



**NORTH YORKSHIRE  
POLICE OFFICER & STAFF**  
INSURANCE BENEFITS TRUST

**SCHEME BENEFITS**

Effective from 1 April 2020



# USEFUL TELEPHONE NUMBERS

Federation Office	01423 866 342
Worldwide Travel Insurance	Policy Number DB5080AHA201
24hr Emergency Assistance	+44 (0) 20 7183 3751
Non-Emergency Claims	0330 660 0549
Submit your claim on-line	claims@mstream.co.uk www.submitclaim.co.uk/nyp
Motor Breakdown Cover (UK) (Europe)	01384 884 118 +44(0) 1384 884 118
Legal Expenses	01384 887 583
Mobile Phone Cover	03444 120 982
Health Assured	0800 328 0003
Philip Williams and Company	01925 604 421

## Claims Procedures

Claims should be reported as soon as is practical and if possible within 30 days of the incident/diagnosis. If claims are not reported within 90 days of the date of the incident/diagnosis they may not be met. The onus is on the member to notify a claim and it is not the responsibility of the Federation to make a member aware of their entitlement to claim. For Life, Critical Illness, Accident Benefits and Sickness Benefits please advise the Federation Office on

**01423 866 342**

*This Scheme is subject to annual review. It incorporates covers which the Trustees believe are beneficial to the majority of Members. The Trustees reserve the right to amend or remove cover as they deem appropriate. It is your responsibility to ensure that you are in possession of the up to date literature.*

# SERVING MEMBER BENEFITS

## MEMBER AGED UNDER 65

Life Insurance	£120,000
Terminal Prognosis Advance on life insurance*	20% of sum insured
Permanent Total Disablement ( <i>due to accident</i> )	£100,000
Permanent Loss of Use due to accident ( <i>sight/hearing/limbs</i> )	up to £50,000
Permanent Loss of Hearing due to accident – one ear	£12,500
Permanent Loss of Speech due to accident	£50,000
Permanent Disabling Injuries due to accident % Scale	up to £50,000
Hospitalisation Benefit up to seven nights	
Unplanned Accident/illness	£50 per night
On-Duty Assault benefit	
Firearm	£1,500
Stabbing	£750
Burns causing Disfigurement or Scarring Scale	up to £5,000
Police Treatment Centre Attendance Benefit	£70 per stay
Unsociable Hours x 24 weeks ( <i>excluding first 14 days max £60 per week</i> )	£1 per hour
Court Award Compensation	up to £500
On Duty Acquired HIV	£50,000
Dental Injury and Emergency	Member & Partner
Sick Pay to 26 weeks ( <i>after 26 weeks absence</i> )	20% scale pay
Critical Illness	£10,000
Child Critical Illness	£2,000
Child Death Grant	£2,500
Health Assured	Family
Legal Expenses	Included
Worldwide Travel Insurance	Family
Motor Breakdown Cover ( <i>UK and Europe</i> )	Member and Partner
Mobile Phone	Member and Partner
<b>CALENDAR MONTHLY PREMIUM</b>	<b>£26.60</b>

## NON-SERVING SPOUSE/COHABITING PARTNER AGED UNDER 65

Life Insurance	£60,000
Terminal Prognosis Advance on life insurance*	20% of sum insured
Critical Illness	£10,000
<b>CALENDAR MONTHLY PREMIUM</b>	<b>£10.35</b>

\*Terminal Prognosis Advance only available for members aged 63 and under

Please inform the Federation Office immediately if there are any changes to your personal circumstances or alteration to beneficiary.

The price includes an additional contribution to the Insurance Trusts to pay for administration of the scheme and other member benefits as determined by the Scheme Trustees.

# RETIRED MEMBER BENEFITS

## RETIRED MEMBER

Life Insurance – aged under 60	£50,000
Life Insurance – aged 60 to 64 ( <i>inclusive</i> )	£25,000
Terminal Prognosis Advance on life insurance*	20% of sum insured
Health Assured	Family
Legal Expenses	Included
Worldwide Travel Insurance	Family
Motor Breakdown Cover ( <i>UK and Europe</i> )	Member and Partner
Mobile Phone	Member and Partner
<b>CALENDAR MONTHLY PREMIUM</b>	<b>£32.35</b>

## COHABITING PARTNER

Life Insurance – aged under 60	£25,000
Life Insurance – aged 60 to 64 ( <i>inclusive</i> )	£12,500
Terminal Prognosis Advance on life insurance*	20% of sum insured
<b>CALENDAR MONTHLY PREMIUM</b>	<b>£13.95</b>

## RETIRED MEMBER AGED 65–69

Life Insurance	£5,000
Health Assured	Family
Legal Expenses	Included
Worldwide Travel Insurance	Family
Motor Breakdown Cover ( <i>UK and Europe</i> )	Member and Partner
Mobile Phone	Member and Partner
<b>CALENDAR MONTHLY PREMIUM</b>	<b>£35.85</b>

## COHABITING PARTNER AGED 65–69

Life Insurance	£5,000
<b>CALENDAR MONTHLY PREMIUM</b>	<b>£13.95</b>

\*Terminal Prognosis Advance only available for members aged 63 and under.

The price includes an additional contribution to the Insurance Trusts to pay for administration of the scheme and other member benefits as determined by the Scheme Trustees.

# IMPORTANT INFORMATION

## APPLICABLE TO ALL BENEFITS

This booklet is a summary only. The benefits are subject to certain exclusions and policy conditions not stated in this booklet which in the event of a claim will be applicable. The benefits are provided strictly under the terms of the insurance policies taken out by the trustees of the scheme. Subscription to the scheme entitles the member to the benefits provided by the scheme but confers no ownership of any of the underlying policies which are vested in the trustees. The Insurance Scheme is an Independent Trust managed by the Trustees. The Trustees pay the Federation for the Federation Staff/Office to administer the Insurance Scheme on their behalf. The trustees retain the full policy wording detailing all benefits and exclusions which may be viewed on request to the Federation Office.

### Applying to join

Serving Officers and Police Staff can apply to join the scheme at any time by completing an application form which is available from the Federation Office. The first three monthly subscriptions are free of charge when joining the scheme for the first time. New student officer may join the scheme free of charge for their first 52 weeks of service. The Trustees and/or Philip Williams & Co reserve the right to decline any applications.

### Subscription collection

Subscriptions are collected monthly by deduction direct from salary/pension unless that is not possible when alternative arrangements may be agreed. Monthly subscription payments must be maintained in order to remain a member of the scheme and to qualify for any benefits.

### Insurers

A list of the insurers is available on request. Full policy wordings for certain policy sections are available to download via QR codes. These may also be available at the Federation Office, on the Federation Website or by visiting the Group Scheme section of [www.philipwilliams.co.uk](http://www.philipwilliams.co.uk)

### Cohabiting Partner Extensions

Any cohabiting partner extension will cease when the member or cohabiting partner reach 70 years of age whichever is the sooner. Any cohabiting partner cover and/or extension will cease when the member ceases to be a member of the scheme.

### Career breaks, maternity leave, secondment or living overseas

Those going on a career break, maternity leave, secondment or are living overseas must contact the Federation Office to identify if cover can be maintained.

### Retirement from the Police Service

Serving Officers and Police Staff upon retirement may remain in the scheme as retired members. This also applies to cohabiting partner cover. Please contact the Federation to arrange cover into retirement.

### Complaints procedure

The Insurance Scheme is arranged on behalf of the trustees by Philip Williams (*G Ins*) Management Ltd, trading as Philip Williams & Co Insurance Management who are authorised and regulated by the Financial Conduct Authority (*Registration Number 827663*). The Trustees are responsible for dealing with the insurance broker and organising the Policies. Any complaints about any aspect of the Federation Insurance Scheme should in the first instance be directed to the Trustees. We will then investigate any complaint; identify the appropriate person to speak to and then either resolve the matter with that organisation and the Member or arrange for the appropriate organisation to resolve it directly with the member.

Therefore if you have any complaints about the Federation Insurance Scheme please contact the Federation Office on

**01423 866 342**

North Yorkshire Police Federation, Police Station, Castlegate, Knaresborough, North Yorkshire HG5 8AR.

Should you remain dissatisfied then you may ask the Financial Ombudsman to investigate your complaint. Please contact the Financial Ombudsman Service by telephoning 0800 023 4567 or by downloading the complaint form from [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

### FINANCIAL SERVICES COMPENSATION SCHEME

In the event that an insurer is unable to pay a claim you may be entitled to compensation from the Financial Services Compensation Scheme if an insurer cannot meet its obligations. This depends on the type of insurance and the circumstances of the claim. Information can be obtained on request, or by visiting the Financial Services Compensation Scheme website at [www.fscs.org.uk](http://www.fscs.org.uk)

Individuals are not eligible to join the scheme after their retirement date.

### Transfer, resignation or dismissal

Members who transfer, resign or are dismissed from the police service are not eligible to remain in the scheme and all membership and benefits will cease including any cohabiting partner extension.

### How to cancel your cover

In the event that you need to cancel your cover, please submit a letter with a signature on to the Federation Office.

# EXPLANATION OF BENEFITS

## **Life insurance**

On death of a member or subscribing partner the cash benefit will be paid. The policy is written in Trust so that if a member dies, the proceeds can be paid, by the Trustees, to the member's dependants quickly free of tax and without having to wait for probate. Members should ensure that they have an up-to-date beneficiary nominated and have lodged the details with the Federation Office, to assist the Trustees in the event of a claim. If a member aged 63 or under receives a terminal prognosis of 12 months or less, they may apply to the Trustees for an advance of the death benefit as detailed in the table.

## **Child death grant**

This benefit is paid upon the death of a dependant child of a member, aged between 6 months and 17 years.

## **Claims Procedure:**

All Death claims should be notified as soon as is practical to the Federation Office who will arrange for a claim form to be completed. Please note that an original death certificate or original coroners certificate will be required.

For Terminal Prognosis Advance & Critical Illness claims please contact the Federation Office as soon as is practical who will provide you with the required form for completion.

Any queries must be directed to the Federation Office

## Permanent total disablement

Disablement which has lasted for at least 52 weeks and which prevents the member from engaging in or giving attention to business, profession or occupation of any and every kind for the remainder of their life.

## Accidental Loss of Use and Permanent Disabling Injuries

Variable benefits paid in the event of:

- Loss of sight in one or both eyes
- Loss of use of one or more limbs
- Total loss of hearing in one or both ears
- Total loss of speech
- Total loss of use of:-
  - a) back or spine (*excluding cervical*) without cord involvement
  - b) neck or cervical spine without cord involvement
  - c) shoulder, elbow or wrist
  - d) hip, knee or ankle
- Loss of or total loss of use of:-
  - a) foot below the level of the ankle (*talofibular joint*)
  - b) thumb
  - c) one forefinger or big toe
  - d) any other finger
  - e) any other toe

## Hospitalisation Benefit (*unplanned Accident/Illness*)

For each consecutive night's stay, the amount shown in the benefits table will be paid.

## Sick pay benefit

If a member suffers a pay cut under regulations or terms of employment, the benefits illustrated on the scheme benefits table will become payable after 26 weeks absence.

The benefit ceases on return to work or if the member retires, resigns, is discharged from the police service, or fails to pay the monthly scheme subscription. In addition the benefit shall not be payable if the member has been offered reasonable adjusted duties with a return to full pay and has declined such duties without reasonable cause.

Any overpayment due to a reversal in the decision by the employer which results in a resumption of pay (*including any back payment*) or due to a failure by the member to inform the insurers of a return to work must be repaid in a prompt and timely manner.

## Dental injury and Emergency

This policy provides cover for Dental Expenses in the event of:

- Dental Injury
- Emergency Dental Treatment (*initial appointment only*)
- Dentist Call-out Fees
- Hospitalisation
- Mouth Cancer

Definitions are shown in the full policy wording.

## Making a Dental Claim

No prior authorisation required. Undergo the treatment, pay the dentist direct, and subsequently submit a claim. Please ensure that proof of treatment and receipts of costs are obtained. Claim forms are available from the Federation Office.

## Unsocial Hours

In the event that the Insured Person sustains Accidental Bodily Injury or contracts sickness resulting in total disablement entirely preventing them from engaging in or giving attention to their usual occupation, the policy will pay a benefit equal to £1 per Unsocial Hour up to £60 per week in respect of the Unsocial Working Hours Pay that would otherwise have been received.

## Court Award Compensation

Cover is provided for serving officers only. If, as a result of an on-duty assault, compensation you have been awarded by the Court has not been paid within six months from the payment date of the award a payment will be made.

## On duty acquired HIV

Cover is provided for serving officers only. If, as a result of a documented duty related incident you become infected with the HIV virus, a payment will be made.

Documents can be downloaded by visiting the Group Scheme section of our website [www.philipwilliams.co.uk](http://www.philipwilliams.co.uk) or by scanning the QR code.



## Assault Benefit

Payable where a member whilst on police duty suffers an assault caused by the discharge of either firearms, crossbows or shotguns, or caused by stabbing inflicted by a knife or other sharp instrument which results in actual physical injury which renders the member unfit for duty for a period of three consecutive days or more.

## Burns causing permanent disfigurement or scarring

If during the **Period of Insurance** an **Accident** occurs to a Serving Officer while on police duty and results in **Bodily Injury** resulting in burns causing permanent disfigurement or scarring of their:

a. Neck, face outer ear (*Pinna*) or head exposed to view of at least one square centimetre or two centimetres in length from **Burns** the minimum Benefit will be payable.

Permanent scarring or permanent **Burns** covering a greater area or length will be assessed according to size, area it covers and visual impact. The minimum benefit is £300 and the maximum benefit is £5,000 (*for permanent disfigurement or permanent scarring covering the whole face*).

The benefit amount payable will not take into account any psychological effects.

## b. Body

If an **Accident** occurs to a Serving Officer while on police duty and causes **Bodily Injury** resulting in **Burns** causing permanent disfigurement or scarring of their to the **Body** and the permanent scarring or permanent disfigurement affect an area of at least 4.5% of the total body area the benefit will be paid in accordance with the amount shown below:

4.5% of the total body surface area £1,500

9% or more of the total body surface area £3,000

18% or more of the total body surface area £4,000

27% or more of the total body surface area £5,000

**This benefit does not cover disfigurement or scarring by any cause other than Burns.**

**Specific Definitions applicable to this section of the policy:**

### Body

The head (*excluding the Face*) neck, trunk, legs and arms.

### Burns

Full thickness, third degree burns resulting in a permanent scar.

### Face

The area bordered by the natural hairline surrounding the forehead, the front of the ears and the lower jaw.

## Police Treatment Centre Attendance Benefit

If a member has to stay in a police convalescent home on the recommendation of a registered medical practitioner in respect of accident or illness, the amount shown in the benefits table will be paid.

# CRITICAL ILLNESS

**Payable if a serving member, member's subscribing cohabiting partner or their dependant child, aged from 30 days to 17 years, suffers from an insured illness and survives for more than 14 days from the date of diagnosis or surgery.**

- Alzheimers Disease
- Angioplasty
- Aorta Graft Surgery
- Aplastic Anaemia
- Bacterial Meningitis
- Benign Brain Tumour
- Blindness
- Cancer
- Cardiomyopathy
- Coma
- Coronary Artery By-pass Graft
- CJD
- Deafness
- Dementia/Pre-senile Dementia
- Encephalitis
- Heart Attack
- Heart Valve Replacement/Repair
- Hep B / HIV Infection
- Kidney Failure
- Liver Failure
- Loss of a Hand or Foot
- Loss of Speech
- Major Organ Transplant
- Motor Neurone Disease
- Multiple Sclerosis
- Paralysis of Limbs
- Parkinson's Disease
- Permanent Total Disablement
- Primary Pulmonary Hypertension
- Progressive Supranuclear Palsy
- Pulmonary Artery Surgery
- Respiratory Failure
- Rheumatoid Arthritis
- Stroke
- Terminal Illness
- Third Degree Burns
- Traumatic Head Injury

Please refer to the policy wording for full definitions of the illnesses covered.

A pre-existing conditions exclusion applies together with other terms and conditions. Critical illness benefit is payable once only in respect of conditions in a common group. Some illnesses may belong to more than one group, as shown above and in the full policy wording.

Documents can be downloaded by visiting the Group Scheme section of our website [www.philipwilliams.co.uk](http://www.philipwilliams.co.uk) or by scanning the QR code.



# HEALTH ASSURED

## Covered Individuals

Member, cohabiting partner and any number of dependant children (*aged over 16 years*) residing in the family home.

## Mental Health and Bereavement

Your call will be handled by an experienced counsellor, who will offer confidential support and information in a friendly, non-judgemental manner.

- 24/7/365 counselling and information telephone service
- In the moment emotional support
- If clinically appropriate, access to structured telephone, online or face to face counselling
- Access to further wellbeing resources via an online health portal and the Health e-Hub app

Reasons to call the service, but not limited to:

- Stress and anxiety
- Family Issues
- Relationship advice
- Alcohol and drug issues
- Gambling issues
- Bereavement
- Domestic abuse
- Retirement

## Medical Advice

The medical advice line is available Monday-Friday 9am to 5pm and is available for you to discuss any medical condition such as:

- Paediatrics - feeding problems, crying, teething, nappy rash, congenital disorders etc
- Typical childhood illnesses such as measles, chickenpox, meningitis, tonsillitis, and also allergies
- Adolescent related issues such as, drugs and alcohol, anorexia, bulimia, glandular fever and dyslexia
- Information and advice on a range of professional welfare organisations and societies
- First aid advice
- Elderly/dependant life stage care
- Assistance with planning care for the elderly
- Suitability of medicines by age/condition
- Suitability of treatment and alternative therapies
- Common/routine medical conditions
- Orthopaedics
- Prevention of injuries

**To contact Health Assured please call 0800 328 0003**

## Digital support

Health Assured believes that you should benefit from their services in the most convenient way to you. That's why, as well as their phone-based counselling and advice they've developed an online portal and smartphone app accessible whenever you like, wherever you might be.

### Online Well-being portal

Their online portal features a comprehensive library of well-being information, which you can access easily via any web browser—on your computer, smartphone or tablet. Access interactive health assessments, lifestyle advice, coaching tools, and more:

- Life Support: legal & financial support, assessments, and family/relationship resources.
- Work Life: advice on achieving a good work-life balance, progressing in your career and asserting your rights.
- Physical Health: information and articles on keeping yourself fit and active, losing weight and maintaining good exercise habits.
- Emotional Health: articles on keeping good mental health, lowering stress and recognising symptoms of ill-health.

You'll also find a host of resources including webinars, well-being videos, four-week programmes, interactive health checks and links to trusted sources. All available whenever you need it.

### Healthe-Hub smartphone app.

Download in the app & android store:

Username: **Police** Password: **Federation**

Available for iOS and Android platforms, it offers immediate support in the palm of your hand, and is available 24/7, 365. It's free to download, and offers health & well-being support in your pocket.

- Physical and mental health support.
- Financial well-being assessments and tips.
- Extensive library of videos, webinars, planners and more at the tap of a button.
- Self-improvement methods such as becoming more assertive, more resilient, and more mindful.
- Lifestyle guidance for family matters.



# WORLDWIDE TRAVEL POLICY

This policy covers the member, their cohabiting partner and any number of their unmarried dependant children under 23 years, all normally resident in the family home, for any number of trips in any year up to 60 days per trip. It covers travel worldwide and in the United Kingdom.

The main sections of cover are:

- Cancellation and curtailment up to £5,000
- Emergency medical expenses up to £10,000,000
- Personal Baggage up to £1,500
- Personal Money up to £500
- Public liability up to £2,000,000
- Personal Accident up to £20,000

Other benefits included. Please see policy for full details.

*Note: Trips with a scheduled duration of more than 60 days will not be covered under this policy and you must arrange separate insurance for the whole duration of these trips.*

In the case of medical emergency please contact our nominated emergency service, **+44 (0) 20 7183 3751**

Email: [assistance@mstream.co.uk](mailto:assistance@mstream.co.uk)  
Please quote DB5080AHA201

Other claims should be reported to the claims service on

**0330 660 0549**

(9am–5pm Mon–Fri)

Email: [claims@mstream.co.uk](mailto:claims@mstream.co.uk)

Alternatively, you can use our online claims system to submit your claim [www.submitclaim.co.uk/nyp](http://www.submitclaim.co.uk/nyp)

## STRANDED PASSENGER SERVICE

Access Executive Lounges if your flight is delayed for more than two hours. Pre-Registration is required more than 24 hours before you fly.

Scan the QR code or visit:

<https://cloud.sdxmessaging.com/vault/philipwilliams/benefits.html> to register using PIN **4163**

Please note that this service relies upon airlines publishing their schedules to a flight tracking system in advance. This service may not be available for some charter flights. In the event of a flight not being registered, this service will not be available. The majority of flights will be registered.



Documents can be downloaded by visiting the Group Scheme section of our website [www.philipwilliams.co.uk](http://www.philipwilliams.co.uk) or by scanning the QR code.



## Main conditions & exclusions

The policy will not cover you if any of the following apply to you, a travelling companion, an immediate relative, close business associate or someone upon whom your trip depends whether they are travelling with you or not (including any third party with whom you may be staying on your trip).

1. You/they were aware of any reason why the trip could be cancelled or curtailed.
2. You/they were travelling against the advice of a medical practitioner or in order to get medical treatment abroad.
3. You/they have been diagnosed as having a terminal illness.

If there is any change in a person's health between the date the policy is issued and the start date of a trip you must still comply with the Health Declaration.

An excess of £50 is applicable for most policy sections. The excess is payable per person, per section, per insured incident subject to a maximum of £100.

There are significant limitations and exclusions of cover for property, including valuables and money, that are left unattended or out of your immediate control and supervision. Please also note the requirements for notifications of loss/theft and the need for reports.

Full policy terms and conditions have been made available. If you require further copies please contact the Federation Office.

# LEGAL EXPENSES

Some important facts about your Professional Fees policy are summarised below. This summary does not describe all the terms and conditions of the policy. References to the cover provided are contained within the full policy wording which is available upon request from the Federation Office, by visiting the Group Scheme section of our website [www.philipwilliams.co.uk](http://www.philipwilliams.co.uk) or, by scanning the QR code at the bottom of the page.

## Sections of cover

### MEMBER ONLY

1. Home Rights (*£100,000*)
2. Fund Trustee Defence (*£100,000*)
3. Representation at Public Enquiries (*£100,000*)
4. Independent Office for Police Conduct (*£100,000*)
5. Disciplinary Hearings (*£20,000*)
6. Bankruptcy Assistance (*£1,000*)
7. Not Applicable

### MEMBER & COHABITING PARTNER

8. Education (*£100,000*)
9. Probate (*£100,000*)
10. Criminal Prosecution Defence (*£185,000*)

### MEMBER & COHABITING FAMILY

11. Personal Injury (*£100,000*)
12. Clinical Negligence (*£100,000*)
13. Consumer Protection Conduct investigations (*£100,000*)
14. Taxation (*£100,000*)
15. Discrimination (*£1,000*)
16. Employment (*Excluding claims arising from activities as a Police Officer*) (*£100,000*)
17. Data Protection (*£100,000*)
18. Uninsured Loss Recovery & Motor Prosecution Defence (*£100,000 but limited to £2,500 in providing representation following the seizure of the vehicle as a result of incorrect information being on the Motor Insurance Database and £10,000 for Motor Prosecution Defence claims*)
19. Identity Theft

## Definition of Beneficiary/beneficiaries

**Member** – All eligible individuals who are members of the relevant Federation at the time at which the insured event occurs and who have paid the relevant subscription.

**Partner** – The member's cohabiting partner. This does not include any business partner or associates

## Legal Document Service

Create your own legal documents to assist in a range of potential disputes or legal situations that you may encounter.

<https://police-MLB.legalim.co.uk>

Please use the access code **NorthYorksPF**

**Family** – The member and:

The member's cohabiting partner. This does not include any business partner or associates.

The member's children including stepchildren, adopted children, foster children and grandchildren normally resident with the member.

The parents and grandparents of the member and the member's cohabiting partner, normally resident with the member.

## 24 hour Legal helpline

For initial advice and instruction on how to make a claim call

**01384 887 583**

Identity Theft Assistance and Claims

**01384 397 757**

Debt Advice Helpline

**01384 884 085**

Arranged by *Legal Insurance Management Ltd.*

**Please note:** If you are not a subscribing member of The Police Federation of England and Wales there is no cover in relation to:-

- Criminal allegations that arise from an on duty incident
- Motor Vehicle defence that arise from an on duty incident
- Misconduct issues that arise from an on duty incident
- Employment issues that relate to your employment in the Police Service
- Any legal assistance in relation to any 'Post Incident Procedure'
- Representation at any Public Enquiries that relate to an on duty incident
- Any Independent Office for Police Conduct investigations
- Any Personal injury claim that arise from an on duty incident

Documents can be downloaded by visiting the Group Scheme section of our website [www.philipwilliams.co.uk](http://www.philipwilliams.co.uk) or by scanning the QR code.



# UK AND EUROPEAN MOTOR BREAKDOWN

## Comprehensive motor breakdown cover including:

- Roadside Assistance/Recovery
- Home Assist
- Alternative Travel
- Emergency Overnight Accommodation
- Misfuel Assist
- Message Service
- Keys
- Driver illness/injury

## Covered Individuals

- Member
- Cohabiting Partner

## Your Cover

If a Vehicle in which you or your cohabiting partner are travelling suffers a Breakdown due to a mechanical or electrical failure, flat tyre, lack of fuel, misfuel, Accident, theft, vandalism or fire, service will be provided. We will provide cover for any Breakdown in accordance with the policy wording.

## How to make a claim

Call the 24 hour Control Centre on

**01384 884 118**

For assistance in mainland Europe please call

**+44(0) 1384 884 118**

Please have the name of the covered member, your return telephone number, vehicle registration number and precise location available when requesting assistance.

## Covered Vehicle

The UK registered car, , motorcycle, campervan, motorhome, domestic vans, or car-derived vans all up to 3.5 tonnes, which a covered individual is travelling in/on at the time of the Breakdown including any towed caravan or trailer of a proprietary make which is fitted with a standard towing hitch and doesn't exceed 7 metres/23 feet (*not including the length of the A-frame and hitch*).

Claims will be validated with costs for any claims from non-eligible persons being the responsibility of the claimant.

Cover will apply during the period of insurance and within the territorial limits. There is no age limit to the vehicle for breakdowns occurring in the UK. A vehicle age limit of ten years applies outside the UK.

For details and a list of European countries covered please see the full policy wording.

Documents can be downloaded by visiting the Group Scheme section of our website [www.philipwilliams.co.uk](http://www.philipwilliams.co.uk) or by scanning the QR code.



# MOBILE PHONE

## Covered individuals

This cover is provided for:

- Serving/Staff members
- Retired members
- Cohabiting partners of serving/staff and retired members

Please note that this policy does not cover mobile phones used by members' or partners' children, even if the bill is paid by the member or partner.

Cover applies to UK residents only.

## Claims notification

If you need to make a claim please contact Brightstar Insurance Services B.V. (UK Branch), Weston Road, Crewe, CW1 6BU.

Telephone number **0344 412 0982**

Please refer to full policy terms and conditions prior to making a claim.

Your mobile phone is covered against the repair or replacement cost of your mobile phone in the event of:

- theft
- accidental loss
- accidental damage
- breakdown whilst in your possession

The liability of the insurer in respect of any one claim and in aggregate for any 12 month period will be the repair or replacement cost of the mobile phone and in any event shall not exceed a total claim cost up to a maximum of £1,500 including VAT.

## A £75 excess is payable per claim.

The mobile phone should have a fully functioning SIM card and be no more than 8 years old at the time of the incident as evidenced by the relevant proof of ownership. Upon acceptance of a claim, the insurer may at its discretion repair or replace your mobile phone. Replacement may be with a refurbished unit or a functionally equivalent product. This is NOT a new for old policy.

If the claims administrator replaces your mobile phone, your original item becomes the insurer's property and the replacement mobile phone is your property, with coverage for that item continuing for the remaining period of insurance.

The maximum liability limit includes cover of up to £750 including VAT for unauthorised data usage for a period of up to 24 hour directly following a valid theft or accidental loss claim.

Please note any claim involving theft or accidental loss must be reported to the appropriate police authorities within 48 hours.

In addition to proof of ownership, verification of membership will be required before a claim can be progressed.

Documents can be downloaded by visiting the Group Scheme section of our website [www.philipwilliams.co.uk](http://www.philipwilliams.co.uk) or by scanning the QR code.



# PRIVACY NOTICE

(ALSO KNOWN AS "FAIR PROCESSING NOTICE")

## How will we use the information you give us?

We will only use your information on the basis that it is necessary to administer your insurance contract or help you make a claim. Where we need to pass information to other firms, it will only be for that purpose. These firms will be Insurers, other insurance brokers, firms handling claims, finance providers and firms that process or administer our records, including Federations/Trust Administrators.

When we contact you, it will either be for the above reason, or because we have a legitimate interest in marketing related products. For any other marketing it will only be with your consent and you will be able to withdraw your consent or unsubscribe easily at any time. If we have to transfer information to a third country outside the EU, we will only do so if a similar level of protection applies. If we need to obtain information which is by nature sensitive, we will only do so on the basis that it is in the public interest – for example to fight crime, prevent fraud or to make sure insurance is available.

## What type of personal information do we need?

- We may need personal details which might include details of lifestyle, family, finances, business or education.
- We will only collect what is necessary and will only keep it for as long as we are required to do in line with our data retention policy.

## What other types of information do we need?

- Under certain circumstances we may also need to obtain information about Race or Origin, Gender, Religion, Health, Politics, Genetics, Trade Union Membership, Sex or Sexual Orientation.
- We might also need details of criminal convictions.
- We will only collect what is necessary and protect it with appropriate security measures.

## How do we obtain your information?

- We may gather it from information you submit to a website, by telephone, mail, face to face or by email.
- We may receive it from insurers, other insurance brokers, firms handling claims, finance providers and firms that process or store our records, including Federations/Trust Administrators.

## What are my legal rights?

- You can obtain a copy of your personal information from us without charge by contacting us at the address above. This may include the right to transfer information to other providers.
- You have the right to ask us to correct information.
- You have the right to ask us to delete your information or stop using it, unless it is necessary for us to retain it for insurance or financial purposes as set out in our document retention policy.
- You may have the right to object if decisions about you are made solely by a computer.
- You have the right to complain to the Information Commissioner at [www.ico.org.uk](http://www.ico.org.uk)

Telephone number **0303 123 1113**

### Data Controller

Philip Williams & Company  
35 Walton Road  
Stockton Heath  
Warrington WA4 6NW

### Contact for queries

Data Protection Manager  
01925 604421  
[dataprotection@philipwilliams.co.uk](mailto:dataprotection@philipwilliams.co.uk)

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35 Walton Road, Stockton Heath,  
Warrington, Cheshire WA4 6NW

Tel. 01925 604 421

[www.philipwilliams.co.uk](http://www.philipwilliams.co.uk)

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Registration number 827663