

# PROXIMO COMPLETE VEHICLE HIRE PLUS POLICY DOCUMENT



CALL 24/7 ON **03333 609 506** FOR ASSISTANCE



## CONTACT INFORMATION

	Telephone	In Writing
Motor Claims Helpline (Section A)	<b>03333 609 506</b>	RAC Legal Services Great Park Road Bradley Stoke
Legal Advice and Claims (Sections B-D)	<b>0333 070 3529</b>	Bristol BS32 4QN
Hire Vehicle Claims (Section E)	<b>03333 609 506</b>	

Call charges apply. Please check with **your** telephone provider. 03 numbers are charged at national call rates and usually included in inclusive minute plans. **We** do not cover the cost of making or receiving telephone calls. **Our** calls are monitored and/or recorded.

If **you** have hearing difficulties and have a Textphone, just prefix the number **you** wish to call with 18001 to access Typetalk.

## CVHP TABLE OF CONTENTS

	Page
Contact Information .....	2
Important information about RAC Motor Legal Expenses Insurance and Complete Hire Vehicle Plus Insurance .....	4
Definitions.....	5
Section A – Uninsured Loss Recovery .....	7
Section B – Motor Prosecution Defence .....	7
Section C – Motor Vehicle Contract Disputes.....	7
Section D – Telephone Legal Helpline.....	8
Section E – Hire Vehicle Insurance.....	8
General Conditions.....	9
Cancellation.....	9
Misuse of your policy .....	9
Complaints .....	10
Your data .....	10

### Important information about RAC Motor Legal Expenses Insurance

- 1) **Your RAC Motor Legal Expenses Insurance** is a contract of insurance between **you** and **RAC Insurance Limited**.  
The contract consists of:
  - a) This **policy** booklet;
  - b) **Your schedule**, which tells **you** which vehicles are covered, how long **you** are covered for, who is covered and the cost of the cover; and
  - c) Any notices **we** send **you**, for example, any letter **we** send **you** notifying **you** if there are any changes.
- 2) A premium is payable for the contract of insurance which will be made clear to **you** in advance of purchase.
- 3) **RAC Motor Legal Expenses Insurance** is arranged and administered by **your** broker.
- 4) **RAC Motor Legal Expenses Insurance** is intended to provide cover for the costs of:
  - a) Making a claim for **uninsured losses** against a person who is at fault for a **road traffic collision** (Section A);
  - b) Defending a prosecution for an alleged motoring offence (Section B);
  - c) Making a claim for breach of an agreement relating to the buying, selling, repair, servicing or lease of the **vehicle** (Section C);
  - d) A **Hire vehicle** following a road traffic accident, fire or theft of the **vehicle** (Section E).

It meets the demands and needs of those who wish to ensure such risks are met now and in the future.

  - e) **RAC Motor Legal Expenses Insurance** also provides for a telephone legal helpline to assist **you** with advice on any private legal matter (Section D).
- 5) There is no limit to the number of claims **you** can make in any **policy** period for sections A-C. For cover under Section E, a maximum of 2 claims can be made in any **policy** period. The amount that is covered for certain types of claims or for certain sections are set out in this booklet.

## Definitions

Any words in bold in this section have a specific meaning, which **we** explain below.

<b>hire company</b>	The company <b>we</b> instruct to provide <b>you</b> with a <b>hire vehicle</b> .
<b>hire vehicle</b>	The class of <b>vehicle</b> designated on <b>your schedule</b> .
<b>hire period</b>	The maximum period, being 14 days, that <b>we</b> will pay for the <b>hire vehicle</b> as shown within <b>your schedule</b> .
<b>insured incident</b> first	<ol style="list-style-type: none"> <li>1) For claims under Sections A-C means an incident which <b>we</b> accept as falling within the terms of this <b>RAC Motor Legal Expenses Insurance policy</b> and which, in <b>our</b> reasonable opinion, is the incident that could lead to a claim being made. For example, issues arising from a road traffic collision or incident leading to a motoring prosecution</li> <li>2) For claims under Section E means a road traffic accident with another <b>vehicle</b>, where the insured admits to being wholly at fault and that leaves the <b>vehicle a total loss</b>; or A road traffic accident with another <b>vehicle</b>, where the insured admits to being wholly at fault and that leaves the <b>vehicle</b> damaged but deemed repairable</li> </ol>
<b>legal costs</b>	<p>means:</p> <ol style="list-style-type: none"> <li>1) The reasonable, <b>proportionate</b> and properly incurred fees, expenses, costs and disbursements incurred by <b>you</b> and agreed by <b>us</b> in pursuing or defending <b>legal proceedings</b>; and/or</li> <li>2) The reasonable costs of a third party for which <b>you</b> are ordered to pay by the court or are agreed by <b>us</b> and which are incurred in connection with <b>legal proceedings</b>;</li> </ol>
<b>legal proceedings</b>	means claims arising out of an <b>insured incident</b> for; the pursuit or defence of civil legal cases for damages and/or injunctions or specific performance, or the defence of a motoring prosecution within a court of criminal jurisdiction within the <b>UK</b> .
<b>legal representative</b>	<p>means <b>us</b> or the solicitors or other qualified experts appointed by <b>us</b> to act for <b>you</b> provided that they agree:</p> <ol style="list-style-type: none"> <li>1) To try to recover all <b>legal costs</b> from the other party;</li> <li>2) Not to submit any claim for <b>legal costs</b> until the end of the case; and</li> <li>3) To keep <b>us</b> informed, in writing, of the progress of <b>legal proceedings</b>.</li> </ol>
<b>limit of indemnity</b>	means the maximum amount payable per legal expenses claim under the <b>policy</b> which is £100,000;
<b>maximum policy limit</b>	<p>A maximum of 2 claims for replacement hire vehicles in any 12-month period where the accident was wholly <b>your</b> fault. In the event that a <b>hire vehicle</b> cannot be provided, the maximum amount <b>we</b> will pay in lieu shall be £50.00 including VAT per day and up to a maximum of £500.00 per claim.</p> <p>A maximum of £50.00 including VAT towards the cost of the transfer of radio or metering equipment.</p>
<b>motor insurance claim</b>	A claim made by <b>you</b> against <b>your</b> existing motor insurance <b>policy</b> or against a third party.
<b>primary insurance policy</b>	<p>An insurance <b>policy</b> which is underwritten by an insurer authorised and regulated by the Prudential Regulation Authority (PRA) to undertake business in the United Kingdom and being of the following type of insurance:</p> <ul style="list-style-type: none"> <li>• Motor insurance <b>policy</b> – protects <b>your</b> motor <b>vehicle</b> on either a third party only, or third party, fire and theft, or comprehensive basis.</li> </ul>
<b>policy</b>	means this Motor Legal Expenses Insurance <b>policy</b> that is subject to the terms and conditions in this booklet, along with <b>your schedule</b> ;

## Definitions continued

<b>policy period</b>	means the length of time this <b>policy</b> is in force, from the start date as shown on the <b>schedule</b> ;
<b>proportionate</b>	means the value of the claim must be greater than the costs of pursuing the claim;
<b>RAC/we/us/our</b>	<ol style="list-style-type: none"> <li>1) For the provisions of cover under sections A-C &amp; E means <b>RAC</b> Insurance Ltd;</li> <li>2) For the provision of services under section D of this <b>policy</b> means <b>RAC</b> Motoring Services;</li> <li>3) For the provision of services under section A and E of this <b>policy</b> means Proximo Ltd.</li> <li>4) In each case any person employed or engaged to provide certain services on behalf of the <b>RAC</b> Group.</li> </ol>
<b>reasonable prospects of success</b>	means a 51% or greater chance that <b>you</b> will recover <b>your</b> losses or damages in pursuit of a claim (including enforcing a judgment), make a successful defence of a claim or obtain any other legal remedy that <b>we</b> have agreed to.
<b>road traffic collision</b>	means a collision involving <b>your vehicle</b> , for which <b>you</b> were not at fault and another party was at fault;
<b>schedule</b>	means the document outlining <b>your</b> level of cover;
<b>standard terms of appointment</b>	means the terms and conditions which <b>we</b> will require the <b>legal representative</b> to accept in order for <b>us</b> to cover <b>your legal costs</b> . This contract sets out the amounts <b>we</b> will pay the legal representative under <b>your policy</b> and their responsibilities to report to <b>us</b> at various stages of the claim. A copy of these terms can be requested by contacting <b>us</b> ;
<b>total loss</b>	Where <b>your</b> motor insurer, competent repairer or motor engineer, declares the <b>vehicle</b> is beyond economic repair and offers a <b>total loss</b> settlement following an <b>insured incident</b> .
<b>UK</b>	means the United Kingdom of Great Britain and Northern Ireland.
<b>uninsured losses</b>	means <b>your</b> losses directly arising out of a <b>road traffic collision</b> that are not covered by insurance;
<b>vehicle</b>	The licenced Private Hire or Chauffeur <b>vehicle</b> , which holds a valid licence/permit to operate as issued by the appropriate local authority or by the PCO (Public Carriage office) identified as the insured <b>vehicle</b> in <b>your</b> motor insurance <b>schedule</b> .
<b>you/your</b>	means the person who has purchased this insurance, is authorised to drive the <b>vehicle</b> and is named in the <b>schedule</b> .

## Your Motor Legal Expenses Insurance Cover

It is important that **you** let **us** know as soon as possible if **you** think **you** may need to claim. If **you** do not, this may prejudice **your** claim and may mean **we** are unable to cover **you**.

### Section A - Uninsured Loss Recovery

#### What is covered

If **you** are involved in a **road traffic collision** within the **UK** during the **policy** period for which **you** are not at fault, and **you** have **uninsured losses**, for example **your** motor insurance excess or compensation for personal injury, that **you** need to recover **we** will;

- 1) Provide **you** with help and advice. **You** must call the motor claims helpline on 03333 609 506 straight away, as **we** will not be able to cover **legal costs** that have not been agreed by **us** first;
- 2) Put **you** in touch with **our legal representative**, who will assess **your** claim; and
- 3) If **our legal representative**, in their reasonable opinion, agrees **your** claim (including an appeal or defence of an appeal) has **reasonable prospects of success**, **we** will cover **you** for **legal costs**, up to the **limit of indemnity**.

If the **legal proceedings** are going to be decided by a court in England or Wales and the damages **you** are claiming are above the small claims track limit of the county court, the **legal representative** must enter into a Conditional Fee Agreement which waives their own fees if **you** fail to recover the damages that **you** are claiming in the **legal proceedings**.

If **your** claim falls within the small claims track of the county court in England and Wales the most **we** will pay the **legal representative** is £400 plus VAT. **You** will be responsible for any costs in excess of this.

#### What is not covered

- 1) A personal injury claim for stress, psychological or emotional injury unless **you** have also suffered a physical injury.

### Section B – Motor Prosecution Defence

#### What is covered

If **you** have received a summons, citation or requisition for prosecution to attend a court for an alleged motoring offence, involving **your vehicle** and occurring within the **UK** during the **policy** period, **we** will:

- 1) Provide **you** with help and advice in respect of the alleged motoring offences;
- 2) Put **you** in touch with **our legal representative**, who will assess **your** case; and
- 3) If in their reasonable opinion, **our legal representative** agrees **your** claim has **reasonable prospects of success**, appoint and pay **legal costs** up to the **limit of indemnity** for a suitable representative to either:
  - a) Defend the allegation; or
  - b) If **you** plead guilty to the offence, look to reduce the impact of the penalty, where it would otherwise result in **you** being disqualified or suspended from driving. This is known as a plea in mitigation.
  - c) Appeal against **your** conviction or sentence.

#### What is not covered

- 1) **We** cannot provide help if **your** summons relates to violence, alcohol or drugs related offences or if **you** had no valid licence or no licence at all;
- 2) Claims relating to parking offences where penalty points are not applicable to the offence.
- 3) **We** will not pay fines, costs or other penalties a court of criminal jurisdiction orders **you** to pay;
- 4) Mitigation of a guilty plea if, in **our** reasonable opinion, it would not make a material difference to the outcome of **your** sentence.

### Section C – Motor Vehicle Contract Disputes

#### What is covered

If **you** enter into an agreement during the **policy** period and within the **UK** relating to a contract for the sale, purchase, servicing, repair, testing, hire or hire purchase of the **vehicle** and wish to claim compensation for a breach of that agreement or defend any claim relating to that agreement, **we** will:

- 1) Provide **you** with help and advice (under the Telephone Legal Helpline, Section D). **You** must call **our** helpline straight away, as **we** will not be able to cover **legal costs** that have not been agreed by **us** first;
- 2) Put **you** in touch with **our legal representative**, who will assess **your** case; and
- 3) If **our legal representative**, in their reasonable opinion, agrees **your** claim has **reasonable prospects of success**, **we** will cover **you** for **legal costs**, up to the **limit of indemnity**.

#### Special Conditions Applying to Section A-C only

- 1) Legal claims can be complex and technical. **You** must follow **our** advice or that of the **legal representative**, to continue to receive funding from **us**. If **you** do not (for example, **you** go against **our** advice, fail to co-operate with **our** reasonable requests, delay the claim, do not submit **legal costs** to **us** straight away or take any other action that may harm **your** case) **we** may withdraw cover;
- 2) If **you** do not accept an offer which the **legal representative** considers reasonable, **we** may refuse to pay any further **legal costs**.
- 3) **We** will not cover **legal costs**:
  - a) that have not been agreed by **us** or were incurred prior to **us** accepting the claim;
  - b) for claims arising from:
    - i) faults in **your vehicle** or faulty, incomplete or incorrect service, maintenance or repair of **your vehicle**; or
    - ii) a **road traffic collision** occurring during a race, rally or competition;
- 4) **We** may withdraw cover if at any point **your** claim has less than a 51% chance of succeeding
- 5) **We** will need to be able to speak directly to any **legal representative** appointed, or agreed by **us**, even if this is one **you** have chosen;
- 6) Whilst **we** must appoint the **legal representative**, **you** may choose **your** own if it becomes necessary to start court proceedings, or if there is a conflict of interest. If **you** wish to do this, please tell **us** their name and address so **we** can consider **your** request.
  - a) **Your** suggested **legal representative** must agree to **our standard terms of appointment**. A copy of which is available

## PROXIMO COMPLETE Vehicle HIRE PLUS Policy

upon request. **You** will be responsible for any **legal costs** which are in excess of the hourly rate that **we** would normally pay to **our** preferred **legal representative**. This amount is currently £125 per hour (unless the claim falls within the provision under Section A relating to claims in the small claims track of the county court). This amount may vary from time to time.

- b) If for any reason **we** cannot agree to **your** suggested legal representative, **we** will ask the Law Society of England and Wales (or similar body) to name one
- 7) **We** may decide not to issue **legal proceedings**, but instead pay **you** directly for **your** claim, for example, where the **legal costs** of **your** claim are greater than the value of **your** claim;
- 8) If **you** have legal expenses cover with a provider other than **RAC** or if **you** are a member of a trade union and the cover or membership benefits provide cover for **your** claim, **we** will not provide cover.

### Section D - Telephone Legal Helpline

#### What is covered

**We** will provide a telephone legal helpline service, open 24 hours a day, 365 days a year. Just call **us** on 0333 070 3529.

**We** will give **you** initial advice on any private legal matter within the **UK**. Where possible, **we** will tell **you** what **your** legal rights are, which options are available to **you** and how best to implement them. **We** will let **you** know if **you** need a lawyer.

#### What is not covered

- 1) Advice where, in **our** reasonable opinion, **we** have already given **you** the options available,
- 2) Advice relating to immigration or judicial review; and
- 3) Advice against **us**.

### Section E – Hire Vehicle – Complete Hire Vehicle Plus (CVH Plus)

#### Claims Helpline Service – 03333 609 506

If the **vehicle** is involved in a road traffic accident, or is damaged by fire, malicious damage or is stolen (but not recovered), **you** must report this to **us** on the number above within 5 days of the incident.

**Our** Claims Helpline Service is available 24 hours a day, 365 days a year.

#### What is covered

In the event of an **insured incident**, **we** will provide **you** with a **hire vehicle** up to the **maximum policy limit** subject to the terms, conditions and exclusions of this **policy**, where **you** notify **us** during the **policy** period and within 5 days of the **insured incident**.

**We** will arrange for a **hire vehicle** from an approved hire company, for **your** use only, until the **vehicle** is repaired or in the case where **your vehicle** is declared a **total loss** by **your** motor insurer, until 3 days following payment having been issued to **you** in settlement of **your motor insurance claim**, whichever is the earlier, and not exceeding the **maximum policy limit**. **You** must use **our** nominated approved repair network to repair the **vehicle**, unless specifically agreed by **us**.

**We** decide the type of **hire vehicle** provided and **you** must meet the standard requirements, terms and conditions of the hire company.

**We** will indemnify **you** up to a maximum of £50.00 including VAT per claim, towards the cost of the transfer of radio or metering equipment.

In the event that a **hire vehicle** cannot be provided, the maximum amount **we** will pay in lieu shall be £50.00 including VAT per day and up to a maximum of £500.00 per claim.

Where it is not possible to arrange for the transfer of the respective licence relating to the use of the **vehicle** for hire and reward purposes, **we** may provide a **vehicle** for social, domestic and pleasure purposes for a maximum of 14 days, instead of a cash payment.

**You** are covered for a maximum of 2 claims for replacement hire vehicles per **policy** period, where the accident was wholly **your** fault. After **your** second claim, **your policy** will be cancelled.

The maximum liability of this **policy** limit per claim is £500 in total.

#### What is not covered

- 1) Where the **insured incident** happened within the first 14 days of the inception date of this **policy**, unless this CVH Plus insurance is taken out at the same time as **your primary insurance policy**.
- 2) Any claim which does not result in an accepted and paid claim for the **insured incident** by **your** motor insurer.
- 3) Any charges imposed by the hire company for additional drivers to be included.
- 4) Use of the **hire vehicle** outside the **UK**.
- 5) Any claim relating to theft from the insured **vehicle**.
- 6) Any excess that the hire company applies following a road traffic accident involving the **hire vehicle**.
- 7) All fuel, fares, fines, penalties or fees relating to the **hire vehicle** whilst it is in **your** possession.
- 8) Any further **hire vehicle** charges incurred after the **hire period** has expired or the insured **vehicle** has been repaired.
- 9) Any claim which has not been reported to **us** within 5 days of the **insured incident** giving rise to the claim.
- 10) A **hire vehicle** where one is already available under any other insurance or other means.
- 11) The provision of a **hire vehicle** for an **insured incident** that occurs prior to the inception of the insurance or after the **policy** period ends.
- 12) Where the **vehicle** was being used as an emergency **vehicle**, or in a race, competition, track day, rally or trial at the time of **your** claim;
- 13) Where **you** are disqualified from driving;
- 14) Where **you** have any endorsement arising from or relating to unauthorised taking or theft of a **vehicle**, no insurance, drink or drugs or causing death by reckless driving;
- 15) Where **you** have incurred two or more periods of disqualification or any conviction with a period of disqualification of six months or more, within five years of the inception of this insurance;
- 16) Where the driver of the **vehicle** does not hold a valid driving licence or is under the influence of drink or drugs at the time of the **insured incident**;
- 17) Where **you** do not have a fully comprehensive, third-party only or third-party fire and theft insurance in force for the **vehicle** at the time of the **insured incident**.



## PROXIMO COMPLETE Vehicle HIRE PLUS Policy

- 18) Any damage to or resulting from the transfer of radio or metering equipment.
- 19) Any dispute with **us** not otherwise dealt with under General conditions.
- 20) Any costs arising from losses which are not directly covered by this insurance including, but not limited to, loss of earnings or loss of profit if the **insured incident** results in **you** having to take time off work.

### Special Conditions Applying to Section E only

The following conditions apply to Section E of **your policy**. If **you** do not comply, **we** can refuse cover and/ or cancel **your policy**.

- 1) **You** must have reported the incident to **your** motor insurers and **you** must be actively pursuing repairs and/or settlement.
- 2) **You** shall at all times co-operate with **us** and provide to **us** any evidence, documents and information of all material developments within a reasonable timescale at **your** own expense.
- 3) Upon conclusion of the **hire period**, **we** can, if necessary, conduct proceedings in **your** name to recover the hire costs of the **hire vehicle** or reimbursement of transport costs from the third party. **You** must pay **us** any sums by way of costs, charges or fees directly recovered from the third party to the extent these sums were indemnified under this **policy**.
- 4) It is **your** responsibility to immediately report any problems with the **hire vehicle** to the hire company.
- 5) Any damage caused to the **hire vehicle** and any associated costs will be **your** responsibility.
- 6) **You** must fully comply with the terms and conditions of the hire company.
- 7) **You** must ensure that the **hire vehicle** is covered by a valid motor insurance **policy** which is adequate for **your** use and needs.
- 8) **You** must use **our** nominated approved repair network to repair the **vehicle**, unless specifically agreed by **us**.
- 9) **You** must in the first instance, either accept a replacement **vehicle** offered by **your** motor insurer via their approved courtesy **vehicle** program or via an alternative approved repairer network nominated by **us**;
- 10) **You** must have comprehensive, third-party only or third-party fire and theft insurance in force for the **vehicle**;
- 11) **You** must notify **us** of all offers to settle **your** claim. **We** may withdraw cover if **we** have not provided written authorisation to accept or reject an offer to settle **your** claim.
- 12) **You** must not retain any **hire vehicle** provided under this **policy** beyond the **hire period** stipulated within the **policy** or after the **vehicle** is returned, whichever ever happens first;
- 13) **You** must give **us** full details of **your** claim as soon as possible and give **us** any information requested.
- 14) **You** must report the claim to **your** motor insurer or broker and obtain a claim number.
- 15) **You** must produce **your** Full UK Driving Licence, taxi licence and any other identification as reasonably required by the hire company when taking possession of the **hire vehicle**
- 16) **You** must if not otherwise included, be responsible for arranging temporary comprehensive insurance cover to be in place for the **hire vehicle** and for the duration of hire. This will be arranged with **your** motor insurer or in agreement with **our** nominated **vehicle** supplier.

### General Conditions

The following conditions apply to all sections of this **policy**. If **you** do not comply **we** can refuse cover and/ or cancel **your policy**.

- 1) **You** must pay **your** premium;
- 2) **You** must keep to the terms and conditions of this **policy**;
- 3) **You** must request services directly from **us**, as **we** will only provide cover if **we** make arrangements to help **you**;
- 4) **You** must always keep any losses **you** incur to a minimum. Ensure **you** take steps to prevent any loss in the first place and don't do anything that could unnecessarily increase **your** losses or prejudice **your** claim. If **you** do not, **we** may not cover **you** and it may affect **your** ability to claim. Please speak to **us** if in doubt;
- 5) If **you** have a dispute with **us** or complaint about the service provided by **us** or a **legal representative we** appoint, please let **us** know using **our** complaints procedure. Please note however, this **policy** will not cover any advice or **your legal costs** in connection with this or any claim against **us**;
- 6) During extreme weather, riots, war, civil unrest, industrial disputes, **our** services can be interrupted. **We** will resume **our** service to **you** as soon as **we** can in these circumstances.

### Cancellation of your policy

**You** can cancel **your policy** within the cooling off period, being 14 days from the later of:

- (1) the start date; or
- (2) the date **you** receive **your policy** documents.

If **you** do this, **we** will cancel the **policy** with immediate effect from the day **you** request it and **we** will refund **your** premium in full unless **you** have made a claim within this cooling off period.

After this cooling off period **you** can still cancel but **we** will not refund any premium to **you**.

Cancelling a direct debit will not always cancel **your policy**, if **you** wish to cancel the **policy** then contact **your** insurance broker.

### Misuse of your policy

**You must not:**

- 1) Behave inappropriately towards **us**, including acting in a threatening or abusive manner, whether verbally or physically;
- 2) Persuade or attempt to persuade **us** into a dishonest or illegal act;
- 3) Omit to tell **us** important facts about a claim in order to obtain a service;
- 4) Provide false information in order to obtain a service;
- 5) Knowingly allow someone that is not covered by **your policy** to try and obtain a service under it;

**If these conditions are not complied with, we may:**

- 1) Restrict the cover available to **you** at the next renewal;
- 2) Refuse to provide any services to **you** under this **policy** with immediate effect;

**We** may also take any of the additional steps as set out above if any claim is found to be fraudulent in any way, and the **policy** will be cancelled with effect from the date of the fraudulent act, and the fraudulent claim forfeited. **We** will not refund any premium. **We** will notify **you** in writing if **we** decide to take any of the above steps.

# PROXIMO COMPLETE Vehicle HIRE PLUS Policy

## Complaints

We are committed to providing excellent service. However, we realise that there are occasions when you feel you did not receive the service you expected.

If you are unhappy with how your policy is arranged and administered, for example, the way it was sold to you, please contact your broker on the number shown on your main policy documents

If you are unhappy with our services please contact us as follows:

Telephone	In Writing
0330 159 0610	Legal Customer Care RAC Motoring Services Great Park Road Bradley Stoke Bristol BS32 4QN legalcustomercare@RAC.co.UK

## Financial Ombudsman Service

In the event that we cannot resolve your complaint to your satisfaction under the complaints process set out above, you may in certain circumstances be entitled to refer your complaint to the Financial Ombudsman Service at the following address:

The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

0800 023 4567 / 0300 123 9123

complaint.info@financial-ombudsman.org.UK

www.financial-ombudsman.org.UK

The Financial Ombudsman Service will only consider your complaint once you have tried to resolve it with us.

Using this complaints procedure will not affect your legal rights.

## Financial Services Compensation Scheme

RAC Insurance Limited is covered by the Financial Services Compensation Scheme (FSCS). If it is unable to meet its obligations under the relevant sections of cover, you may be entitled to compensation from the FSCS.

Further information about FSCS arrangements is available from the FSCS website [www.fscs.org.UK](http://www.fscs.org.UK)

## Your Data

When providing you with services under your Motor Legal Expenses Insurance cover, RAC Motoring Services and RAC Insurance Limited are the data controllers of your personal data. They mainly collect data directly from you and use your personal data in order to provide their services, including the establishment, exercise or defence of a claim. The data they use may include information about your health, ethnicity or racial origin, sexual orientation, or religion (depending on the nature of the service you require).

RAC Motoring Services and RAC Insurance Limited may share your personal data with its service providers and may monitor and record any communications with you for quality and compliance reasons. For further information regarding how they will process your personal data and your rights under the Data Protection law, please visit [RAC.co.UK/privacy-policy](http://RAC.co.UK/privacy-policy) or contact the Data Protection Officer by emailing [dpo@RAC.co.UK](mailto:dpo@RAC.co.UK) or by writing to Data Protection Officer, RAC, Great Park Road, Bradley Stoke, Bristol, BS32 4QN.

Provided by RAC Motoring Services (310208) and RAC Insurance Ltd (202737). Registered in England, United Kingdom; Registered Offices: RAC House, Brockhurst Crescent, Walsall WS5 4AW. RAC Motoring Services is authorised and regulated by the Financial Conduct Authority. RAC Insurance Ltd is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

PROXGHVMLEI1224

# PROXIMO COMPLETE VEHICLE HIRE PLUS POLICY DOCUMENT

CALL 24/7 ON **03333 609 506** FOR ASSISTANCE



Head Office and Registered Office:  
Proximo Ltd. | Park House | Chantry Court | Sovereign Way Chester | CH1 4QN  
Telephone: 03333 609 505 | [www.proximo.co.uk](http://www.proximo.co.uk)

Registered in England & Wales. Company number 04601376. Proximo Ltd is Authorised and Regulated by the Financial Conduct Authority.  
This can be checked by visiting the FCA website at [www.fca.org.uk/register](http://www.fca.org.uk/register)