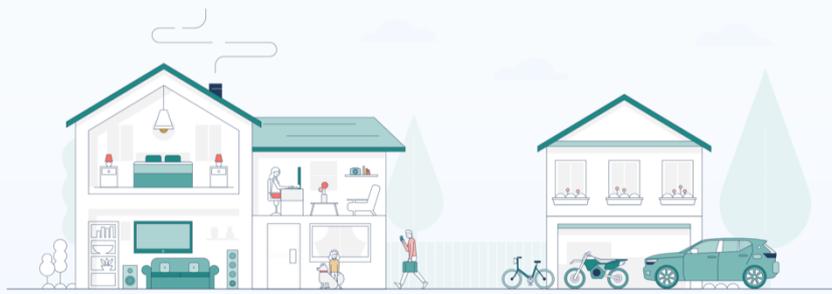


FAQs



Everything
Insure

Frequently Asked Questions

General

Why do I need insurance?

We all face some sort of risk on a daily basis. These are unforeseen and unpredictable events that can result in liability to you or loss or damage to your assets. The risks we want to avoid or insure against are those that we cannot recover from based on our savings and personal support system and would require us to borrow from a third party lender which will result in financial hardship. This is why insurance is an important instrument to protect ourselves against unexpected events such as accidents, fire, severe weather, theft and so much more. Insurance protects you against a financial setback and helps restore you to the position you were before the event.

Why is it best to have a broker assist me?

A professional and qualified broker will understand your personal circumstance and risk appetite, will analyse your risk profile and the exposures you face, will highlight what is insurable and what not and will make design or recommendations on the best product solutions available to you. These products are often only available to you via a licensed professional intermediary such as Everything.Insure and cannot be bought directly. Everything.Insure will also generally provide these products to you at preferentially negotiated pricing because of their strategic relationships with insurers. Your broker is also available to provide ongoing advice, make policy amendments, submit and finalise claims on your behalf. Everything.Insure allows you to do any of these functions yourself by giving you access to our state of the art technology that enables you to safely and securely self-serve. Your broker is your agent, has your best interests at heart and always acts on your behalf with no alignment to any product provider, service provider or insurer.

Does it cost me more to use a broker?

No. Contrary to statements by direct insurers there is no extra cost to have a broker and no need to cut out the middle-man. In fact your broker (like your accountant, tax advisor and lawyer) provides a vital technical service that is best left to a professional even though you can do it yourself. Many benchmark studies have shown that the cost of insurance via a broker is no more expensive than buying directly and is often cheaper with the added benefit of having a professional to advise you through the complexities choosing the right covers and then navigating a complex claim.

What is covered in 'personal'?

Everything that you own in your personal capacity, and any liabilities that you may incur as an individual. Examples of this would be your car, your home and everything in it, your personal items like cell phones, jewellery and computers.

How do I go about cancelling my insurance?

It is very easy to cancel without experiencing any penalty. All you have to do is advise us of the exact date you want to cancel. You can do this by calling us, emailing us or doing it yourself online. Please note, we will need to ensure that this is a valid instruction from you, so some verification may be required.

Is there a cooling off period should I no longer wish to continue after signing up?

You are welcome to cancel at any time. You will only be charged for the days that you were on cover for.

How long will my insurance cover continue following the cancellation of a policy?

Your cover will continue until the date you requested cancellation for, and you will only be charged for these days. There is no penalty for cancelling. Please note: cancelling online only allows you to cancel at

the end of the month. Should you wish to end your cover in the middle of the month, you can contact us directly.

How do I prove what I said in an online sign-up, in the event of a dispute?

The answers to all your questions are recorded and a transcript is sent to you immediately on sign-up. If anything is incorrect, please let us know and we will rectify. In the event that you lose this transcript, we keep a record and can send it to you at any time. A copy of all conversations had via our chatbot can also be emailed to you and all calls had with our staff are voice logged and can be sent to you upon request.

Why do I have to answer so many questions to sign-up?

We try to get you the most accurate quote, and not just an indicative price. This avoids you having to have many calls and further forms thereafter. In order to do this, we have some basic information that we have to collect from you. We have done everything we can to reduce the effort for you, by gaining as much information from third party databases as possible. While it might feel like many questions, when compared to the traditional sign-up process, we have reduced it to a fraction of the time.

What if I answer a question incorrectly (unintentionally)?

It is simple to change your answers at any time. You call us or do it yourself online. Some answers may have an impact on your premium. If you only notice your error at the time of claim and can prove the correct version of the answer, then we will settle your claim and charge you for any additional premium that would have been due. If the correct version of your answer was such that, we would not have accepted you as a client originally, we will be happy to return your premiums and void your contract from inception.

Is there a benefit to staying loyal to one insurer?

There is no negative connotation to switching insurers. However, it is good to establish a track record and relationship with a single insurer. In the unfortunate event that you might suffer a loss that is not fully

insured, your good history with the insurer could result in them treating your case more favourably.

If I find a cheaper price with another insurer, will you match it?

We pride ourselves on the ability to find you the best product at the best price, so we are confident that you will find a better deal on Everything.Insure, than anything in the market. If you do not, simply call us and we will beat that deal.

Can I access and manage my policies myself?

Yes, you are able to do most things by yourself, online, at your leisure. From registering a claim. To amending your policy, to getting additional cover. If there is something you need us for, we are just a phone call away.

Who can I talk to if I get stuck and don't know what to do, or need advice?

Your dedicated portfolio manager is always on hand to help. In addition, we have an army of client advocates, waiting to take your call and assist you.

Can I determine my excess?

Yes, absolutely. Everything.Insure aims for flexibility and tries to put the power in your hands. One of our unique features, is that we allow you to choose a unique excess for each insured item. So, if you are confident in your low risk status, then there is a big discount in store for you.

Can I insure/protect against my excess?

We like to keep insurance simple. Instead of taking out further insurance to protect against or cover your excess, we allow you to reduce your excess to whatever is manageable for you (and you can choose to have no excess at all).

For what period is my premium guaranteed?

Your premium is guaranteed for the first twelve months, provided there is no deterioration in your risk profile. Your premium will only increase, if you change one of your answers and this makes you a higher risk or if you claim frequently.

Is car hire compulsory?

No. It might be included in some products as a benefit, but we give you the flexibility to choose a product that meets your needs.

Do I have to insure household items when insuring my vehicle?

No. Although some products will give you a discount on your motor premium, if you also insure the contents of your home.

What loyalty program are you aligned/ associated with?

We think cash is king and believe that giving you real money back is the way to go. We believe that the reason you have insurance is to claim when you need to, so rest assured, your rewards are not penalized when you claim. We offer cashback on most of our products and have an exciting rewards programme with many lifestyle benefits, coming soon.

Who are you underwritten by?

We have a panel of tier one insurers that have partnered with us. Each product is underwritten by one of these insurers and is clearly indicated on the product that you select.

How do I know what is covered under my insurance policy and what is not?

Everything. Insure makes it easy for you to compare products and see what is covered and not covered in a simple and clear way. In addition to this summary, you have access to the full policy wording before you choose to sign-up online. Once you sign-up we send you the policy contract and a summary of what is covered and not covered.

What is credit shortfall cover? When do I need it?

When you borrow money from a financial institution to purchase a vehicle, the effect of the interest charged could result in you owing more to the lender, than what your vehicle is worth. In the event of a total loss (theft, hi-jacking, write-off), we will pay you the value of your vehicle. Credit shortfall cover will pay the difference between what you owe and what your vehicle is worth, ensuring that you have no further liability to the lender. This is included in some products and available as an add-on you can purchase on others.

Why would I need personal liability cover?

Every one of us can be held liable for an act or omission that resulted in someone else suffering a loss. Your personal liability cover takes care of this cost. Please note, this excludes any advice or acts undertaken in your professional capacity.

What is an exclusion, warranty and endorsement?

An exclusion is some peril, condition or circumstance for which you are not insured. E.g. a loss caused by defective design or lack of maintenance. This is detailed in your policy wording and applies to everyone, not just you.

A warranty is a condition of your insurance contract, based on information you have provided. Should this prove to be untrue, your contract will be invalidated. E.g. Having a tracking device in your vehicle. This is detailed in your policy schedule.

An endorsement is information or conditions that are added to your policy contract. E.g. We may waive the alarm requirement because you live in a secure estate or lightning cover is restricted on your policy until a conductor is installed. This is detailed on your policy schedule and specific to you.

If I forget to tell you when something changes (e.g. my address), will I not be covered in the event of a claim?

We have made it easy for you to update your policy details at any time. It is important for you to notify us of any material changes timeously.

Some changes may have an impact on your premium and therefore, at the time of claim we will settle your claim and charge you for any additional premium that would have been due, if you did not inform us earlier.

Can I pay via credit card?

Yes, payment via credit card is accepted. Everything.Insure gives you the flexibility to pay annually upfront, or via monthly debit to your credit card. We do not store your credit card details, ensuring your security.

How do I ensure that my details are kept safe and confidential?

Everything.Insure uses state of the art security protocols, with multiple layers of protection. Most data breaches happen through social engineering and compromise of passwords, so make sure you protect your login credentials and your data will be secure. We take your privacy very seriously and do not share your data with any other parties.

Am I insured with Everything.Insure or the insurer shown on the product I chose?

Everything.Insure curates the best products in the market, with each product underwritten by different insurers. We don't just find you the best product, but we are there every step of the way, handling your claims and servicing your relationship with the insurer. You are therefore insured with the insurer of the product you chose (clearly displayed to you), but you deal directly with us for all your needs.

Why are there so many different products?

There are a lot more products than these out there. We have carefully curated a variety of products that we believe are the best quality and price, catering to the needs of different demographics, lifestyles and life stages. We know that choosing may be overwhelming, but rest assured, whichever product you choose you will be covered by the best in the market.

What if I do not want all the benefits included in the product? Can I just choose some?

In order to give you the freedom to choose the cover you want, while still assisting you with some of the decisions, we have created a wide variety of products. Each product has benefits that are included and some that are optional add-ons. The included benefits cannot be changed but we know that you will be able to find the perfect combination of product and add-ons to suit you.

What is the difference between the insurers?

There are definitely differences between insurers but all insurers that we have partnered with, have been carefully vetted based on their size, rating, solvency and claims paying ability.

Can I add extra coverage to my policy at any time?

Yes, we have made it simple to add or amend your coverage online or by calling one of our dedicated team.

Can I change the add-ons I select at any point? (E.g. Cancel or Add more)

Yes, we have made it simple to add or amend your add-ons online or by calling one of our dedicated team.

What are the consequences of over and under insurance?

When underinsured your claim payout will be limited to the insured amount shown on the policy schedule and not the actual replacement value of the item. When over insured you pay an unnecessary high premium, as payment for a claim will be limited to the replacement value of an item and not the insured amount. In some classes of insurance the principle of average is applied to the claim payout which will result in you be paid a part of the amount claimed proportionate to the degree of underinsurance. For example, if your house contents were worth R1 000 000 and you only insured them for R500 000 then should you have a claim for say R100 000 you will only be paid R50 000.

Premiums

If I miss a month of premium, am I automatically not covered?

All insurance works on a 'no pay, no cover' basis. However, we do allow you some grace period. At the inception of your policy, you have a grace period of 15 days to make payment. If during the life of your policy, a single month's premium is not paid, then we will re-attempt to collect this, together with your next month's premium. If this is also unpaid, then your policy will be cancelled automatically, back to the last date for which we received payment.

If I pay my premiums annually but cancel in the middle of the year, can I get a refund?

Generally, yes, the pro-rated portion of the premium will be returned to you. However, please note that certain products and specific covers are not refundable. Contact us if you are unsure.

How do I ensure that I am covered for the correct amount? What happens if I am under or over insured?

We know that this is a difficult task, but while we can assist you, you have to be involved in deciding (given that there may be unique items that you own). With Everything.Insure your dedicated portfolio manager and client advocate team are available to assist you in determining this. There are some items that have a definitive price and some that do not. While a VW Golf may have a fixed price, a classic Ferrari may not. On the standard items, we can guide you on the insured price, but on the non-standard items we have to rely on you.

If you want, we are happy to send out an expert valuator to determine the amount you should insure for, this will be an additional fee in some cases.

What are all the extra fees added to my premium?

This varies from product to product, but rest assured there are no hidden costs. Everything is clearly disclosed on the policy schedule you will get.

Why do I have cover on my schedule that I did not choose? Like personal liability cover?

There are some covers and product features that we have negotiated to include in your policy at no extra cost. These are a bonus.

How do I reduce my premium without reducing my cover or benefits?

The simplest and easiest way would be to take a higher excess. This option is available to you on all our products. In addition to this, there are many risk enhancing measures that you can take, such as improving your home security, or going for an advanced drivers' course. These things will earn you a discount, once you advise us of it.

Why does my cover amount go up every year when you renew my policy? How do you determine this amount?

Most of your valuable items, like your house and jewelry, appreciate. Therefore, we at Everything.Insure adjust these amounts for inflation to prevent you from being under insured. We rely on indices, such as CPI and BCI (Building Cost Index), produced by StatsSA and some of our academic institutions.

What factors influence my price?

At Everything.Insure, we try to ensure that our pricing is fair and equitable and is based on your personal risk profile. The more care you to take to prevent a loss, the less you pay. Depending on what you are insuring, we consider different pricing factors. E.g. your age, the value of your vehicle, whether you have a tracking device, how long you have had your license, how well protected your home is, your claims history.

What method of payment can I use for my premium or excess payments?

We are pretty flexible and allow you to use most payment methods, except cash. E.g. Credit Card, Debit Order, Paypal etc. We have ensured everything is completely secure with the use of secure gateways with the financial institutions.

How will my premiums increase over time?

Your premium is recalculated every year, based on the current value of your assets and any changes in your personal circumstances or risk profile. E.g. Getting older or moving into a more secure home will result in a lower premium.

Can I change my premium and excess over time to suit my budget and preference?

You cannot change your premium, however, you can reduce your premium to a more affordable level by taking on a higher excess, reducing your limit of cover, reducing the number of items you insure or implementing risk mitigation measures that will earn you a discount. However, you can change your excess at any time.

Claiming

What is an excess and why do I need to pay it?

In the event of you having a claim, the excess is the part of the claim that you are responsible for paying. This means that you are sharing in the risk and consequently get a discount on your premium. We give you the choice to decide what portion of the risk you want to take on, by choosing your excess, and we will adjust your premium accordingly.

You can choose to have no excess and therefore not share in the risk, but this will result in a higher monthly premium.

We believe in flexibility, so on most products we allow you to pick your excess per insured item. That way you can choose a higher excess on that rarely driven sports car and a lower excess on your 18 year old child's car.

Why are there so many different types of excesses?

Rather than charge you one potentially high excess for everything, we try to tailor the excesses for the different claim circumstances (e.g. accident, theft, hijacking) and different items (e.g. buildings and contents). We also try to only impose mandatory high excesses on those that warrant it (e.g. multiple claims in a year). It may look confusing, it really is quite straightforward, and generally only one of these excesses will apply to your claim.

When can I claim?

You can claim at any time after the date that cover starts on your policy for that item, provided that your premium has been paid and is up-to-date. In the rare occasion that there is a waiting period related to that item or cover which you are claiming against, you would need to wait until after that.

How do I claim?

The claim process differs for the different types of claims (e.g. accident or theft) and different items (e.g. vehicles or homes). We have

given you a simple document outlining these processes when you signed-up. You can also claim via our app which will take you through the process step-by-step, or you can call us at any time and our dedicated team will assist you.

Is it ever beneficial not to claim?

We know that the reason you insure your items is to claim. We encourage you to claim when you need to, but you need to be aware that insurers consider the frequency with which you claim, when setting your premiums.

In the event that I am under or over insured, what effect does that have on my claim?

In the event of under insurance (insuring for less than the actual value of the items insured), the principal of average, is applied. This means that you have elected to “self-insure” for that proportion of the sum insured or value of risk for which you are under insured. E.g. If your contents are valued at R1 Million and you insured it at R800 000, you have insured 80% of the total value and therefore we will pay out 80% of the total claim amount. If your claim is for R30 000, we will pay R24 000.

In the event of over insurance (insuring for more than the actual value of the items insured), there is no negative consequences at claims stage. Please be aware that you might be paying more premium than you need to.

It is very important that you get your insured value as accurate as possible, and only under insure if you actively choose to self-insure a portion of your risk for a lower premium. We are always available to assist and have experts at hand to assist, should you need such help please contact us.

Why is there a difference between the amount I am insured for and what I get paid out?

You will generally be paid what you are insured for, unless you are under insured.

Insurance is based on the principal of indemnification. This means that we are required to put you back in the position you were in, prior to your loss. Consequently, you cannot profit from your loss and therefore we can only pay you the value of or replace the items you have lost. If you are claiming on an asset that has depreciated since the sum insured was set (e.g. car) we will pay you the actual value of the lost asset.

Can I choose how I want to be paid out? Cash, repair or replacement.

We attempt to be as flexible and accommodating to your circumstances as possible. However, please note that it is always the prerogative of the insurer, to choose the method of indemnification. Rest assured, if there is no prejudice to the insurer, example between replacing an item and paying you cash, we are quite likely to agree to your request.

How is my cashback calculated? Is it linked to me not claiming?

Some of our products offer cashback rewards and each one has a different formula or trigger. Please refer to the documentation sent to you on sign-up for the details applicable to you.

Can I claim immediately after signing up with you?

You can claim at any time after the date that cover starts on your policy for that item, provided that your premium has been paid and is up-to-date. In the rare occasion that there is a waiting period related to that item or cover which you are claiming against, you would need to wait until after that.

Do I receive money back should I not claim over a certain period of time?

A low claim frequency is a positive factor in calculating your premium and will most likely result in your premium going down or not increasing each year. On some products you may receive cashback bonuses linked to no claiming.

How many times can I claim per year?

There is no limit to the number of times you can claim. Remember that a high claim frequency is an indicator of a negative risk profile, which could result in you paying a higher premium and in the worst case, some insurers may elect to cancel your policy.

Buildings

Why is the value that my house is insured for, not the same as the market value?

You are insuring your home against perils that could cause damage or total destruction to your home (e.g. fires and floods). The value we need to insure for, is therefore, what it will cost to repair or rebuild your home and not what you can sell it for. In some cases, the resale value may be higher or lower than the rebuild cost, depending on the area you live in.

How do you determine if something is wear and tear, therefore not covered? (E.g. A tree causing a wall to crack)

Insurance is based on a principle called fortuity. This means that your loss cannot be inevitable and consequently, has to be sudden and unexpected. Wear and tear or lack of maintenance related losses are both gradual and inevitable. In the example used, if lightning struck the tree causing it to fall on the wall it would be covered, but if it grew into the wall over time it is not covered. Some of our products offer maintenance related cover or allow you to buy add-on cover. Feel free to speak to us about this if you are interested.

Why am I covered if my geyser bursts but not if it needs to be fixed in order to prevent the burst?

You are required to maintain your geyser and replace them prior to the expiry of their useful life, at your own cost. Should your geyser malfunction or burst, causing you a loss, your geyser will be replaced and any consequential loss to your building or contents (should you be insured for them) will be compensated for. Please note that some products (increasingly so), require you to maintain your geyser in order to be covered.

Am I covered for a thermostat or the element of my geyser?

Not if they are damaged through normal usage or wear and tear – as this falls under maintenance and not insurance – but an unexpected

total failure (burst geyser) will be covered. Some of our recent products have an option to add these breakages for an extra premium.

Am I covered for a leaking roof?

The leak itself will only be covered if the cause was due to a specific sudden and unexpected event like storm/wind damage. Any damage caused over a period of time or due to a lack of maintenance (broken or missing tiles, waterproofing, etc.) is not covered. The resulting water damage will be covered even if the leak itself is not covered.

Will I be covered for a power surge?

This is not covered in many policies but most of our various products provide either limited or full cover with the option to extend this. Please check the "what is covered/not covered" section of Everything.Insure make sure to see what is included in your specific policy and if unsure contact us or your broker.

Contents

How do I decide how much to insure the contents of my home for? Every time I buy something new, do I need to adjust it?

It is never a good idea to guess what your house contents' total value is. The best way forward is to document everything. Move from room to room and list every piece of furniture, appliance and/or electronic item and what it would cost you to replace it. The total value of all your contents together is what you should insure for. While it may seem like a tedious exercise, it is the only way. Remember: Your insurer may request prove of ownership so please try to keep receipts.

Are my household contents covered if I let my house out (e.g. Airbnb)?

No, you need to take out a business policy.

Are my household contents covered if it is stolen by someone staying in my house as a guest?

No

Will my cell phone or laptop be covered if not specified?

Under the household section, you will have cover for certain events, but only if the loss occurred at home. All electronic devices, however, need to be specified in order to enjoy cover away from home. These items can't be claimed under the General Unspecified all risks.

Can I claim if something of mine is stolen from someone else's house? (E.g. Someone I am visiting)

Yes, and this is generally limited to the amount stated in the policy wording or schedule.

Why are there limits on the value of some items like jewelry or watches? What if more than 33% of my household contents value is jewelry?

The household contents section cover is intended for generally household goods such as furniture, appliances, clothing, kitchen goods, etc and the pricing is based on a mix of such items with the expectation that these are remain within the house most of the time. We would need to charge a higher premium if the contents are largely high risk items such as jewellery. Anything over 33% is a good indication that you need to specifically insure these under the All Risks section and pay premium accordingly otherwise you will have to accept being limited a maximum of say 33% of the total contents sum insured for such items. Please check your policy wording and schedule carefully for the exact percentage limitations on the product you acquire.

Motor

What does write off or total loss mean?

That a vehicle being claimed on is too severely damaged and cannot be repaired or the cost to repair the vehicle exceeds its economic value. In such cases it is in your interest and the insurer's to rather dispose of the wrecked vehicle and to pay you in cash or to replace it with an equivalent vehicle. Please be aware that it is the insurer's decision as to which option to exercise.

Why doesn't my motor premium go down every year, as the value of my car decreases?

The value of your vehicle is only relevant when you have a total loss claim (theft or write-off) which is a minor percentage of all claims and as such is a small part of what determines the cost of insurance. Most claims are for damage or accidents and the cost of spares and repairs go up annually even though your car's resale value may go down resulting in the average cost of repairs on an older car being proportionately higher than on a new car. In most years motor repair cost inflation is around 15% or higher which requires an increase in premium to cater for this.

How much use is considered business use?

Any regular use of your vehicle for business not matter how infrequent will be considered business use and must be declared when insuring.

What is third party car insurance, and when should I consider it?

Third party car insurance is insurance taken out to cover any legal liability against another person or entity. The first party is you, the second party is your insurer and the third party is anyone that makes a claim against you. For example, if you get into an accident, and there is damage to the third party's vehicle, third party insurance will cover that claim. Any damage to your own vehicle is for your own account, if you only have third party insurance, however. Third party car insurance is usually taken out for older cars.

If I write off my car, will the amount you pay me cover what I owe the bank?

The amount you owe the bank is unrelated to your car insurance and is dependent on many factors such as Interest rates, duration of loan agreement, payment history etc. The amount we will pay is the actual value of the car (as insured) and this might have depreciated below what you owe the bank. It is best to include credit shortfall cover in your car insurance which will make up any shortfall and ensure you do not owe the bank anything.

How do I know what amount my car has been insured for? If it just says "retail" on my schedule.

You are not insured for a specific amount but will be paid whatever the actual retail value is at the time of loss.

Is there an option to insure my car for something other than retail?

Yes, you can insure for Market value (which is the average of the trade and retail values) or an Agreed value in the case of there being special circumstances related to your vehicle (rare, limited edition, classic, vintage, etc.)

If my car gets stolen or written off, will you replace it with the exact same specification I had? How do you know what extras I had?

If it is a new vehicle first registered less than 12 months ago and an odometer reading less than 30 000km we may replace with same or similar new vehicle. Otherwise we will pay the retail value of the vehicle plus the value of any extras that you advised us of and can prove was on the vehicle.

If I bought a demo car that is registered as a new car this year, but it is actually the older model, what year must I put when insuring?

The year model is based on the year of manufacture.

Am I covered if someone else drives my car and has an accident?

Yes provided it was with your consent.

Am I covered if I have an accident while driving someone else's car?

Damages you cause to a Third Party for which you are held legally liable will be covered subject to policy terms and conditions.

Do I need to pay the excess if the accident was not my fault? (E.g. Someone drove into my parked car?)

Yes, an Excess is not related to fault or blame and is the first amount payable in the event of a loss and is not influenced by the cause of loss.

In the case of an accident/breakdown, can I use any towing company?

No, you have to call your insurer's call centre and they will arrange towing/assistance. If not, you could be liable for the cost.

Can I claim for items stolen out of my vehicle?

Yes, if the policy includes unspecified and/or specified items, but only if access to the vehicle was gained by a forcible and visible entry. The items in the vehicle, however, need to be concealed as all insurance policies have a general clause which states that all reasonable care was taken to avoid a claim. No cover for unlocked vehicles or items left in the open.

What if I accidentally choose the wrong model for my car?

Your car is still covered but the premium you pay and the amount you are covered for may be incorrect. Please thoroughly check your contract and policy schedule as the incorrect year or model can affect the retail value of the vehicle and in turn the amount you get paid in a claim.

Does my age or marital status affect the monthly premium I will be charged on my car insurance?

Yes, to some extent. Research has shown that younger, inexperienced drivers are more of a risk purely because they haven't been on the road long enough to gain confidence in certain situations. Younger drivers are therefore more prone to accidents. Statistics also show that single people have a higher risk profile than married couples.

What is third party car insurance, and when should I consider it?

Third party car insurance is required when you have an accident with or cause damage to the property of another person. This person may demand payment or may sue you and this insurance covers any legal liability you have to another person or entity. The first party is you, the second party is your insurer and the third party is anyone that makes a claim against you. Please note that any damage to your own vehicle is for your own account if you only have third party insurance.

Can anyone drive my car if I'm the main insured person? What are the parameters?

Cover extends to anyone driving with your permission unless the policy is endorsed to specifically limit the drivers.

Is a tracking device compulsory?

Tracking devices are generally a requirement on vehicles valued over a certain value. Please check your policy wording and schedule carefully to determine if this applies to your vehicle.

Is my vehicle revalued annually? Does my premium adjust thereafter? Is this initiated by me?

We adjust vehicle values automatically annually at renewal.

Which color cars are cheaper to insure?

Not all insurers and product providers agree on this with the debate relating to visibility which influences frequency of accidents and paint prices which affect average claim costs. Some providers are charging

more/less based on the colour of the vehicle and others not making any price distinction related to colour.

All things equal, which cars/ brands are more expensive to insure?

Brands are generally not price determinants; however the cost and availability of spares are. So a particular brand that may import all its vehicles and may not carry adequate stocks of spares may eventually cost more on average to insure. The other issue is that some makes/models are more popular to thieves and hijackers and these will cost more to insure. The average cost of repairs and the theft and hijackings statistics inform how we will price for these.

Personal Items (All Risks)

How do I know when to insure an item under All Risks?

Any valuable item that you normally wear or carry with you outside of your home should be specifically Insured under all risks.

Why aren't my personal items covered under motor or household?

Household contents restricts cover to contents whilst in your home and Motor restricts cover to the actual vehicle, extras forming part of the vehicle as well as accessories manufactured to be used in or on a vehicle like roof rack or baby seat etc.

Why is All Risk cover so much more expensive than contents cover?

The cover is much wider and as a result the risk is higher and the probability of a claim greater.