# Overview: Protecting your stuff

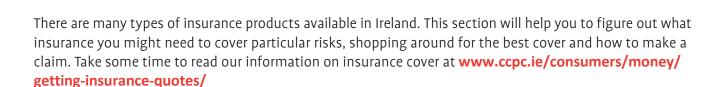


This section is designed to help you understand the different types of insurance cover available in Ireland. It will highlight the conditions and exclusions associated with insurance policies. The section also introduces you to the practical steps about how you can shop around for insurances and make a claim on an insurance policy.

You can see a glossary of commonly used terms on our jargon buster www.ccpc.ie/consumers/money/jargon-buster



## Student worksheet 5.1: What are the different types of insurance cover?



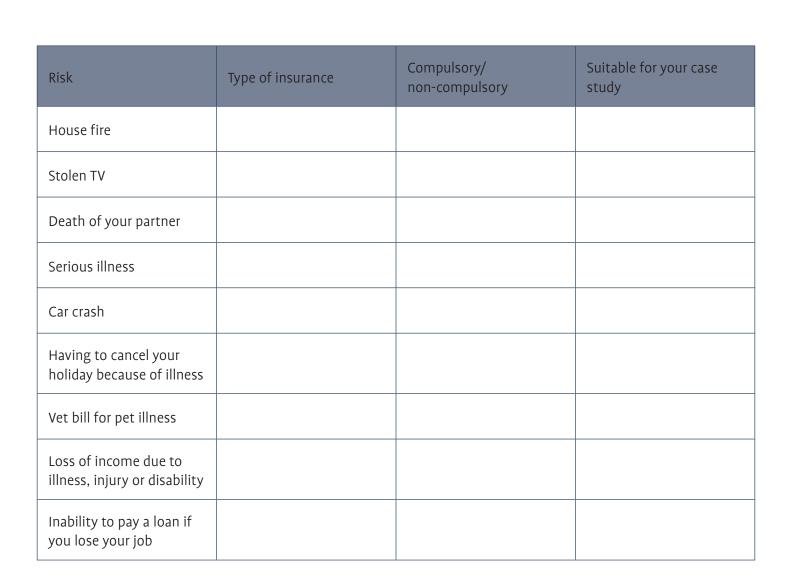
#### **Exercise A**

Once you have read up on insurance, look at the risks below.

- 1 Think about what type of insurance covers each risk and complete the table that follows.
- 2 Fill in if you think the insurance is compulsory (you have to buy it by law) or not compulsory.
- 3 Using your case study, decide if they need this type of insurance and why.



## Student worksheet 5.1: What are the different types of insurance cover?



## Student Worksheet 5.2: Understanding policy conditions and exclusions



#### **Exercise A**

Working in pairs/groups, read through the summary policy documentation for:

- 1 a travel insurance policy;
- 2 a motor insurance policy.

Once read, look at each of the insurance policies and identify the following (fill out the answers in the table on the next page):

- 1 What the policy generally covers?
- 2 Any events not covered by the policy?



## Student Worksheet 5.2: Understanding policy conditions and exclusions



#### **Travel Insurance Policy Summary**

This is a summary of a Travel Insurance Policy. It does not contain the full terms and conditions of your cover

You will receive a copy of the full terms and conditions when you purchase travel insurance and it is important you read the policy documents carefully to make sure you understand the cover it provides.

The Insurance provides cover for a range of travel insurance benefits for a range of different policies. You can see a summary of these in this pamphlet.

#### Significant Features and Exclusions

· Cancellation or Curtailment

Payment for loss of deposits for travel and accommodation due to cancellation, or for cutting your holiday short.

• Scheduled Airline Failure

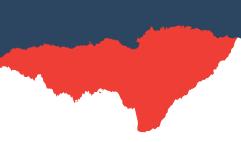
Payment for irrecoverable sums if the scheduled airline becomes insolvent before or after departure.

Medical Expenses

Payment for the cost of emergency medical, surgical, hospital or dental treatment; payment for the cost of emergency repatriation to the Republic of Ireland; payment of transporting your remains to the Republic of Ireland following your death.

If at the time of taking out the insurance or booking the trip any of the insured, or anyone not on the policy on whose health your travel depends, is: travelling against the advice of a medical practitioner, travelling to obtain medical treatment, is in a hospital waiting list, awaiting the results of medical investigations or has received a terminal prognosis, the insurance will exclude claims arising directly or indirectly as a result of the condition. There is no cover for claims arising directly or indirectly from any pre-existing medical condition not on the approved list of medical conditions as shown unless you declare all conditions to the Medical Pre-Screening Company. There are some waived medical conditions which do not require Medical Pre-Screening provided the criteria on the list found under the medical warranty is met. A pre-existing medical condition is defined as any condition from which you or anyone upon whom your trip depends have suffered from, or received any form of medical advice, treatment or medication within the last twelve months prior to you purchasing this insurance policy.

## Student Worksheet 5.2: Understanding policy conditions and exclusions



#### Personal Accident Cover

Payment of a lump sum following an accident resulting in death, loss of limbs, loss of sight or permanent total disablement.

#### Missed Departure

Payment of reasonable additional costs for travel and accommodation if you miss your departure.

#### Personal Liability

Personal liability costs in the event you accidentally injure a third party and/or accidentally cause damage to their property. There is no cover for Personal Liability arising directly or indirectly associated with use of any vehicle, automobile, aircraft, watercraft, or any mechanically propelled conveyance.

#### Legal Expenses

Legal costs incurred by you in pursuit of legal proceedings against third parties.

#### • Personal Effects and Baggage

Compensation for lost, damaged or stolen baggage. (not effected in Light policies) Compensation for loss or damage to personal effects, baggage and valuables are subject to maximum limits, and single item limits. There is no cover for property left unattended in a place to which the general public has access; for full details please see personal effects and baggage of the policy schedule.

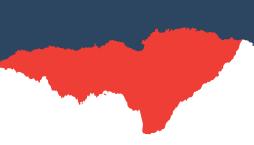
#### Personal Money

Compensation for loss of personal monies. (not effected in Light policies) Compensation for loss or theft to personal money is subject to maximum limits. There is no cover for loss or theft of personal money left in checked-in luggage or an unattended motor vehicle.

#### Hazardous Activities

We have included a comprehensive range of activities which are covered on a casual or incidental basis as standard, and an additional list of activities which are covered on a non-incidental or regular basis with reduced cover and subject to increased medical excess. Read these carefully as we exclude cover for activities not listed.

## Student Worksheet 5.2: Understanding policy conditions and exclusions



#### **Significant Limitations**

- You must exercise reasonable care to prevent illness, injury or loss or damage to your property, as if uninsured.
- Claims may be subject to an excess. The excess is the first amount of the claim for each person, each section and each incident which is payable by you. All excess amounts are shown in the Schedule of Cover.
- Any loss of baggage or personal money must be reported to the Police within 24 hours and a written Police report obtained.

#### **Cancellation Rights**

We hope you are happy with the cover this policy provides however you have the right to cancel it within 14 days of issue provided that a claim does not exist, and travel has not commenced.

#### **Claims**

Claims should be made no later than 31 days after the end of each trip by one of the following methods:

Telephone

E-mail

or

Write

## Student Worksheet 5.2: Understanding policy conditions and exclusions



Travel Insurance Policy				
Events covered by the policy:	Events not covered by the policy:			
1	1			
2	2			
3	3			
4	4			
5	5			

## Student Worksheet 5.2: Understanding policy conditions and exclusions



#### **Motor Insurance Policy Summary**

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

#### What are the benefits and features?

Depending on the level of cover chosen, the policy includes the following significant features and benefits which are explained in detail in the policy booklet:

Cover	Does this apply?	
	Comprehensive	Third party, fire & theft
Legal liability for death or injury to any other person, including passengers	✓	✓
Legal liability for damage to other people's property	✓	<b>✓</b>
Legal costs, incurred with our consent, in connection with a claim against the policy	✓	✓
Third party only cover for the vehicle policyholder while driving other cars not belonging to them or hired to them (refer to the certificate of motor insurance)	1	X
Own damage and fire & theft claims	1	Fire and theft only
Accidental bodily injury benefits for principal policyholder, vehicle policyholder and partner for death or loss of limbs/sight	1	X
Medical expenses for anyone injured in your vehicle	1	Х
Cover for personal belongings which are in or on your vehicle	1	Х
Cover for tools which are in your vehicle	1	Х
Glass replacement/repair	1	Х
New vehicle replacement	1	Х
Replacement locks	1	Х
Recovery of your vehicle to your home or any Irish destination if you are taken seriously ill and cannot continue your journey	<b>✓</b>	X

## Student Worksheet 5.2: Understanding policy conditions and exclusions



#### What are the significant or unusual exclusions or limitations?

The policy excludes or limits some situations. Please refer to the entire policy booklet for full details but the most significant or unusual of these exclusions are outlined below.

#### **Exclusions or limitations**

Driving other cars cover which restricts cover to third party only while driving other cars is not available for principal policyholders where they are not named as a main user of a vehicle (e.g. a vehicle policyholder) or for vehicle policyholders who are aged under 25, or for named drivers, or on vehicles with third party, fire and theft cover.

No cover is provided to secure the release of a motor vehicle, other than the vehicle identified on the certificate of motor insurance by its registration number, which has been seized by, or on behalf of, any government or public authority.

Loss or damage arising from theft while the ignition keys of your vehicle have been left in or on your vehicle or your vehicle has been left unattended with the engine running.

Loss of use, wear and tear, deterioration, depreciation, any loss or damage which happens gradually or mechanical, electrical or computer breakdowns, failures or breakages.

Loss of value following a repair.

Confiscation or requisition or destruction by or under order of any government or public local authority.

Third party property damage cover is provided with a limit for events involving hazardous locations and goods. The maximum amount.

that will be paid out for damage to a third party's property is shown in the schedule.

You will have to pay the first part of most claims – this is known as an excess. The schedule sets out the excesses which apply to this policy including a non-approved repairer excess.

Loss or damage caused directly or indirectly by fire if your vehicle is equipped for cooking or heating food or drink.

The death, bodily injury or illness of any person caused by food poisoning, anything harmful contained in any goods supplied, or any harmful or incorrect treatment given at or from the vehicle.

## Student Worksheet 5.2: Understanding policy conditions and exclusions



Motor insurance policy				
Events covered by the policy:	Events not covered by the policy:			
1	1			
2	2			
3	3			
4	4			
5	5			

## Student Worksheet 5.3: Shopping around for travel and motor insurance

#### **Exercise A**

#### Shopping around for travel insurance

You can buy travel insurance directly from insurance companies over the phone, on the internet or by mail, and also from travel agents and tour operators selling as part of your holiday package.

Using the insurance case study, phone up or look online for insurance and compare quotes for travel insurance.

Fill out the information you receive on the shopping around form on the next page.

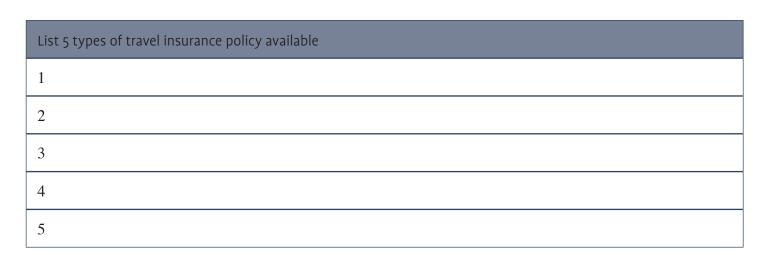
Before you get the information, go through the form and if anything is unclear, ask your teacher for help.

For tips, see www.ccpc.ie/consumers/money/insurance/travel-insurance



	I		ı	
Contact details	Insurer 1	Insurer 2	Insurer 3	Insurer 4
Name of broker or company				
Contact number/ email				
Contact name				
Quotes				
Annual trip – Europe including winter sports	€	€	€	€
Single trip – Europe	€	€	€	€
Single trip – Europe including winter sports	€	€	€	€
Discounts (tick the box if discount applies)				
Private health insurance				
Payment options				
Credit card				
Laser card				
Cash				
Instalment plan				

## Student Worksheet 5.3: Shopping around for travel and motor insurance



#### **Exercise B**

#### Shopping around for motor insurance

You can buy insurance directly from insurance companies over the phone, internet or by mail, and also from insurance brokers who can deal with insurance companies on your behalf.

Use the insurance case study, phone up or look online for insurance to compare quotes for motor insurance.

Fill out the information you receive on the shopping around plan on the next page.

Before you get the information, go through the form and if anything is unclear, ask your teacher for help.

For an idea of insurance companies to start off with, why not try:

- AXA
- AIG
- Allianz
- Aviva
- FBD
- Liberty
- RSA
- Zurich

Contact details	Insurer 1	Insurer 2	Insurer 3	Insurer 4
Name of broker or company				
Contact number/ email				
Contact name				
Quotes				
Third party, fire and theft	€	€	€	€
Comprehensive	€	€	€	€
Policy excess	€	€	€	€
Date quote is valid until	€	€	€	€
Benefits (tick the box	if applies)			
All claims				
Driver personal accident emergency service				
Driving of other cars				
Fire and theft				
Named driver on your car				

No-claims discount protection		
Open driving		
Personal effects stolen from car		
Replacement/hire car limit		
Replacement lock cover and fire brigade charges		
Recovery service		
Step back bonus protection		
Windscreen cover		
Windscreen security etching		
24hour theft and accident		
emergency service		
Other		

Payment options		
Credit card		
Laser card		
Instalment plan		
Instalment plan total cost		
Deposit required (if any)		

## Student Worksheet 5.4: Buying motor insurance



Once you have shopped around for the best insurance deal you can find, buying a policy is straightforward. This worksheet will show you how to apply for insurance.

#### **Exercise A**

Use the details from the motor insurance case study or else find detail of your parents/guardian or your own car (imaginary or otherwise!)

- 1 Fill out the mock application form provided for the model car you have chosen.
- 2 Think about what factors might affect the cost of your car insurance premium. Write down a few of the topics that you can discuss later.



## Student Worksheet 5.4: Buying motor insurance



#### **Motor Insurance Application Form**

PLEASE COMPLETE ALL QUESTIONS ON THIS FORM AND TICK THE APPROPRIATE RESPONSES: PLEASE SUBMIT A COPY OF DRIVING LICENCE(S) (FRONT AND BACK):

#### 1. Personal Details

(a) Proposer's full name and title (Mr/Mrs/Miss			
(b) Postal address	(c) Address w	here vehicle will be kept (if Di	fferent):
(d) Telephone		rth	
	Occupation .		
Email address			
(f) Type of licence held? Full Irish/UK/EU	Provisional Irish 🗌	Other (give details)	
(g) How long have you held the licence?	Years	Licence Number	
(h) Have you lived in Ireland/UK for the past 8	consecutive years?	Yes No	
If no give details			

## Student Worksheet 5.4: Buying motor insurance



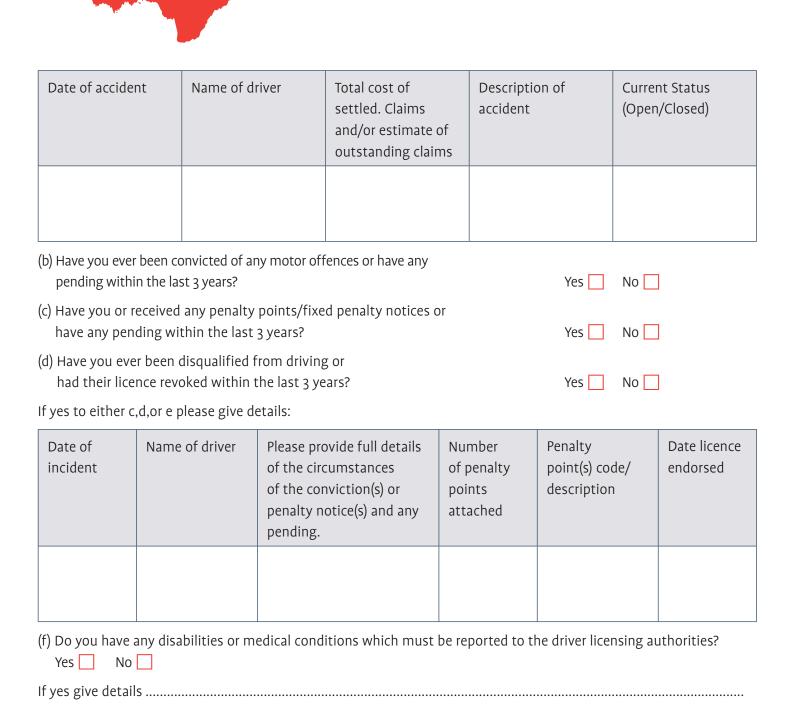
#### 2. Vehicle Details

If yes give details overleaf:

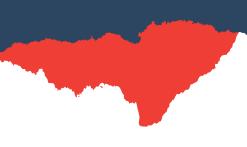
(a) Please provide details of your vehicle in the table below:

Make and model of vehicle (include letters GL, (I) SR etc)	Left or right hand drive	C.C.	Year of manufacture	Estimated value £/€	Registration or index mark ** The vehicle must be registered in the country where it will be kept and driven
(b) Has the vehicle been	fitted with an alarr	n? Yes 🗌	No 🗌		
(c) Have any alterations of	or additions been n	nade from the m	anufacturer's des	ign of body or e	ngine? Yes No No
If yes please give details.					
3. Cover Deta	ıils				
(a) Cover required: Con	mprehensive 🗌		Third Party, Fir	e & Theft 🗌	
(a1) Wii	ndscreen cover (op	tional extra) 🗌			
(b) Are you entitled to a	*no claims discoun	t? Yes 🗌 N	lo 🗌		
*(Previously held an insu	rance policy in you	ır own name, wit	hin the last 2 yea	rs)	
If Yes, how many years' o	claims free does th	is represent? .		Years	
If Full "no claims discour	nt" (i.e. 5+ years), do	o you wish to pro	tect it? Yes	No 🗌	
4. Driver Deta					
T. DIIVEI DEU	alls				

## Student Worksheet 5.4: Buying motor insurance



## Student Worksheet 5.4: Buying motor insurance



#### 5. Declaration

respect.	at the information given on this form is true and complete in every
Signed	Date
Exercise B	
Now you've completed a car insurance application information. List the factors that might affect the	form you realise that insurance companies need a lot of cost of your car insurance premium:

## Student Worksheet 5.4: Buying motor insurance



#### **Exercise C**

What do you think will happen if you don't tell the truth on an insurance application?

a Nothing – they will never know

b I get cheaper insurance

c If I have a claim it might be rejected

## Student Worksheet 5.5: Claiming on your insurance policies



#### There are three steps to help you make a claim

- 1 Call your insurance company as soon as you discover a problem. They often have a free emergency helpline.
- 2 Give brief details of the claim and request a claim form.
- 3 Depending on the type of claim, your insurance company will give you advice on what to do next.

For larger claims, you may want to hire an assessor. An assessor works on your behalf and will often negotiate with your insurance company to settle your claim. Assessors' fees are not covered by your policy, so you will have to pay for this service yourself.



## Student Worksheet 5.5: Claiming on your insurance policies



#### **Exercise A**

#### Making a claim on your travel insurance policy

Travel Insurance covers the costs of insured persons for illness, injury, loss or damage to personal belongings, cancellation and personal liability. The policyholder must be at least 18.

You should bring at least one copy of your travel insurance policy with you on holiday. This should contain full contact details and your policy number, which you will need if something goes wrong. They usually include a card with a 24-hour emergency help-line number that you should take with you.

Report any losses to the local police within 24 hours (if you are mugged or robbed) and get written evidence of the report. Check your policy as well; it might require you to report the incident to your hotel and/or tour operator or have it translated before you make a claim.

Keep copies of all receipts or documents that you might need to support any claim you may make.

In the event of a claim you should notify your travel insurance provider and download or request a claim form. This should be done as soon as possible, and within 30 days of becoming aware of anything likely to result in a claim.

Use the insurance case study to complete the form on the next page. Below is the detail about an accident Lucy had while on holidays.

Lucy is on her first holiday abroad with her mates. She decides to go on a jet ski as she's never tried it before. When out on the water, Lucy loses control and is thrown from it. She's pulled from the water by a near boater and rushed to hospital.

Lucy has broken her arm and has a lot of cuts and bruises. This is her first time to make a claim.

## Student Worksheet 5.5: Claiming on your insurance policies



#### **Travel Insurance Claim Form**

PLEASE WRITE IN BLACK INK AND USE BLOCK CAPITAL LETTERS.

ALL SECTIONS MUST BE COMPLETED OR MARKED 'NOT APPLICABLE'.

Policy number			
Main policyholder details			
Title	First name		Last name
E-mail address			Date of birth (dd/mm/yyyy)
Full address			
Contact number (Daytime)			
ACCIDENT/SICKNESS DETAILS - PLEASE PR	OVIDE A COPY OF Y	OUR ORIGINAL ITINE	RARY/TRAVEL DOCUMENTS IF AVAILABLE.
Type of travel: Business/Holiday		Dato	e of trip 🔲 🔲 / 🔲 🔲
Please give exact date and place where	injured or taken ill:	Date 🔲 🔲/ 🔲 🔲/	Place
Nas a European Health Insurance Card (	EHIC) used? Yes / N	0	
f yes please provide details:			
f accident please state fully:			
A) Where the accident occurred:			

((B) How the acc	ident occurred:				
(C) The injuries s	ustained:				
		BILLS, RECEIPTS, MEDICAL CERTIFIC /E TO THIS CLAIM SHOULD BE FO			PONDENCE
Claimant name	Nature of expense	Name and address of doctor or hospital attended	Currency being claimed	Amount €	Paid (✔)
				Total €	
Declarat  I declare that all		en is to the best of my knowled	ge and belief, full,	true and correct.	
Signed		Date			

## Student Worksheet 5.5: Claiming on your insurance policies



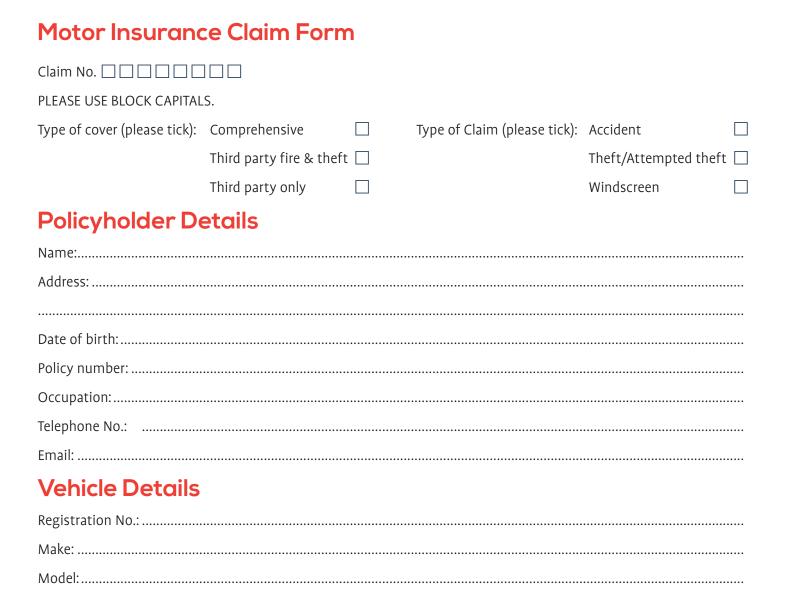
#### **Exercise B**

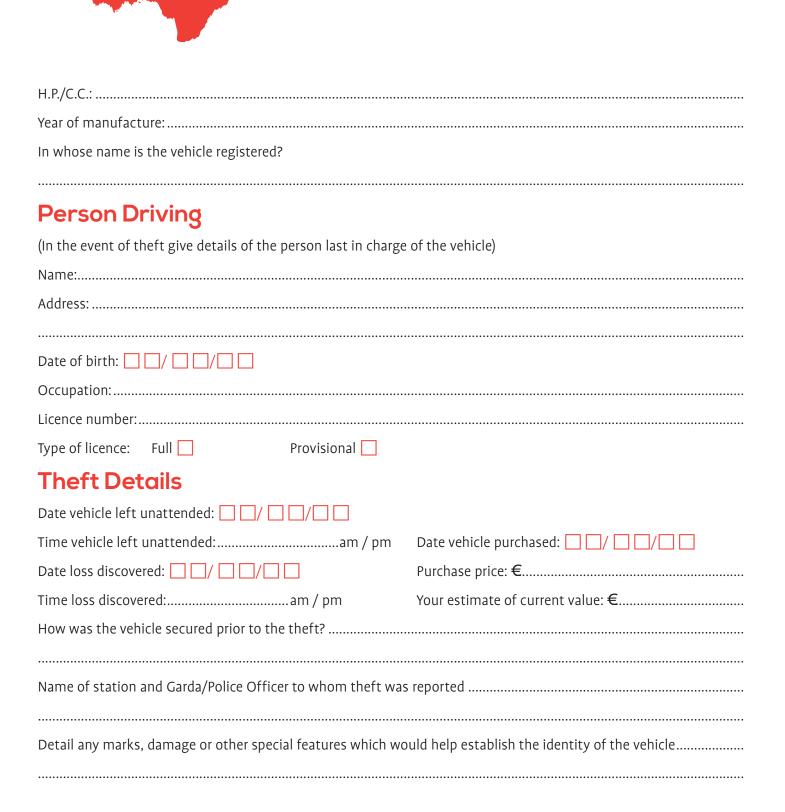
#### Making a claim on your motor insurance policy

If you have an accident and need to claim on your insurance, one of the steps you will need to take is to fill out a claim form.

Use the insurance case study to complete the claim form on the next page. In this case assume that David has comprehensive cover and below is the detail about the attempted theft of his car.

David's car is parked in his driveway. During the night, the back window is broken and the radio and some CD's have been stolen. He was the last person to drive the car and knows he locked it properly the night before. David reported the incident to the Gardai as soon as he noticed the damage.





Detail any property stolen from the vehicle, including age and value		
List any major parts which have been renewed in the last 12 months (attach invoices where possible)		
Cortification for completion by An Core	la Ciachana	
Certification for completion by An Gard		
This is to certify that (name)		
of (address)		
reported to this station on the undernoted date the loss/larceny of prop	erty	
as itemised, valued as estimated above.		
Date reported / / / / / / / / / / / / / / / / / / /		
	STAMP	
Signed:	(Garda)	
Declaration		
I HEREBY CERTIFY that to the best of my knowledge and belief the states fully made and that I have withheld no material fact concerning the acc	•	
Signature of policyholder	Date/	

## Student Worksheet 5.5: Claiming on your insurance policies



#### **Exercise C**

Telling the truth

What do you think would happen if you don't tell the truth on an insurance claim?		