Knights Templar House 38-42 Frogmoor High Wycombe Buckinghamshire HP13 5DG
Tel: 01494 427900

Mr A Erturk
30 Old London Road
Badgers Mount
Sevenoaks
TN14 7AE

18th March 2025

Our ref: ERTURKAS01

Dear Mr Erturk

Re: Vehicle Registration X777ADA – BMW

Important information relating to your Tracking Warranty and or Endorsement, to be read in conjunction with your policy documentation.

Thank you for your kind instructions to arrange your motor insurance.

As we discussed, cover was arranged on the basis that the following security device(s) are fitted, and operational at the time of loss:

1) **Tracker Requirement** - We will not pay any theft or attempted theft claim under the "Loss of or damage to your vehicle" section unless your vehicle has a Thatcham S5 approved anti-theft device fitted or attached and in operation when it is left unattended.

2) **Aftermarket Thatcham Category 2 Immobiliser** - We will not pay any theft or attempted theft claim under the "Loss of or damage to your vehicle" section, unless your vehicle has an Aftermarket Thatcham Category 2 Immobiliser -that is fitted or attached and in operation when it is left unattended.

Please note all tracking devices must have an active, fully paid subscription, registered to you, at your home address.

It is also important to note in some instances, vehicles will be manufactured with a tracking device automatically installed. However, these devices are not in operation unless activated and all relevant subscriptions in respect of such tracking systems fully paid. You should always be in possession of an active membership certificate.

Unfortunately, theft or attempted theft will also be excluded unless the appropriate security device is fitted and operational and maintained under a maintenance contract with the manufacturer or other reputable organisation. If the security device fails, you must contact us immediately so we can provide advice and let your Insurers know.

In the event of a theft or attempted theft your insurer will require the following: -

- Complete set of keys supplied with the vehicle.
- Tracking membership certificate, verifying your active membership subscription at the time of loss.

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Calls may be monitored and recorded for quality assurance purposes.

- Notification of the loss to the Police as soon as is reasonably possible once you are aware of the theft or attempted theft.
- Crime reference.

If the subscription paperwork is not current, it is highly likely your insurers will not settle any claim. Furthermore, you must notify us if a key is lost, stolen, or mislaid to ensure full cover remains in place.

Please contact me if there is any aspect of the above or your cover you wish to discuss or clarify.

Yours sincerely

Tasmyn Billington

Tasmyn Billington
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If you need any extra help such as visiting us in branch, understanding your documentation or working out what cover you need, let us know. We're always happy to help, whatever your need.

Howden, the new name for A-plan