your statutory rights.

WHAT HAPPENS IN THE UNLIKELY EVENT THAT THE INSURER IS NOT ABLE TO MEET ITS OBLIGATIONS?

London General Insurance Company Limited is covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme if they cannot meet their obligations. General insurance contracts are covered for 90% of the entire claim, without any upper limit. You can get more information about the compensation scheme arrangements by contacting the FSCS on 0207 741 4100 or 0800 678 1100 or by visiting their website at www.fscs.org.uk

HOW YOUR PERSONAL INFORMATION IS USED.

Your personal details will be used by Kwik-Fit (GB) Limited London General Insurance Company Limited (the Insurer) and their administrators, repairers and service providers for policy and claims administration and for fraud prevention. We may also provide by post or email, text or telephone, administrative information including expiry/renewal details. For these purposes, your data may be confidentially and securely transferred outside the EEA. Please see the full terms and conditions for more information about how we use your personal details.

HOW TO CLAIM

You can call any Kwik Fit Group tyre centre or take your vehicle to any one of them. If a Kwik Fit centre is not in reasonable proximity to your location, please contact Kwik Fit Customer Care and they will direct you to the nearest suitable centre.

CUSTOMERS WITH ADDITIONAL REQUIREMENTS

To request a copy of this leaflet in large print please call Kwik Fit Customer Care on 0800 757677.

TYRE CARE

Insure your tyres against accidental and malicious damage



TYRES • BRAKES • MOT • SERVICING • BATTERIES