

TOYOTA

Alloy Protection



INTRODUCING ALLOY PROTECTION

Peace of mind for any alloy wheel damage, keeping your wheels looking sharp.

Scuffs and scrapes happen easily if you hit a kerb or pothole in the road, and damaged alloys can affect the appearance and value of your car. Repair costs can vary, depending on the scale of the damage.

This is where Toyota Alloy Protection comes in.

Toyota Alloy Protection provides reassuring cover with an expert service. Using a sophisticated Toyota-approved process, an experienced technician will restore your alloys to pristine condition.

Designed to suit your lifestyle, this specialist process can be carried out at your home, place of work or at an approved repair centre near you.

Where there is extensive damage, which goes beyond a cosmetic repair, Toyota Alloy Protection can provide a contribution of up to £150* towards replacement alloy costs.

It's the intelligent way to protect your alloys.



***The policy will contribute up to a maximum of £150 (including VAT) towards the replacement cost of the alloy wheel. The replacement must be purchased from a manufacturer approved supplier and be of an identical part code or direct successor part code.**

YOUR COVER AT A GLANCE

BENEFITS:

- Contributes to/covers the cost of cosmetic repair of alloy wheels that have suffered accidental or malicious damage
- Repairs can be completed quickly and efficiently at an approved repair centre near you
- If more convenient, repairs can be completed by a specialist technician at your home or place of work
- 30 days to make a claim
- 36 month policy
- No excess to pay
- Mobile repair process available

WHAT'S EXCLUDED:

- Any claim not reported within 30 days of discovery of the incident
- General wear and tear or neglect
- Damage caused by road traffic accidents
- Theft of alloy wheels
- Any alloy(s) that are chrome or ball polished, two tone painted alloy, plastic trims, wheels that contact hollow spoke technology - alloys of a split rim construction, carbon wheels, etched or acid dipped, wheels fitted with lip protection

Please note: For more information about this policy, please contact your local Centre Sales team or see the Toyota Alloy Protection policy document for full policy wording.



WHAT'S COVERED:

- Standard and diamond cut alloys
- Up to 15 alloy repairs during the lifetime of the policy
- If your alloy(s) are damaged beyond a point of cosmetic repair, a contribution of up to £150* can be provided towards replacement alloy costs
- 60 days' European cover per annum provided



*The policy will contribute up to a maximum of £150 (including VAT) towards the replacement cost of the alloy wheel. The replacement must be purchased from a manufacturer approved supplier and be of an identical part code or direct successor part code.

Frequently Asked Questions



FREQUENTLY ASKED QUESTIONS

1. HOW MANY CLAIMS CAN I MAKE ON MY POLICY?

You will be able to make up to 15 claims over the term of your Toyota Alloy Protection policy.

2. DO I HAVE TO PAY AN EXCESS?

There is no excess to pay when making a claim.

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

No, your Toyota Alloy Protection policy is separate from your Motor Insurance policy.

4. HOW DO I CLAIM?

When you become aware of any alloy damage, this must be reported within 30 days via the InsureThat claims portal at toyota.insurethat.com, or you can contact the claims line on **0333 0444 701**.

Our dedicated claims team will talk you through the next steps required to assess your claim. You may need to provide photographs of the damage as part of this process.

5. CAN I CANCEL MY TOYOTA ALLOY PROTECTION POLICY?

You can cancel your policy in the first 30 days and receive a full refund, provided there have been no claims made within this time. If you cancel after the first 30 days, you will be entitled to a pro rata refund. Again, this is only in the case that no claims have been made.

There is no administration fee for cancellations.





6. CAN I TRANSFER THIS 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, however, please be aware, if you have chosen to pay the premium in instalments, all payments will need to be up to date prior to transfer.

7. HOW LONG DO I HAVE TO DECIDE TO BUY A POLICY?

You have up to 30 days after purchasing your Toyota to decide if you would like to purchase our Alloy Protection policy.



Interactive poll not supported

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COMPLAINTS



COMPLAINTS

If you wish to make a complaint you should in the first instance contact:

The Administrator, InsureThat, Sterling House,
Sitka Drive, Shrewsbury Business Park,
Shrewsbury, Shropshire, SY2 6LG.

If you remain dissatisfied, you may refer the
matter to the Financial Ombudsman Service,
Exchange Tower, London, E14 9SR.

Tel: 0800 023 4 567

www.financial-ombudsman.org.uk



Check if you are Eligible for our Free Excess Protection Policy



Other Products by Toyota Insurance Services

Excess Protection

Toyota Excess Protection, is our 12-month complimentary offering designed to enhance your ownership experience. We understand that unexpected events can occur on the road. That's why we're pleased to introduce this exclusive benefit to provide you with added security and peace of mind.

We'll pay back up to £350* of your motor insurance excess if you make an accident claim through Toyota Accident Care and have your car repaired with our Toyota Authorised Bodyshop Network.

*Please see [policy document for full terms and conditions](#)

[Find out more](#)



Toyota Motor Insurance

We offer one of the most comprehensive insurance policies in the market, helping you drive with confidence. [Find out more.](#)

Toyota Hybrid Insurance

Offering hybrid owners up to a 25% discount, based on your miles driven in Electric Vehicle (EV) mode. Find out more. [Find out more.](#)

Minor Damage Protection

Whether it's a parking lot scrape or a stray stone chip, this protection ensures quick and professional repairs to maintain your vehicle's pristine appearance. [Find out more.](#)

Total Loss Asset Protection

This comprehensive cover protects against unexpected damage to your tyres and alloys from everyday driving hazards like potholes and kerbs. Find out more.

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