

Cycle Insurance

Insurance Product Information Document

Company: Lexham Insurance Consultants Ltd

Product: Cycle Insurance Policy

Lexham Insurance Consultants Ltd are authorised by the Financial Conduct Authority. Registration Number 303917

This insurance is underwritten by UK General Insurance Limited on behalf of Watford Insurance Company Europe Limited which is authorised and regulated by the Gibraltar Financial Services Commission under incorporation number 112869. UK General Insurance Limited is authorised and regulated by the Financial Conduct Authority. Registration Number 310101.

This document provides a summary of the key information relating to this insurance policy. Complete pre-contractual and contractual information on the product is provided in the full policy documentation.

What is this type of insurance?

This policy is suitable for cyclists who commute and ride for leisure races in the UK and Europe. This insurance also offers optional cover for amateur races and events.



What is insured?

- ✓ Theft of or accidental / malicious damage to the cycle.
- ✓ At our option we will repair or replace, based on "new for old" for cycles up to 3 years old and purchased new by you (otherwise allowing for depreciation and wear and tear).
- ✓ Up to £25 per day for up to 10 days towards the hire of a cycle while yours is being repaired or replaced under a valid claim.
- ✓ Cover against injury to others or damage to third party property arising from the use of the bike by an insured person aged 16 to 85.

Optional covers applicable only if shown in the Policy Schedule

- ✓ Accessories/helmet/clothing.
- ✓ Recovery following damage (excluding puncture) occurring more than 1 mile from your home, covering the taxi fare for you and your cycle to your home or destination
- ✓ Use of the cycle by family members.
- ✓ Use by use in amateur competitions.



What is not insured?

Please refer to your contract documents for all exclusions and conditions. Listed below are some important areas which are not covered, though there are others which are common to this type of insurance.

- ✗ Theft or attempted theft from within your home unless the home's security devices are in operation and forcible and violent entry or exit is involved.
 - ✗ Theft or attempted theft from a garage, outbuilding, communal hallway (max. value £5000 in such a hallway) or away from your home (other than in or on a motor vehicle) unless the cycle is secured to an immovable object with an Approved lock.
 - ✗ Theft or attempted theft from a motor vehicle unless the cycle is out of sight or is secured with an Approved lock to a suitable rack, the motor vehicle has all its security devices in operation and force was used in the theft or attempted theft.
 - ✗ Theft or attempted theft from a motor vehicle between the hours of 9pm and 6am unless the vehicle is secured with a suitable Thatcham-approved device (see policy for details).
 - ✗ Scratching, denting etc which does not impair the function of the cycle.
 - ✗ Tyres or accessories unless the cycle is stolen or damaged at the same time.
 - ✗ Theft by a person to whom the cycle was entrusted.
 - ✗ Use for any form of competition unless the optional extension has been paid for.
 - ✗ Use for any kind of business.
- Theft not reported promptly to the police or carrier



Are there any restrictions on cover?

- ! The excess. This is the first amount of any claim that you must pay – see the Policy Schedule for details.
- ! You must be a permanent UK resident.
- ! Any consequence of delay in obtaining any replacement part or bike.
- ! Any consequence of you not taking reasonable care or precautions.
- ! Thefts not reported promptly to the police.
- ! Cover does not apply if the bike rider is under the influence of drink or drugs at the time of the incident.
- ! Cover does not apply when entrusted, loaned or hired out to someone other than you or a member of your family.
- ! during any one 12 month period



Where am I covered?

- ✓ United Kingdom, Channel Islands and Isle of Man and trips of up to 30 days (not exceeding 90 days in total during any one year of insurance) to EU countries.



What are my obligations?

You must take reasonable care to supply accurate and complete answers to all the questions you are asked when you take out, or make changes to, this policy.

You must notify your administrator as soon as possible if any of the information in your policy documents is incorrect or if you wish to make a change to your policy.

If you do not provide accurate and complete answers to the questions you are asked, or you fail to notify your Administrator of any incorrect information or changes you wish to make, your policy may not operate in the event of a claim. We may not pay any claim in full or your policy could be invalid.

You must follow our claims process which can be found in your policy documentation.



When and how do I pay?

You will pay your premium as a one-off payment using a credit or debit card.



When does the cover start and end?

Your cover will start and end on the dates stated in your policy documents.



How do I cancel the contract?

If you are unhappy with your policy for any reason you have the right to cancel within 14 days of receiving your policy documents. If you cancel within the 14 days we will refund your premium in full providing no claims have been made or are pending. If you cancel after the initial 14 days, you will receive a pro-rata refund.

To cancel your policy please contact your administrator on [01379 646561](tel:01379646561).

We do not charge any cancellation fees.

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Important Information

If you have a complaint about the sale of your policy, please contact:

Lexham Insurance, Gilray Road, Diss, Norfolk, IP22 4NG

Tel: 01379 646561 Email: enquiries@lexhaminsurance.co.uk

If you have a complaint about a personal accident or personal liability claim, please contact:

Langley's Solicitors LLP, Queens House, Micklegate, York YO1 6WG

Email: ukg@langleysclaimsservices.com

Telephone: 01904 686790

If you have a complaint about any other claim, please contact:

[Direct Group Ltd, Customer Relations, PO Box 1193, Doncaster, DN1 9PW](#)

[Tel: 0344 854 2072](tel:03448542072) [Email: customer.relations@directgroup.co.uk](mailto:customer.relations@directgroup.co.uk)

Please remember to always quote the Lexham reference number 05925 in any correspondence along with your unique policy number which can be found on your Lexham policy schedule.

If we have not completed our investigations into your complaint within 8 weeks of receiving your complaint or if you are not happy with our Final Response, you may ask the Financial Ombudsman Service (FOS) to look at your complaint. If you decide to contact them, you should do so within 6 months of receiving our Final Response Letter.

For more information regarding the scope of the Financial Ombudsman Service please refer to www.financialombudsman.org.uk.

The Financial Ombudsman Service,

Exchange Tower, London E14 9SR

Tel: 0800 023 4567

Get in touch on line: <https://www.financial-ombudsman.org.uk/contact-us/complain-online>

What happens if we can't meet our liabilities?

If Watford Insurance Company Europe Limited cannot meet their obligations, you may be entitled to compensation from the Financial Services Compensation Scheme (FSCS). You can get more information about compensation scheme arrangements from the FSCS or visit www.fscs.org.uk.