

# TOYOTA

## Tyre Protection



# INTRODUCING TYRE PROTECTION

**Covering tyre damage, so you and your Toyota are ready for the road.**

Damaging your tyres is something that can be out of your control, whether it be driving over road debris, nails or hitting a pothole, these can all lead to damage to your tyres. Having your tyres repaired or replaced can be an unexpected expense and very inconvenient.

This is where Toyota Tyre Protection comes in.

This policy gives you unlimited puncture repairs and up to £300 per claim, should a replacement tyre be required.

**An intelligent solution to maintain the appearance and road worthiness of your Toyota.**



# YOUR COVER AT A GLANCE

## BENEFITS:

- Contributes to/covers the cost of repair or replacement of tyre(s) that have suffered accidental or malicious damage
- 30 days to make a claim
- Repairs are completed quickly and efficiently by one of our selected specialist repairers, ideally at a time and place convenient to you
- 36 month policy
- No excess to pay
- When making a claim, the no claims discount on the vehicles motor insurance will not be affected

## WHAT'S EXCLUDED:

- Any claim not reported within 30 days of discovery of the incident
- Any tyre with less than 2mm of tread remaining
- General wear and tear is not covered
- Damage because of poor maintenance of the vehicle/ running tyre pressure too low
- Non-standard manufacturer specification tyres

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



## WHAT'S COVERED:

- Standard tyres and run flat tyres
- Unlimited puncture repairs over the lifetime of your policy
- Up to 5 tyre replacements during the lifetime of the policy
- Up to £300 contribution towards a new tyre per claim
- 60 days' European cover per annum provided



# Frequently Asked Questions



# FREQUENTLY ASKED QUESTIONS

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

You will be able to make up to 5 claims over the term of your Toyota Tyre Protection policy for replacement tyres. However, you have unlimited puncture repairs.

## 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 Tyre Protection policy is separate from your Motor Insurance policy.

## 4. HOW DO I CLAIM?

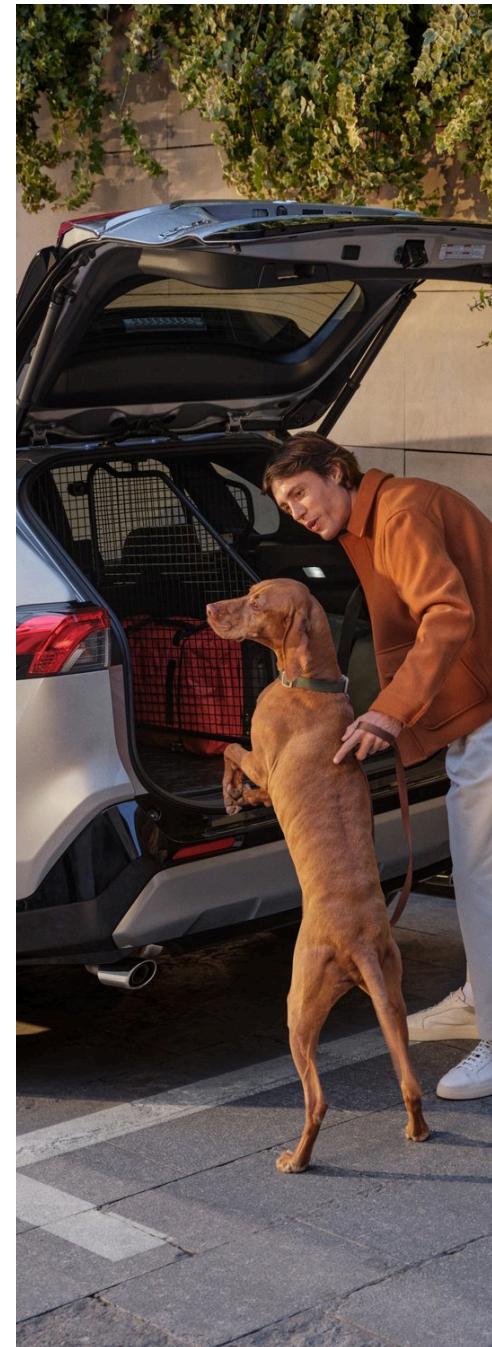
When you become aware of any damage, this must be reported within 30 days via the InsureThat claims portal at [toyota.insurethat.com](http://toyota.insurethat.com), or you can contact the claims line on **0333 0444 701**.

The claims team will talk you through the simple steps to assess your claim and arrange your repair or replacement, photographs of the damage may be required.

## 5. CAN I CANCEL MY POLICY?

You can cancel your policy in the first 30 days and receive a full refund, provided no successful claim has been made. If you cancel after the first 30 days, you will be entitled to a pro rata refund provided you have not had a repair or replacement completed using the policy.

**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 Tyre Protection policy.



Interactive poll not supported

[View online version](#)

# 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](http://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.

Insurance Products are arranged by Toyota Insurance Services. Toyota Insurance Services is a trading style of Toyota Insurance Management UK Limited. Registered in England, Company No. 14297877. Registered Office: 7th Floor, 52-56 Leadenhall Street, London, EC3A 2BJ. Toyota Insurance Management UK Limited is authorised and regulated by the Financial Conduct Authority. Firm Reference Number: 983839.

Toyota Tyre Protection is underwritten by Novus Underwriting Limited on behalf of Helvetia Global Solutions Ltd, UK Branch. Helvetia Global Solutions Ltd is authorised and regulated by the Liechtenstein Financial Market Authority. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Registered Number: 454140. Helvetia Global Solutions Ltd is incorporated in Liechtenstein, registration number 0002191766. Helvetia Global Solutions Ltd's UK branch is registered in England & Wales under UK Establishment number: BR024650. UK Establishment address: 6 Bevis Marks, London, EC3A 7BA.

Novus Underwriting is a trading name of Novus Underwriting Limited, which is an Appointed Representative of Consilium Insurance Brokers Limited, authorised and regulated by the FCA (Ref: 306080). Novus Underwriting Limited is registered in England (No. 10844265). Registered address 4th Floor, 34 Lime Street, London, EC3M 7AT, United Kingdom.

