



Welcome Pack

Within this pack you will find important information about our insurance products, our Financial Conduct Authority (FCA) regulatory status, how we are paid for any sales we may make, how to complain should the need arise and how you are protected by the Financial Services Compensation Scheme.

It is important that you read this document carefully before purchasing any insurance products.

Within this pack you will find important information about our insurance products, our Financial Conduct Authority (FCA) regulatory status, how we are paid for any sales we may make, how to complain should the need arise and how you are protected by the Financial Services Compensation Scheme

It is important that you read this document carefully before purchasing any regulated products.

Initial Disclosure Document

Cinch Cars Limited
address: Form 2 , 18 Bartley Wood Business Park, Bartley Way , Hook, Hampshire, RG27 9XA
tel: 07825936782

Cinch Cars Limited is an appointed representative of ITC Compliance which is authorised and regulated by the Financial Conduct Authority (their registration number is 313486). Permitted activities include advising on and arranging general insurance contracts and acting as a credit broker not a lender.

Finance
Acting as a credit broker we can introduce you to a selected group of lenders / brokers (see below) who may be able to help you finance your purchase. This group of lenders / brokers provides us with a range of products which may be suitable for your purchase. We will explain the key features of those products to you.

Black Horse Limited, Evolution Funding Limited

We may advise you on the products, subject to your personal circumstances, though you are not obliged to take our advice or recommendation. We do not charge you a fee for our services. we will typically receive commission from whichever lender we introduce you to (either a fixed fee or a fixed percentage of the amount you borrow).

Lenders typically pay a commission to us for introducing you to them, calculated by reference to the vehicle model or amount you borrow. Different lenders may pay different commissions for such introductions; some lenders may also provide preferential rates to us for the funding of our vehicle stock and also provide financial support for our training and marketing. But any such amounts they and other lenders pay us will not affect the amounts you pay under your finance agreement, all of which are set by the lender concerned. If you would like to know the amount of any remuneration we have received from the finance provider, please ask us.

All finance applications are subject to status, terms and conditions apply, UK residents only, 18s or over, Guarantees may be required.

Insurance
Cinch Cars Limited offer Combined GAP, and act on behalf of a limited panel of insurance providers (see below).

Car Care Plan

We do not charge fees for arranging insurance, we may however receive an economic benefit or retain a part of any premium by way of remuneration. Our sales agents may also be remunerated on the sale of individual products. Fees may be applied by insurers for such things as mid-term adjustments and cancellations. Please check the individual policy information for full details.

We hold any insurance money (premiums, refunds or claims money) as the agent of the insurer under a risk transfer agreement.

Basis of our Service
Finance
We have taken steps to ensure that if, in the course of advising you, we make a recommendation; such recommendation will be suitable for your demands and needs at the time the recommendation is made. In assessing your demands and needs we may seek such information about your personal circumstances and objectives as might be relevant in order to enable us to

identify your requirements. It is important that you provide us with accurate and relevant information.

Insurance

You WILL NOT receive advice or recommendation from us for insurance products. We may ask some questions to narrow down the selection of products that we provide details on. You will then need to make your own choice about how to proceed.

Your Protection

We always aim to provide a first class service, however if you have any cause for complaint any enquiry can be raised by either email, in writing or by telephoning ITC Compliance Limited, 3 Monarch Court The Brooms, Emersons Green, Bristol, BS16 7FH complaints@itccompliance.co.uk, 0845 177 22 66 or 0117 4403700. Should you remain dissatisfied you have the right to ask the Financial Ombudsman Service to review your case. You should write to the Financial Ombudsman Service, Exchange Tower, London, E14 9SR. Telephone 0800 023 4567 or 0300 123 9123. Web address www.financial-ombudsman.org.uk You may be entitled to compensation should we be unable to meet our liabilities as an insurance intermediary under the Financial Services Compensation Scheme (FSCS). Your entitlement to compensation will depend upon the type of business and the circumstances of your claim. Insurance advising and arranging is covered for 90% of the claim, without any upper limit or for compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit. Further information about compensation scheme arrangements is available from FSCS. Details of ITC Compliance Limited's authorisation can be confirmed by contacting the FCA on 0800 111 6768 or by visiting the FCA's website <http://www.fca.org.uk/register>

Under distance marketing rules you have a 14-day period in which to cancel the purchase (cooling off period) of the vehicle. If you are obtaining the vehicle on finance this cooling off period does not apply. Full detail will be provided by the finance company within their pre-contractual information.

Confidentiality and Data Protection

Your information will only be disclosed/provided to third parties for the purposes of providing, arranging, administering and renewing insurance contract(s) and for the purposes of monitoring and/or enforcing compliance with regulatory rules/codes. A list of these third parties can be found below. For full details of where your information will be sent and the purpose of such data transfer, please ask us.

Insurance Partners

Car Care Plan

Finance Partners

Black Horse Limited, Evolution Funding Limited

Your information will be retained for a period of up to twelve years. During this time you have the right to obtain details of the information held and how it has been processed.

If you would like to exercise any of these rights or have any concerns with how we are processing your data then please contact the Data Protection Officer at Cinch Cars Limited, Form 2 , 18 Bartley Wood Business Park, Bartley Way , Hook, Hampshire, RG27 9XA; telephone 07825936782. If we are unable to resolve your concerns then you have the right to refer the matter to the Information Commissioner's Office. Further details about your rights and how to lodge a complaint can be found on the Information Commissioner's Office website (www.ico.org.uk/for-the-public/).

As an organisation we are committed to our customers receiving good consumer outcomes under the FCA's Consumer Duty.

The Consumer Duty means you should receive communications you can understand, products and services that meet your needs and offer fair value and you get the customer support you need, when you need it.

Should you require any additional support during your purchase please visit our [links page](#) which provides details of organisations who can offer additional guidance and support.

If at any time you feel you have not received the information or support you expect from us please contact us at the address or telephone number above.

We currently offer: **Combined GAP**

Before you decide to purchase any insurance product it is important that you take the time to understand the particular features of the product.

The key document to help you do that is the Insurance Product Information document. You can find a document for each of our products on the following pages.

Information about our GAP Product(s)

Important Information you should read

- Below you will see the total premium of the GAP contract and the related durations,
- The significant features and benefits of the policy can be found in the Insurance Product Information Document below
- GAP contracts are sold by other distributors;
- GAP insurance is optional;
- Under FCA rules a GAP contract cannot be concluded by us until at least 2 clear days have passed from the date you are provided with this welcome pack. We can conclude a GAP contract the day after providing the pack at your specific request.

Available products and Recommended Retail Price (RRP) including Insurance Premium Tax (IPT).

Product Level	Period	RRP
Guaranteed Asset Protection Introductory Offer £0 - £100k FOC	1 months	£0.00

Guaranteed Asset Protection Introductory Offer

Insurance Product Information Document

Company: Car Care Plan Limited

Product: Asset Protection

This insurance is provided by Car Care Plan Limited, a company registered in the UK. Car Care Plan Limited is authorised and regulated by the Financial Conduct Authority. Financial Services Register number: 309268.

This document contains some important facts about Guaranteed Asset Protection. It is to be regarded as only a summary of cover to help assist you in making an informed purchase decision. Full terms and conditions of the policy are provided in your policy document. Please take time to read this policy document to make sure you understand the cover it provides.

What is this type of insurance?

Asset Protection is designed to protect motorists against the financial shortfall that they may be exposed to in the event that their vehicle is written-off as the result of an accident, fire, theft or adverse weather conditions.

This insurance is underwritten by Motors Insurance Company Limited, which is registered in the UK. Motors Insurance Company Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. Financial Services Register number: 202875.



What is insured?

- ✓ Your vehicle providing that:
 - You are either the owner of the vehicle or have a finance agreement, contract hire or lease agreement in relation to the vehicle or are the registered keeper of the vehicle;
 - You are a resident in England, Scotland, Northern Ireland or Wales on the start date and remain so throughout the period of insurance;
 - You are at least 18 years of age;
 - You are covered under a fully comprehensive Motor Insurance Policy for the vehicle;
 - You hold a full driving licence which is valid in the United Kingdom.
 - The purchase price of the vehicle does not exceed £100,000.
- ✓ During the period of insurance, following the total loss of your vehicle fire, theft, accidental damage or adverse weather conditions, we will pay the financial shortfall between the insured value and:
 - The purchase price of your vehicle, including delivery, factory fitted accessories and dealer fitted options as confirmed in the net sales invoice, subject to the following increase in the monetary claim payment above the original purchase price of your vehicle to reflect what the cost of the replacement vehicle will be. This increase above the original vehicle purchase price is subject to the following:
 - If the total loss happens in the first 30 days after the policy start date, the extra amount we pay will be the difference between the purchase price and the cost to replace your vehicle, up to a maximum extra amount of 5% of the purchase price;
 - The early finance settlement amount; whichever is greater, up to the sum insured; or
 - In the case of a lease or contract hire agreement, we will pay the difference up to the sum insured between the insured value and the lease early termination charge to the lease company.
- ✓ We will also cover up to £250 of your motor insurance excess.
- ✓ We provide a minimum payment clause. This means, in the event of a total loss of your vehicle during the period of insurance, we will make a minimum payment (dependent on the original purchase price of your vehicle) or will make a payment equal to the premium you paid for this insurance, whichever is the greater.



What is not insured?

- ✗ If the vehicle is:
 - Written off by someone not eligible to drive your vehicle under the terms of the Motor Insurance Policy for whom you gave consent or where the person driving your vehicle did not have fully comprehensive insurance in place for the vehicle;
 - Written off after it was taken or driven without your consent by a family member, spouse or partner;
 - Written off before the inception of this insurance;
 - Outside the territorial limits when the total loss occurs.
- ✗ We will not cover:
 - Your vehicle if you have not claimed under the Motor Insurance Policy or from a third party through an Accident Management Company or your claim has not been settled as a total loss;
 - Any claim where the Motor Insurer has offered to repair the vehicle but you have requested the claim to be dealt with on a total loss basis;
 - If you decline the offer of a replacement vehicle under the terms of the Motor Insurance Policy, or you are eligible for a replacement vehicle under your Motor Insurance Policy but you choose to pursue your claim via an Accident Management Company, then the claim will be settled based on the value of the replacement vehicle and not the settlement figure offered under the Motor Insurance Policy; Note this may result in no sum being paid.
- ✗ Any insurance premiums. We exclude all deposit allowances, discounts, rebates, concessions, cashbacks, incentives and contributions. We also exclude new vehicle registration fees, road fund licence fee, number plates, warranty costs, fuel, paintwork protection applications, other extras, arrears or negative equity.



Are there any restrictions on cover?

! The following claim limit applies:

Vehicle purchase price	Maximum claim amount
Up to £50,000	Vehicle purchase price (plus the vehicle value claims adjustment if applicable)
£50,001 to £75,000	£35,000 (plus the vehicle value claims adjustment if applicable)
£75,001 to £100,000	£50,000 (plus the vehicle value claims adjustment if applicable)

! This policy does not cover any vehicle:

- Used as an emergency or military vehicle, courier or delivery vehicle, invalid carrier or driving instruction vehicle;
- Used for hire or reward of whatsoever nature, or as a taxi;
- Used for track days, road racing, rallying, pacemaking, speed testing or any other competitive event;
- A scooter, motorcycle, touring caravan, non-United Kingdom specification vehicle or not built for principal sale in the United Kingdom or classed as a grey import, kit car, bus, coach, commercial vehicle more than 3.5 tonnes, truck or a heavy goods vehicle;
- Owned by a garage, vehicle trader or any other associated vehicle trade company.

! We will not cover:

- Any premium owed that is deducted from the settlement by the Motor Insurer of a total loss claim on the vehicle;
- Any motor insurance excess above £250 that is deducted from the settlement by the Motor Insurer of a total loss claim on the vehicle.



Where am I covered?

✓ To purchase this cover, you must be resident in:

- The United Kingdom, which includes England, Scotland, Wales and Northern Ireland; or

✓ You are covered for any claim occurring in:

- England, Scotland, Northern Ireland, Wales, the Isle of Man and the Channel Islands, in the European Union and any other country shown on an International Motor Insurance Card ("Green Card") for as long as you maintain a comparable level of cover on your Motor Insurance Policy as in the United Kingdom and that this cover is in force on the date of an incident that results in a total loss.



What are my obligations?

- You must provide full and accurate information to all questions asked. Your answers must be true to the best of your knowledge and belief. Your answers will form part of the statement of facts on which your policy will be based. If you become aware that information you have given us is inaccurate or has changed, you must inform us as soon as possible. Failure to do this may invalidate your policy and claims may not be paid.
- **If you need to make a claim:** In the event of your vehicle being declared a total loss you should contact the administrator on 0344 573 8069 or email GAPclaims@carcareplan.co.uk. You should notify the administrator within 60 days of the total loss and prior to accepting any settlement from your Motor Insurer.



When and how do I pay?

This policy has been provided free of charge.



When does the cover start and end?

Your cover will take effect and end on the dates stated in Validation Certificate.

The period of insurance will end earlier if:

- The vehicle is declared a total loss; or
- The vehicle is sold or transferred to a new owner or repossessed by the Finance Company; or
- The policy is cancelled.



How do I cancel the contract?

To cancel your policy please contact us on 0344 573 8069 or by email at admin.team@motor-admin.com. This policy can be cancelled at any time however, as this policy has been provided free of charge, we will not pay a refund.