

Cycle Insurance

Insurance Product Information Document

Company: Lexham Insurance Consultants Ltd

Product: Cycle Policy

This document is a summary of cover highlighting the main features and benefits as well as the general conditions and exclusions of this policy. Full terms and conditions can be found in the policy wording. You will also receive a policy schedule showing the specific details of your policy and the cover(s) you have selected. Please take some time to read the policy documents when you receive them. It is important that you tell us as soon as possible if any of the information is incorrect.

What is this type of Insurance?

Cycleguard is suitable for cyclists who commute, ride for leisure, and take part in cycling events or races in the UK and abroad



What is insured?

- ✓ Theft
- ✓ Accidental damage
- ✓ Replacement cycle hire
- ✓ Race fees
- ✓ Public Liability
- ✓ Personal accident
- ✓ **Optional cycle rescue**
- ✓ **Optional legal expenses**



What is not insured?

- ✗ The excess as specified in the policy wording
- ✗ Theft unless involving violent and/or violent entry
- ✗ Accidental damage sustained in transit
- ✗ Accidental damage when entrusted, loaned or hired out to someone other than You or a member of Your family
- ✗ Wear and tear
- ✗ Business use



Are there any restrictions on cover?

- ! Cover does not apply when entrusted, loaned or hired out to someone other than You or a member of Your Family
- ! No theft cover if using the Insured Bicycle for hire, reward, courier services or the carriage of paying passengers



Where am I covered?

- ✓ Cover is offered within the United Kingdom and up to 90 days worldwide (excluding North America) unless superseded by wording within the policy schedule



What are my obligations?

You must provide full and accurate information to all questions asked. Your answers must be true to the best of your knowledge and belief. Your answers will form part of the statement of facts on which your policy will be based. If you become aware that information you have given us is inaccurate or has changed, you must inform us as soon as possible. Failure to do this may invalidate your policy and claims may not be paid.



When and how do I pay?

You can pay your premium as a one-off payment by credit or debit card or in monthly instalments.



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 decide that for any reason, this policy does not meet your insurance needs then please return it within 14 days from the date of purchase or the day on which you receive your policy documentation, whichever is the later. On the condition that no claims have been made or are pending, the premium will be refunded in full. If you wish to cancel after the 14-day cooling off period, please contact the organisation from whom you bought your policy.

Your Insurer

This insurance is underwritten by UK General Insurance Limited on behalf of Great Lakes Insurance SE. Great Lakes Insurance SE is a German insurance company with its headquarters at Königinstrasse 107, 80802 Munich. UK Branch office: Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ.

UK General Insurance Limited are authorised and regulated by the Financial Conduct Authority. Great Lakes Insurance SE, UK Branch, is authorised by Bundesanstalt für Finanzdienstleistungsaufsicht and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority. This can be checked on the Financial Services Register at <https://register.fca.org.uk>

Making a claim

If you need to make a claim, please obtain a claim as soon as you become aware of an event by contacting us in one of the following ways;

- Calling us on 0344 893 1022
- Writing to us at - Claims Department, Direct Group, Quay Point, Lakeside Boulevard, Doncaster, DN4 5PL.

On all correspondence please tell us you are insured by Lexham Insurance Consultants Ltd and provide the reference number shown in the policy wording along with the unique policy number from your policy schedule. This will help us to validate your policy details and deal with your claim as quickly as possible.

Complaints

It is the intention to give you the best possible service but if you do have any questions or concerns about this insurance or the handling of a claim you should follow the complaints procedure below:

Complaints regarding the SALE OF THE POLICY

In the first instance, please contact Lexham Insurance Consultants Ltd directly. If they are unable to resolve your complaint before the end of the third working day they will pass it to:

Name: UK General Insurance Limited

Address: Cast House, Old Mill Business Park, Gibraltar Island Road, Leeds, LS10 1RJ

Tel: 0345 218 2685

Email: customerrelations@ukgeneral.co.uk

Complaints regarding CLAIMS

Name: Direct Group

Address: Claims Department, Direct Group, Quay Point, Lakeside Boulevard, Doncaster, DN4 5PL.

Tel: 0344 893 1022

On all correspondence please tell us you are insured by Lexham Insurance Consultants Ltd directly and provide the reference number shown in the policy wording along with the unique policy number from your policy schedule. This will help us to validate your policy details and deal with your query as quickly as possible.

If it is not possible to reach an agreement, you have the right to make an appeal to the Financial Ombudsman Service. This also applies if you are insured in a business capacity and have an annual turnover of up to €2million and fewer than ten employees. You may contact the Financial Ombudsman Service at:

The Financial Ombudsman Service

Exchange Tower, London E14 9SR

Tel: 0800 023 4 567 or 0300 123 9 123

Email: complaint.info@financial-ombudsman.org.uk

The above complaints procedure is in addition to your statutory rights as a consumer.

What happens if we can't meet our liabilities?

Great Lakes Insurance SE is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme, if it cannot meet its obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim with no upper limit. You can get more information about compensation scheme arrangements from the FSCS or visit www.fscs.org.uk.