

relax

Welcome to Keycare Recovery
& Assistance and your
cover information



keycare
in safe hands

To validate your cover please
remove this key fob and attach
it to your keys **immediately**

A grayscale photograph of a woman with short, light-colored hair and glasses. She is smiling and resting her chin on her right hand. The background is dark and out of focus.

The benefits of your cover

- Emergency helpline 24 hour, 365 days a year.
- Access to a nationwide network of locksmiths.
- Any of your keys attached to the fob issued by Keycare are covered.
- Keycare pay the finder of your keys a £10 reward. You will not be asked to contribute.
- No details of the key owner are given to the finder, guaranteeing confidentiality and security.

in safe hands

Welcome to Keycare. 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.

Please keep these documents safe.

You will be sent a key fob separately. Your key fob must be attached to your keys immediately to validate your cover.

Make a note of your fob number in the space below. This can be found on the reverse of your key fob.

If your keys go missing call our
24 Hour Emergency Helpline number immediately



0345 303 0550

Save this number to your mobile phone

You can purchase further key fobs to protect your additional sets of keys or the keys of family members living with you. Call our Customer Services Team on 0345 303 4028, Monday to Friday 9am to 8pm or Saturday 9am to 3pm or alternatively visit www.keycare.co.uk.

Looking after your keys

- Never have anything containing your name and address attached to your keys.
- Never leave your keys under doormats, on a string through the letterbox, under a stone, on top of a door or window frame etc. An opportunist thief may be watching.
- Never leave doors or windows open when you go out. If you can get in so can a burglar.
- Always leave a spare set of keys with a trusted neighbour, friend or family member.
- Try not to keep all your keys on one key ring – additional fobs can be purchased by calling Keycare on 0345 303 4028 alternatively visit www.keycare.co.uk.
- Sophisticated security measures now fitted as standard to new vehicles mean criminals are trying new methods of vehicle crime. This means stealing the keys to your vehicle first. Burglars have been known to break into houses and offices just to steal vehicle keys.
- Do not leave vehicle keys close to the front door where they can be seen.
- Never leave your keys in your vehicle, not even for a second. This is especially important when at a fuel station or when loading or unloading your vehicle.
- Always lock your vehicle when leaving it.

How to contact us if your keys are lost



0345 303 0550

When you discover that your keys are missing:

Call our 24 hour Emergency Helpline above

Have your fob number ready to help us retrieve your cover details.

Terms & Conditions



About Your Cover

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

Your cover is administered by **Keycare**. **Keycare** is authorised and regulated by the Financial Conduct Authority – registration number 309514. This can be checked on the Financial Services Register by visiting the FCA website www.fca.org.uk or by contacting the FCA on 0800 111 6768.

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

Comments and Complaints

We hope **you** will be completely happy with **your key** recovery and assistance **cover** and 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**, 2-3 Quayside House, Quayside, Salts Mill Road, Shipley BD18 3ST. Tel: 0345 303 0550. Fax: 0845 075 6180. Email: complaints@keycare.co.uk.



DEFINITIONS

Certain words have specific meanings and wherever they appear throughout this **cover** they have been printed in bold to help **you** identify them.

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

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

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

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

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

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

Period of cover: The period shown in **your schedule** for which **you** have paid or agreed to pay the price.

Schedule: The document headed **schedule** giving details of the **cover holder**, **fob** numbers and **period of cover**.

Territorial limits: Worldwide.

You/your: The **cover holder** and any immediate member of their family living at the same address as the **cover holder** during the **period of cover**. Where the **cover holder** is a company this will include authorised employees of the company, employed by the company during the **period of cover**.

WHAT IS COVERED

If during the **period of cover** and within the **territorial limits** a **key** is lost **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 **cover holder**
- 4 Provide the **cover holder** with access to a network of locksmiths

WHAT IS NOT COVERED

Keycare will not cover **you** in respect of:

- a) Keys lost when such keys are not attached to the **fob**
- b) Keys lost from someone other than **you**
- c) Loss of any property other than a **key**, infrared handset and/or alarm attached to the **fob**
- d) Loss of a **key** which occurs outside the **period of cover**
- e) Any costs relating to **locksmith assistance** provided

GENERAL CONDITIONS

1 Cancellation

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

2 Fraud

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

3 Applicable Contract Law

You and **Keycare** are free to choose the law applicable to this contract, but in the absence of agreement to the contrary the law of England and Wales will apply.

4 Assignment

This **cover** may not be assigned in whole or in part without the written consent of **Keycare**.

5 Use of Language

Unless otherwise agreed, the contractual terms and conditions and other information relating to this contract will be in the English language.

RECORDING CALLS

All telephone calls to **Keycare** are recorded to:

- Provide a record of the instructions received from **you**
- Help monitor quality standards and assist with staff training
- Meet legal and regulatory requirements.

How we handle your data

For information on how **Keycare** handle **Your** data please refer to the separate Privacy Policy issued with **Your Policy** documents. The latest version of our Privacy Policy is also available to view and download on our website – www.keycare.co.uk.



How to contact us if your keys are lost



0345 303 0550

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Authorised and regulated by The Financial Conduct Authority registration no. 309514

This policy is administered by Keycare Limited

Registered Office: 2-3 Quayside House, Quayside, Salts Mill Road
ShIPLEY, West Yorkshire, BD18 3ST

Telephone: 0345 303 0550

www.keycare.co.uk

Registered in England No.1309093

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