



## Important policy amendments

Dear client,

Vehicle thefts have increased significantly over the last year and have caused material losses to both clients and the local insurance industry. In the event of a theft, clients not only experience the financial strain of having to pay an excess, but also the inconvenience of losing their belongings and in some cases long waiting lists for certain models.

By fostering partnerships between our industry and clients, we can work together to curb the impact of vehicle thefts, and so ensure that insurance premiums stay affordable. We have been working closely with several vehicle manufacturers and other organisations to understand and contain the trends in vehicle thefts. These efforts have led to numerous education initiatives on the various methods that can be implemented to safeguard vehicles.

One such example is the installation of a tracking device by a reputable company, that includes Stolen Vehicle Recovery (SVR). This increases the likelihood of recovering a stolen or hijacked vehicle and reduces the time it takes to recover the vehicle, which prevents unnecessary damage. In light of this, please take note of the following update regarding your vehicle cover:



Your vehicle requires fitment of an OUTsurance approved stolen vehicle recovery tracking device. This device must be in full working order at all times. If your car has been stolen or hijacked, you must report the incident to the tracking company immediately. If the device is not installed or not in a working condition or the tracking subscription has not been paid, **you will have no theft or hijack cover.**

To ensure that the tracking device is in a working condition, please contact your tracking provider to test the unit.

The rest of your policy remains unaffected. In line with our policy wording and the Policyholder Protection Rules, we are providing you with at least 31 days' notice of this change. This change will be effective from 15 October 2023.

Please feel free to reach out to us if you need any additional information or assistance.

Kind regards,  
**OUTsurance**