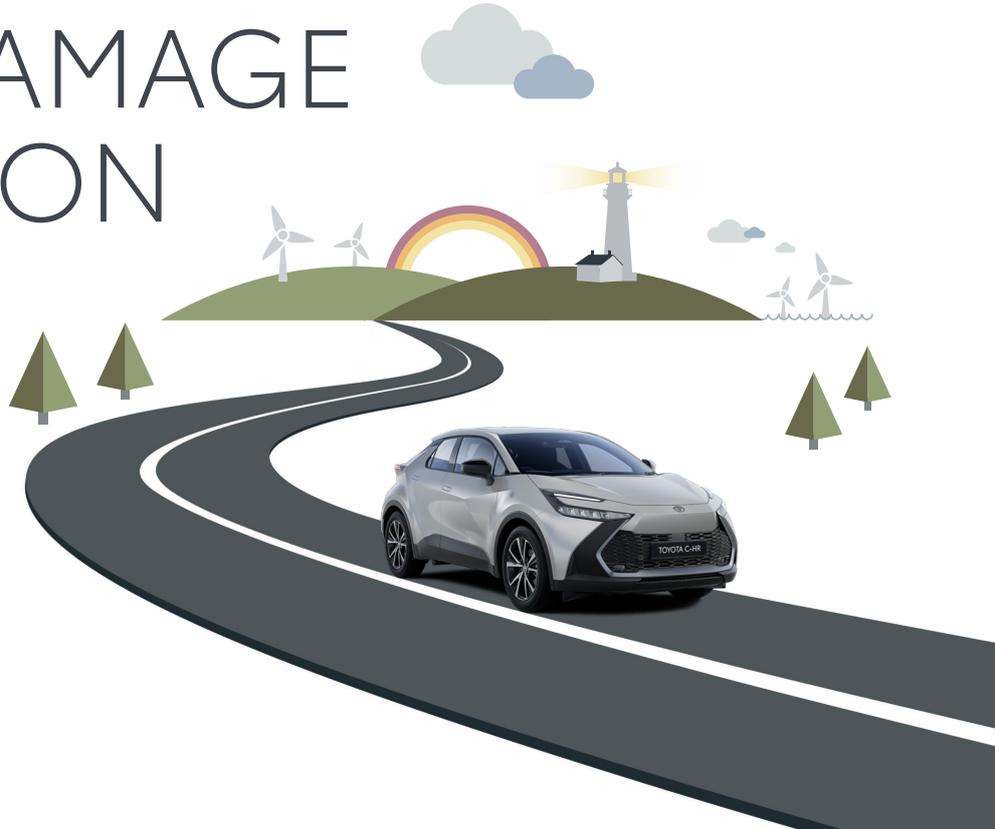




Toyota  
Financial Services

# TOYOTA MINOR DAMAGE PROTECTION

DRIVE WITH CONFIDENCE



# A SPECIALIST SERVICE FOR YOUR TOYOTA

## DISCOVER THE REASSURANCE OF SOPHISTICATED TECHNOLOGY AND EXPERT REPAIRS

Unfortunately, scuffs, dents and chips are part of everyday driving. Someone carelessly opening a door in a car park can dent your pristine bodywork. But is it worth making a claim on your car insurance for a small repair? That's where Toyota Minor Damage Protection comes in.

Expert technicians will restore your vehicle using exact paint matches and a sophisticated Toyota-approved process.

The technician could come to your home or place of work and expertly repair small dents, scuffs and scrapes in vulnerable body areas. You also have the option to take your vehicle to one of our approved Toyota Minor Damage Protection repair sites\*.

It's the confidence that you and your Toyota are in safe hands. The assurance that your repair work is guaranteed. And the peace of mind that our dedicated claims team is here every step of the way.

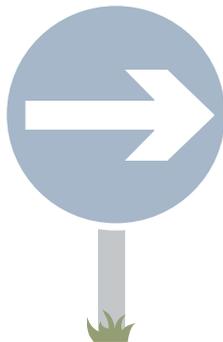
**Please note:** Any after-market repair may vary from an automotive factory finish which is machine sprayed beyond human capacity.





## PROTECT YOUR TOYOTA

- Professional repairs for minor scratches, dents, chips and scuffs
- Completed quickly and effectively at a convenient location
- Up to 30 days to register your claim
- Helps restore the appearance of your Toyota
- Repairing damage can help improve the resale value of your Toyota
- £0 excess when claiming on this policy



## WHAT DOES TOYOTA MINOR DAMAGE PROTECTION COVER?

- Scratches, scuffs and dents up to 300mm in length and 3mm deep on eligible panels
- Stone chips up to 5mm in diameter and 1.5mm deep on eligible panels
- Vulnerable panels including bumpers, door handles, front and rear quarter panels and bonnets
- Horizontal panels

**Please see the diagram overleaf for eligible areas.**

Toyota Minor Damage Protection also offers a £250 body shop contribution in the event an eligible area of damage cannot be repaired at your chosen location using minor cosmetic damage repair technology.

This benefit is also available on repairs if you pay for them directly, or if the damage is repaired via your car insurance, providing you have used Toyota Accident Management Care which our claims team will support you with.

**Please note:** This is a summary of Toyota Minor Damage Protection. Please contact your Toyota Centre Sales team for further information. Full details are provided in the policy document.

# WHICH PANELS OF MY TOYOTA ARE COVERED?



Covered for  
dents, scuffs,  
scratches  
and chips



Covered for  
stone chips  
and body shop  
contribution



Areas not  
covered by  
this policy



\* Images are for illustration purposes only.

Please refer to the policy document for full details of limitations and exclusions.

# FREQUENTLY ASKED QUESTIONS

## 1. HOW MANY CLAIMS CAN I MAKE ON THIS POLICY?

Each individual claim is limited to four individual areas of damage, with a total limit of 20 individual areas of damage over the term of your Toyota Minor Damage Protection policy.

## 2. DO I HAVE TO PAY AN EXCESS?

No. Claims made via this policy will not be subject to an excess payment.

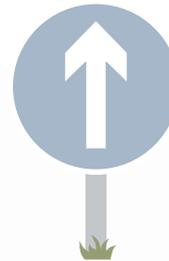
## 3. WILL MY CAR INSURANCE NO CLAIM DISCOUNT BE AFFECTED IF I CLAIM ON THIS POLICY?

Mobile repairs will not affect your No Claim Discount (NCD). However, if you use the body shop contribution to support a claim made on your own car insurance policy, this may affect your NCD. Please check this with your car insurance provider.

## 4. HOW DO I MAKE A CLAIM?

When you become aware of any minor damage, this must be reported within 30 days via the website [toyota.insurethat.com](https://www.toyota.insurethat.com)

Alternatively, you can claim by contacting our claims team on **0333 0444 701**. They will talk you through the simple steps to assess your claim and arrange your repair.



# FREQUENTLY ASKED QUESTIONS

## 5. IS THE REPAIR GUARANTEED?

All repairs carried out by our approved technicians are guaranteed for the lifetime of the vehicle whilst it remains in your possession. However, where we provide a body shop contribution, third-party repairs are not guaranteed.

## 6. CAN I CANCEL MY POLICY?

You can cancel your policy in the first 30 days and receive a full refund, provided no claim has been authorised. If you cancel after 30 days you will be entitled to a pro-rata refund, provided no claim has been authorised.

## 7. WHAT'S NOT COVERED UNDER MY POLICY?

Damage that is bigger than the size limits stated on page 2; damage of any kind to wheels, rims or tyres; any single claim where the total number of damaged areas exceeds four or if the total number of damaged areas exceeds 20 over the policy lifetime; any panel that is ripped, holed, torn or perforated; damage to beading, moulding, glass, lights or decals; any damage that occurred before the policy start date.

For a full list of exclusions, please refer to the policy wording.





## 8. CAN I TRANSFER MY POLICY?

Yes, the remaining term of the policy can be transferred to an eligible replacement vehicle if you sell the original. We do not charge any administration fees for transfers or cancellations.



## 9. DOES THIS POLICY COVER DAMAGE TO OTHER VEHICLES?

No, only the vehicle detailed on the policy schedule is covered.

## 10. WHO IS COVERED BY THE POLICY?

The policy covers damage to your vehicle irrespective of the driver.



Toyota Minor Damage Protection is arranged by Toyota Insurance Management UK Limited, trading as Toyota Insurance Services, registered in England, Company No. 14297877. Registered Office: 7th Floor, 52-56 Leadenhall Street, London, EC3A 2BJ. Authorised and regulated by the Financial Conduct Authority (FCA). Firm Reference Number: 983839.

Policies are underwritten by Aioi Nissay Dowa Insurance UK Limited. Registered in England, No. 11105895. Registered Office: 7th Floor, 52-56 Leadenhall Street, London, EC3A 2BJ. Authorised by the Prudential Regulation Authority and regulated by the FCA and Prudential Regulation Authority. Firm Reference Number: 816870.

Policies are administered by Nukula Limited, trading as InsureThat which is authorised and regulated by the FCA No. 616475. Nukula Limited is registered in England and Wales (Firm Reference Number: 07646376), registered office: Sterling House, Sitka Drive, Shrewsbury Business Park, Shrewsbury, Shropshire, SY2 6LG.

Toyota Financial Services (UK) PLC is an agent of the insurer in respect of the sale of these products. Toyota Financial Services is authorised and regulated by the FCA registered number FRN310226. This can be verified at the FCA website [www.fca.org.uk/register](http://www.fca.org.uk/register) or by phoning 0800 111 6768. Registered Office: Great Burgh, Burgh Heath, Epsom, KT18 5UZ. Firm Reference Number: 02299961.

**(MARCH 2024)**