



# Nissan Instant Service Plan Product Document



## NISSAN INSTANT SERVICE PLAN

# Customer Terms and Conditions

This document contains the details about your Nissan Instant Service Plan (please keep in a safe place).

- What's included in your Service Plan.
- Nissan Servicing General Terms.
- Cancellation Terms.
- Complaints Procedure.

# Introduction

This product combines the cost of your next Minor & Major or Major & Minor services with the total cost spread over 12 monthly payments.

It is important to keep up your monthly payments to ensure there are sufficient funds available when your next service is due.

Your Nissan Instant Service Plan is available to use once your first payment has been made. Your second service is due approx. 12 months later or based on your service schedule and if your scheduled payments have been made, the cost of the service is covered.

If your vehicle is due for its second service earlier, for example due to higher mileage, please contact Payment Assist on 01664 503151 to discuss your options and ensure everything is in place when your service is due.

# What's included in your Service Plan?

Your Nissan Instant Service Plan is valid from the plan start date for two services.

Your Service Plan covers the following:

- The servicing schedule is based on Minor – Major or Major – Minor, as specified in the official Nissan service schedule in your vehicle handbook.

This includes labour, as well as the parts, oils and fluids as detailed in Table 1 below.

<b>Fuel</b>	<b>Petrol</b>		<b>Diesel</b>		<b>Electric</b>	
<b>Service type</b>	<b>Minor</b>	<b>Major</b>	<b>Minor</b>	<b>Major</b>	<b>Minor</b>	<b>Major</b>
Screenwash	✓	✓	✓	✓	✓	✓
Oil	✓	✓	✓	✓		
Oil Filter	✓	✓	✓	✓		
Washer/Drain	✓	✓	✓	✓		
Brake Fluid		✓		✓		✓
Air Filter		✓		✓		
Pollen Filter	✓	✓	✓	✓	✓	✓
Fuel Filter				✓		

Your Nissan Instant Service Plan excludes claims for

- a) any item or repair not specified in this agreement, including the replacement of drive belts/cambelts/timing belts/tensioners
- b) loss of time, loss of use of the vehicle or any other loss or damage of whatsoever nature, and
- c) loss or damage recoverable under any other service or maintenance plan, warranty or insurance cover.

## Booking your Service

Book your service at [nissan.co.uk/servicebooking](http://nissan.co.uk/servicebooking) or contact your local Nissan Dealer to make an appointment. Make sure you mention you have an Instant Service Plan.

The first service should be claimed within the first 60 days of purchase. The second service can be taken within 12 months of the first service, where all payments have been completed.

## Nissan Servicing General Terms

Claims are subject to audit by:  
Nissan Motor (GB) Limited  
The Rivers Office Park  
Denham Way  
Rickmansworth  
Hertfordshire WD3 9YS.

## Payment Methods

Your Nissan Instant Service Plan will be funded through Payment Assist. Any questions relating to the payment agreement should be directed to Payment Assist LTD, who will provide the payment schedule and manage the agreement in line with their terms and conditions. All payments will be taken via Direct Debit / Continuous Payment Authority and can be managed through the Payment Assist self-service area. Alternatively, you can contact Payment Assist on 01664 503151 or you can email them at [admin@payment-assist.co.uk](mailto:admin@payment-assist.co.uk)

## Transferability

Your Nissan Instant Service Plan is not transferable.

## Cancellation Process

If you would like to cancel your Nissan Instant Service Plan, prior to the first service being carried out, contact Payment Assist directly on 01664 503 151. To cancel your financial agreement, cancellation details will apply, for full details please refer to your Payment Assist Terms and Conditions.

Where the first service has been completed but the second service is no longer required, please contact Payment Assist. They will confirm whether all payments relating to the first service have been collected and arrange a refund of any additional amounts paid, less any applicable cancellation fees.

If the payments made to date do not fully cover the cost of the first service, the outstanding balance must be settled before the agreement can be cancelled.

For further information see your Payment Assist Terms and Conditions within your finance agreement.

## Your Responsibilities

It is a condition of the Nissan Instant Service Plan that your vehicle is serviced by a franchised Nissan Dealer or Authorised Repairer, at the intervals recommended by Nissan Motor (GB) Limited throughout the period of the Nissan Instant Service Plan.

Services must be carried out within one month and 1,000 miles of the periods specified by Nissan Motor (GB) Limited, whichever comes first. Failure to do so may invalidate your Warranty.

# Complaints Procedure

We hope that you will be pleased with your Nissan Instant Service Plan, however any complaints relating to the payment agreement should be directed to Payment Assist Limited.

You can contact Payment Assist on 01664 503151 or in writing to:

Complaints Department  
Payment Assist  
Pera Business Park Nottingham Road  
Melton Mowbray  
Leicestershire  
LE13 0PB.

You can also email at  
[Complaints@payment-assist.co.uk](mailto:Complaints@payment-assist.co.uk).

Further Escalation – Financial Ombudsman Service. If you are dissatisfied with our final response and your complaint relates to a regulated product, you may escalate your complaint to the Financial Ombudsman Service at:

Financial Ombudsman Service,  
Exchange Tower, London, E14 9SR

Or by telephone: 0800 023 4567.

Or by email at [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk).

Their website is:  
[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

## How to Make a Complaint

If the complaint relates to the product or service we provide, you should contact us on 0344 573 8022, or in writing to:

The Complaints Team  
Nissan Warranty/Service Plan  
Administration  
Jubilee House  
5 Mid Point Business Park  
Thornbury  
West Yorkshire BD3 7AG.

You can also email us at:  
[complaints@motor-admin.com](mailto:complaints@motor-admin.com).

Please tell the administrator your name and your claim number or product number. Calls to the administrator may be recorded. The administrator will contact you within five days of receiving your complaint. In some cases, this will be to acknowledge your complaint, but in others it may be to give you a full reply. If the administrator cannot deal with your complaint within five working days, they will aim to give you a full reply within 28 days. In complex cases, or where further investigation is needed, this may take longer, and they will let you know if this is the case.

We abide by the Motor Industry Vehicle Warranty Products Code of Practice which can be found on the Motor Ombudsman Website at [www.TheMotorOmbudsman.org](http://www.TheMotorOmbudsman.org). The Motor Ombudsman will offer free impartial information and if appropriate an alternative dispute resolution process in the event that you are not satisfied with the outcome of a concern.

For more information, you can visit the Motor Ombudsman website at [www.theMotorOmbudsman.org](http://www.theMotorOmbudsman.org) or call their information line on 0345 241 3008.

To make a complaint to the Motor Ombudsman you can either call their information line or fill in an online form at [www.themotorombudsman.org/consumers/make-a-complaint](http://www.themotorombudsman.org/consumers/make-a-complaint).

Please note: The Motor Ombudsman can only deal with your complaint if you have already complained direct to the administrator and at least eight weeks have passed since you did that. Complaints to the Motor Ombudsman must be made within 12 months of the administrator's final response.



Motor Industry Code of Practice for

**Vehicle Warranties**

## Privacy and Data Protection Notice

Car Care Plan Limited (the "Data Controller") are committed to protecting and respecting your privacy in accordance with the current Data Protection Legislation ("Legislation").

Below is a summary of the main ways in which the Data Controller processes your personal data. For more information, please visit: [www.view-privacy-policy.co.uk](http://www.view-privacy-policy.co.uk).

### 1. How the Data Controller uses your Personal Data and who the Data Controller shares it with

The Data Controller will process the personal data it holds about you for the following purposes:

- For providing products, services and insurance, administering memberships, handling claims and complaints, informing of changes to services and any other related purposes (this may include underwriting decisions via automate means). This is for the performance of the contract between you and the Data Controller.
- To provide you with information, products, or services that you request from the Data Controller or which the Data Controller feels may interest you as part of the contract.

- For offering renewal, research, or statistical purposes, to analyse historic activity, to improve rating algorithms, and to help predict future business impact, to further commercial interests, to enhance product offering and to develop new systems and processes. This is for the Data Controller's legitimate interests.
- To notify you about changes to the Data Controller's service. This is to comply with applicable laws.
- To safeguard against fraud, money laundering, terrorist financing and to comply with applicable laws.
- For the purpose of Direct Marketing activities only with your explicit consent.

### 2. Disclosure of your Personal Data

The Data Controller may disclose your personal data to third parties involved in providing products or services to the Data Controller, or to service providers who perform services on the Data Controller's behalf. These include group companies, affinity partners, vehicle manufacturers, motor dealerships and repairers, brokers, agents, third party administrators, reinsurers, other insurance intermediaries, call centre service providers, auditors, lawyers and other outside professional advisors, IT systems, support and hosting service providers and regulatory authorities, and as may be required by law.



### 3. International Transfers of Data

The personal data the Data Controller collects from you may be transferred to, processed and stored at, a destination outside the UK and European Economic Area ("EEA"). The Data Controller currently transfers personal data outside of the UK and EEA to the USA and Israel.

Where the Data Controller transfers your personal data outside of the UK and EEA, it will take all steps necessary to ensure that it is treated securely and in accordance with this privacy notice and the Legislation. The Data Controller uses the European Commission approved "Standard Contractual Clauses" with such parties to protect the data.

### 4. Your Rights

Individuals in the European Economic Area (EEA) and the UK have several rights in connection with their personal information. These rights may apply in certain circumstances and are subject to certain legal exemptions.

You have the right to:

- a)** Access and obtain a copy of the personal data the Data Controller hold about you and information about how it is used;
- b)** Ask to update or correct any inadequate, incomplete, or inaccurate data;
- c)** Request erasure of your personal data.
- d)** Restrict and object to the future processing of your data.
- e)** Ask the Data Controller to provide your personal data to you in a structured, commonly used, machine-readable format, or you can ask to have it "ported" directly to another data controller.
- f)** Not be subject to fully automated decision making which has legal effects or otherwise significantly affects you.
- g)** Withdraw consent where your consent is used as a legal basis for using your personal data.
- h)** Object to the processing of your personal data for direct marketing purposes at any time.
- i)** Lodge a complaint with the local data protection authority where your complaint can't be resolved in the first instance by the Data Controller.

If you wish to exercise the following rights, please contact the Data Controller using the details in Section 6 opposite or you may submit requests via:  
<https://amtrust.clarip.com/dsr/create>.

To ensure the Data Controller only disclose personal information where it knows it is dealing with the right individual, the Data Controller will ask you for proof of identity when making a request to exercise any of these rights. The Data Controller will respond to all valid requests within one month, provided to have all the information required to respond.

For every request, the Data Controller will make a priority to resolve your complaint as quickly as possible.

The relevant data protection authority is the Information Commissioner's Office (ICO), who you can contact via:  
<https://ico.org.uk/global/contact-us/>.

## 5. Retention

Your data will not be retained for longer than is necessary and will be managed in accordance with the Data Controller's data retention policy. In most cases the retention period will be for a period of ten (10) years following the expiry of the contract, or the Data Controller's business relationship with you, unless the data must be retained for a longer period due to business, legal or regulatory requirements. In any case, where data is retained, the Data Controller will endeavour to delete or to anonymise any personal elements, in order to maintain your privacy and security.

## 6. Questions in relation to the Data Controller's Privacy Policy or use of your data

If you have any questions concerning the Data Controller Privacy Policy or use of your personal data, including exercising your rights detailed in Section 4, you can contact:

**The Data Protection Officer  
Car Care Plan Limited  
Jubilee House  
5 Mid Point Business Park  
Thornbury  
West Yorkshire BD3 7AG  
England.**

Or email: [CCPH\\_DPA@carcareplan.co.uk](mailto:CCPH_DPA@carcareplan.co.uk).

Nissan Motor [GB] Limited  
Registered Office:  
The Rivers Office Park, Denham  
Way, Maple Cross, Rickmansworth,  
Hertfordshire WD3 9YS.

Registered in England Number 2514418.  
VAT No. GB605587038.

Administered by Nissan Extended  
Warranty Administration, Jubilee House,  
5 Mid Point Business Park, Thornbury,  
West Yorkshire BD3 7AG.  
Tel: 0344 573 8022.

## This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Nissan Warranty/Service Plan Administration  
Jubilee House  
5 Mid Point Business Park  
Thornbury  
West Yorkshire BD3 7AG  
Tel: 0344 573 8022

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