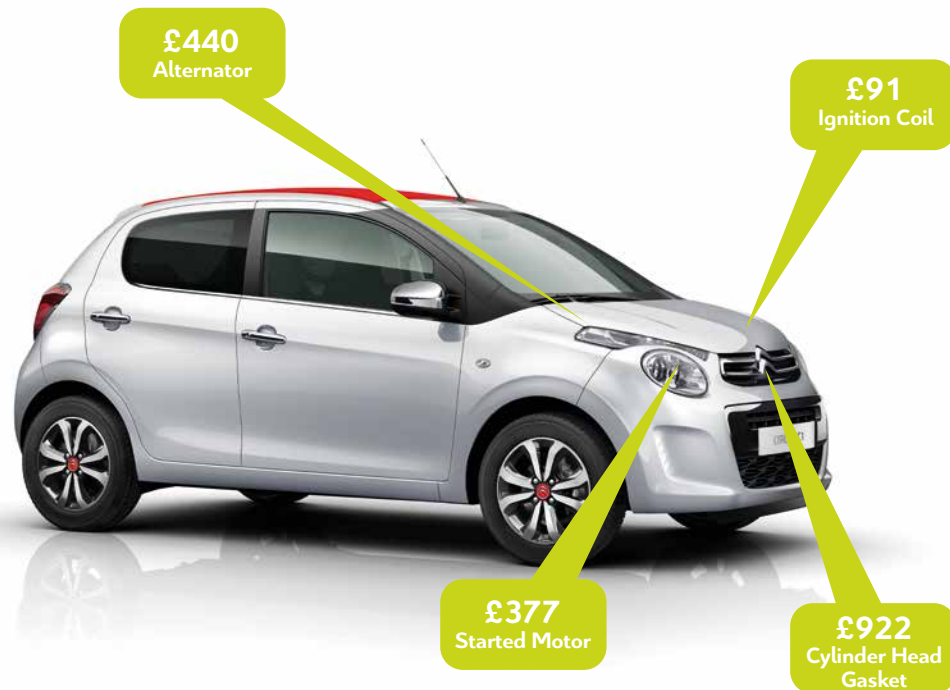


THE COST OF REPAIRS

A modern Citroën is extremely complex, made up of many sophisticated moving parts. Which means that should your vehicle suffer a mechanical or electrical failure, the cost of repairs can be an unwelcome expense.

The examples below are taken from a sample of over 2,200 claims in 2017*, and reflect the average repair bills from various dealers throughout the country.



Costs shown are average costs
*Source: Citroën Extended Warranty 2017.

YOU COULD AVOID COSTS LIKE THESE WITH A CITROËN EXTENDED WARRANTY.

PICKING UP THE BILL IF YOUR CAR FAILS ITS NEXT MOT

MOT TEST INSURANCE

If your vehicle fails to pass its next MOT test due to failure of any part listed on a VT30* (MOT test failure form), Citroën Extended Warranty will pay up to £750 (including Vat) to cover the cost of repair of the following items.

LIGHTING EQUIPMENT

Lamps, reflectors, indicators and bulbs are covered for failure due to: Breakage, discoloration, misalignment, water ingress and corrosion.

STEERING AND SUSPENSION

Manual and power steering units, suspension drags links, track rods/ends, transmission shafts, shock absorbers, road springs, wishbones, swivel joints, mountings, subframes and wheel bearings are covered for failure due to: Wear, seizure, leakage and insecurity.

FUEL SYSTEM

Fuel injection system, fuel eco and fuel pipes are covered for failure to meet MOT exhaust gas emission standards (actual tuning and adjustments or any damage caused by contaminated fuel are not covered under this section). Fuel leaks are not covered.

CCP 9801
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Citroën Extended Warranty Administration
Jubilee House
5 Mid Point Business Park
Thornbury
West Yorkshire BD3 7AG

INSPIRED BY YOU

BRAKING SYSTEM

Brake master cylinder, wheel cylinders, calipers, discs, drums, load compensator, ABS modulator/sensors/computers and brake pipe, hoses, cables are covered for failure due to wear, leakage, seizure, splits/cracks, corrosion and adjustment.

SEAT BELTS

Mountings, belts, retractors and buckles are covered for failure due to wear, non-function and insecurity.

VEHICLE STRUCTURE

Vehicle structure is covered for corrosion. Failure due to accident damage is specifically excluded.

GENERAL

Windscreen wipers, windscreen wiper motor, washer motors and horn.

- In Northern Ireland your authorised Citroën repairer will carry out the following.
- A pre-test MOT inspection, and will submit your vehicle for the MOT test on your behalf.
- Only one MOT test insurance claim is permissible during each 12 month warranty period.
- The MOT test insurance Policy does not cover accidental or malicious damage, neglect or normal in-service wear and tear.

CITROËN
& YOU



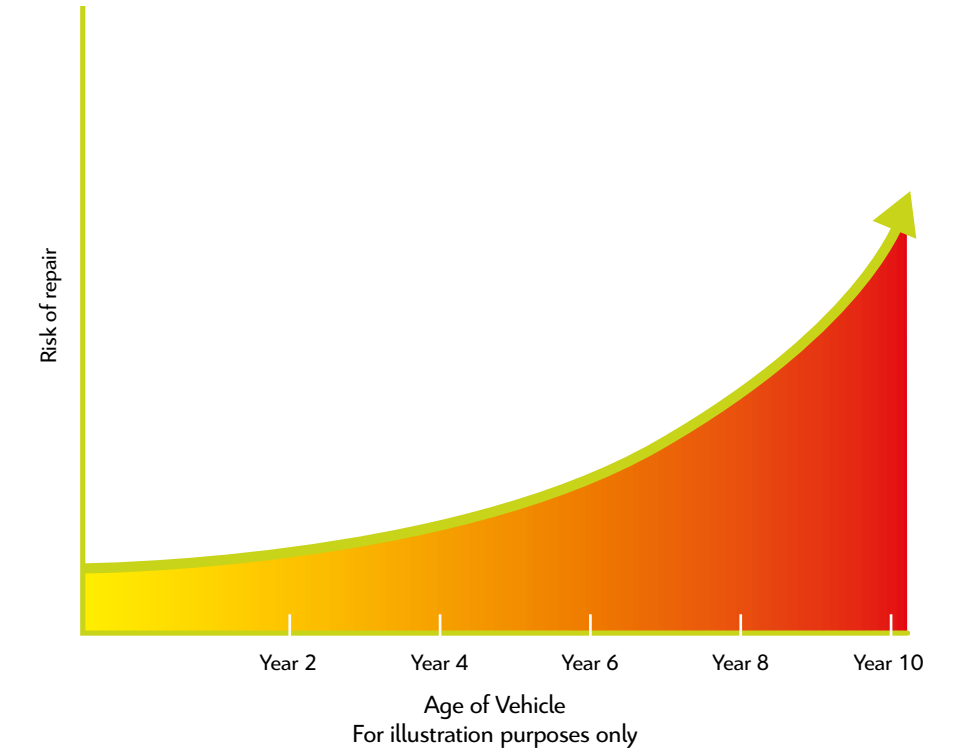
CITROËN
EXTENDED
WARRANTY



citroen.co.uk

PROTECTING YOUR VEHICLE

The older the vehicle is, the higher the risk of mechanical or electrical failure. Repairs can be costly so it pays to take out our Citroën Extended Warranty. You could avoid costs like these with a Citroën Extended Warranty.



INSPIRED
BY YOU

POLICY SUMMARY

This document contains some important facts about your insurance policy. It is a summary of cover to assist you in making an informed purchase decision. When cover is purchased, a detailed policy document will be provided which contains all of the terms and conditions.

key facts

WHO IS THE INSURER?

This insurance is underwritten by Motors Insurance Company Limited.

WHO IS THE ADMINISTRATOR?

Car Care Plan Limited trading as Citroën Extended Warranty Administration, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.

POLICY TYPE AND DURATION

You must pay us the full annual premium prior to the commencement date in order to receive any cover under your policy. If you have purchased an annual policy and have paid the premium when due, your warranty will last for 12 months.

ELIGIBILITY

Eligibility Requirements

You are only eligible for this cover if at inception:

- Your vehicle is under ten years old with less than 100,000 miles on the odometer
- You have an existing Citroën Select Approved Used Car Warranty.
- The vehicle is not:
 - a commercial vehicle of more than 3,500kg gross vehicle weight;
 - a motorhome;
 - a non-European import;
 - used as a taxi, mini cab or driving school vehicle;
 - used a short term hire or daily rental;
 - Driven in a competitive motoring event;
 - used for public services including police, ambulance, fire service or military service;
 - a vehicle with an engine greater than 3,500cc;
 - You are only eligible to purchase this cover within three months of purchasing your Citroën Select Approved Used Vehicle.

WHAT IS CITROËN EXTENDED WARRANTY?

Should your vehicle have a sudden mechanical or electrical failure, Citroën Extended Warranty will pay for the parts and labour costs of covered components up to the purchase price of your vehicle. There is no mileage limit during the period of the warranty.

MAIN FEATURES AND BENEFITS

- Extensive cover for mechanical and electrical components
- Cover defined by a component exception list (please refer to the policy document)
- Cover full parts, labour and VAT costs with no excess
- Only genuine Citroën parts used (if repaired at a Citroën authorised repairer)
- Unlimited mileage
- MOT test insurance is included. covers you for the majority of items listed on the VT30 that may need to be repaired or replaced in order for your vehicle to pass its MOT test
- Optional AA cover, including Roadside, at Home and Recovery.

MAXIMUM CLAIM LIMIT

The amount you may claim over the whole period of this warranty is limited to the purchase price of your vehicle.

WHAT IS NOT COVERED?

(A full list of exclusions and limitations can be found in the policy document).

- Excessive or unreasonable diagnostic time or any diagnostic time which doesn't result in a valid claim (reasonable diagnostic costs for valid claims will be covered),
- All adjustments and alignments and service/maintenance operations.
- Mechanical failure caused by faults which existed before the warranty commenced.
- Vehicles where the speedometer/odometer is altered, disconnected or interfered with in any way, unless it is faulty.
- Component failure resulting from accident damage, misuse or neglect.
- Items which do not form part of the manufacturers original specification for the vehicle.
- Faults resulting from the use of fuel which is either contaminated or inappropriate for the vehicle.

HOW TO CLAIM

If you have a claim we recommend that you take your vehicle to the dealer who supplied it (or any other Citroën Dealer) who will request approval for repairs

by telephoning the Citroën Extended Warranty Administration Claims Department on **0344 573 8191** and giving the following information:

- the full warranty type and number (found on the Welcome Letter)
- Your vehicle registration number
- the date and mileage the component(s) failed
- a detailed estimate of repair costs

COMPLAINTS PROCEDURE

How to make a complaint

We hope that you are pleased with the service we provide. In the unlikely event of a complaint, you should contact the administrator in the first instance on **0344 573 8191**, or in writing to: the customer Services Manager, Citroën Extended Warranty Administration, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.

You can also email us at complaints@motor-admin.com.

If you remain dissatisfied, please contact the insurer directly by writing to: The insurance manager, Motors Insurance Company Ltd, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.

You also have the right to ask The Financial Ombudsman Service to review your case. The right to apply to the ombudsman must be exercised within six months of the date of our final decision. For more information you can visit The Financial Ombudsman Service website www.financialombudsman.org.uk or write to: The Financial Ombudsman Service, Exchange Tower, London E14 9SR. Telephone: **0800 023 4567** or **0300 123 9123**.

We abide by the Motor Industry Vehicle Warranty Products Code of Practice which can be found on The Motor Ombudsman Website at www.TheMotorOmbudsman.org.

The Motor Ombudsman will offer free impartial information and if appropriate an alternative dispute resolution process in the event that you are not satisfied with the outcome of a concern. For further information, you can visit The Motor Ombudsman website at www.TheMotorOmbudsman.org or call their Information Line on **0345 241 3008**.



Your statutory rights as a consumer are not affected by the above procedures. To maintain the highest quality of service and for staff training purposes, telephone calls may be monitored and/or recorded.

GOVERNING LAW

This policy is subject to English Law unless otherwise agreed.

CANCELLATION RIGHTS AND REFUNDS

We hope you are happy with the cover this policy provides. If after reading your policy document, however, this insurance cover does not meet with your requirements, you have the right to cancel the warranty (including the MOT element of the policy) within 30 days of purchase and the optional assistance element within 14 days of purchase.

Should you wish to cancel within this period, please return the policy to the Citroën Dealer from whom the policy was purchased; the dealer will then refund any premium you are entitled to.

If you wish to cancel your policy after this 30-day period, you may cancel your policy and receive a pro rata refund of your premium based on the number of whole months remaining subject to the deduction of a cancellation fee of £30. Requests for cancellation

outside of the first 30 days from purchase should be made by contacting the administrator on **0344 573 8191** or in writing to: Citroën Extended Warranty Administration, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.

There will be no refund entitlement under the following circumstances:

- On the last 30 days of cover on the warranty including the MOT policy
- If you have made a claim on the warranty or the MOT policy
- Where the warranty including MOT policy has been transferred from the original purchaser
- Where Citroën assistance has been taken as a cost option, no refund or part refund will be provided after the first 14 days, or where assistance has been sought within the first 14 days.

Please allow up to 28 days for your cancellation and refund to be processed.

FINANCIAL CONDUCT AUTHORITY AND PRUDENTIAL REGULATION AUTHORITY

Motors Insurance Company Limited is authorised by the Prudential regulation authority and regulated by the financial conduct authority and the Prudential regulation authority.

You can check this on the Financial Services register by visiting the FCA's website: www.fca.org.uk or by contacting the FCA on **0800 111 6768**.

FINANCIAL SERVICES COMPENSATION SCHEME

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if the insurer is unable to meet its obligations. This depends on the type of business and the circumstances of the claim. insurance advising and arranging is covered for 90% of the claim amount, without any upper limit.

For further information about the scheme (including the amounts covered and eligibility to claim) please refer to the FSCS website www.FSCS.org.uk or call **0800 678 1100** or **0207 741 4100**.

DEMANDS AND NEEDS STATEMENT

This product is designed to meet the demands and needs of Citroën customers who wish to protect their vehicle against mechanical and electrical breakdown.

Motors Insurance Company Ltd ("the insurer") will provide the insurance outlined in the policy document on the condition that you have paid the premium for the coverage that you have chosen.

All the terms, exceptions and conditions shown in the policy document and the 'Details of cover' section will apply to this insurance.

Motors Insurance Company Ltd is an incorporated company limited by shares.

Registered office: Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG. Registered in England no. 2678367.

CITROËN EXTENDED WARRANTY

PROTECTION FOR YOUR CITROËN

When you buy an approved Citroën you can be confident of getting a car that has been thoroughly checked and serviced. To make sure that you enjoy your motoring, Citroën Extended Warranty could cover you against unexpected mechanical and electrical repair costs.

It offers extensive cover for vehicles up to ten years old with fewer than 100,000 miles on the speedometer at the time of purchase, and provides cover for 12 months.

CUSTOMER BENEFITS

- Unlimited claims liability up to the purchase price of the vehicle
- Covers full parts, labour and Vat costs with no excess
- MOT test insurance
- Only genuine Citroën parts used
- Transferable if you sell the car privately.

OPTIONAL ROADSIDE ASSISTANCE

If your vehicle suffers a breakdown on the road or at home, optional Citroën Assistance is there to help when you need it the most.

KEEPING YOU MOVING

- Comparable replacement vehicle for up to three days after the first 24 hours.*
- Hotel expenses – up to £150 in the event of vehicle immobilisation.
- Citroën Assistance is available as a cost option, including Home Start, Roadside assistance, recovery, onward travel and European cover.

* Subject to availability.

EXTENSIVE COVER

Because you get so much included with Citroën Extended Warranty cover, its far easier to tell you what's not covered.

The only component exclusions to this warranty are detailed below:

- Ancillary drive belts
- Brake and clutch frictional material
- Bulbs, (LED lamps are covered providing at least 50% of the lighting has failed) and fuses
- Exhaust systems and diesel particulate filters (catalytic converters are covered against internal failure only and not accidental damage, corrosion or damage resulting from the use of incorrect fuel)
- Batteries
- Wheels and tyres (including balancing and alignment)
- Wiper blades
- Recharging of the air conditioning unit (unless required as part of a valid repair)
- All serviceable items

ADDITIONAL EXCLUSIONS

- Electrical software update or reprogramming unless required due to the failure of a covered part
- Gradual reduction in operating performance (wear and tear) that is consistent with the age and mileage of the covered vehicle

Trim and bodywork including:

- Interior trim (including door hinges and check straps)
- Glass (heater elements are covered)
- Seat covers and cushions
- Water ingress
- Paintwork

Terms and conditions apply. Please speak to a member of staff for the full terms and conditions.

STATEMENT OF PRICE

Vehicles up to 5 years old and 50,000 miles*	£299.00
Vehicles up to 10 years old and 100,000 miles*	£365.00

*Applies to age and mileage at point of vehicle purchase

All prices quoted are for 12 months cover and are inclusive of IPT @ 20%

Prices and IPT rates are correct at time of going to print

