

Q&A Document

Who are Lexus Insurance Services?

Lexus Insurance Services is a trading style of Toyota Insurance Management UK Limited ('TIM UK'). TIM UK is a subsidiary of Toyota Insurance Management SE, is part of the Aioi Nissay Dowa Insurance Europe Group which is part of MS & AD Insurance Group.

What do I need to do?

You do not need to do anything. This change will happen automatically.

What does this mean for my policy?

This change has no effect on your insurance policy. You are still covered as you were before.

What will happen to my claim?

If you have a claim in progress, this will carry on being handled as before. There is no impact on our ability to process and settle claims.

I have a complaint in progress with InsureThat – will this be resolved?

Yes. We will now handle your complaint and provide you with a response in due course.

I need to contact you, have your details changed?

No. You will be able to contact us to discuss your policy on the same contact number as previously.

If I pay by direct debit, do I need to change any details?

No. All direct debit payments will continue and the account details will remain the same.

What will happen to my data?

For Total Loss Asset Protection and Minor Damage Protection customers, there will be no changes to who processes your data or how your data is used; this will remain unchanged as is detailed in the privacy notice provided to you. Aioi Nissay Dowa Insurance UK remain the Data Controller responsible for processing your personal data.

For Tyre & Alloy Customers, there will be no changes to who processes your data or how your data is used; this will remain unchanged as is detailed in the privacy notice provided to you. Toyota Insurance Management UK Limited and Novus Underwriting Limited remain the Joint Data Controller responsible for processing your personal data.

Will I receive new policy documents?

No, your policy documents will not need to be re-issued. This letter acts as notice of the change. If you would like to request a reissue of your policy documents, please contact us and we can arrange this.

Will any other documents be updated?

We will be updating our privacy policy, website and other documents to remove any references to InsureThat. We will complete this process as quickly as we can, however you may still see some references to InsureThat in the coming weeks until this process is completed.

Once again, please be assured that your insurance will not be affected. We look forward to administering your policy going forward.