



ABARTH EXTENDED WARRANTY



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Introduction

The Abarth Extended Warranty has been designed to help protect **you** against the costs incurred in the event of an **electrical or mechanical failure** of a covered component of **your** vehicle.

This handbook gives **you** details of **your** cover, the terms and conditions that apply and how to make a claim. Please keep it and **your confirmation of cover** in a safe place.

Important telephone numbers

Warranty administration team	0345 300 0318 (select Option 1)
Warranty claims team	0345 300 0318 (select Option 2)

Summary of cover

Warranty cover claim limit	No limit to the number or value of claims (inclusive of VAT) up to the purchase price of the insured vehicle
Warranty claims excess	None
Warranty mileage limitation	Cover will cease when the vehicle reaches 100,000 miles

Important information

Your confirmation of cover shows the sections of the policy that are applicable, the **insured vehicle** details and any special terms or conditions that may apply. It is very important that **you** read the whole of this policy document together with the **confirmation of cover** and make sure that **you** understand what is covered, what is not covered and what to do if **you** need to make a warranty claim.

If **you** need to contact **us** regarding this insurance, please call **us** on **0345 300 0318** or email **abarthwarrantyservices@allianz.com**

Insurer

Your Abarth Extended Warranty insurance is underwritten by AWP P&C SA and is administered in the **United Kingdom** by AWP Assistance UK Ltd (trading as **Abarth Warranty Services** and **Allianz Assistance**).

How this cover works

This document and **confirmation of cover** must be read together as one document as they form the contract of cover between **you** and **us**.

We will pay for claims **you** make which are covered by this insurance, occurring during the **period of cover** and within the **area of cover**.

Your cancellation rights

If this cover does not meet **your** requirements or should **you** decide to cancel this insurance policy for any reason within 14 days of receipt of the original documentation, **you** can obtain a full refund of the premium paid without charge. After this 14-day period **you** will be entitled to a pro-rata refund subject to no claims being paid under the policy, less an administration fee of £25.

In either case, if **you** have asked **us** to perform or provide any of the services given under this policy **we** are entitled to recover all costs that **you** have used for the service provided.

To obtain a refund please write to **us** at Abarth Warranty Services, PO Box 1149, Croydon, CR9 1ZQ or telephone 0345 300 0318 or contact the selling retailer.

If the policy is deemed to be invalidated as a result of **your** action(s), **we** reserve the right to not refund any premium.

Policy cancellation administration fee

If **you** choose to cancel **your** policy after 14 days, an administration fee of £25 will be deducted from any refund.

Fraud

If **you** or any **beneficiary** claiming under this cover makes a claim that is false or dishonest in any way, this cover will not be valid and **you** will lose all benefits under it.

Transfer of ownership

If **your** vehicle is sold privately, the remaining cover may be transferred to the new owner providing that the transfer fee of £20 is paid. Please complete the form on page 15 and call us on **0345 300 0318** to make the transfer fee payment. Cover will not be transferred until payment has been made.

Data protection notice

We care about **your** personal data.

This summary and **our** full privacy notice explain how **Abarth Warranty Services** protects **your** privacy and uses **your** personal data.

Our full privacy notice is available at:
www.allianz-assistance.co.uk/privacy-notice/

If a printed version is required, please write to **us** at:

Customer Service (Data Protection),
AWP Assistance UK Ltd, 102 George Street,
Croydon CR9 6HD.

- How will **we** obtain and use **your** personal data?

We will collect **your** personal data from a variety of sources including:

- Data that **you** provide to **us**; and
- Data that may be provided about **you** from certain third parties such as the manufacturer of **your vehicle** and their franchised retailers and authorised repairers.

We will collect and process **your** personal data in order to comply with **our** contractual obligations and/or for the purposes of **our** legitimate interests including:

- Entering into or administering contracts with **you**;
- Informing **you** of products and services which may be of interest to **you**.

- Who will have access to **your** personal data?

We may share **your** personal data:

- With public authorities, other Allianz Group companies, industry governing bodies, regulators, fraud prevention agencies and claims databases, for underwriting and fraud prevention purposes;
- With other service providers who perform business operations on **our** behalf;
- Organisations who **we** deal with which provide part of the service to **you** such as motor dealerships and recovery operators;

- To meet **our** legal obligations including providing information to the relevant ombudsman if **you** make a complaint about the product or service that **we** have provided to **you**.

We will not share information about **you** with third parties for marketing purposes unless **you** have specifically given **us your** consent to do so.

- How long do **we** keep **your** personal data?

We will retain **your** personal data for a maximum of seven years from the date the insurance relationship between **us** ends. If **we** are able to do so **we** will delete or anonymise certain areas of **your** personal data as soon as that information is no longer required for the purposes for which it was obtained.

- Where will **your** personal data be processed?

Your personal data may be processed both inside and outside the United Kingdom (**UK**) or European Economic Area (EEA).

Whenever **we** transfer **your** personal data outside the **UK** or EEA to other Allianz Group companies, **we** will do so on the basis of Allianz's approved binding corporate rules (BCR). Where Allianz's BCR do not apply, **we** take steps to ensure that personal data transfers outside the **UK** or EEA receive an adequate level of protection.

- What are **your** rights in respect of **your** personal data?

You have certain rights in respect of **your** personal data. **You** can:

- Request access to it and learn more about how it is processed and shared;
- Request that **we** restrict any processing concerning **you**, or withdraw **your** consent where **you** previously provided this;
- Request that **we** stop processing it, including for direct marketing purposes;
- Request that **we** update it or delete it from **our** records;
- Request that **we** provide it to **you** or a new insurer; and
- To file a complaint.

- Automated decision making, including profiling

We carry out automated decision making and/or profiling when necessary.

- How can **you** contact **us**?

If **you** would like a copy of the information that **we** hold about **you** or if **you** have any queries about how **we** use **your** personal data, **you** can contact **us** as follows:

By post: Customer Service (Data Protection), AWP Assistance UK Ltd,
102 George Street, Croydon CR9 6HD

By telephone: 0208 603 9853

By email: AzPUKDP@allianz.com

Contracts (Rights of Third Parties) Act 1999

The parties do not intend any term of the agreement to be enforceable pursuant to the Contract (Rights of Third Parties) Act 1999.

Financial Services Compensation Scheme (FSCS)

For **you** added protection, the **insurer** is covered by the FSCS. **You** may be entitled to compensation from the scheme if the **insurer** cannot meet its obligations. This depends on the type of business and the circumstances of the claim.

Insurance cover provides protection for 90% of the claim, with no upper limit.

Further information about the compensation scheme arrangements is available from the FSCS, telephone number 0800 678 1100 or 020 7741 4100, or by visiting their website at www.fscs.org.uk

Governing law

Unless agreed otherwise, English law will apply and all communications and documentation in relation to this policy will be in English. In the event of a dispute concerning this policy the English courts shall have exclusive jurisdiction.

Servicing requirements for your Abarth

Servicing must be carried out in accordance with vehicle manufacturer recommendations. Genuine parts, oils and other fluids or parts, oils and other fluids of equivalent specification and matching quality must be used. Failure to comply with this condition may result in a warranty claim being rejected.

We will allow a maximum of 1,000 miles or one calendar month (whichever occurs first) in excess of the recommended service intervals. Please ensure that the servicing retailer completes the service record for the **insured vehicle** and that **you** keep all service receipts as proof of servicing.

Important: If **you** fail to have the **insured vehicle** serviced correctly in accordance with the manufacturer's specifications during the **period of insurance**, or **you** are unable to produce proof of such servicing if **we** request it, then this may invalidate **your** cover or **we** may not pay all or any part of a claim **you** make.

Servicing requirements for non Abarth vehicles

Servicing must be carried out in accordance with vehicle manufacturer recommendations. Genuine parts, oils and other fluids or parts, oils and other fluids of equivalent specification and matching quality must be used. Failure to comply with this condition may result in a warranty claim being rejected.

We will allow a maximum of 1,000 miles or one calendar month (whichever occurs first) in excess of the recommended service intervals.

Please ensure that the servicing retailer completes the service record for the **insured vehicle** and that **you** keep all service receipts as proof of servicing.

Important: If **you** fail to have the **insured vehicle** serviced correctly in accordance with the manufacturer's specifications during the **period of insurance**, or **you** are unable to produce proof of such servicing if **we** request it, then this may invalidate this cover or **we** may not pay all or any part of a claim **you** make.

Definition of words

When the following words and phrases appear in this policy document or **confirmation of cover**, they have the specific meanings given below. These words are highlighted by the use of bold print.

Approved repairer

Means a Abarth Retailer or Service Centre authorised by Abarth to repair Abarth vehicles.

Area of cover

Means **UK** and **Continental Europe**.

Beneficiary

Means **you** or any other driver of the **insured vehicle** using the **insured vehicle** with **your** permission and any passenger of the **insured vehicle** at the moment an **electrical or mechanical failure** occurs.

Confirmation of cover

Means the email which was sent to **you** with this policy document which confirms **your** cover details.

Continental Europe

Andorra, Austria, Belgium, Bulgaria, Bosnia and Herzegovina, Croatia, Cyprus (Greek Territory only), Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Russia*, San Marino, Serbia, Slovakia, Slovenia, Spain (including Balearic Islands but excluding Canary Islands), Sweden, Switzerland, Turkey.

*Cover in Russia is limited to a 31 mile radius from the external ring of the following Cities; St Petersburg, Moscow, Rostov On Don, Togliatti and Perm.

Electrical or mechanical failure

Means the sudden and unexpected failure of a component which is covered by the warranty section of this cover and which needs immediate repair or replacement. Wear and tear or normal deterioration is not covered under this definition.

Insured vehicle

Means the vehicle shown on the **confirmation of cover**.

Insurer

AWP P&C SA.

Maximum claim limit

Means the price **you** paid for the **insured vehicle**.

Period of insurance

The period shown on **your confirmation of cover**.

Private individual

Means a person who is using the **insured vehicle** for their own personal use and who is not a motor trader, garage, business or individual dealing in the buying and selling or repair of motor vehicles.

United Kingdom, UK

Means England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man.

We, our, us, Abarth Warranty Services, Allianz Assistance

Means AWP Assistance UK Ltd.

You, your

Means the **private individual** named on the **confirmation of cover**, or as replaced by any new owner correctly declared to **us** and accepted by **us**.

Extended Warranty

You are covered for the costs (limited to parts and labour inclusive of VAT up to the **maximum claim limit**) of repairing or replacing the covered components below that have suffered **electrical or mechanical failure** occurring within the **area of cover** and during the **period of cover**.

Covered components

All electrical and mechanical factory-fitted components are covered against **electrical or mechanical failure**. Other than the following.

- Filters, spark plugs, worn/warped brakes or clutches, brake shoes, pads, drums and discs, oil, fluids, coolant, wiper blades and arms, drive belts (except camshaft drive belt, provided it has been replaced in accordance with the manufacturer's specification), pipes and hoses, lamps and bulbs, fuses, high tension leads, wheels and tyres, non-factory fitted audio equipment or alarms or immobilisers, radio aerial masts, batteries, exhaust systems.
- Catalytic converters (except in the case of internal failure or failure to meet emission requirements under government legislation).

- General oil leaks (except where the removal of the engine or gearbox is necessary in order to rectify the oil leak).
- Bodywork of any kind, sheet metal, body panels, bodywork or glass sealants or bondings, paintwork, glass and mirrors (except in the case of **electrical failure**), upholstery, carpets, (except in the case of broken seal, stitching or seam) non-mechanical or electrical trim and cosmetic items, all weather strips and seals, channels and guides, hinges, handles, check straps (locks and handles except where there is an **electrical failure**).
- Parts not approved by or equivalent in quality or design to parts supplied by Abarth.
- Parts replaced under normal maintenance procedures or replaced as a result of normal wear and tear, adjustments, reprogramming or loading of software.

Working materials/casings

Should a valid claim for a covered component require essential replacement or topping up of lubricants, fluids, oils, oil filters, coolant or refrigerant, these items shall be covered as part of the total claim

provided that the **insured vehicle** is not within 1,000 miles or one month of its next due service.

Casings are covered when damaged by a covered component which has suffered an **electrical or mechanical failure** and which forms part of a valid claim under this cover.

Exclusions

This warranty does not cover any injury, failure, loss or damage caused by, arising from or in connection with the following.

- Corrosion, frost, salt, hail, windstorms, lightning, airborne fallout, (e.g. chemicals, tree sap, bird droppings, etc), water ingress or flooding.
- Any defect which is likely to have existed before the **period of cover**.
- Wear and tear, normal deterioration, routine servicing, maintenance, reprogramming or loading of software.
- Faulty repairs, incorrect servicing or failure to have the **insured vehicle** serviced in accordance with the manufacturer's specification.

- Lack of oil, fuel, lubricants, hydraulic fluids or additives; or foreign matter entering the fuel, cooling, air conditioning or lubrication systems; or use of oil, fuel, lubricants, hydraulic fluids or additives other than those recommended by the manufacturer of the **insured vehicle**.
- Vehicles modified in any way from the original manufacturer's specification.
- Any loss where the speedometer has been tampered with, altered, disconnected or where the mileage of the **insured vehicle** cannot be verified; or where **you** or anyone else acting on **your** behalf acts in a way that prevents **us** from exercising **our** right to inspect the **insured vehicle** under this warranty.
- Any vehicle used for competitions (including practice), track days, racing, pacemaking, rallies or speed or duration tests, or power testing.
- Any vehicle which is owned by a business formed for the purpose of selling or servicing motor vehicles or for hire or reward or by a driving school.
- Losses or damage due in any way to any type of accident, overloading, misuse or any act or omission which is wilful,

unlawful or negligent (such as, but not limited to, consequential damage caused by continuing to drive the **insured vehicle** when a fault becomes apparent).

- Any component which is either subject to recall by the **insured vehicle's** manufacturer, manufacturing defect or inherent design faults.
- **Electrical or mechanical failure** which happens outside the **area of cover**.
- Cleaning, polishing, operations performed under normal maintenance, adjustments, modifications, alteration, tampering, disconnection, improper adjustments or repairs.
- **We** will pay for damage caused to a covered part if caused by another covered part.
- **We** will not cover damage to a covered part if caused by a part that is not covered.
- **We** will not pay for any damage to parts not covered by this warranty even if the damage is caused by a covered part.
- **We** will not pay for any depreciation to **your** vehicle, loss of earnings, death or bodily

injury, damage to property or any other loss or damage which is a direct or indirect result of the failure of a covered item.

- As **your** policy is intended to cover the repair and/or replacement of defective or damaged parts, it does not additionally cover losses that may be caused by that defective or damaged part, unless otherwise stated in the policy terms and conditions. For example, **your** policy may cover repairs to or replacement of a wheel bearing but would not cover any loss of earnings that **you** may suffer while **your** vehicle is being repaired.
- **You** should check whether **you** have any other policies that may cover additional damage or related costs or losses not covered by this policy.
- Ionising radiation or radioactive contamination from any nuclear fuel or the nuclear waste arising from burning nuclear fuel.
- Radioactive, toxic, explosive or other dangerous properties of any explosive nuclear equipment or nuclear part of that equipment.

- War, invasion, acts of foreign enemies, terrorism, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion.
- Pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
- Any costs covered under any other warranty, guarantee, insurance or cover.

Claim payments

The number of claims **we** will pay is unlimited and the maximum value of claims in total **we** will pay is up to the **maximum claim limit**.

We will not pay more than the manufacturer's list price for parts and official labour times/ costs which are necessary to repair or replace covered components.

Additional benefits

Subject to **us** having agreed that a claim for a covered component is valid under the terms of this warranty cover and subject to **our** prior agreement, **we** will also pay a contribution towards the following expenses if they are incurred by **you** as a direct result of the covered **electrical or mechanical failure**:

Car hire

If **you** need to hire another vehicle whilst **your insured vehicle** is being repaired, **we** will pay a contribution of up to £30 (inc. VAT) per day up to a maximum of 10 days for any one claim towards **your** expenses. During the warranty period the most **we** will pay towards car hire is £300 (inc VAT) in total.

We do not cover the first 24 hours of any rental period and **we** are not responsible for arranging a hire car for **you**.

You must be able to satisfy the requirements of the vehicle hire company and **you** will be responsible for all fuel and other ancillary charges.

Hotel accommodation or onward travel

We will provide a contribution to **you** or **your** passengers for overnight accommodation or onward travel which is necessary as a result of a covered **electrical or mechanical failure**.

The most **we** will pay for any one claim is:

- £50 (inc. VAT) hotel accommodation per **beneficiary** (up to 5 people).
- 1 night's accommodation.
- £50 (inc. VAT) towards fares on public transport.

Recovery

We will pay up to £100 (inc. VAT) towards recovering the **insured vehicle** to the nearest Abarth Retailer.

Continental use

Your warranty cover is extended whilst the **insured vehicle** is in **Continental Europe** for a period of not more than 60 days during the **period of cover** on condition that:

- **You** follow the claims procedure set out in this document.
- **We** will pay only the equivalent **UK** rates and charges which apply at the date of the **electrical or mechanical failure**.
- The benefits in respect of car hire, hotel accommodation or onward travel do not apply to this extension.

NB. All claims under the additional benefits will only be considered when accompanied by genuine VAT invoices.

How to make a warranty claim

How to make a claim in the UK

Contact **your** nearest Abarth Retailer or the retailer you purchased the vehicle from and advise them that **your insured vehicle** is protected by the Abarth Extended Warranty. The Abarth Retailer will contact **us** regarding claims on **your** behalf.

It is **your** responsibility to authorise any dismantling of the **insured vehicle** or any other work required to diagnose any faults with the **insured vehicle**.

We will not pay for any diagnostic costs, other than the reasonable costs of diagnosis should a claim for a defective component be valid under this cover.

If **you** are VAT registered **you** remain responsible for settling the VAT content of any claim separately.

Abarth Warranty Services reserve the right to examine the **insured vehicle** and to subject it to expert assessment in order to determine if **your** claim is covered and how much **we** will pay for repairs. If **you** or anyone acting on **your** behalf acts in a way which prevents **us** from being able to determine the cause of failure by inspecting the **insured vehicle** or defective components, then **we** may not pay all or any part of **your** claim.

How to make a claim in Continental Europe

Arrange for the **insured vehicle** to be taken to the nearest Abarth Retailer and give the retailer **your** authority to carry out the necessary repairs. Once the repairs have been completed, **you** must settle the costs with the retailer and retain the invoice. Please also keep the replaced components if possible until **we** have finished processing **your** claim as **we** may need to see them.

On **your** return to the **UK**, please take **your** invoice and copies of the **insured vehicle's** service records to your local Abarth Retailer who will assist with **your** claim. Please retain a copy of the repair invoice and the original service records for **your** own safekeeping as **we** will be unable to return these to **you**.

Your claim will then be processed and reimbursed to **you** in pounds sterling at the rate of exchange for the relevant currency at the time of the repair, providing that **your** claim is valid.

We will not pay more than the equivalent **UK** rates for the manufacturer's list price for parts and official labour times/costs which are necessary to repair or replace covered components.

If **you** are VAT registered **you** remain responsible for settling the VAT content of any claim separately.

General terms and conditions

These conditions apply to all sections of **your** warranty cover and **you** must meet them before **we** make a payment or provide a service.

Providing information

We will only provide the cover described in this policy document if the information **you** gave at the time of taking out this cover is true and complete.

You must tell **us** about anything that may affect **your** cover (including also any changes during the **period of cover**). If **you** are not sure whether something is relevant, **you** must tell **us** anyway. **You** should keep a record of any extra information **you** give **us**. If **you** do not tell **us** about something that may be relevant, **your** cover may be invalidated and **we** may not cover any related claims.

Claims - your duties

If a claim occurs **you** must comply with the relevant claims procedures described in this document as soon as **you** can.

Claims - our rights

We can take over and carry out the defence or settlement of any claim. After **we** have made a payment, **we** can pay to take legal action to get back any payment **we** have made under this cover. If **we** want to, **we** will examine the **insured vehicle** and will test damaged components.

Looking after your vehicle

You must take all reasonable steps to safeguard the **insured vehicle** against **breakdown/immobilisation** and/or **electrical or mechanical failure**.

Important: If **you** fail to have the **insured vehicle** serviced correctly in accordance with the manufacturer's specifications during the **period of cover**, or **you** are unable to produce proof of such servicing if **we** request it, then this may invalidate this cover or **we** may not pay all or any part of a claim **you** make.

Obsolete parts

If any part or accessory is not available the most **we** will pay for the part will be the cost shown in the manufacturer's last **UK** price list, plus a reasonable fitting cost. If the part is not listed in the manufacturer's last **UK** price list **we** will pay the cost of an equivalent part plus the reasonable cost of fitting. If no equivalent part is listed the most **we** will pay is £250.

Salvage

If **we** replace any parts in settlement of **your** claim the original parts become **our** property to dispose of as **we** see fit. If **we** are going to settle **your** claim by replacing **your** vehicle or paying **you** the purchase price, **your** vehicle will become **our** property. If **your** vehicle has a personalised registration **you** may retain this subject to DVLA rules and regulations.

How to make a complaint

We aim to provide **you** with first class cover and service. However, there may be times when **you** feel **we** have not done so. If this is the case, please tell **us** about it so that **we** can do **our** best to solve the problem. If **you** make a complaint **your** legal rights will not be affected.

Write to: Customer Service, Abarth Warranty Services, 102 George Street, Croydon, CR9 6HD.

Phone: 020 8603 9853

Lines are open Monday to Friday between 9am and 5pm.

Email: customersupport@allianz-assistance.co.uk

Please supply **us** with **your** name, address, policy number/vehicle registration and claim number where applicable and enclose copies of relevant correspondence as this will help **us** to deal with **your** complaint in the shortest possible time.

If **we** have not resolved the situation within eight weeks **you** can contact the Financial Ombudsman Service.

Visit: www.financial-ombudsman.org.uk

Write to: Financial Ombudsman Service, Exchange Tower, London E14 9SR

Call: 0800 023 4567 or 0300 123 9 123

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

Using this complaints procedure or referral to the Financial Ombudsman Service does not affect **your** legal rights.

Transfer of ownership form

If **your vehicle** is sold, the remaining cover may be transferred to the new **private individual**. Fill in the new owner's details below. Please note that the form below must be signed by **you** and the new owner.

Policy Number

Vehicle VIN/chassis number

Vehicle registration number

Title Initials

Surname

Address

Postcode

Telephone number

E-mail address

Mileage at transfer

I (name) _____ hereby give notice that I wish to transfer the balance of my Abarth Extended Warranty to the new owner.

Signature of previous owner

Date

Signature of new owner

Date

Please call **us** on **0345 300 0318** to make the transfer fee payment of £20 and email this completed form to: **abarthwarrantyservices@allianz.com**

Or post to:

Abarth Warranty Services
PO Box 1149
Croydon
CR9 1ZQ

Change of address form

Please enter new details below

Policy number	
Vehicle VIN/chassis number	
Vehicle registration number	
Title	Initials
Surname	
New address	
Postcode	
Telephone number	
E-mail address	

I confirm that the details provided are correct.

Your signature	Date
-----------------------	------

Please email the completed form to: **fiatwarrantyservices@allianz.com**

Or post to:

Fiat Warranty Services
PO Box 1149
Croydon
CR9 1ZQ

Abarth Extended Warranty is underwritten by AWP P&C SA and is administered in the UK by AWP Assistance UK Ltd (trading as Abarth Warranty Services, Abarth Assistance and Allianz Assistance). Registered in England number 1710361. Registered Office: PO Box 74005, 60 Gracechurch Street, London, EC3P 3DS.

AWP Assistance UK Ltd are authorised and regulated by the Financial Conduct Authority (FCA).

AWP P&C SA is authorised and regulated by L'Autorité de Contrôle Prudentiel et de Résolution in France. Deemed authorised by the Prudential Regulation Authority (PRA). Subject to regulation by the FCA and limited regulation by the PRA. Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the FCA's website.

AWP Assistance UK Ltd will act as an agent for AWP P&C SA with respect to the receipt of customer money, for the purpose of settling claims and handling premium refunds.

This policy is available in large print, audio and Braille. Please phone 0345 300 0318 and we will be pleased to organise an alternative for you.