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## Getting to know you... KIBSA visits Ibox Insurance

**I**n March, staff members from Knight Insurance Brokers (KIBSA) were invited to a presentation by Ibox Insurance, one of the coast's leading insurance companies offering expatriates a competitive insurance product in Spain.

Ibox Insurance Services (IIS), cover holders for Lloyds of London, is based in Gibraltar and were established in 2001. They offer insurance for Motor, Household, Travel, Pets, Marine, Legal and Medical Insurance, with ALL policies written in English.

The visit was a combination of a presentation announcing the acquisition of a minority share in Ibox by RJ Kiln & Co Ltd, and an opportunity for staff from Knights and Ibox to meet in person so that both companies could put names to faces, as many working hours are spent dealing with each other over the telephone and by email!

On arrival at La Linea, the town that 'borders' Gibraltar, KIBSA were taken across the frontier to the British enclave. For many of the KIBSA staff that come from the Costa Blanca and Mallorca offices it was the first time they had seen the 'Rock' in all its glory. Firstly, and very importantly, they were wined and dined in the company of the senior members of Ibox management and sales teams!

The following morning entailed a light hearted presentation from Ibox, announcing that Kilns had acquired a minority shareholding in Ibox, briefly outlaying the advantages this relationship will



add to the expansion of Ibox and their insurance products in the Spanish market, and also vis-à-vis training and career opportunities for their staff in London at Lloyds.

This was followed by a short and comical role-play mimicking a typical conversation between a staff member and a potential client, and Ibox's suggestions on how one could improve the sale of their products, as well as how to obtain maximum and accurate information for the purpose of correctly insuring the clients. Mark Rose from Exeter Friendly Medical Insurance explained their medical product to us, and finally David Whitmore from Iberian Expatriate described the running of their new company. Iberian Expatriate is now an independent company who

deal with all claims for Ibox and are now also starting to handle claims for other insurance companies. Soon they hope to take over dealing with claims involving Insurers from other EU countries, and we believe they are a well-equipped team for this role.

Following the presentation, we were given a tour of the Iberian Expatriate's offices in Sotogrande, where we met almost the entire workforce and saw first hand the internal workings of their offices.

The same afternoon, we were treated to a very interesting trip of the Rock of Gibraltar, visiting St Michael's Cave and getting 'up close and very personal' with some of the resident primates... yes, we mean the apes!

*Continued overleaf*

# Welcome to

# Knight Times

We have great pleasure in announcing the launch of 'Knight Times', a new newsletter from Knight Insurance Brokers S.A. (KIBSA), providing the latest news, views and products. This newsletter forms part of our comprehensive communication strategy for 2008, which is now being handled by the Sotogrande based advertising, media and marketing agency, PLC Inter-Communications SL.

## 60,000 CUSTOMERS

With a network of 15 offices and over 60,000 customers, KIBSA is already the largest independent broker serving foreign residents in Spain and this year's aim is to enhance this position using a modified brand identity together with a strong advertising campaign in selected expatriate publications and radio stations.

The advertising will be centered in mainstream English and other north European speaking media on the Costa del Sol, Costa Blanca, Costa Cálida, Almería and Mallorca and there will be continuous activity throughout the entire year.

This year has seen some relevant changes to the KIBSA brand including a modification

to the logo-style to bring it into the 21st century. We are certain its improved clarity will make it more versatile and recognisable.

## LACK OF KNOWLEDGE

As John Knight points out, "Knight Times is seen as a vehicle in which to convey messages to our customers and keep them



informed of anything to do with insurance, and enhance brand loyalty. It is surprising the lack of knowledge many people have when it comes to insurance queries, so we will endeavour to cover important issues in each publication. Letters to the editor are always welcome so please feel free to let your pen communicate with us so we can improve our service to you, our valued customer".

*Continued from front page*

To finalise our enjoyable visit, Argentinean food was the order of the day in La Linea, where all enjoyed superb meats, wines and desserts. Nearly all the staff from the Ibex and Iberian Claims offices as well as those from KIBSA attended the dinner. All in all, it was felt that a productive visit was had by all of us and will, undoubtedly serve as an aid to our continued working relationship with Ibex, thus benefiting our valued customers as well!

## HELPFUL TIPS

### Did you know...?

If there is an alarm declared on a house or car, the claim will not be covered unless the alarm was activated at the time of the claim.

It is a client's responsibility to declare any items that are fitted as extras or accessories on a car (i.e. not factory fitted). Items not declared will not be covered.

Only a car and its accessories are covered under a car policy – not any items kept in the car (contents).



## The unexpected... Can you claim?

A lot of people were affected by the floods that occurred in the Alicante region during October last year and many were under the impression that their insurance company would pay for the damage. This was not, however, the case.

The National Consortium of Insurance Companies (NCIC) will compensate for damages to people and goods caused by certain phenomena of nature and some other events derived from determined facts of political or social incidence.

## THE EXTRAORDINARY

All claims of an extraordinary nature are excluded in all policies according to the general conditions. Do not be alarmed, however, because you indirectly pay a percentage from your policy premium, towards the NCIC who are liable to pay for damages of this type. The NCIC has its limitations and will not pay for every conceivable occurrence. They only pay out in accordance with the amounts insured within your policy. It is, therefore, very important to make sure you are not underinsured.

In the case of the risk being a vehicle there has to be some kind

of "own damage" cover on the policy, i.e. glass, fire, theft etc, for the NCIC to reimburse your loss.

The NCIC does NOT cover foreign registered vehicles for this type of claim, but if you have a fully comprehensive cover your insurance company will accept the responsibility. However, should you have third party cover only, then neither will reimburse you for your loss.

The NCIC is not your insurance company; they are a government body.

## FORM FILLING

There are certain forms to be completed and submitted in order to make a claim from the NCIC and they also require a copy of your current receipt, the policy conditions, proof of identification and your bank account details for the compensation. Clients have to deal directly with these claims and, as explained, your insurance company has nothing to do with them. However, if you have a dedicated and supportive broker like Knight Insurance Brokers, they will almost certainly help wherever possible to minimise any inconvenience. Let's hope there's no giant meteorites on their way down to earth!!

# Motor accident!

## Do you know what to do?



If the unthinkable happens to you and you are involved in an accident, there are some simple steps that you should follow. They are not listed in any particular order of priority so you should use your own initiative. It is also important to understand your own insurance policy, the cover you have and the claim process.

### SAFETY TRIANGLES

Firstly, assuming it is a minor accident and you are unhurt, it is important that you wear your luminous jacket and 'secure' the immediate area by using the TWO safety triangles that you should be carrying and place them at two strategic points to warn oncoming traffic of your situation.

Your insurance policy and claim form should be in your glove compartment at all times, so the form needs to be completed ON BOTH SIDES and should include ALL the details of any third party(s) who may be involved. Don't forget to fill in the top of the form with your name, the time, date and place of the accident; unbelievably many people forget to do this.

In Spanish the form is called 'parte amistoso de accidente'. Make sure you complete this as much as possible to include a map showing where the accident occurred, indicate damage to your vehicle and, of course, note any injuries.

### WITNESSES

If there were any onlookers who saw the accident, try and obtain their assessment of what happened and be sure to get their name, address and telephone number, as passengers are not valid as witnesses.

Don't admit to any kind of liability on your part but just stick to the facts without expressing any opinion. The ascertaining of liability is affected by different circumstances. It is not your job to admit fault but is the job of the insurance investigators to gather all the necessary facts and evidence and then determine liability.

### TAKE A PICTURE

If you have a camera with you, take photographs of the damage to all vehicles.

Once you are happy that all

the details are correct in the form, it must be signed by you and the third party(s). The police can not force you to sign any declaration so if you are unsure about anything, go to the police station with a translator. You may have contracted extra cover in your policy for legal/fine assistance and an appropriate telephone number, so check this too. The signed accident form is always used as evidence.

### POLICE

The police are normally only called out in the case of physical injuries or if there are strong disagreements between the parties, although, often if they happen to be nearby, they will put in an appearance! The police can be contacted on 091, 092 or 112. You must notify your insurance broker within 7 days and hand in the completed form including your version of the accident, an estimate of the repairs and any medical bills.

Today's roads are very hazardous so be careful and let's hope you never find yourself in this situation. Drive carefully!

## Courtesy Car option from KIBSA

KIBSA clients now have the option of paying for a courtesy car when they renew their car insurance.

The courtesy car will be made available to KIBSA members who have paid an annual 30€ subscription fee. In the event of an accident involving the insured's vehicle or theft of the vehicle, a courtesy car is provided by Knight Insurance Brokers with the following conditions:

- The courtesy car will be provided (subject to availability) from 3 days up to a maximum of three weeks from the date the accident is reported (per claim).



- A deposit of 300€ will be taken either in cash or credit card. This excess will be returned to the insured if the vehicle is brought back in the same condition that it was collected in. Any damage, including loss of keys, punctures etc. will be deducted from the excess.

- The courtesy car is to be returned clean with a full tank of petrol; the insured will be charged if this is not the case.
- We do not provide vans, 4x4s or MPVs, and all vehicles run on unleaded petrol. Automatics may be provided on request.

- These vehicles are for use in Spain only and are not covered for use outside Spain.

This cover is optional but highly recommended, especially in the case of an accident, when the third party is not covered for car hire bills or provision of a replacement car.

# Making a claim.

## What happens to my No Claims Discount?

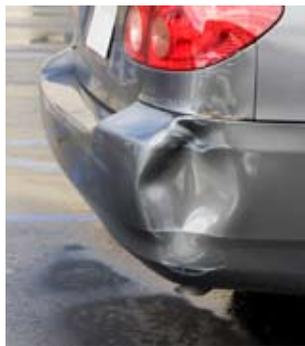
**M**aking a motor claim is a very important matter and people should seriously evaluate this. Not only in how to act during/after the actual accident or event but also in completing the necessary documents.

### WRITE CLEARLY

When a car incident occurs people must fill in and sign an accident form bearing in mind that a third person not present at the moment of the accident will have to read, interpret and understand exactly what happened. Your broker or insurance company needs to be able to read clearly all details of this very important legal document. If there is any doubt as to liability this is the document that would be presented in court.

All details are important, registration numbers of both vehicles, full identification details including telephone numbers. Witnesses can make all the difference as to the outcome of a claim made to a Third Party company, so the correct name, address, DNI/NIE number and contact telephone numbers are vital.

When a claim is being made under the Policyholder's policy because no Third Party details are being provided, you can repair under your Fully Comprehensive policy but bear in mind the excess payable and also that if your company cannot recover the payment from a Third Party



company then your No Claims Bonus will be affected.

### NO CLAIMS DROP

Depending on the company it will drop from 5% to 20% and this will of course directly affect your next year's premium.

In order to recover the loss of no claims bonus you will then need to have claim-free years to bring the bonus back up to maximum again.

Some companies now offer a Protected No Claims Bonus scheme whereby you can make claims without it affecting your bonus. It costs a little more initially but at the moment of making a claim you know that your bonus remains at maximum.

## New Driving Licence Laws in Spain

The new traffic legislation came into force on the 1st of July 2006. Licence holders are initially given an amount of points based on their status as a driver.

1. Normal: **12 points**
2. New drivers (recently qualified): **8 points**
3. Disqualified (lost all points + new licence): **8 points**

### 6 points will be deducted for:

- driving under the influence of alcohol (more than 0.75mg/l or more than 0.30mg/l for professionals) or drugs
- refusing to be breathalysed
- driving in the wrong direction
- driving in unauthorised road races or competitions
- dangerous driving
- speeding by more than 50% over the speed limit (provided the excess speed is at least 30km/h)

### 4 points will be deducted for:

- driving under the influence of alcohol (0.25-0.50 mg/l)
- driving a vehicle with too many passengers
- driving without due care and attention
- speeding at more than 40-50km/h (or less than 50%) over the limit
- ignoring the right-of-way or stop signs

- failure to respect the overtaking rule
- changing directions in a dangerous situation
- reversing on motorways
- accelerate to prevent somebody over taking you
- overtaking without visibility
- failure to obey traffic police
- failure to obey traffic lights
- throwing objects on the road that can cause fire or accidents
- putting a cyclist in danger
- driving without a valid driving licence
- driving on a motorway with an unauthorised vehicle

### 3 points will be deducted for:

- speeding between 30km/h and 40km/h over the limit
- failure to respect distance to vehicle in front
- driving while using mobile phone
- driving without the seatbelt or helmet for motorbikes

### 2 points will be deducted for:

- speeding between 20km/h and 30km/h over the limit
- stopping or parking in places of public transport and pedestrian crossings
- driving a vehicle equipped with an anti-radar device
- riding a motorbike with an under aged (12 year old) passenger
- driving without lights when necessary
- driving with lights that can dazzle other drivers

### You can win your points back by:

- successfully completing a course of sensibility and re-education for 4 points
  - driving 3 years without driving offence
- For more information go to: [www.dgt.es](http://www.dgt.es)  
Enjoy driving under the new points system but be careful, 12 points soon mounts up!!!

## Your Letters

### Win yourself a bottle of cava



### Dear Readers

**W**e as a company are always striving to improve the service we offer to our clients.

We pride ourselves on a personal service and will always help wherever possible, including assisting our clients to complete accident forms, asking for duplicate receipts to replace lost ones, liaising with

the insurance companies in the event of a claim, looking for alternative quotes and answering the many queries that crop up in an average day.

We would greatly appreciate letters to the editor with any helpful suggestions or comments you may have, and offer a bottle of cava for each letter published. *The Editor.* (Email address below)

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Contributions and suggestions for content will be gratefully received. Please email to: [plc@plcspain.com](mailto:plc@plcspain.com)

Knight Insurance Brokers (KIBSA) has been serving the expatriate community in Spain since 1966. As independent insurance brokers, we can offer a broad spectrum of insurance: Car; House and Contents; Life; Medical; Business and Communities; Marine; Pet; Travel; Golf and Legal and we work with a variety of companies in order to ensure that our clients obtain the best cover at the lowest price. **Call 902 28 28 20 for an instant quote.**

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