

This is a summary of the Driveaway policy and does not contain the full terms and conditions of the cover, which can be found in the policy booklet. It is important that you read the policy booklet carefully when you receive it.

Who is the Insurer?

The insurer of this policy is Aviva Insurance Limited.

What are the benefits and features of the Driveaway cover compared to our annual cover?

Below is a comparison of your Driveaway cover against our annual cover which you have been offered. The purpose of the comparison is to enable you to easily review the cover provided under Driveaway against the cover provided by Aviva annual car insurance policy:

Cover	Driveaway	Annual Cover
Legal liability for death or injury to any other person, including passengers	✓	✓
Legal liability for damage to other people's property	✓	✓
Legal costs incurred with our consent in connection with a claim against you	✓	✓
Own damage, fire & theft claims	✓	✓
Personal injury to you and/or your partner for death, loss of limbs, loss of sight or loss of hearing	✓	✓
Medical expenses for anyone injured in your car	✓	✓
Personal belongings	✓	✓
New car replacement	✓	✓
Glass	✓ Covered under Section 1 of your policy	✓
Continental Use – compulsory insurance requirements	✓ We provide the minimum cover required by law in the EU country that you are driving in	✓
Replacement locks	✓	✓
Replacement child seat cover	✓	✓
Recovery of your car to your home address or any UK destination if you are taken seriously ill and cannot continue your car journey	✓	✓

What are the significant or unusual exclusions or limitations of Driveaway insurance?

Your policy excludes some situations. Please refer to your policy booklet for full details but the most significant or unusual exclusions are outlined below.

- Cover for the policyholder to drive other people's cars under a Driving other Cars extension is excluded.
- No claim discount will not be earned in connection with this policy.
- You may have to pay the first part of any claim – this is known as the excess (see Section 1 – Loss of or damage to your car). These are set out below.

Standard excess	£500
Additional young driver excesses for accidental damage claims are in addition to the standard excess:	
Aged 17 to 20	£300
Aged 21 to 24	£200

- Loss or damage arising from theft while the ignition keys of your car have been left in or on your car is excluded. (see Section 1 – Loss of or damage to your car).
- Loss of use, wear and tear, deterioration, depreciation or any loss or damage which happens gradually is excluded. (see Section 1 – Loss of or damage to your car).
- Mechanical, electrical or electronic failure, breakdown or breakage is excluded. (see Section 1 – Loss of or damage to your car).
- Loss of value following a repair is excluded. (see Section 1 – Loss of or damage to your car).
- Confiscation or requisition or destruction by or under order of any government or public or local authority is excluded. (see Section 1 – Loss of or damage to your car).
- Any claims for repairs or replacement to the glass in your car must be made under Section 1 of your policy and a £500 excess will apply. There is no separate section for Glass cover under your Driveaway policy.
- The maximum amount that will be paid out for damage to third party property will be £20,000,000 (see Section 2 – Your liability).
- We will not pay for any accident, injury, loss or damage while any vehicle that is insured under this policy is being used otherwise than for the purpose described under the 'Limitations as to use' section of your certificate of motor insurance or while it is being driven by any person not described under the section of your certificate of motor insurance headed, 'Person or classes of persons entitled to drive'. (See the General Exclusions section).

How long does my Driveaway policy run for?

The policy will remain in force for 5 days from the date of commencement.

Your cancellation rights

There are no cancellation rights under this policy.

How do I make a claim?

Should you need to make a claim under this policy, please contact us using the appropriate telephone number shown below:

0800 032 8199

How do I make a complaint?

We hope that you will be very happy with the service that we provide. However, if for any reason you are unhappy with it, we would like to hear from you. In the first instance, please contact your insurance adviser or usual Aviva point of contact.

We are covered by the Financial Ombudsman Service. If you have complained to us and we have been unable to resolve your complaint, you may refer it to this independent body. Following the complaints procedure does not affect your right to take legal action.

Will I receive compensation if Aviva were unable to meet its liabilities?

We are members of the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from this scheme if we cannot meet our obligations, depending on the type of insurance and the circumstances of your claim.

Telephone call recording

For our joint protection, telephone calls may be recorded and/or monitored.