Club SmartGuard

Membership Document

Your Membership Programme



Benefits of being a Club SmartGuard member

Club SmartGuard will provide high quality cosmetic repairs, carried out at a location, date and time convenient to you. As a Club SmartGuard member, you will benefit from biannual vehicle assessments, along with unlimited interim maintenance visits to inspect and repair wear and tear to your paintwork and alloy wheels.

Our membership brand, Club SmartGuard, embodies the essence of this programme, given that SMART is the industry term for Small to Medium Area Repair Technology.

Club SmartGuard provides its services to members for a fraction of the normal cost of having cosmetic repair work carried out by a traditional body shop.

Even the smallest scratch, dent, or alloy wheel scuff can be costly to repair and it often results in either a claim on your motor insurance or a trip to the body shop, where you could be without your car for days. Through Club SmartGuard, you are able to avoid such frustrations and benefit from biannual vehicle inspections and maintenance.

As a Club SmartGuard member, you will have access to our extensive network of over 100 specialist mobile repair technicians. This team carry out over 150,000 repairs each year, offering members nationwide coverage, allowing you to book your biannual vehicle inspection or interim maintenance visit to take place on a date, time and location convenient to you. Club SmartGuard is a trading name of Dent Wizard Ventures Limited and is administered by Car Care Plan, one of the UK's leading administrators, so you can feel assured that you are in safe hands.

Even where you have diamond cut alloy wheels, where deemed appropriate by our repair team, Club SmartGuard will facilitate a lathe skim repair for you locally with one of our approved repair workshops. This ensures that this type of maintenance is also carried out to the highest quality standards of Club SmartGuard.

We're delighted to have you join us as a member of Club SmartGuard and we wish you many miles of trouble free motoring.

To book maintenance appointments from your fingertips, be sure to head to our simple to use repair request portal by scanning the QR code below.

SCAN ME

Club SmartGuard

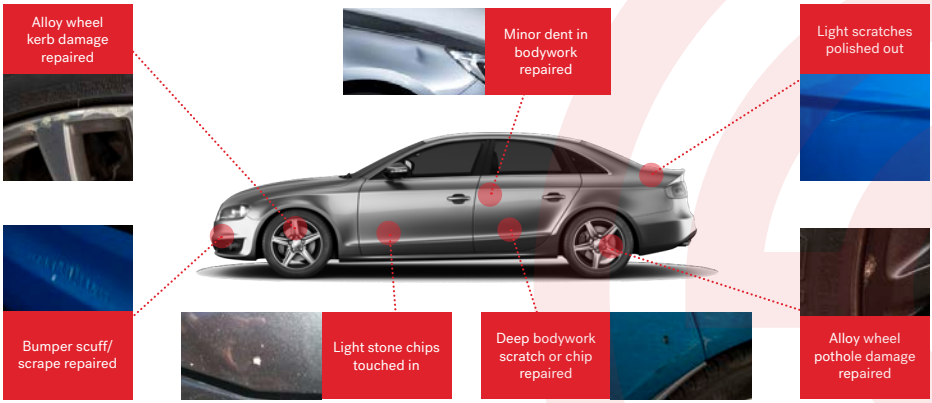
Types of maintenance provided

Throughout your membership, there are various types of cosmetic wear and tear that could affect your vehicle's appearance. As a Club SmartGuard member, you will have access to a team of specialist repair technicians, offering biannual vehicle inspections and unlimited maintenance visits.

Taking your car to a body shop to repair cosmetic damage can be a costly experience and can leave you without your car for a number of days.

As a Club SmartGuard member, you will have access to our extensive market experience when completing biannual vehicle inspections and also our mobile repair team, who will come to a location of your choice to carry out required maintenance on a date and time convenient to you. All repairs are carried out by fully qualified technicians using state of the art repair techniques.

The cost of attendance to Club SmartGuard members are a fraction of the costs of a traditional body shop repair.



Membership eligibility

Club SmartGuard Membership is available, if:

- Your vehicle is under ten years old and has covered under 100,000 miles when your membership incepts.
- You are a private individual and the registered owner or keeper of the vehicle.
- You have taken out a Personal Contract Hire, Personal Lease, or Personal Contract Purchase Agreement. (Club SmartGuard is not available to Business Contract Hire or Lease users).
- Your vehicle is not a motorhome or used for hire or reward.
- The alloy wheels fitted to your vehicle are of the original manufacturers specification and are not of split rim construction, with a machine polished (chrome effect) finish, or with a recessed, rebated or raised profile to the rim section.
- Your vehicle does not have specialist, non-standard or exclusive paint colours and finishes, for example: self-healing paint, body wraps, chrome illusion paint, two tone paint finishes, matt finishes.

Membership benefits

Throughout your membership, you can book two vehicle assessments per 12-month membership period at a cost of only £60 including VAT each. This Member's Assessment includes an inspection and up to a maximum of 10 repairs, in order to ensure that any repairs can be carried out to a high standard on the day of the assessment, which our technician assesses to be appropriate.

Based on the types of cosmetic repair which can be carried out under this cosmetic maintenance programme to both the bodywork and alloy wheels, it is important that members understand that many of these types of cosmetic damage, if left unaddressed for more than 30 days, could result in corrosion occurring. Where corrosion is allowed to take place, a cosmetic repair is then less likely to be appropriate (see further below), whereby the normal guarantee on that repair may be compromised.

Therefore, in addition to your biannual Member's Assessment, your membership also allows you to book additional maintenance visits as required. Any maintenance work carried out during these additional attendances will be charged at the discounted rates as shown below:

Repair price comparison guide (prices include VAT)

Type of maintenance / repair	Typical dealer bodyshop repair cost*	Discounted rate
Bumper corner	£500 - £600	£12
Single panel paint	£500 - £700	£12
Minor dent in bodywork	£600 - £850	£12
Light stone chip(s)/touch-In	£110	£12
Light scratch(es)/polish-out	£110	£12
Alloy wheel spray painted	£140	£12
Alloy wheel lathe skim repair	£150	£12

*Typical costs provided by Audatex – A nationally recognised damage repair quotation system used by the bodyshop industry

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Our technicians will be looking for and seeking to remedy wear and tear as follows:

Cosmetic Damage to Bodywork

- Damage under 30cm in diameter and under 3mm in depth.
- Chip(s) smaller than 1.5cm in diameter and 3mm in depth.

Cosmetic Damage to Alloy Wheels

- Minor cosmetic damage to alloy wheels.
- For Diamond cut alloy wheels only, if the wheel is damaged beyond a cosmetic repair, a lathe skim repair will be offered where there is an approved repairer workshop within 50 miles of your home location. Please be aware that for a lathe skim repair your vehicle will need to be left with the repairer.

Types of Repairs

Bodywork:

- Fill and paint
- Paintless dent removal
- Polish
- Touch in

On horizontal surfaces, for example, bonnet, roof or saloon boot top, a touch-in repair will be used. This involves the minor cosmetic damage to be colour matched and painted as close as possible to the original finish. A touch-in repair will be weatherproof but will remain visible.

Alloy Wheels

- Cosmetic repair
- Lathe skim

Whilst a cosmetic repair to the bodywork or alloy wheel on your vehicle will provide a high quality result, we cannot always guarantee a finish that will be identical to the manufacturer's finish.

Maintenance Excluded from Membership

Our technicians will assess what maintenance repairs can and should be performed, but will be instructed not to carry out maintenance repairs under this programme in the following circumstances, all of which fall outside your Club SmartGuard membership:

- If the damage was present prior to the commencement of the membership.
- If the damage has occurred to any area where the repairer deems it not possible to achieve a satisfactory finish using cosmetic repair or touch-in techniques, or where the paint colours and/or finish cannot be suitably matched by the repairer.
- If cosmetic damage has been left unaddressed for more than 30 days and corrosion or deterioration means a cosmetic repair is no longer appropriate.
- If the damage is on a panel or part of a panel that has been distorted, ripped, torn or perforated.
- If the damage is caused by corrosion, hail, rust, pitting, tar staining, discolouration or any manufacturing defect.
- If the damage has occurred due to stickers, decals, beading or moulding (including protective plastic), or that requires the removal of these items.
- If the damage has occurred to locks and handles, accessories, door mouldings, window mouldings, lights or any window.
- If a repair that requires replacement of any body panel or part of a panel.
- If the damage is deemed to have resulted in cracked or buckled wheels or where the structural integrity of the wheel has been compromised. Lathe skim repairs will be at the discretion of the repairer and will not be carried out if the structural integrity of the wheel will be compromised.
- If the alloy wheels have been damaged as a result of theft or attempted theft.
- Plastic trims attached to the alloy wheel cannot be repaired and must be removed prior to any repair to any covered alloy wheel.

* Where the number of repairs identified exceed 10, then the top 10 repairs will be prioritised on the day by the Technician.

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How to book your biannual vehicle assessment or other maintenance visit?

Contact the administrator to arrange attendance by a technician.

You will need to provide your membership details to the administrator. You should also provide digital photos of any cosmetic wear and tear, which you are hoping can be addressed. Upon receipt of this information the administrator will review whether this can be repaired using cosmetic repair techniques.

The administrator will arrange for you to be sent an appointment time and date by text/email. You are free to change this online or by telephone if not suitable. The technician will need access to your vehicle in a safe location, with room to move around it if necessary. Please note, no repairs can be undertaken without the prior approval of the administrator.

Conditions for attendance

- Your vehicle must be located within the United Kingdom, excluding the Isle of Wight and the Islands of Scotland (including the Shetland, Orkney, Inner Hebrides and Outer Hebrides Islands);
- You must give the administrator true and complete information;
- You must agree to comply with the administrator's reasonable requests;
- You must follow the prescribed booking process as explained in this document or by the administrator;
- You must advise the repairer of any non-original finish areas on your vehicle. In the case of incompatibility with a non-original finish we have the right to decline a repair;
- You must inform the administrator if any of the details on the membership certificate are incorrect or have changed.

If you have any problems registering for the portal or requesting a repair, please call the administrator on 0344 573 8232 within 30 days of the damage happening.

Book Quickly and Easily through our Simple to use repair request portal

Forget about filling in forms or waiting on the phone, it couldn't be easier to submit a repair request through our repair portal!

Once your repair is authorised, simply pick a time and location to suit your schedule and we'll come to you.

- Simple 1-2-3 step process
- Choose and book your preferred date through your smartphone

Step 1
To request a repair simply log in to our repair portal through the QR code shown here

SCAN ME

https://csg4.viewmyaccount.com

Step 2
Take pictures of your damage and submit your request

Step 3
Once authorised, book your repair through the text/ email link received



Cancellation of membership

If this membership does not meet your needs, you have 14 days to cancel it and obtain a full refund of the membership fee. To cancel the membership within the 14-day period please contact **your supplying dealer**. In the event that you had taken out an instalment agreement for your Club SmartGuard membership, **you should also contact the administrator immediately**, in order to ensure that the direct debit collections can be cancelled.

If you wish to cancel the membership after this 14-day period, you will not be entitled to a refund.

We will not give you a refund if you have had the repair carried out within the initial 14 days of your membership.

What if I'm not happy with the service?
We hope that you will be pleased with the service we provide. In the unlikely event of a complaint, you should contact the administrator on 0344 573 8232 or in writing to:

The Complaints Team
Car Care Plan Limited
Jubilee House
5 Mid Point Business Park
Thornbury
West Yorkshire
BD3 7AG

You can also email us at:
complaints@motor-admin.com

Please tell the administrator your name and membership number. Calls to the administrator may be recorded. The administrator will contact you within five days of receiving your complaint. In some cases, this will be to acknowledge your complaint, but in others it may be to give you a full reply. If the administrator cannot deal with your complaint within five working days, they will aim to give you a full reply within 28 days. In complex cases, or where further investigation is needed, this may take longer, and they will let you know if this is the case.

We abide by the Motor Industry Vehicle Warranty Products Code of Practice which can be found on The Motor Ombudsman website at www.TheMotorOmbudsman.org.

The Motor Ombudsman will offer free impartial information and if appropriate an alternative dispute resolution process in the event that you are not satisfied with the outcome of a concern.

For further information, you can visit The Motor Ombudsman website at www.TheMotorOmbudsman.org or call their Information Line on 0345 241 3008.

To make a complaint to the Motor Ombudsman you can either call their information line or fill in an online form at www.themotorombudsman.org/consumers/make-a-complaint.

Please note: The Motor Ombudsman can only deal with your complaint if you have already complained direct to the administrator and at least eight weeks have passed since you did that. Complaints to the Motor Ombudsman must be made within 12 months of the administrators final response.

THE MOTOR OMBUDSMAN
APPROVED CODE TRADINGSTANDARDS.UK
Motor Industry Code of Practice for
Vehicle Warranties

Club SmartGuard

Membership Transfer (to a new Owner)

If you sell your vehicle during the period of your membership, you may transfer the benefits of the membership to the new vehicle owner, provided that the vehicle is sold privately and not through a garage, motor trader, auction or similar company.

The transfer will be subject to a £25 administration fee. The transfer will be subject to Car Care Plan's approval and the fee will be returned in the event of non acceptance.

To transfer the membership, please complete and return the Transfer Form below.

Please Note:
Products purchased via monthly instalments can only be transferred provided any balance of monies owed has been paid in full.

Name:

Address:

Postcode:

Telephone Number:

Vehicle Reg. Number:

Mileage at Transfer:

Date of Transfer:

Membership Number:

Member's Signature:

I/We have read and agree with the terms and conditions of this Club SmartGuard membership and request its transfer.

New Owner's Signature:

Date:

When completed, this form should be sent with your cheque for £25 to: **Club SmartGuard Administrator, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG**. Please make cheques payable to: **Car Care Plan Ltd.**

Privacy and data protection notice

Car Care Plan Limited (the "Data Controller") are committed to protecting and respecting your privacy in accordance with the current Data Protection Legislation ("Legislation"). Below is a summary of the main ways in which the Data Controller processes your personal data. For more information, please visit www.view-privacy-policy.co.uk

1. How the Data Controller uses your Personal Data and who the Data Controller shares it with

The Data Controller will process the personal data it holds about you for the following purposes:

- For providing products, services and insurance, administering memberships, handling claims and complaints, informing of changes to services and any other related purposes (this may include underwriting decisions via automate means). This is for the performance of the contract between you and the Data Controller.
- To provide you with information, products, or services that you request from the Data Controller or which the Data Controller feels may interest you as part of the contract.
- For offering renewal, research, or statistical purposes, to analyse historic activity, to improve rating algorithms, and to help predict future business impact, to further commercial interests, to enhance product offering and to develop new systems and processes. This is for the Data Controller's legitimate interests.
- To notify you about changes to the Data Controller's service. This is to comply with applicable laws.
- To safeguard against fraud, money laundering, terrorist financing and to comply with applicable laws.
- For the purpose of Direct Marketing activities only with your explicit consent.

2. Disclosure of Your Personal Data

The Data Controller may disclose your personal data to third parties involved in providing products or services to the Data Controller, or to service providers who perform services on the Data Controller's behalf. These include group companies, affinity partners, vehicle manufacturers, motor dealerships and repairers, brokers, agents, third party administrators, reinsurers, other insurance intermediaries, call centre service providers, auditors, lawyers and other outside professional advisors, IT systems, support and hosting service providers and regulatory authorities, and as may be required by law.

3. International Transfers of Data

The personal data the Data Controller collects from you may be transferred to, processed and stored at, a destination outside the UK and European Economic Area ("EEA"). The Data Controller currently transfers personal data outside of the UK and EEA to the USA and Israel. Where the Data Controller transfers your personal data outside of the UK and EEA, it will take all steps necessary to ensure that it is treated securely and in accordance with this privacy notice and the Legislation. The Data Controller uses the European Commission approved 'Standard Contractual Clauses' with such parties to protect the data.

4. Your Rights

Individuals in the European Economic Area (EEA) and the UK have several rights in connection with their personal information. These rights may apply in certain circumstances and are subject to certain legal exemptions.

You have the right to:

a) Access and obtain a copy of the personal data the Data Controller hold about you and information about how it is used;

b) Ask to update or correct any inadequate, incomplete, or inaccurate data;

c) Request erasure of your personal data.

Privacy and data protection notice (continued)

d) Restrict and object to the future processing of your data.

e) Ask the Data Controller to provide your personal data to you in a structured, commonly used, machine-readable format, or you can ask to have it "ported" directly to another data controller.

f) Not be subject to fully automated decision making which has legal effects or otherwise significantly affects you.

g) Withdraw consent where your consent is used as a legal basis for using your personal data.

h) Object to the processing of your personal data for direct marketing purposes at any time.

i) Lodge a complaint with the local data protection authority where your complaint can't be resolved in the first instance by the Data Controller.

If you wish to exercise the following rights, please contact the Data Controller using the details in Section 6 below or you may submit requests via https://amtrust.clarip.com/dsr/create

To ensure the Data Controller only disclose personal information where it knows it is dealing with the right individual, the Data Controller will ask you for proof of identity when making a request to exercise any of these rights. The Data Controller will respond to all valid requests within one month, provided to have all the information required to respond. For every request, the Data Controller will make a priority to resolve your complaint as quickly as possible.
The relevant data protection authority is the Information Commissioner's Office (ICO), who you can contact via https://ico.org.uk/global/contact-us/

5. Retention

Your data will not be retained for longer than is necessary and will be managed in accordance with the Data Controller's data retention policy. In most cases the retention period will be for a period of ten (10) years following the expiry of the contract, or the Data Controller's business relationship with you, unless the data must be retained for a longer period due to business, legal or regulatory requirements. In any case, where data is retained, the Data Controller will endeavour to delete or to anonymise any personal elements, in order to maintain your privacy and security.

6. Questions In Relation To The Data Controller's Privacy Policy Or Use Of Your Data

If you have any questions concerning the Data Controller Privacy Policy or use of your personal data, including exercising your rights detailed in Section 4, you can contact:

The Data Protection Officer, Car Care Plan Limited, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG, England or email CCPH_DPA@carcareplan.co.uk.

Club SmartGuard

How to get in touch

Should you need to contact us throughout your membership, there are various ways to do so, you can:

Call
0344 573 8232

Email
clubsmartguard@carcareplan.co.uk

Post
Jubilee House,
Midpoint Business Park,
Thornbury BD3 7AG.

Club SmartGuard is administered by Car Care Plan Limited.
Car Care Plan, Jubilee House,
5 Mid Point Business Park BD3 7AG.

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