

Pre-Purchase information

This is a summary of what our car insurance covers. The insurance policy also contains important limitations. These are shown under the heading "Important limitations in the car insurance". You are entitled to receive this information before you purchase the insurance. It is therefore important that you read it together with the quote so that you clearly understand what the policy covers. We recommend that you save this document. Full terms and conditions are available at volkswagenbilforsakring.se. You can also obtain them by contacting our Customer Service. Compensation for loss or damage is always indemnified in accordance with the full terms and conditions.

Who is insured under the policy

The insurance applies to you, as the car's owner and principal user or, if it is leased, you are registered as the user in the Road Traffic Register and are the principal user of the vehicle. Third Party Liability insurance also applies to customers who suffer damage as a result of a road traffic accident.

Where is the insurance valid?

The insurance policy only provides cover in the countries that are members of the Green Card System. The insurance policy (excluding Third Party Liability insurance) does not apply in Iran, Morocco and Tunisia.

What does the insurance cover?

The insurance policy covers the car itself and any equipment considered normal for cars. Car stereo, telecommunications and other electronic equipment (including navigation systems) are covered by the insurance if they are permanently fitted. Any equipment that has been removed from the car, such as seasonal wheels for the car, is also included.

Select the scope of cover that matches your needs

The foundation of car insurance is Third Party Liability insurance, which is mandatory by law. However, most customers purchase Partial Cover insurance or Fully Comprehensive insurance. In some cases, a Car Damage Warranty may apply to new cars. If your car does not come with a Car Damage Warranty, you may need to take out Collision Damage insurance, which provides you with Fully Comprehensive insurance. You may also supplement these insurance policies with a number of useful, additional insurance policies.

Third party liability insurance

Third Party Liability insurance is mandatory by law and provides cover for personal injury to drivers, passengers and other persons outside the car. It also provides cover against damage to other people's property, for example if you drive into another vehicle or traffic barrier.

Partial cover insurance

In addition to the content of Third Party Liability insurance, the following is also included:

FIRE

Provides cover for damage to the car resulting from a fire, lightning strike, explosion or short circuit.

THEFT

Provides cover in case your car is stolen or damaged following a burglary/attempted theft, and crisis therapy if you are robbed of your car or have your car keys snatched. The insurance also covers equipment and accessories that are normal for cars.

ROADSIDE RESCUE/ASSISTANCE

Towing to a garage if the car is involved in a road accident, theft or other breakdown. Cover for the cost of transporting the driver, passengers and private luggage back to the home address.

GLASS

Payment for repair or replacement of crushed or ruptured glass panes.

MISFUELLING

Provides cover for the necessary cleaning of the tank, containers, pipes and filters, as well as for any consequential damage directly resulting from putting the wrong fuel in the car's fuel tank, or another tank or car container, other than that specified by the manufacturer. The insurance applies if the car is up to 20 years old or has mileage of less than 200,000 kilometres, as long as the car has at least Partial Cover insurance. The maximum amount reimbursed is SEK 100,000. For private customers, the deductible is SEK 4,500, and for commercial customers it is 10% of the price base amount.

MECHANICAL AND ELECTRONIC BREAKDOWNS

Applies only to the Volkswagen car brand

For passenger cars younger than 8 years old with mileage of less than 150,000 kilometres, the insurance provides cover for sudden failures that affect the performance of the engine, electronics, gearbox and transmission.

LEGAL ASSISTANCE

Pays representation and legal costs of up to SEK 250,000 for disputes relating to car ownership.

Fully comprehensive insurance

Fully Comprehensive insurance consists of Partial Cover insurance, as well as Collision Damage insurance or a Car Damage Warranty. When you buy a brand-new passenger car, a three-year Car Damage Warranty from the car dealer is usually included (see the purchase documents). If your car did not come with a Car Damage Warranty, you should take out Collision Damage insurance.

COLLISION DAMAGE INSURANCE

Collision Damage insurance provides cover for damage to your car in case of collision or an act of vandalism to your car. The

insurance also provides cover for the cost of damage caused by other external incidents, e.g. the wind causing a tree to fall onto your car. You can help to determine the premium yourself by selecting any of the following deductibles: SEK 2,500, 4,500, 7,000 or 10,000. If you represent a company, you have the option of selecting between 10% of the price base amount and a fixed deductible amount.

DEDUCTIBLE BENEFIT IN CASE OF CAR DAMAGE WARRANTY CLAIM

Applies only to the Volkswagen car brand
In the event of damage covered by your Car Damage Warranty which is provided by us, the insurance reduces the deductible according to the Car Damage Warranty certificate by SEK 3,000 (incl. VAT). The car needs to have at least Partial Cover insurance with us at the time of the accident.

TEMPORARY DEREGISTRATION INSURANCE

During periods that you do not drive and the car is temporarily deregistered, you can change your policy to Temporary Deregistration insurance, which provides cover for theft, fire, misfuelling, legal expenses, and collision damage. This insurance applies in Sweden.

NEW VALUE AND ADDED VALUE IN CASE OF TOTAL LOSS AND REPLACEMENT OF A PASSENGER CAR (DOES NOT COVER PRIVATE LEASING)

Applies only to the Volkswagen car brand
This applies to passenger cars not older than two years or that have mileage of less than 40,000 kilometres, which have been stolen or are a total loss. This event is reimbursable through the car's policy or its Car Damage Warranty provided by us. We will reimburse you for the cost of a new car of the same type and model if:

- the car is no more than one year old and has mileage of less than 20,000 kilometres, and if the repair costs exceed 50% of the car's market value immediately before the loss event
- the car is no more than two years old and has mileage of less than 40,000 kilometres, and if the repair costs exceed 80% of the car's market value immediately before the loss event
- you select a passenger car from an authorised car dealer that is the same brand as the damaged car.

For cars older than two years or that have mileage of more than 40,000 kilometres, where the loss or damage is to be compensated up to the value of an equivalent car, you will receive compensation, in addition to the car's market value, amounting to 20% added value. This will apply if you select a passenger car from an authorised car dealer that is the same brand as the damaged car. The compensation is paid only to the car dealer and may only be used to compensate the cost of purchasing a new car.

Additional insurance

NO DEDUCTIBLE FOR COLLISION WITH ANIMALS

You can purchase this supplementary insurance if you have chosen Partial Cover insurance as a minimum. It is also included in Stor Bilextra. It reimburses you for the deductible under your Collision Damage insurance or Car Damage Warranty in case of collision with an animal. If you have not taken out Collision Damage insurance or do not have a Car Damage Warranty, we will indemnify you for up to SEK 6,000 of the cost of the car's repair.

RENTAL CAR

The insurance policy covers 75% of the rental car cost (or 100% in case of travel abroad) for up to 60 days, in case your car needs to be repaired after indemnifiable damage.

STOR BILEXTRA

You can purchase this supplementary insurance if you have chosen Partial Cover insurance as a minimum. You will be indemnified even if you have not taken out Collision Damage insurance or do not have a Car Damage Warranty.

- The insurance policy covers 75% of the rental car cost (or 100% in case of travel abroad) for up to 60 days, in case your car needs to be repaired after indemnifiable damage.
- Pays the deductible for collision damage in case of collision with an animal. If you have not taken out Collision Damage insurance or do not have a Car Damage Warranty, we will indemnify you for up to SEK 6,000 of the cost of the car's repair.
- It reimburses you for the deductible under Collision Damage insurance or a Car Damage Warranty, which is provided by us, in case of collision abroad with a registered foreign vehicle.
- If your car is vandalised, your Collision Damage insurance or Car Damage Warranty deductible will be reduced to SEK 1,000.

DRIVER AND PASSENGER ACCIDENT

You can purchase this supplementary insurance if you have chosen Third Party Liability insurance as a minimum.

- In addition to the amount reimbursable under Third Party Liability insurance, it indemnifies up to SEK 600,000 in case of a personal injury to you or your passengers that results in a medical disability or death. It also gives you the option to undergo crisis therapy after a road accident.
- In case of death, a sum of SEK 50,000 will be paid to the estate of the insured.
- Crisis therapy is only available in Sweden and for a maximum of ten sessions.

PRIVATE HEALTH INSURANCE IN THE EVENT OF ROAD ACCIDENT

You can purchase this supplementary insurance if you have chosen Third Party Liability insurance as a minimum.

- It entitles the driver and passengers in the insured car to private medical care following a road accident.
- It reimburses the costs of specialist medical treatment, surgery and inpatient care, aftercare, rehabilitation, physiotherapy, and aids subject to a referral from your general practitioner or company doctor.

DRULLEFÖRSÄKRING – ALL-RISK INSURANCE FOR CARS

You can purchase this supplementary insurance if you have chosen Partial Cover insurance as a minimum.

The insurance pays up to SEK 50,000 in case of damage to the car's interior or luggage/cargo compartment, which is not normally covered by standard Fully Comprehensive insurance. It indemnifies lost, stolen or damaged car key equipped with an electronic immobiliser functionality. We will reimburse you for the cost of deprogramming a lost or stolen key and for programming a new key, in addition to the cost of the key itself. It covers costs up to SEK 5,000 for one claim a year. Deductible: SEK 1,200.

Important limitations in the car insurance

The insurance policy contains various limitations. There are terms and conditions under which the insurance is not valid in certain situations and there are conditions concerning safety regulations, i.e. instructions telling you how to behave to reduce the risk of injury. If a safety regulation is not complied with, a specific deduction may be made from the indemnity, and in some cases there will be no indemnity at all. There are also other limitations in the insurance policy. You can read more about the various limitations in the full terms and conditions available at volkswagenbilforsakring.se. Below we detail some of the most important of these types of limitations.

This insurance does not apply to e.g.

- Driving on racing tracks and circuits intended for motor vehicles, e.g. the Anderstorp Raceway, Gotland Ring, Mantorp, the Nürburgring incl. the Nordschleife, etc. (This exclusion does not apply to Third Party Liability insurance).
- If the car has been rented or lent out in exchange for payment, used in delivery services, or rented out for any other commercial purpose.
- If the car has been abroad for more than 182 days during the 12 month-period after the damage event.
- Damage covered by or reimbursable under a supplier warranty or similar.

Safety regulations

You must ensure that:

1. The driver has the type of licence required to drive the car.
2. The driver is not found guilty of drunk-driving.
3. The car is not used after being issued with a roadworthiness prohibition. If you can show that the loss event would have taken place irrespective of the reason for the prohibition, you may receive compensation.
4. The car is not used in competition or training for competition or in competition-like situations such as street racing.

Other major limitations

- Car stereo or similar electronic equipment is only covered by the policy if it is integrally fitted, meaning tools would be required to remove it. Claims for non-factory fitted equipment are capped at SEK 25,000 (incl. VAT).
- Claims for fixtures such as racks, cabinets, shelves and drawers in vans (max. 3,500 kg gross weight) are capped at SEK 50,000. The equipment must be fitted by a general agent or by its authorised fitter.
- New value and added value in the event of total loss does not apply to passenger cars that have been directly imported/imported via grey import.
- Limited or no compensation will be paid for mechanical and electronic equipment insurance for cars not serviced according to the manufacturer's instructions, if damage to a component and/or consequential loss of the damaged component, may be due to the lack of servicing. Compensation of no more than 50% of the amount determined by the loss assessor will be paid if the car has not been serviced according to the manufacturer's instructions on a single occasion. No indemnity will be paid if the car has not been serviced on more than one occasion.
- The maximum cover provided under this insurance (exception of Third Party Liability insurance) is SEK 4 million.
- For cars older than 30 years, the maximum cover provided under this insurance (exception of Third Party Liability insurance) is SEK 1.5 million.

Specific limitations

THIRD PARTY LIABILITY

The insurance does not apply to damage that occurs while driving in a fenced competition area.

FIRE

The insurance does not apply to damage caused by explosion in the engine, exhaust system, tyres or hoses.

THEFT

The insurance does not apply to damage caused by a person belonging to the same household as you, nor to unlawful use.

Other major limitation

- If the car has a market value in excess of SEK 1.5 million, it must be fitted with an approved positioning system connected to a central monitoring station. If this equipment is not fitted and working, no indemnity will be paid.
- Requirements for some car models to be fitted with positioning systems connected to a central monitoring station. Please contact us for more information if this applies to your car.
- The period in which treatment can be given in the case of crisis therapy is limited to 12 months from the date of the accident.
- Crisis therapy is only provided in Sweden.
- Payment for crisis therapy will not be made for journeys to and from places outside Sweden.

Safety regulation

When the car is not in use, it must be locked with an approved lock. The key must not be stored in direct proximity to the car. If that is the case, compensation will be reduced. Any vehicle parts that have been removed – winter tyres, for example – must be kept locked in a space used only by you.

ROADSIDE RESCUE/ASSISTANCE

The insurance does not apply to any breakdown resulting from a lack of fuel.

DAMAGE TO GLASS

The glass insurance does not cover damage caused by a road accident, other external accident or vandalism.

MISFUELLING

The insurance does not apply to cars older than 20 years or when mileage is more than 200,000 kilometres.

MECHANICAL AND ELECTRONIC BREAKDOWNS

The insurance does not apply to any faults due to the car having been tuned.

LEGAL ASSISTANCE

The insurance does not apply to criminal cases and will not reimburse added costs incurred from engaging multiple representatives, changing representatives or engaging a legal representative somewhere other than your place of residence.

COLLISION DAMAGE

Other major limitation

If the car's tyres fail to satisfy legal requirements, an additional deductible of SEK 5,000 will apply.

DEDUCTIBLE BENEFIT IN CASE OF CAR DAMAGE WARRANTY CLAIM

Other major limitation

The insurance does not cover VAT if you are VAT-liable.

DEREGISTRATION

The insurance does not apply to any damage that occurs when the car is used in traffic.

NEW VALUE AND ADDED VALUE IN CASE OF TOTAL LOSS AND REPLACEMENT OF A PASSENGER CAR (DOES NOT COVER PRIVATE LEASING)

No compensation for new or added value will be paid if the car was not imported by the Swedish general agent for the car brand.

Other major limitation

- Payment of new value is limited to the latest known price for a new car equivalent to the vehicle that has been written off.
- The added value is limited to SEK 200,000.
- If you have purchased your car on instalment or credit, we are entitled to deduct from the compensation intended to cover the cost of a new car, the cost we need to pay to the car dealer or finance company.
- The compensation for added value will be paid only to the car dealer and may only compensate the cost of purchasing a new car.

DRULLEFÖRSÄKRING (ALL-RISK INSURANCE FOR CARS)

No compensation will be paid for any damage caused by animals or insects, wear or neglect.

PRIVATE HEALTH INSURANCE IN CASE OF A ROAD ACCIDENT

- The insurance does not cover any consequences of an illness, other ill health or disability, or consequences of any accident other than that in the insured car.
- The insurance provides no entitlement to private dental services.
- The insurance does not cover mental trauma.
- The insurance does not apply if the driver was using the car without the permission of the insured.

Other major limitation

The insured must be resident in Sweden and must be aged 16 or older.

STOR BILEXTRA

Stor Bilextra insurance is valid for the first 60 days of travel outside of Sweden.

How we calculate the price of your insurance

We take several factors into consideration when calculating the price.

PRIVATE CUSTOMERS

The price is affected by the car model, the age of the car and if the car is directly imported. It also depends on the distance you drive each year, your age, the length of time you have held a driving licence, where you live, if you have a payment note, your bonus class and any previous claims.

COMMERCIAL CUSTOMER

The price is affected by the car model, the age of the car, if the car is directly imported, vehicle type and method of use, registered office address, annual mileage and bonus. The price is calculated based on the zone in which the company is situated.

No driver under 25 years of age

As a private customer, you can get a discount on your insurance if no driver under 25 years of age will drive your car. However, this does not apply to insurance policies linked to financing of the car. If a person under the age of 25 uses the car and damage occurs, an additional deductible of SEK 5,000 on your Collision Damage insurance will be added. This applies when the policy states that the insured has received a discount by specifying that no driver under 25 years of age will drive the car.

Easy to pay

You are free to select the payment method and frequency that suits you best: a single payment for a full year, two half-year payments, or payment by monthly instalments. If you insure your car in conjunction with financing through Volkswagen Financial Services you get your insurance and financing on one simple and convenient monthly invoice. An invoicing fee of SEK 25 per invoice will be charged to customers requiring a paper invoice. No invoice fee is added when you pay by e-invoice to your internet bank or arrange to pay by direct debit. E-invoices are offered to private customers and sole proprietorships.

When you have purchased the insurance

As soon as you purchase your insurance, we will send you your insurance policy together with other documents. Please remember to check that the information contained in the insurance policy is correct. The insurance is valid for one year but will be renewed automatically and in good time.

Personal data

We process our customers' personal data in accordance with the applicable insurance and data protection law. More information about the processing of personal data is available on our website.

Details of the insurer

The insurer is If Skadeförsäkring AB (publ), org. no 516401-8102, SE-106 80 Stockholm, tel. +46(0)771-655 655. The insurer is registered with the Swedish Companies Registration Office and regulated by the Financial Supervisory Authority of Sweden (Finansinspektionen, Box 7821, SE-103 97 Stockholm, +46(0)8-408 980 00, finansinspektioner@fi.se, fi.se). It is also regulated by the Swedish Consumer Agency with regard to marketing and advertising (Konsumentverket, Box 48, SE-651 02 Karlstad, +46(0)771-42 33 00, konsumentverket@konsumentverket.se, konsumentverket.se).

If does not provide advice as defined in the Act on Insurance Distribution.

If's employees who sell insurance receive a fixed monthly salary regardless of the number of policies sold. Where variable remuneration is paid, this is based only to a limited extent on quantitative criteria.

If we do not agree

As a first course of action, always contact the person who processed your application. Talking to your underwriter may help you receive additional information and clear up any misunderstandings.

IF'S CUSTOMER OMBUDSMAN

If you are still not satisfied, within six months of If's decision you can contact the Customer Ombudsman, who reviews most cases free of charge.

THE NATIONAL BOARD FOR CONSUMER DISPUTES

(ALLMÄNNA REKLAMATIONSNÄMNDEN, ARN)

In most cases, you will also be able to refer your case to ARN's special department for insurance matters.

THE SWEDISH PERSONAL INSURANCE BOARD

(PERSONFÖRSÄKRINGSNÄMNDEN)

You can also refer your case to the Swedish Personal Insurance Board, an industry-wide board that provides assistance in cases requiring medical assessment.

THE SWEDISH ROAD TRAFFIC INJURIES COMMISSION

(TRAFIKSKADENÄMNDEN, TSN)

If is mandatory to refer certain cases regarding cover for personal injuries from Third Party Liability insurance to TSN without the injured party requesting such a review (also known as mandatory cases). The types of cases reviewed by the TSN are set out in its regulations, which are available on TSN's website. The TSN also reviews disputes relating to compensation for personal injury from Third Party Liability insurance in non-mandatory cases at the request of the injured party (also known as dispute resolution).

THE SWEDISH BOARD FOR LEGAL PROTECTION INSURANCE ISSUES (SVENSK FÖRSÄKRINGS NÄMND FÖR RÄTTSSKYDDSFRÅGOR)

You may refer your case to this board if you wish to appeal a decision regarding your legal protection insurance.

COURT OF LAW

As with other disputes, you can also bring your case to a court of law.

CONSUMER ADVICE

For advice and help, please contact the Swedish Consumer Agency's information service at hallakonsument.se, your municipal consumer adviser or the Swedish Consumers' Insurance Bureau (Konsumenternas Försäkringsbyrå).

Advice and help when purchasing

Is there any cover that is particularly important to you or would you like to find out more about our car insurance? If so, please feel free to call us at +46 (0)770 110 140. For further advice and help, please contact the Swedish Consumer Agency's information service at hallakonsument.se, your municipal consumer adviser or the Swedish Consumers' Insurance Bureau. To obtain more information, calculate your premium and purchase your insurance, please visit our website.