



Keycare recovery and assistance policy

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Arnold Clark Keycare

Here to help you recover your lost or stolen keys

This is your recovery and assistance booklet. It sets out the details of your cover and the terms and conditions, which apply to the cover

How to make a claim if your keys are lost or stolen

When you discover that your keys are missing, call us on

 **0345 075 6189**

This is an emergency helpline, available 24 hours a day.

Have your unique key fob number handy so we can retrieve your policy details.

You will be asked to confirm the circumstances of the loss, so we can agree the best course of action to take.

Terms and conditions

About your cover

Cover has been effected between you and Keycare subject to the terms and conditions contained in this membership for any loss of keys that occurs within the territorial limits and during the period of cover, for which you have paid or agreed to pay the premium.

Your cover is administered by Keycare. Keycare is authorised and regulated by The Financial Conduct Authority, registration no. 309514.

Your cover provides recovery and locksmith assistance in the event that your keys are lost.

Comments and complaints

We hope you will be completely happy with the service provided; however if you are not satisfied we would like to know about it.

If you have a complaint please contact:

Complaints

Keycare Limited
2-3 Quayside House,
Quayside, Salts Mill Road
ShIPLEY, BD18 3ST

 **0345 074 6189.**

 **complaints@keycare.co.uk**

Definitions

Cover: These terms and conditions and any changes to them.

Fob: The numbered key fob issued to the subscriber by Keycare, which Keycare has registered in the subscriber's name.

Keycare: Keycare Limited, 2-3 Quayside House, Quayside, Salts Mill Road, Shipley BD18 3ST.

Key: Any of your keys that are attached to the fob during the period of cover.

Locksmith assistance: Access to a nationwide network of approved locksmiths.

Period of cover: The period shown above for which you have paid or agreed to pay the premium.

Subscriber: The person in whose name, or the company name in which, Keycare has registered the fob.

Territorial limits: The European Union.

You/Your: The subscriber

General conditions

1. Cancellation

The subscriber may cancel this cover at any time. If the subscriber cancels within 14 days of either receiving documentation or from the inception date of the cover (whichever is later) any premium already paid will be returned (providing that no claims have been made). If the subscriber cancels outside this period there is no entitlement to a refund of premium. Keycare may cancel this cover in writing sent to the last known address of the subscriber.

2. Fraud

If fraudulent use is suspected Keycare reserves the right to withdraw cover at any time, without prior notice.

What is covered

If during the period of cover and within the territorial limits a key is lost or stolen, Keycare will:

1. Provide an emergency helpline 24 hours a day, 365 days a year
2. Pay a £10 reward to the finder of a lost key
3. Recover lost keys to the subscriber
4. Provide locksmith assistance to the subscriber

What is not covered

Keycare will not cover you in respect of:

1. Keys lost when such keys are not attached to the fob
2. Keys lost from someone other than you
3. Loss of any property other than a key, infra-red handset and/or alarm attached to the fob
4. Loss of a key that occurs outside the period of cover
5. Any charges relating to locksmith assistance provided

Recording calls

All telephone calls to Keycare are recorded to help monitor quality standards and assist with staff training.

Data protection

By providing your information you are consenting to Keycare contacting you by letter, telephone, email or text message as part of our service in administering your cover. The data held about you will not be disclosed to any third party organisation that is not associated with providing your cover.

24-hour emergency lost and stolen helpline

 **0345 075 6189**

If you have any questions about
this policy, please contact Keycare on:

0345 075 6189

Or write to

Keycare Limited
2-3 Quayside House,
Quayside, Salts Mill Road,
Shipley BD18 3ST

[keycare.co.uk](https://www.keycare.co.uk)