



## Website FAQs

Question	Response
<p><b>1. Why is NFU Mutual offering these sessions?</b></p>	<p>We recently undertook research which showed that more than half of UK drivers suffer some form of anxiety behind the wheel.</p> <p>With this in mind, to support our car and Light Goods Vehicle (LGV) insurance customers as things return to normal post lockdown, we're working with Drive Doctors to give away 1,000 free driver confidence sessions.</p> <p>We want our customers to feel confident and safe behind the wheel. We believe that a personalised two-hour driving session with an Advanced Driving Instructor will help boost driving confidence and road safety knowledge.</p>
<p><b>2. What does the confidence session include?</b></p>	<p>The driving confidence session will happen close to your home, or place of work, will last two hours and will take place in your own vehicle. It will be tailored to your individual driving needs or concerns.</p> <p>The session will be led by an Advanced Driving Instructor and will be relaxed and informal. It may change as the driving session develops.</p> <p>Ahead of the session, your Drive Doctor will call you to discuss your driving concerns and what you hope to get out of the session. This is a great opportunity for you to share your concerns about driving; whether you're lacking in confidence, out of the habit or have specific apprehensions, such as motorway driving or parking manoeuvres.</p>
<p><b>3. How will the sessions be run during the Coronavirus pandemic?</b></p>	<p>Driving sessions will only happen when your local Government restrictions allow driving lessons to take place.</p> <p>To ensure that both you and the driving instructor are safe, in conjunction with Drive Doctors protocol, and in line with the Driver and Vehicle Standard Agency (DVSA) recommendations, we have implemented social distancing and safety measures.</p> <p>To find out more, click below:  <a href="#">Social Distancing and Safety Measures</a></p> <p>We understand that you might not wish to take your session as soon as COVID restrictions are lifted, that's why we're allowing winners to book their session up until the end of the year.</p>
<p><b>4. Could I see a change in my vehicle insurance price now, or at renewal, after taking this session?</b></p>	<p>You won't see any change in your premium in relation to taking part in this session.</p> <p>This session is solely developed for drivers to help build their driving confidence.</p> <p>Showing interest in the session, entering the prize draw, taking part in the session, or how your driving is during the session, will not have any impact on your car insurance policy or premium.</p>



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	NFU Mutual will not receive any information about how your driving session went.
<b>5. Who are Drive Doctors and what qualifications do they have?</b>	Established in 2012, Drive Doctors provide our Young Drivers Scheme, a flexible and interactive training programme designed to teach drivers skills that will keep them safe on the road. They use informative, interactive events and programmes to change the long-term attitude of drivers on the road.
<b>6. What qualifications will my Drive Doctor hold?</b>	All Drive Doctors have Advanced Driving Instructor qualifications.
<b>7. I didn't win one of the 1,000 sessions but would love to do this – how do I sign up?</b>	It's great to hear you'd like to attend one of the driving confidence sessions. We're looking into how we can offer this type of activity to all customers at some point in the future, and we'll be sure to share an update when we have more news.
<b>8. I'm an NFU Mutual member of staff and hold an NFU Mutual car or LGV insurance policy, can I enter?</b>	Yes. As an NFU Mutual member and car or LGV insurance customer you can enter the prize draw.
<b>9. I'm an NFU Mutual car or LGV insurance customer, can I nominate someone else I know who isn't insured by NFU Mutual for their vehicle?</b>	These sessions are for NFU Mutual car or LGV insurance customers only.
<b>10. I'm the insurance policy holder but a named driver on my policy would also like to enter. Is this possible?</b>	Only one entry into the prize draw can be made per car or LGV insurance policy. This one entry can be for either the main driver or a named driver.
<b>11. Do I need to have any specific driving confidence needs or concerns to enter?</b>	No. We know that there's a huge variety of reasons why someone might want to attend this session and each drive will be tailored to the driver's specific needs and circumstances.
<b>12. What if my driving isn't very good or I make errors?</b>	These sessions are completely confidential, between you and the Drive Doctors advanced driving instructor. The instructor will share feedback and advice during and following the session with you only. These sessions are designed to boost people's confidence in an informal way.
<b>16. Is there an age restriction on this prize draw.</b>	Yes, you need to be 18 years of age or older to enter the prize draw.



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<b>17. Are there any rules around how long you have held your driving licence for?</b>	No, whether you have recently passed your driving test or have been driving for over 50 years, any eligible customers with a full valid driving licence and MOT certificate for their vehicle are welcome to enter.
<b>18. Do I have to use the vehicle I have insured with NFU Mutual for the drive?</b>	Yes.
<b>19. Will the sessions be on certain days of the week or times of the day?</b>	The driving session can take place in 2021 on weekdays or weekends, and at a time of day that suits you. Sessions will not take place on Christmas Day.
<b>21. When will the driving sessions take place?</b>	<p>Driving sessions will only take place when your local Government restrictions allow driving lessons to take place.</p> <p>We are currently expecting to be able to offer driving sessions from May/June, but this may change depending on Government restrictions at the time.</p> <p>When Government restrictions allow driving lessons to take place, you will be able to select a date for your driving session up to the end of 2021.</p>
<b>22. If I win, how do I book a session?</b>	If you are a prize draw winner, Drive Doctors will be in touch with you by 21 <sup>st</sup> May 2021, by email or phone, and will confirm how to book a date and time for your session.
<b>23. What will happen after my driving session?</b>	At the end of the session, the driving instructor will produce a summary report outlining your goals, your progress and recommended changes for the future. They will also give you a follow-up call one week after the session to answer any further questions you may have.
<b>24. I have a different type of vehicle insured with NFU Mutual, can I enter the prize draw too?</b>	<p>The driving confidence session is designed for people driving cars or LGV's which means that unfortunately customers who have other vehicle types insured with NFU Mutual are not eligible to enter the prize draw (unless they also have a car or LGV NFU Mutual insurance policies). These other vehicle policies include:</p> <ul style="list-style-type: none"> <li>- Motorcycle</li> <li>- Commercial Fleet</li> <li>- Tractor/Agricultural Vehicle</li> <li>- Heavy Goods Vehicle</li> <li>- Horsebox</li> </ul>
<b>25. I usually/sometimes drive with a trailer attached to my vehicle, can I do this in the driving session?</b>	You may be able to, subject to your location and the availability of suitable advanced driving instructors in your area. When Drive Doctors contact you to book your session, please request this and they will check availability.



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<p><b>26. One of the vehicles I have insured on my NFU Mutual car insurance policy is a campervan/ motorhome. Can I use this for the driving session?</b></p>	<p>You may be able to, subject to your location and the availability of suitable advanced driving instructors in your area. When Drive Doctors contact you to book your session, please request this and they will check availability.</p>
<p><b>27. What will you do with my data if I apply?</b></p>	<p>NFU Mutual will share winners' details with Drive Doctors, to enable your driving instructor to contact you and book your two-hour session.</p> <p>Entrants' data will be collected, held and processed by NFU Mutual in accordance with the Data Protection Act 1998 for the purpose of administering this prize draw.</p> <p>For more information on how we use your data, please see our <a href="#">privacy policy</a>.</p>
<p><b>28. What happens if I need to cancel my session due to contracting Coronavirus or any other reason?</b></p>	<p>Should you need to cancel or rearrange your session for another time in 2021, simply contact Drive Doctors using the details they provide when they call or email you to confirm that you are a winner.</p>
<p><b>29. Will my instructor be vaccinated against Coronavirus? Will I need to wear a mask?</b></p>	<p>Instructors are of all ages, so depending on when your session is booked for, your instructor may not have had their Covid vaccination. However, safety measures will be taken to help keep you and the instructor safe during the session, including mask wearing. Further details of these safety measures can be found <a href="#">here</a> and your instructor will discuss these before your driving session.</p>
<p><b>30. What happens if we have an accident or my car is damaged while on my session, will I be liable?</b></p>	<p>Yes, you will be liable under the terms of your vehicle insurance policy.</p>
<p><b>31. Can I choose whether my instructor is male or female?</b></p>	<p>If a winning customer has a preference for either a male or female instructor, they can specify this when Drive Doctors contact them. Drive Doctors will try to accommodate your request.</p>