

# GoShorty



## FAQ's

Be on  
*your way*

## Alterations

### Can I change the name of a driver on my insurance?

Sorry no. We are unable to make any alterations to your insurance policy once payment has been authorised. Make sure you enter the correct details when you purchase a policy.

### Can I change the insurance cover to another vehicle?

No. It is not possible to make any alterations to your insurance policy once a payment has been authorised. Ensure that you list the correct vehicle and registration when you set up the policy.

### Is it possible to make any changes after cover has been purchased?

Sorry no. Once payment has been authorised you are unable to make any changes or alterations to the information you have originally provided to purchase the insurance policy.

### Can I change the policy after the insurance has started?

Due to the short term nature of the cover we provide no amendments can be made once the policy has been purchased.

### Can I add extra days to my policy?

Due to the short term nature of the cover we provide no amendments can be made once the policy after the insurance has started. You can, however purchase a new short term policy once your cover ends.

## Documents and receiving your documents

### What if I haven't received my email with the documents?

Providing you entered your email address correctly you will receive an email from us. If you do not receive a confirmation e-mail from us within the hour, please check your spam or junk mail folders. If you have still not received your documents, get in contact with us to request they are sent again.

### I have given you the wrong email address, what can I do?

Please send us an email to request duplicate documents to be sent to the correct email address. You will need to state your vehicle registration number, date of birth and postcode for the verification process.

### How do I know if my insurance cover has been accepted?

Once you've entered your payment details the "payment confirmation" page will be displayed after your payment has been authorised by your card company. This page is confirmation of your cover and will display your policy details. Your policy documents, including your certificate of insurance can be printed from the email you will have received.

### How do I get my documents?

Your documents will be sent by email immediately after purchase to the email address that you provided on our online form. You can also view, print, and download your documents from our member's area once registered.

### Will I get my documents in the post?

Policy documents are sent to the email address provided on the policy. If you would like the documents posted out to you, please send your request to [info@goshorty.co.uk](mailto:info@goshorty.co.uk) quoting your policy number.

## Cancellation

### Can I cancel my insurance policy?

Our refund policy is determined by the product purchased. Please contact our customer services and general enquiries on 0333 4333 0001

## Foreign Use

### Can I buy insurance to export a vehicle outside of the UK?

No. Under the cover that our insurers provide, all journeys must begin and end in the UK.

## Vehicles

### Do you insure left hand drive vehicles?

No, sorry. We don't cover this type of vehicle.

### Do you insure campervans, caravanettes or motorhomes?

No, sorry. We don't cover these types of vehicle.

### Do you insure horseboxes?

No, sorry. We don't cover these types of vehicle.

### Do you insure lorries?

We cannot provide insurance cover for vehicles with more than 8 seats, including the driver. We only offer cover to cars and vans.

### Do you insure modified vehicles?

We offer cover on light commercial vehicles up to 3,500kg GVW. Vehicles fitted with manufacturer-specified optional extras that are fitted at the time of manufacture are acceptable. Vehicles modified to cater for a disabled driver, or disabled passenger are acceptable. All other modifications (cosmetic or performance related) are not acceptable.

### Can I buy road tax with my GoShorty insurance?

The DVLA and most UK post offices will accept insurance certificates which have been downloaded from the internet for road fund license purposes.

### Can I drive other vehicles?

No. The only vehicle you will be permitted to drive is the one on your policy, but you can purchase another policy from us if you need cover on another vehicle.

## Claims

### How do I make a claim?

All claims must be reported directly to your insurer within 24 hours of the incident occurring. Your insurer's contact information can be found in your policy documents. It is a condition of your insurance policy that all incidents are reported, even if you are not at fault or you decide you are not going to make a claim, so your interest can be protected in the event of any claim made against you.

### What should I do if I'm involved in an incident?

All claims must be reported directly to your insurer on the telephone number found on your documents within 24 hours of the incident occurring. It is a condition of your insurance policy that all incidents are reported, even if you are not at fault or decide you are not going to make a claim so they can protect your interest from any claim against you.

### How do I make a claim on my Motor Excess Protection Insurance Policy?

If you have purchased Motor Excess Protection Insurance as an optional add-on extra, please refer to the policy wording issued to you. You have 30 days from the date of the incident to notify your insurers of a claim.

For more frequently asked questions please go to [goshorty.co.uk/faqs](https://goshorty.co.uk/faqs)



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