



### *Insurance for London licensed taxi drivers*

## DEMANDS AND NEEDS STATEMENT

For eligible applicants, the Hailo Protect insurance policy (“Hailo Protect” or “Policy”) meets the demands and needs of those London taxi drivers who wish to receive a weekly monetary benefit in the event of being prevented from driving their taxi through disqualification due to speeding or ‘totting up’ convictions or incapacitating personal accidental injury. Hailo Protect will also provide cover for certain specified legal expenses incurred in connection with a prosecution for a motoring offence which may result in your disqualification.

## POLICY SUMMARY

This is a summary of the Policy cover for Hailo Protect, which is underwritten by Isle of Man Assurance Limited (“IOMA”). It does not contain the full terms and conditions of the Policy, which are found in the Policy Terms & Conditions which we recommend you read carefully before purchasing. The Policy Terms & Conditions of your Policy are issued with your Policy Schedule. A copy of the Policy Terms & Conditions is also available upon request.

### About Hailo Protect insurance

If you are eligible to purchase Hailo Protect, Hailo Protect can help you protect a proportion of your income by paying you a weekly monetary benefit if you become unable to drive your taxi through disqualification due to speeding, ‘totting up’ convictions or accidental injury. It will also provide cover for certain specified legal expenses incurred in connection with a prosecution for a motoring offence which may result in your disqualification.

### What benefit options are available under Hailo Protect?

The level of cover you have selected will be shown on your Policy Schedule. You may choose from Silver, Gold or Platinum cover level options as detailed below.

### How does the Policy work?

- You choose the level of benefit and payment frequency that is suitable to your demands and needs
- You pay the premium by direct debit as it falls due on either a monthly basis or annually in advance
- On approval of your claim, the weekly benefit will be paid to you by bank transfer for the period of your driving disqualification or incapacity to drive due to accidental injury up to a maximum of 26 weeks for Silver cover or 52 weeks for Gold and Platinum cover.
- The total benefit paid to you will not exceed the maximum amounts specified below, which are also detailed in your Policy Schedule for the cover selected.



## Who provides the insurance cover?

This insurance is underwritten by Isle of Man Assurance Limited (“IOMA”), trading as IOMA Insurance. IOMA is a company incorporated in the Isle of Man, with company number 003792C. IOMA is authorised and regulated by the Isle of Man Financial Services Authority (FSA) and by the United Kingdom Financial Conduct Authority (FCA) (FCA Reference Number 142307). IOMA’s registered office is at IOMA House, Hope Street, Douglas, Isle of Man, IM1 1AP, British Isles.

## Are you eligible for cover?

To be eligible for cover you must:

- be aged 21 or over and under the age of 75 at the date of application;
- be permanently resident in the United Kingdom;
- be the holder of a current full driving licence valid in the United Kingdom, the Channel Islands or the Isle of Man, and which has been held for at least 2 (two) years, with no more than 7 (seven) current or pending penalty points AND the holder of a current taxi licence which has been issued by Transport for London (TfL) in one of the following categories:-
  1. Taxi Licence; or
  2. an All London Licence (known as a “green badge”); or
  3. a Suburban Licence (known as a “yellow badge”),
- actively work full time (at least 35 hours each week) as a licensed taxi driver; and
- not have had a County Court Judgement (CCJ) registered against you within the last six years.

For full details of eligibility of cover see the General Exclusions section of the Policy Terms & Conditions.

## How long does cover last? What is the duration of the Policy?

This Policy runs for 12 months from the effective date to the renewal date shown on your Policy Schedule, providing you pay your annual or monthly premiums.

## What happens on the renewal date?

We will give you notice of renewal terms at least 21 days prior to the renewal date and, unless you advise us otherwise, we will automatically renew policies paid for by direct debit.

## What cover do you get?

This Policy will provide a weekly monetary benefit to you in the event you are unable to drive your taxi due to one of the following:

- Disqualification: as the result of a speeding offence or under the ‘totting up’ rules.
- Personal injury: following incapacitating accidental injury.

Policyholders have access to a motoring offences Legal Advice Helpline (telephone number 0800 1080877) available during normal office hours; 9am to 5pm 5 days a week (excluding UK public holidays). Outside of these hours a message can be left and you will receive a call back when the office reopens.

Cover is provided for Legal Expenses incurred in connection with a motoring offence, which could lead to you being disqualified from driving as a result of that offence.

The benefit payable will be determined by the level of cover that you have selected. You may wish to review and update the cover periodically to ensure it is appropriate for your needs.



## SIGNIFICANT FEATURES AND BENEFITS

Hailo Protect	Cover levels		
	Silver	Gold	Platinum
Personal injury/disqualification	£200 per week	£400 per week	£600 per week
Number of weeks benefit payable	Up to 26	Up to 52	Up to 52
Total available benefit	Up to £5,200	Up to £20,800	Up to £31,200
Legal Advice for motoring offences (Note: Helpline manned during normal office hours only)	24 hour helpline	24 hour helpline	24 hour helpline
Legal Expenses incurred in connection with a motoring offence which could lead to you being disqualified	Up to £15,000 (including VAT and disbursements) per year	Up to £15,000 (including VAT and disbursements) per year	Up to £15,000 (including VAT and disbursements) per year
Deferment Period (on commencement and each renewal)**	10 days	10 days	10 days
Cost per month	£17.50*	£27.50*	£32.50*
Cost per year	£210.00*	£330.00*	£390.00*

\* Premiums are inclusive of Insurance Premium Tax (charged at the prevailing standard rate).

\*\* No benefits are payable during the Deferment Period. Please refer to the Policy Terms and Conditions for full details.



## ARE THERE ANY EXCLUSIONS IN THE COVER PROVIDED?

### Significant exclusions and limitations

FOR A FULL LIST OF EXCLUSIONS PLEASE SEE YOUR POLICY TERMS & CONDITIONS.

- No benefit will be payable if disqualification was imposed as a direct result of drink or drug related offences or for dangerous or reckless driving or using a vehicle uninsured against third party risks or for failing to notify driver details to the police. (see Policy Terms & Conditions, Section 1 - Exclusions).
- No benefit will be payable if you are unable to drive as the result of sickness, disease or any naturally occurring medical condition or process which did not result from accidental external forcible or violent visible means (see Policy Terms & Conditions, Section - 2 Exclusions).
- No benefit will be payable as a result of injuries sustained while in control of or as a passenger on a motor cycle (see Policy Terms and Conditions, Section 2 -Exclusions).
- The weekly benefit per week (or part thereof) is payable for the period of disqualification subject to a maximum period of 12months from the date of disqualification.
- The weekly benefit per week (or part thereof) is payable for the period of incapacity to drive due to accidental injury subject to a maximum period of 12 months from the date of the injury as certified by your Doctor.
- **NB.** Benefits are payable pro rata to the length of disqualification or injury subject to a maximum period of twelve months from the date of disqualification or injury.
- The legal advice benefit is restricted to motoring offences only which may lead to your disqualification.
- All Hailo Protect benefits are subject to a Deferment Period. If you make a claim in the first 10 (ten) days following commencement of your Policy (including renewed Policies) (known as the Deferment Period), we shall only be liable to pay benefits to you for periods in excess of the Deferment Period. This applies to all benefits under your Policy with the exception of the free 30 minute legal advice consultation available via the legal advice helpline.
- There is no benefit payable in the event you lose your badge due to your failure to comply with your licensing authority's rules (e.g. Transport for London rules relating to submitting medical documents).
- if you have not worked full time during the six weeks prior to any incident giving rise to a claim under this Policy, our liability shall be limited to 50% of the maximum benefit stated in your Policy schedule
- We will not pay legal costs incurred by you which exceed the benefit limit or where you incur legal costs after being advised by your legal adviser that in their reasonable opinion there is no or very little likelihood of you successfully defending the offence that you have been charged with and you continue to defend the offence. You will be responsible for these costs.
- Hailo Protect is designed to cover some uninsured losses which are losses you are not able to recover under your standard motor insurance policy, where the loss is partly or wholly the fault of a third party.



# Protect

## Hailo Assist

Hailo Assist is a free service designed to assist you following a non-fault accident. Hailo Assist will help you get back on the road and earning again without the need to utilise your own motor insurance policy, with the costs recovered from the insurer of the person at fault. Hailo Assist will provide:

- Replacement like for like taxi.
- Personal injury solicitor.
- Recovery and Storage of damaged vehicle.
- Repairs.
- 24/7 customer support

The Hailo Assist service is offered by Countrywide Vehicle Rentals Ltd. If you are interested in using Hailo Assist, you should read the Hailo Assist leaflet giving you details of the services provided and contact IOMA Insurance on the telephone number stated in the leaflet. [IOMA Insurance will then refer your enquiry to Countrywide Vehicle Rentals Ltd for processing.]

**Policyholders should note that Hailo Assist is offered by Countrywide Vehicle Rentals Ltd and IOMA Insurance has no responsibility nor liability for any services offered via this product by Countrywide Vehicle Rentals Ltd.**

## Is there a cooling off period? Can you cancel the Policy?

Following your purchase of this Policy and receipt of the Policy documentation, you will have 14 days in which to consider the cover provided and ensure that it meets your requirements.

When renewal terms are issued, you will also have 14 days, after the renewal date, to consider the cover provided and ensure that it continues to meet your needs.

If you decide not to continue with the Policy within the first 14 days after inception or renewal, then you should either write to us or telephone the Customer Services helpline Freephone number on **0800 7566305** (Monday to Friday 9am – 5pm excluding Bank Holidays). On receipt of your instruction we will refund any premiums you may have already paid from the effective date or renewal date of the Policy, provided you have not made a claim in the meantime. After this 14 day period you may cancel your Policy at any time but you will not receive a refund of your premium(s).

## What to do if you have a claim?

In the case of a potential disqualification claim you must give us notice within 30 days upon receipt of the first piece of correspondence (i.e. any Notice of Intended Prosecution, Complaint, Summons or other communication) in relation to any offence which may result in the penalty points endorsable on your licence totalling twelve or more or a single speeding offence which may result in disqualification. You must also contact the legal advice helpline on telephone number **0808 1080877** or consult a solicitor for legal advice and follow any advice given.

In the case of an injury claim you must give us notice within 30 days of any incident which may give rise to a claim. You must produce, at your own expense, a Medical Certificate (available from us) completed and signed by a Registered Medical Practitioner to certify your injury and confirm you are unable to drive your taxi.

You will need to download the appropriate Claim Form from the website and follow the Claims Procedure as outlined in the Policy Terms & Conditions.

On approval of your claim (subject to the Deferment Period), your weekly benefit will be transferred to your nominated bank account.



# Protect

If you have any queries please write to IOMA Insurance, at our Registered Office or telephone 0800 7566305 or email

[hailoprotect@iomagroup.co.im](mailto:hailoprotect@iomagroup.co.im)

See Policy Terms & Conditions - Section 4 for further details of what to do if you have a claim.

## What to do if you have a complaint

We aim to provide you with the highest level of service at all times. However, we recognise that things can go wrong occasionally and if this occurs, we are committed to do our best to resolve the matter promptly. If you have a complaint regarding the service received from IOMA Insurance, please contact the IOMA Compliance Department. Complaints that cannot be settled can be referred to the Financial Services Ombudsman Scheme for the Isle of Man. Copies of IOMA Insurance's internal complaints handling procedures are available upon request.

## Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS. Eligible Policyholders may be entitled to compensation from the FSCS if we cannot meet our obligations to you.

Further information about compensation scheme arrangements is available from the FSCS.

## Is your personal information protected?

All information about you of a sensitive or personal nature will be treated as private and confidential. We will however use and disclose the information we have about you in the course of arranging, placing and administering your insurance. This may involve passing information about you to insurers, other intermediaries and other third parties involved (directly or indirectly) in your insurance.

In the interests of security and to improve our service, telephone calls you make to us may be monitored and/or recorded.