



Mercedes-Benz Extended Warranty Policy Wording

Mercedes-Benz



This policy wording is available in large print, audio and Braille.
Please phone 0345 641 9778 or email mercedes-benzextendedwarranty@allianz.com if
you need a copy in one of these formats. We will be happy to provide this for you.

Contents

	Page
Demands and needs statement	5
About us and our insurance services	6 – 7
1. Introduction	9 – 10
2. Important information	11
3. Definitions	12 – 15
4. Insurance cover: Extended Warranty	17 – 22
5. Exclusions	23 – 26
6. General conditions	27 – 30
7. Making a claim	32 – 33
8. Making a complaint	34
9. Important contact details	35
Appendix 1: Privacy notice	36 – 38
Appendix 2: Transfer of ownership form	39
Appendix 3: Change of details form	40



Demands and needs statement

Mercedes-Benz Extended Warranty is for private individuals and UK companies looking to protect vehicles against Mechanical or electrical breakdown after an existing warranty ends. It is suitable for cars under 9 years old and with less than 110,000 miles at the policy start date (up to 155,000 miles during the Period of insurance).

Extended Warranty does not cover everything. You should read this insurance policy carefully to make sure it provides the cover You need.

Please note that You need to:

- verify if the Insured vehicle is still covered by the manufacturer's warranty. If so, in the event of a claim You will need to contact the manufacturer's service line;
- have Proof of purchase of the Insured vehicle when making a claim under this insurance policy. Please keep this document in a safe place;
- keep Your Insured vehicle in good working order, roadworthy condition and confirm the Insured vehicle has been serviced in accordance with the manufacturer's recommendations.

We have not provided You with any recommendation or advice about whether this product meets Your specific insurance requirements.

About us and our insurance services

This insurance is distributed by AWP Assistance UK Ltd and underwritten by AWP P&C S.A.

Whose insurance products are offered?

AWP P&C S.A.'s products, who are a French company authorised in France acting through its UK Branch.

Which services will You receive?

You have chosen this policy without advice, based on Your own assessment of Your needs. You will not receive any personal advice or a recommendation for this product. You may be asked some questions to check Your eligibility for the policy.

What will You have to pay for this service?

You will only pay the Premium for Your policy, and You will not pay a fee for arranging the policy. AWP P&C S.A. pays for these services through a mixture of commission and other fees based on the costs for managing Your policy.

Who is regulated?

The insurance is administered in the UK by Mercedes-Benz Warranty Services, a trading name of AWP Assistance UK Ltd. Registered in England with company no. 01710361. Registered Office: 102 George Street, Croydon CR9 6HD. AWP Assistance UK Ltd is authorised and regulated by the Financial Conduct Authority under FRN 311909.

This insurance is underwritten by AWP P&C S.A. a company registered in France with ID No 519490080 RCS Bobigny. Registered Office: 7 Rue Dora Maar, 93400 Saint-Ouen, France, acting through its UK Branch, AWP P&C. Registered in the United Kingdom with company number FC030280. Registered Office: 102 George Street, Croydon CR9 6HD. Authorised and regulated by L'Autorité de Contrôle Prudentiel et de Résolution in France. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority under FRN 534384 and limited regulation by the Prudential Regulation Authority. Details about the extent of Our regulation by the Prudential Regulation Authority are available from Us on request.

You can check these details on the Financial Services Register by visiting the Financial Conduct Authority's website www.fca.org.uk/consumers/fca-firm-checker or by contacting the Financial Conduct Authority on 0800 111 6768.

Protection under the Financial Services Compensation Scheme (FSCS)

For Your added protection, You may be entitled to compensation up to 90% of Your claim with no upper limit, from the FSCS if:

- AWP P&C S.A. cannot meet their obligations to You, such as not being able to pay a claim;
- any claim is to do with the arranging of this insurance policy.

Further information about the compensation scheme is available from the FSCS.

Phone: 0800 678 1100 or 020 7741 4100

Website: www.fscs.org.uk

If You have a complaint

If for any reason You are unhappy with the product or service, please get in touch as soon as possible. For contact details and more information about the complaints procedure, please refer to section 8 of this insurance policy.

Where a complaint cannot be resolved to Your satisfaction You may be able to ask the Financial Ombudsman Service (FOS) to carry out an independent review.



1. Introduction

Thank You for choosing this Mercedes-Benz Extended Warranty insurance policy to protect Your Insured vehicle.

1.1 OVERVIEW

The Mercedes-Benz Extended Warranty is an insurance policy underwritten by AWP P&C S.A. acting through its UK Branch and administered in the UK by AWP Assistance UK Ltd (trading as Mercedes-Benz Warranty Services).

In case of certain events and according to this Policy wording, We provide You with:

COVER	IN THE EVENT OF
Extended Warranty	Mechanical or electrical breakdown when You are not covered by another warranty

1.2 GENERAL INFORMATION

This Policy wording together with Your Confirmation of cover form the insurance contract between You and Us which will be referred to as the insurance policy. In case of conflicts, the provisions on the Confirmation of cover apply first and then the Policy wording, in that order.

We have tried to make these documents simple and easy to understand while also clearly describing Your coverage. This insurance policy has been issued based on the information provided at the time of purchase.

We will provide the insurance cover described in this insurance policy in return for payment of the Premium and Your compliance with all provisions of this insurance policy.

If We do not state that something is covered, You should assume that it is not covered.

You will also notice that some words are capitalised. These words are defined in the “Definitions” and “Who is involved in this insurance policy?” sections. Headings are provided for convenience only and do not affect Your coverage in any way.

Your Insured vehicle might be covered by a manufacturer's or other provider's warranty. It is Your responsibility to investigate this.

Please take time to read all parts of the insurance policy to make sure it meets Your needs and that You understand the cover provided, the exclusions and general conditions that apply.

If You wish to change the information You provided when You took out the insurance, or if there is anything You do not understand, or any statement is incorrect, please contact Mercedes-Benz Warranty Services Administration on 0345 641 9778. We are open 09:00 to 17:30 Monday to Friday, excluding public holidays.

Alternatively, please complete the change of details form in Appendix 3 or email Us at mercedes-benzextendedwarranty@allianz.com

1.3 WHO IS INVOLVED IN THIS INSURANCE POLICY?

Us / We / Our / Insurer: AWP P&C S.A. acting through its UK Branch AWP P&C (UK Branch) and administered in the UK by AWP Assistance UK Ltd (trading as Mercedes-Benz Warranty Services).

You / Your / Policyholder: You the person who has concluded this insurance policy with Us.

1.4 WHAT IS INSURED?

INSURED VEHICLE

The vehicle shown on the Confirmation of cover.

Please refer to the "Definitions" and "Eligibility" conditions sections.

Customers who may need additional support

We're here to help with Your insurance needs, whatever Your situation. If You find it challenging to understand or manage Your insurance for any reason — whether related to health, accessibility, age, or other personal circumstances — please let Us know by phone 0345 641 9778 or email mercedes-benzextendedwarranty@allianz.com. We are open 09:00 to 17:30 Monday to Friday, excluding public holidays. Our friendly team is specially trained to provide additional support and will ensure You receive the care, respect, and assistance You need.

We're committed to making Our services accessible to everyone and will adapt Our approach to best meet Your individual requirements.

2. Important information

2.1 INSURER

Mercedes-Benz Extended Warranty cover is an insurance policy underwritten by AWP P&C S.A. (UK Branch) and is administered in the UK by AWP Assistance UK Ltd (trading as Mercedes-Benz Warranty Services).

2.2 GOVERNING LAW

Unless agreed otherwise, the laws of England and Wales will apply and all communications and documentation in relation to this insurance policy will be in English.

In the event of a dispute concerning this insurance policy, the courts of England and Wales shall have exclusive jurisdiction.

2.3 CONTRACTS (RIGHTS OF THIRD PARTIES) ACT 1999

We, the Insurer and You do not intend any term of this contract to be enforceable by any third party pursuant to the Contracts (Rights of Third Parties) Act 1999.

2.4 CANCELLATION RIGHTS

If Your cover does not meet Your requirements, please notify Us during the Cooling-off period, i.e. within 14 days of receiving Your Confirmation of cover, for a refund of Your Premium.

You can contact Us by calling 0345 641 9778 or by email at mercedes-benzextendedwarranty@allianz.com. We are open 09:00 to 17:30 Monday to Friday, excluding public holidays.

If during this 14-day period You make a claim or intend to make a claim then We will not refund Your Premium if You wish to cancel Your insurance policy.

NOTE: after this 14-day period, You can still cancel the insurance policy and may be entitled to a pro-rata refund of Your Premium. See section 6.3.1 for full details.

2.5 INTERNATIONAL SANCTIONS

This insurance policy will not provide any cover or benefit to the extent that either the cover or benefit would violate any applicable sanction, law or regulations of the United Kingdom, the United Nations, the European Union, United States of America or any other applicable economic or trade sanction, law or regulations.

We decline claims to persons, companies, governments and other parties to whom this is prohibited under national or international agreements or sanctions.

3. Definitions

The general definitions of terms or phrases used within the documents of the insurance policy are explained below and have the same meaning wherever they appear. The terms are identified with capital letters in the text of this document.

3.1 GENERAL DEFINITIONS

TERM	DEFINITION
Confirmation of cover	Document that details the start date of the insurance policy, the insurance policy expiry date, the Policyholder, the Premium, the Insured vehicle and the cover.
Cooling-off period	The period during which You can change Your mind and can exercise Your right of withdrawal from this insurance policy.
Country of residence	The country where You have Your main home and spend more than 6 months of the year. Your Country of residence must be the United Kingdom. Where the Policyholder is an organisation, this means the place of legal incorporation or registration within the United Kingdom.
Excess	Fixed amount of an insurance claim that is the responsibility of the Policyholder, and which the Insurer will deduct from the claim payment.
Limit of liability (indemnity)	The maximum amount under this insurance policy, in respect to the insurance cover provided.
Period of insurance	The duration of the insurance policy which is stated in the Confirmation of cover.
Premium	The amount to be paid for the insurance cover in return for the entitlements and benefits under this insurance policy. It includes insurance premium tax (IPT) at the prevailing rate.
Policy wording	Details the general rules applicable to this insurance policy. Please note that only the terms and conditions in this document are valid for the insurance policy.

TERM	DEFINITION
Waiting time	The initial time period after the purchase of this insurance policy during which You do not have insurance cover under this insurance policy. Please see section 7.2 for details of Your Waiting time.

3.2 EXTENDED WARRANTY COVER DEFINITIONS

TERM	DEFINITION
Alarm systems	Factory-fitted alarms, or alarm systems fitted according to the manufacturer's specification at the time of new vehicle registration.
Authorised Repairer	A dealership or service provider officially approved by Mercedes-Benz to perform maintenance and repairs on the Insured vehicle, using genuine parts and adhering to manufacturer standards. The list of Authorised Repairers in the UK can be found at www.mercedes-benz.co.uk/passengercars/mercedes-benz-cars/dealer-locator.html
Component	All factory-installed internal parts, which work together to ensure the proper functioning and performance of the Insured vehicle.
High-voltage (HV) components	HV batteries, plug-in hybrid batteries, AC/DC on-board charger, inverter, HV coolant compressor, HV electrical control units (ECUs), HV wiring cable integral to the vehicle, electric motors central power train controls (electrical), Positive Temperature Coefficient (PTC) interior heating and PTC battery heating.
In-car entertainment	Factory-fitted audio/visual equipment or fitted by an Authorised Repairer where the fitment of that item was part of the standard specification of the Insured vehicle at the time of first registration.
Insured vehicle	The car shown in Your Confirmation of cover as being covered under the insurance policy.
Insured vehicle purchase date	The date on which the Insured vehicle was purchased by You.

TERM	DEFINITION
Lapsed policyholder	A Policyholder who did not have an active official Mercedes-Benz warranty when purchasing this insurance policy.
Market value	The cost of replacing Your Insured vehicle with the same make, model and specification. Age, mileage and condition will be taken into account. This will be calculated using a combination of independent engineer's advice, motor trade guides and other sources to determine the Market value at the time of the insured event. We'll consider the outcome to be the amount You could have reasonably got for Your Insured vehicle if You sold it immediately before the insured event and not the price You paid for it.
Mechanical or electrical breakdown	Sudden and unexpected failure of a Component required for the functionality or safe use of Your Insured vehicle. This does not include damage caused by Wear and tear.
Proof of purchase	A Proof of purchase (e.g. receipt) is the document that proves that Your Insured vehicle was purchased by You on the Insured vehicle purchase date. The document has to include certain means of identification of the Insured vehicle, including manufacturer, type/model, VIN and Your original purchase price.
United Kingdom (UK)	England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man.

TERM	DEFINITION
Wear and tear	The gradual damage or deterioration of a Component arising from age, mileage, ordinary use, friction, heat, vibration or exposure to normal operating conditions over time, rather than from misuse, accidents, or neglect. Wear and tear includes any reduction in performance, efficiency, functionality or condition of a Component. Wear and tear may occur even where a Component continues to operate but has deteriorated beyond its original design condition. For example, Components that experience constant or repeated movements, such as suspension bushes/ball joints and steering joints, are prone to Wear and tear. In determining whether a failure results from Mechanical or electrical breakdown or Wear and tear, We may consider vehicle age, vehicle mileage, servicing history, inspection findings, diagnostic information, manufacturer guidance and independent engineer or repairer advice.
Working materials	Oils, oil filter and anti-freeze. These are covered only if it is essential to replace them because of an insured event (which is covered under this insurance policy).



4. Insurance cover: Extended Warranty

4.1 INSURED COMPONENTS

All the factory-installed Components of Your Insured vehicle are covered against Mechanical or electrical breakdown, except those excluded in section 5.2.2. This includes Alarm systems, In-car entertainment, High-voltage components and Working materials. Suspension Components (apart from all shock absorbers and strut assemblies) are covered against Mechanical or electrical breakdown up to 70,000 miles from the Insured vehicle's date of registration.

Your Extended Warranty is subject to all terms, conditions and exclusions contained within this insurance policy, including the Wear and tear exclusion. This insurance policy provides cover for sudden Mechanical or electrical breakdown. It is not a maintenance agreement and does not cover the gradual damage or deterioration of a Component arising from age, mileage, ordinary use, friction, heat, vibration or exposure to normal operating conditions over time.

4.2 INSURED EVENTS WITH APPLICABLE BENEFITS AND LIMITS

In the table below You will find the list of events – in rows – with the list of benefits – in columns – that apply to events, alongside the total cumulative limits – in the last row – of each benefit across all the insured event(s).

INSURED EVENT	BENEFIT	
	REPAIRS IN THE UK	REIMBURSEMENT OF REPAIR COSTS OUTSIDE THE UK
Mechanical or electrical breakdown when You are not covered by another warranty	✓	✓
Cumulative limits	Monthly policies Our Limit of liability in each 12-month rolling period (starting from the date You submitted Your first claim) is the Market value of Your Insured vehicle at the time of the insured event You are claiming for. We will pay any number of claims, which in total (including VAT), do not exceed the Limit of liability. 12-month policies Our Limit of liability is the Market value of Your Insured vehicle at the time of the insured event that You are claiming for. We will pay any number of claims, which in total (including VAT), do not exceed the Limit of liability. 24-month policies Our Limit of liability in each 12-month period (starting at the date You were first covered by Our insurance) is the Market value of Your Insured vehicle at the time of the insured event You are claiming for. We will pay any number of claims, which in total (including VAT), do not exceed the Limit of liability.	

If the cost of repair is more than the Market value of the Insured vehicle, You agree to cover the difference between the cost for the repair at an Authorised Repairer and the Market value of the Insured vehicle. In the event that You decide not to proceed with the repair at an Authorised Repairer, We will not cover the cost of the repair.

4.3 BENEFIT DESCRIPTION

Upon the acceptance of Your claim We will reimburse the repair costs described below, minus the Excess.

BENEFIT	DESCRIPTION
Repairs in the UK	We will cover the costs, including VAT, incurred for: • the repair, including labour expenses, up to the manufacturer's list price for Components and listed labour times/costs; • up to 1 hour of labour expense for the reprogramming or software update required as part of the repair of a Component; • damage caused to a covered Component if caused by another covered Component; and • justified diagnostic costs directly associated with a valid claim for a defective Component covered under this insurance policy. Contact Your Authorised Repairer and advise them that Your Insured vehicle is protected by this warranty.
Reimbursement of repair costs outside the UK	You will receive reimbursement of the costs, including VAT, incurred for: • the repair, including labour expenses, up to the equivalent UK rates for the manufacturer's list price for Components and listed labour times/costs; • up to 1 hour of labour expense for the reprogramming or software update required as part of the repair of a Component; • damage caused to a covered Component if caused by another covered Component; and • justified diagnostic costs directly associated with a valid claim for a defective Component covered under this cover. We allow You to choose any Authorised Repairer. If You are unable to find an Authorised Repairer, please contact Us. You need to follow these instructions: • You hand over the Insured vehicle to the Authorised Repairer and commission the repair. • You must settle the costs with the Authorised Repairer and retain the receipt. Please also keep the replaced Components if possible, until We have finished processing Your claim as We may need to see or inspect them. We will reimburse You in pounds sterling at the rate of exchange for the relevant currency at the time of the repair.

It is Your responsibility to authorise any dismantling of the Insured vehicle or any other work required to diagnose any faults with the Insured vehicle. We reserve the right to examine the Insured vehicle and to subject it to expert assessment in order to determine if Your claim is covered and how much We will pay for repairs.

If You are VAT registered You remain responsible for settling the VAT content of any claim separately.

Obsolete parts: if any part or accessory is not available, the most We will pay for that part will be the cost shown in the manufacturer's last UK price list, plus the reasonable labour cost to fit the part. If the part is not listed in the manufacturer's last UK price list, We will pay the cost of an equivalent part plus the reasonable labour cost to fit the part. If no equivalent part is listed, the most We will pay is £250.

4.4 EXCESS

Your Confirmation of cover will show the applicable Excess.

Your insurance policy includes an Excess You must pay on each valid claim. You choose Your Excess level (£0, £100, or £250) when You purchase the policy, and this amount remains fixed for the entire duration of Your policy unless changed by You at the renewal date.

The Excess applies to each individual claim and is deducted from the total value of any approved repair costs. When an approved repair is carried out, the Authorised Repairer will issue an invoice for the full cost of the work, and You are responsible for paying

the applicable Excess directly to the Authorised Repairer once the repairs have been completed. The Authorised Repairer will submit the remaining balance of the invoice to Us for payment, subject to the terms of this insurance policy and approval of the claim.

If the total cost of the approved repair is less than Your chosen Excess, You will be responsible for the full amount and no payment will be made by Us. Your Excess amount cannot be changed once the policy has commenced, unless We agree to this in writing or You select a different Excess level at renewal.

4.5 BENEFIT LIMITS

New vehicles are usually supplied with a manufacturer warranty. Fully electric vehicles will also usually receive a Battery Certificate. These warranties are not part of this insurance policy.

Please contact Your Authorised Repairer for manufacturer warranty and/or battery queries and claims.

4.6 SPECIFIC CONDITIONS

4.6.1 Eligibility

a. Insurable vehicle

This insurance policy is only valid for the Insured vehicle:

- purchased and owned by You;
- requiring a valid driving license to use;
- in full working order at the time the insurance policy was taken out;

- usage: used for personal and/or professional activities;
- mileage limit: cover is only available for vehicles with no more than 110,000 miles at the start of the insurance policy. During the Period of insurance, the Insured vehicle will remain covered up to a maximum of 155,000 miles, measured from the original date of vehicle registration. It is Your responsibility to get in touch with Us when Your vehicle is nearing the maximum mileage;
- age limit: cover is only available for vehicles under 9 years old from the date of the first registration. There is no age limit during the Period of insurance. Therefore You will not be able to renew Your policy if Your Insured vehicle is 9 years of age or over. For monthly policies this means Your insurance cover will end at the next monthly anniversary of the date Your insurance policy commenced, after the Insured vehicle reaches 9 years of age.

b. Insured and authorised driver

For private individuals and sole traders, this insurance policy is only valid if You are:

- aged 18 years or over; and
- Your Country of residence is the United Kingdom. Please note that this must remain Your Country of residence throughout the Period of insurance in order for Your insurance policy to be valid.

For companies, this insurance policy is only valid if You are:

- a company registered in the United Kingdom.

The Insured vehicle must be used by an authorised driver:

- You, or
- any other driver using the Insured vehicle with Your permission.

c. Insurance policy purchase period

This insurance policy is only valid if purchased in the following time window:

- up to 3 months before the expiry of an official Mercedes-Benz warranty;
- up to 30 days after the expiry of an official Mercedes-Benz warranty;
- within 30 days after You acquired the vehicle from a previous owner who is covered by Our insurance.

If You have purchased this insurance policy outside of this time window, You are considered a Lapsed policyholder. In this case, Your Insured vehicle will only be covered after the Waiting time mentioned in section 7.2 of this document.

4.6.2 Geographical scope

The insurance policy is valid in Your Country of residence.

Your Insured vehicle is also insured whilst You are abroad for trips of a duration of up to a maximum of 60 consecutive days in the following countries within continental Europe: Andorra, Austria, Belgium, Bulgaria, Bosnia and Herzegovina, Croatia, Cyprus (Greek territory only), Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Republic of Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Netherlands, Norway, Poland, Portugal (not including Madeira and The Azores), Romania, San Marino, Serbia, Slovakia, Slovenia, Spain (including Balearic Islands but excluding Canary Islands), Sweden, Switzerland, Turkey.

4.7 SPECIFIC OBLIGATIONS

4.7.1 Before the start of the insurance policy

It is Your responsibility to check that the Insured vehicle has been serviced according to the manufacturer's recommendations. We may ask for additional information to support Your application.

We will consider misrepresentations regarding servicing history to be a qualifying misrepresentation made recklessly. In that case We reserve the right to cancel the policy and retain the Premium.

4.7.2 During the Period of insurance

You must keep Your Insured vehicle in good working order, road worthy condition and have the Insured vehicle serviced at an Authorised Repairer or VAT registered garage in accordance with the manufacturer's recommendations. We will allow a maximum of 1,865 miles or 90 days (whichever occurs first) in excess of

the recommended service intervals.

Please ensure that the repairer completes the service record for the Insured vehicle and that You keep all service receipts as proof of servicing. If You fail to have the Insured vehicle serviced correctly in accordance with the manufacturer's recommendations during the Period of insurance, or You are unable to produce proof of such servicing if We request it, then this will invalidate Your insurance.

You must comply with the manufacturer's recall campaigns and other manufacturer prescribed actions.

You must have a valid MOT where one is required.

4.7.3 After a claim has been made

We reserve the right to examine the Insured vehicle and/or to subject it to expert assessment in order to determine if Your claim is covered and how much We will pay for repairs. We may also test the failed Components.

In determining whether a failure results from Mechanical or electrical breakdown or Wear and tear, We may consider vehicle age, vehicle mileage, servicing history, inspection findings, diagnostic information, manufacturer guidance and independent engineer or repairer advice.

If You or anyone acting on Your behalf acts in a way which prevents Us from being able to determine the cause of failure by inspecting the Insured vehicle or defective Components, then We may not pay all or part of Your claim.

5. Exclusions

The following events are excluded from the insurance cover.

5.1 GENERAL EXCLUSIONS

1. Outside of the Period of insurance: any incident that occurred before the start date or after the end date of Your insurance cover as shown in Your Confirmation of cover.
2. Gross negligence being a voluntary disregard of the need to use reasonable care by You or by an authorised driver of the Insured vehicle, resulting in a claim.
3. We cannot pay any claim if doing so would break the law - for example, because of trade sanctions or government restrictions. In such cases, no other payment or compensation will be made.
4. We do not cover loss or damage that happens because a government or public authority has taken or destroyed Your Insured vehicle.
5. Any claim resulting from dishonest, fraudulent, criminal, malicious, or deliberate acts by You, or from illegal use of the Insured vehicle.
6. Any claim arising from activity intended to realise a benefit or financial gain to which You are not legally entitled.
7. Any loss of profit, loss of interest, consequential losses or damages.
8. We do not cover damage caused by natural forces (such as storms, fire, floods, lightning or earthquakes) unless specifically listed as covered. We also do not cover damage resulting from nuclear or radioactive materials, pollution or contamination, insect infestation, or pressure waves from aircraft or other flying objects; electro-magnetic pulse (brief burst of electromagnetic energy that can be natural or artificial), whether man-made or naturally occurring, seepage (slow flow of a liquid through something).
9. Any loss or damage caused by disease outbreaks, epidemics, or pandemics.
10. We do not cover loss or damage caused by war, invasion, revolution, or terrorism. Terrorism means the use (or threat) of violence such as biological, chemical, or nuclear force by anyone acting for political, religious, or similar reasons, including acts intended to influence a government or create public fear.
11. Any loss or damage ultimately due to faulty or defective service provided by a third party/external supplier not directly related to the insured events and the coverages described in this Policy wording.

12. This insurance policy does not cover any damages of any nature connected in any way directly or indirectly contributed to or resulting from electronic data and cyber risks, or network attacks regardless of any other cause or event contributing concurrently or in any other sequence to the loss. We will also not pay for claims in respect of any losses, damages or expenses that arise from the failure of communication network signals, power supply, network connection and telecommunication system.

5.2 SPECIFIC EXCLUSIONS

5.2.1 Extended Warranty cover exclusions

1. Damage directly or indirectly caused by corrosion, oxidation, water infiltration, including condensation (e.g. headlights), frost, salt, airborne fallout (such as chemicals, tree sap, bird droppings), rodent damage, water ingress or material becoming porous and leaking.

2. Any loss or damages arising from manufacturer's defects, faulty design and recall campaigns.

3. Wear and tear. This includes the gradual damage or deterioration of a Component arising from age, mileage, ordinary use, friction, heat, vibration or exposure to normal operating conditions over time, rather than from misuse, accidents, or neglect. A Component shall not be regarded as suffering Mechanical or electrical breakdown solely because it has reached the end of its normal service life or has worn beyond its original design condition through ordinary use.

4. Damage directly or indirectly caused by faulty repairs, incorrect servicing and maintenance such as cleaning, polishing, adjustments, alterations, disconnections, or failure to have the Insured vehicle serviced in accordance with the manufacturer's recommendations.

5. Damage directly or indirectly caused by lack of oil, fuel, lubricants, hydraulic fluids or additives; or foreign matter entering the cooling, air conditioning or lubrication systems; or use of oil, fuel, lubricants, hydraulic fluids or additives which the manufacturer of the Insured vehicle does not recommend.

6. Modifications to the Insured vehicle that deviate from the original manufacturer's specifications are not covered for any resulting loss or damage.

7. An imported vehicle (i.e. a vehicle that does not meet UK specifications, such as a left-hand drive model).

8. A vehicle which has been written-off at any point.

9. Any loss or damage which has occurred due to ignition, fire, explosion, overheating, smoke, scorching or blistering originating from the Insured vehicle.

10. Any loss or damage where the speedometer has been tampered with, altered, disconnected or where the mileage of the Insured vehicle cannot be verified.

11. We will not pay for damage to a covered Component if caused by a Component which is not covered. We will not pay for damage to Components not covered by this warranty even if the damage is caused by a covered Component.

12. Any loss or damage arising when the Insured vehicle has been used for speed competitions of any kind, racing, pace making, rallies (including track days), off road use (deemed to be outside of reasonable use) and for any form of hire or reward and use for or by driving schools.

13. Any loss or damage due in any way to any type of road accident or impact of any nature.

14. Any vehicle used for commercial passenger transport, any form of hire and reward (such as a taxi or chauffeuring), covered by a PCO licence, used by a driving school, for postal or courier services, as a rental vehicle, or owned by a business formed for the purpose of buying, selling or servicing motor vehicles.

15. Any expense incurred in the UK without Our prior authorisation.

16. Any loss or damage resulting from vandalism.

17. No warranty claim arising due to any kind of optical faults, unless the functionality is affected thereby.

18. We do not cover costs unrelated to the repair of the defective Component, such as: recovery or towing expenses, accommodation and meals, courtesy car charges, and compensation for loss of use or delays.

19. Costs for seals, high pressure lines lubricants, operating materials and assembly materials whose replacement is not related to the repair of a covered Component but is required to be replaced.

20. Reprogramming or software upgrades, unless required as part of the repair of a Component.

21. General oil leaks.

22. Any routine servicing or cleaning.

5.2.2 Extended Warranty cover excluded Components

1. All batteries, if not explicitly mentioned as covered in this Policy wording. This includes 12V & 48V battery, auxiliary batteries, key fob batteries, SOS batteries.

2. All gaskets, seals and sealants (head gaskets and rotary seals are covered).

3. Any Component associated with routine servicing.

4. Wet belts, auxiliary belts also known as serpentine belt, drive belt, or fan belt.

5. Timing belts, once their first service has taken place.

6. Bodywork, body seals (including convertible roof, boot, sunroof, doors etc.).

7. Bonnet, boot and fuel flap release cables.

8. Brake friction material and discs/drums.

9. Brake pipes and brake hoses.

10. Clutch kit and clutch assembly (manual transmission only).

11. Core plugs.

12. Drive shaft CV boots and steering rack gaiters.
13. Light bulbs and LED bulbs, electrical connection blocks, terminals and fuses.
14. Rubber mounts including engine mounts (non-electric, hydraulic and pneumatic), flexible coupling, and bump stops.
15. The exhaust system and the adjustment mechanism are excluded, however the catalytic converter, diesel particulate filter (DPF), and associated sensors are covered.
16. Exterior equipment, exterior panelling, trim, paint and fittings.
17. Fixings and fastenings: nuts/bolts/brackets/studs/clips/screws and springs (unless required as part of a valid claim).
18. Glass Components and mirrors.
19. Headlamp units/rear and side lamps.
20. Handbrake/parking brake cables.
21. Hinges (all).
22. All hoses/pipes (non-metal), hose clips and connectors.
23. Interior trim, interior panels including storage pockets, cup holder and arm rest lids (list non-exhaustive).
24. Navigation CDs, DVDs and SD cards.
25. Non-electric failures of the chassis.
26. All shock absorbers and strut assemblies. All other suspension Components are covered against Mechanical or electrical breakdown up to 70,000 miles from the Insured vehicle's date of registration. No suspension Components are covered once the Insured vehicle has exceeded 70,000 miles from the date of registration.
27. Spark plugs and glow plugs.
28. Sunroof cables, convertible cables, convertible roof material and straps.
29. Wheels, tyres and rims including wheel bolts.
30. Wiper blades, wiper arms, washers and hoses.
31. Wiring and wiring looms, including but not limited to fibre optic looms, Local Interconnect Network (LIN) cables and Controller Area Network (CAN) bus cables.
32. All parts not permanently fitted to the vehicle, such as charging cables, tablet/PCs and tyre fit set.

6. General conditions

The following conditions apply to this insurance policy alongside specific conditions for each cover composing this insurance policy.

6.1 START DATE / EXPIRY DATE OF THE INSURANCE COVER

The start date of the insurance policy is stated in the Confirmation of cover that forms part of Your insurance policy.

However, the insurance cover will only start once You have paid the Premium, subject to any applicable Waiting time.

The insurance policy will expire at 24:00 hours on the expiry date shown in Your Confirmation of cover if neither You or We have cancelled the insurance policy at an earlier moment.

6.2 RENEWAL OF THE INSURANCE POLICY

6.2.1 12-month and 24-month policies

We will send You a renewal notice before Your insurance period ends, as shown in Your Confirmation of cover. We may choose not to renew Your insurance policy. We will send You notice of this prior to the expiry of Your insurance policy. We may change Your cover terms or Premium rates at the renewal date.

In case of renewal: please refer to the eligibility conditions in section 4.6.1.

6.2.2 Monthly policies

Your insurance policy will be automatically renewed monthly, unless one of the parties cancels the insurance policy in accordance with the cancellation terms in section 6.3.

6.3 HOW TO CANCEL YOUR INSURANCE POLICY

6.3.1 Cancellation by You

a. During Cooling-off period (withdrawal)

You are entitled – within 14 days and with no obligation to state Your reasons – to cancel the insurance policy.

If You wish to cancel, please use the following contact details.

By phone: 0345 641 9778

By email: mercedes-benzextendedwarranty@allianz.com

By post: PO Box 1183, Croydon CR9 1HR

We are open 09:00 to 17:30 Monday to Friday, excluding public holidays.

The 14-day period commences once You have received the insurance Policy wording and Your Confirmation of cover.

If You have not made or will not make any valid claims during the Cooling-off period, You will receive a full refund of Your Premium.

If You make a valid claim during the Cooling-off period You are still entitled to cancel Your insurance policy but You will not receive a refund of Your Premium.

b. After Cooling-off period (cancellation)

12-month and 24-month policies: You will receive a proportionate refund of the Premium based on the unused Period of insurance, less an administration fee of £25.

Insurance policy cover will cease from the date We receive Your cancellation instructions. If You make a valid claim after the Cooling-off period You are still entitled to cancel Your insurance policy but You will not receive a refund of Your Premium.

Monthly policies: Your insurance policy will be cancelled at the next monthly anniversary of the date Your insurance policy commenced. There will be no refund of the Premium paid as the Premium paid will have only been in respect of the insurance cover already received.

6.3.2 Cancellation by Insurer

If You have a monthly policy, We reserve the right to cancel Your cover at any time by giving You notice in writing to the last address You provided Us with.

We may be entitled to cancel Your insurance policy or to change the terms of Your insurance policy with immediate effect if You:

- have acted dishonestly or provided incomplete information when taking out the insurance policy and We would not have accepted the insurance with knowledge of the information;
- have misrepresented or failed to disclose the facts when submitting a claim;
- have committed or attempted to commit fraud;
- are the subject of any other material change that changes the insured risk, for example the UK is no longer Your Country of residence.

In such circumstances, We will not return any of the Premium to You. In the event that We choose to cancel Your insurance policy, We will notify You in writing.

6.4 CONTRACTUAL AMENDMENTS BY YOU

Any amendments to the insurance policy or Confirmation of cover, including but not limited to, changes to the Period of insurance, the Policyholder or the Premium payment frequency, shall require written confirmation by Us.

6.5 CONTRACTUAL AMENDMENTS BY THE INSURER

For 12-month and 24-month policies We can review and change Your coverage at any time. You will be given a minimum of 2 months' notice of any proposed changes in writing unless these changes have to be made sooner by law or regulation (in which case, You will be given a reasonable and proportionate amount of notice). If You do not agree with these changes, You may cancel Your insurance policy within 30 days after You were informed of the changes. Should You decide to cancel within this 30-day period, You will be entitled to a pro-rata refund of the unexpired months' Premium, provided no claims have been paid.

6.6 YOUR OBLIGATIONS

You must take reasonable care to protect Your personal data. You must also take reasonable care to protect Your Insured vehicle to minimise any potential claim otherwise You may not be covered under this insurance policy.

In the event of a breach of the following obligations, We shall be entitled to cancel Your insurance policy and have no liability for claims or to reduce the benefits payable commensurate with the severity of Your fault.

You have to observe the following legal obligations:

- to comply with all the terms and conditions;
- to not purchase the insurance policy if We have previously informed You that We are unable to insure You. In this case We will refund any Premium paid by You;
- to inform Us within 30 days of any changes that arise and that may affect the insurance cover and/or change the insured risk, for example a change of Your Country of residence;
- to provide Us with complete and accurate information when purchasing the insurance policy and making a claim;
- to make every effort to prevent or further limit the damage;
- to not do anything to harm Our interests.

If costs are incurred due to false or untruthful information, which would otherwise not have arisen had the information provided been accurate, We reserve the right to demand payment of these costs.

6.7 PAYMENT OF PREMIUM

6.7.1 Upfront payment

The Premium must be paid by You.

12-month and 24-month policies: payment of the Premium is due at the time of purchasing the insurance policy.

Monthly policies: Your specific terms of payment can be found in Your Confirmation of cover.

6.7.2 Payment default

If You do not pay the Premium in accordance to the terms of payment, there will be no coverage from the start date of the insurance policy.

If We are required to collect the subsequent Premium through a court of law or other external procedure, all additional costs will be Your responsibility.

6.8 CAN THE INSURANCE POLICY BE TRANSFERRED TO SOMEONE ELSE?

The transfer of ownership must be conducted as part of a private sale directly between two private individuals and cannot involve or be facilitated through a trader, dealership, or any commercial entity.

You may only transfer this insurance policy when You transfer the Insured vehicle to a private individual aged 18 years or over whose Country of residence is the same as Yours, subject to acceptance by Us and payment of a registration fee of £25.

If We accept the new Policyholder, the new owner will be covered for the remainder of the Period of insurance.

No refund of Your Premium will be provided by Us after the transfer of ownership has taken place.

You must:

- notify Us in writing of the intention to transfer the insurance policy as soon as possible by filling out and signing the form in Appendix 2 and sending it to mercedes-benzextendedwarranty@allianz.com;
- call Us on 0345 641 9778 to make payment of the registration fee over the phone.
- notify the new owner of the number of claims, if any, which You have made.

After We have received the transfer of ownership form from You, We will assess whether the offered risk and the prospective Policyholder can be accepted.

Please note that monthly policies cannot be transferred and that a new policy should be purchased.

6.9 CAN THE INSURANCE POLICY BE TRANSFERRED TO A DIFFERENT VEHICLE?

The insurance policy cannot be transferred to a different vehicle.

6.10 INTERNATIONAL SANCTIONS

This insurance policy may not provide any coverage or benefit to the extent that either the coverage or benefit would violate any applicable sanction, law or regulations of the United Kingdom, the United Nations, the European Union, United States of America or any other applicable economic or trade sanction, law or regulations. We decline claims to persons, companies, governments and other parties to whom this is prohibited under national or international agreements or sanctions.

6.11 GOVERNING LAW AND COMPETENT COURTS

The governing law is the law of England and Wales and all communications and documentation in relation to this insurance policy will be in English. Any disputes arising out or in connection with the insurance policy shall be brought before the competent courts of England and Wales.

6.12 REGULATORY STATUS

This insurance is arranged and administered in the UK by AWP Assistance UK Ltd, trading as Mercedes-Benz Warranty Services. Registered in England with company no. 01710361. Registered Office: 102 George Street, Croydon CR9 6HD. AWP Assistance UK Ltd is authorised and regulated by the Financial Conduct Authority under FRN 311909.

This insurance is underwritten by AWP P&C S.A. a company registered in France with ID No 519490080 RCS Bobigny. Registered Office: 7 Rue Dora Maar, 93400 Saint-Ouen, France, acting through its UK Branch, AWP P&C. Registered in the United Kingdom with company number FC030280. Registered Office: 102 George Street, Croydon CR9 6HD. Authorised and regulated by L'Autorité de Contrôle Prudentiel et de Résolution in France. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority under FRN 534384 and limited regulation by the Prudential Regulation Authority. Details about the extent of Our regulation by the Prudential Regulation Authority are available from Us on request.

AWP Assistance UK Ltd acts as an agent for AWP P&C S.A. with respect to the receipt of customer money, for the purpose of settling claims and handling Premium refunds.



7. Making a claim

We understand that each claim can be very different. We will consider each individual set of circumstances before We make a decision.

Please verify if Your Insured vehicle is still covered by the statutory warranty or the manufacturer's or other provider's warranty. In that case You must contact the manufacturer's or other provider's service line.

7.1 IN CASE OF A CLAIM

For claims **in the UK**: contact an Authorised Repairer who will record the claim with Us.

For claims **outside the UK**: contact an Authorised Repairer on Your return to the UK and they will record the claim with Us.

1. You must report Your claim within 30 days or on Your return to the UK.

If there is an unreasonable delay between the occurrence of the claim and You notifying Us and if the period in which You are allowed to claim has not expired, We may adjust Your claim settlement in case Our obligations have increased due to the delay or Our interests have been harmed.

You must make Your claim fully and truthfully and provide any further information We request from You.

2. When You contact Us We will let You know what information We need from You and at a minimum, We will request:

- evidence that You are insured with Us;
- a description of the insured events;
- the service history of the Insured vehicle.

For Extended warranty claims outside UK, please also share:

- the invoice;
- diagnostic print-outs (star test);
- receipt (proof of payment).

3. We will keep Your claim active for 60 days to enable You to send any additional information requested from You. If You have not provided the additional information to Us after 60 days We may reject Your claim.

Furthermore, You must follow all other additional obligations and eligibility conditions included in section 4.

7.2 WAITING TIME

COVER	WAITING TIME
Extended Warranty	Your insurance policy starts after the expiry of an existing official Mercedes-Benz warranty. For Lapsed policyholders: a Waiting time of at least one month after the purchase of this insurance policy applies. The policy start date for Your insurance cover is shown in Your Confirmation of cover.

7.3 WHAT HAPPENS IF YOU OR SOMEONE ON YOUR BEHALF DECLARE FALSE OR INCOMPLETE INFORMATION?

If You provide Us with incorrect or incomplete information, We may not provide coverage.

If You, or anyone acting on Your behalf, makes a claim which is in any way false, exaggerated or fraudulent or supports a claim with any false, exaggerated or fraudulent statements relating to the insurance risk or documents, You will lose all benefits and any Premiums You have paid for the insurance policy. We may also recover the cost of any successful claims We have settled under this insurance policy and later discovered to be fraudulent. We may record this on anti-fraud databases and may also notify other organisations.

7.4 WHAT HAPPENS TO YOUR CLAIM IF YOU HAVE MULTIPLE INSURANCES?

If You are entitled to compensation under another insurance policy, public scheme or obligation arising from a law or a

regulation You should notify Us and We may decline Your claim. We will however, cover You where You are eligible under this insurance policy for damage which is not covered by the other insurance policy, public scheme or legal obligation arising from a law or a regulation.

If We do provide coverage up front at Your request, You assign Your right to compensation under another insurance policy, public scheme or any legal obligation arising from a law or regulation to Us.

If You have more than one insurance that covers You for the same loss, You should only submit the claim to one Insurer and provide details of any other insurance to that insurer. They will then contact anyone else who would have insured the event for a contribution towards the costs.

7.5 COMPENSATION CLAIM AGAINST THIRD PARTIES / OTHER INSURERS

In consideration for the payment of compensation and, up to its limit amount, We become beneficiaries of the rights and actions that You have or are entitled to against anyone liable for the claim. If, by Your act, We are no longer able to perform this action, We can be discharged of all or part of Our obligations towards You.

Where another person or legal entity is liable for anything covered by Your insurance policy We are entitled to request coverage directly from that other party or We may recover the costs We incurred.

8. Making a complaint

We aim to provide You with a first class insurance policy and service. However, there may be times when You feel We have not done so. If this is the case, please tell Us about it so that We can do Our best to solve the problem. If You make a complaint Your legal rights will not be affected.

Step 1

If You have a complaint please get in touch with Us in the first instance.

- Write to: Customer Service, Mercedes-Benz Warranty Services, PO Box 1183, Croydon CR9 1HR
- Email: customer.supportissues@allianz-assistance.co.uk
- Phone: 020 8603 9853.

Please supply Us with:

- Your name;
- address;
- policy number;
- vehicle registration number;
- claim number where applicable;
- copies of relevant correspondence as this will help Us to deal with Your complaint, in the shortest possible time.

We will do everything possible to ensure that Your query is dealt with promptly.

Step 2

If You are not satisfied with Our final response, You can refer the matter to the Financial Ombudsman Service for independent decision.

Visit: www.financial-ombudsman.org.uk

Write to: Financial Ombudsman Service, Exchange Tower, London, E14 9SR.

Phone: 0800 023 4567 or 0300 123 9123

Email: complaint.info@financial-ombudsman.org.uk

9. Important contact details

Should a problem arise with Your vehicle, contact Your Authorised Repairer and advise them that Your Insured vehicle is protected by this Extended Warranty. For full details on how to make a claim, please see section 7.

Alternatively, please call Our claims team on 0345 641 9794.

OTHER IMPORTANT CONTACT DETAILS

For any questions about Your policy

Phone: 0345 641 9778

Email: mercedes-benzextendedwarranty@allianz.com

For complaints

Phone: 020 8603 9853

Email: customer.supportissues@allianz-assistance.co.uk

Change of contact details

Please complete the change of details Form in Appendix 3.

We are open 09:00 to 17:30 Monday to Friday, excluding public holidays.

Appendix 1: Privacy notice

We care about Your personal data.

This summary and Our full privacy notice explain how AWP P&C and Allianz Partners protects Your privacy and use Your personal data.

Our full privacy notice is available at: www.mercedes-benzwarranty.co.uk/privacy-policy

If a printed version is required, please write to:

Customer Service (Data Protection), Mercedes-Benz Warranty Services, 102 George Street, Croydon CR9 6HD.

How will We obtain and use Your personal data?

We will collect Your personal data from a variety of sources including:

- data that You or other people named on the policy or Your representative(s) provide to Us;
- data from Your insurance arranger or partners such as brokers, other insurers or other companies who act as insurance distributors including the provider of goods and services associated with this insurance;
- data that may be provided about You from certain third parties such as the manufacturer of Your Insured vehicle and their franchised retailers and Authorised Repairers;

- data collected through initial voice tool (Voicebot or equivalent) and call recordings (such as phone conversations with Us) may be recorded. Additional information may be relayed to You as to how data is processed when You phone Us.

We will collect and process Your personal data in order to comply with Our contractual obligations, Our legal obligations, Our regulatory obligations and/or for the purposes of Our legitimate interests including:

- entering into or administering contracts with You;
- to demonstrate compliance with Our legal and/or regulatory obligations;
- informing You of products and services which may be of interest to You.

Who will have access to Your personal data?

We may share Your personal data:

- with public authorities, other Allianz Group companies, industry governing bodies, regulators, fraud prevention agencies and claims databases, for underwriting and fraud prevention purposes;

- with Your insurance arranger or partners such as brokers, other insurers or other companies who act as insurance distributors including the provider of goods and services associated with this insurance for contractual, regulatory and legal obligations including for the performance of Our services;
- with other service providers who perform business operations on Our behalf;
- organisations who We deal with which provide part of the service to You such as motor dealerships and recovery operators;
- to meet Our legal and/or regulatory obligations including providing information to the relevant ombudsman or regulator if You make a complaint about the product or service that We have provided to You.

We will not share information about You with third parties for marketing purposes unless You have specifically given Us Your consent to do so.

How long do We keep Your personal data?

We will keep voice recordings for a minimum of two years (up to a maximum retention period of 10 years) and Your other personal data for a maximum of 10 years from the date the insurance relationship between Us ends. If We are able to do so We will delete or anonymise certain areas of Your personal data as soon as that information is no longer required for the purposes for which it was obtained.

Where will Your personal data be processed?

Your personal data may be processed both inside and outside the United Kingdom (UK) and the European Economic Area (EEA).

Whenever We transfer Your personal data outside the UK and the EEA to other Allianz Group companies, We will do so on the basis of Allianz's approved binding corporate rules (BCR). Where Allianz's BCR do not apply, We take steps to ensure that personal data transfers outside the UK and the EEA receive an adequate level of protection.

What are Your rights in respect of Your personal data?

You have certain rights in respect of Your personal data. You can:

- request access to it and learn more about how it is processed and shared;
- request that We restrict any processing concerning You, or withdraw Your consent where You previously provided this;
- request that We stop processing it, including for direct marketing purposes;
- request that We update it or delete it from Our records (where We are able to delete call recordings, We may still make and/or retain notes of the conversation);
- request that We provide it to You or a new insurer; and
- file a complaint.

Automated decision making, including profiling

We carry out automated decision making and/or profiling when necessary.

How can You contact Us?

If You would like a copy of the information that We hold about You or if You have any queries about how We use Your personal data, You can contact Us as follows:

By post: Customer Service (Data Protection), Allianz Partners,
102 George Street, Croydon CR9 6HD

By email: AzPUKDP@allianz.com

FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)

For Your added protection, the Insurer is covered by the FSCS. You may be entitled to compensation from the scheme if the Insurer cannot meet its obligations. This depends on the type of insurance and the circumstances of Your claim. Insurance cover provides protection for 90% of the claim, with no upper limit. Further information about the FSCS arrangements is available by contacting them on 0800 678 1100 or 020 7741 4100, or by visiting their website at www.fscs.org.uk

Appendix 2: Transfer of ownership form

VEHICLE DETAILS

Registration number: _____

Chassis number (VIN): _____

Current mileage: _____

NEW OWNER'S DETAILS

Title: Mr/Mrs/Miss/Ms/other: _____

Initials: _____

Surname: _____

Full address (including postcode): _____

Phone number: _____

Email: _____

The remaining cover may only be transferred to the new owner if Your Insured vehicle is sold to a private individual and providing that the registration fee of £25 is paid. Please call Us on 0345 641 9778 to make payment over the phone. Cover will not be transferred until the payment has been made. See section 6.8 for full details.

We are open 09:00 to 17:30 Monday to Friday, excluding public holidays.

Please note that this form must be signed and sent to Us by the existing Policyholder named on the Confirmation of cover.

The policy is only transferable directly from the named Policyholder to the new Policyholder.

Please send the completed form to:
mercedes-benzextendedwarranty@allianz.com

IMPORTANT: check all services have been carried out when due and in accordance with manufacturer's recommendation during the Period of insurance – otherwise the insurance will not be valid. Please note that policies paid for monthly by Direct Debit cannot be transferred and a new policy should be purchased.

Current owner declaration

I (name) _____ give notice that I wish to transfer the balance of my Extended Warranty insurance policy to the new private owner detailed in this form.

Signature: _____

New owner declaration

I (name) _____ confirm that my details are correct and that I have read and understood this Policy wording and agree to comply with it.

Signature: _____

Appendix 3: Change of details form

If Your home address or contact details change, please complete this form and send it to:
mercedes-benzextendedwarranty@allianz.com

VEHICLE DETAILS

Policy number: _____

Registration number: _____

Chassis number: _____

POLICYHOLDER DETAILS

Title: Mr/Mrs/Miss/Ms/other: _____ **Initials:** _____

Surname: _____

Full address (including postcode): _____

Phone number: _____

Email: _____

COMPANY DETAILS (please fill in this section for a company vehicle only)

Company name: _____

Full address (including postcode): _____
