

Cycle Insurance

Insurance Product Information Document

Company: Lexham Insurance Consultants Ltd

Product: Cycle Policy

Lexham Insurance consultants Ltd are authorised and regulated by the Financial Conduct Authority. Registration Number 303917

This document is a summary of cover highlighting the main features and benefits as well as the general conditions 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 documents and tell us as soon as possible if any of the information is incorrect.

What is this type of insurance?

This insurance provides cover for theft of or damage to the specified cycle and public liability cover. It may also provide additional optional covers.



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 you 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



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?

- Before cover starts you must give complete and accurate answers to all questions you are asked.
- You must tell us as soon as possible if any of the answers given previously change such as change of cycle, value or address.
- All payments requested in connection with this insurance must be paid before cover starts (or before any other date that may be specified).
- All security devices specified in the contract must be put into operation whenever the cycle is unattended (including while at your home or garage).
- If you wish to claim under the insurance, provide us with full details as soon as possible (contact details are shown in the insurance policy) and report any theft promptly to the police.
- Failure to meet your obligations could result in a claim being declined and/or your insurance being cancelled.



When and how do I pay?

You must pay for this insurance before cover starts (or subsequently before any other date that may be specified), by cheque or card.



When does the cover start and end?

Cover lasts for one year, the dates being shown 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 contact your administrator within 14 days from the day 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, your administrator will then refund your premium in full.
- You may cancel the insurance cover after 14 days by informing your administrator and receive a pro-rata refund, providing no claims have been paid or are pending.

Making a claim

If you need to make a claim, please obtain a claim form 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 and the policy number from your policy schedule.

Additional information

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:

SALE OF THE POLICY

Please contact Lexham at:

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

Tel: 01379 646561

Email: enquiries@lexhaminsurance.co.uk

CLAIMS

If your complaint is about the handling of a claim other than a liability claim, please contact:

Direct Group Ltd
Customer Relations
PO Box 1193
Doncaster
DN1 9PW

Tel: 0344 854 2072

Email: customer.relations@directgroup.co.uk

UNRESOLVED COMPLAINTS

If your complaint about the sale of your policy or claim cannot be resolved by the end of the third working day, your complaint will be passed to:

Customer Relations Department
UK General Insurance Limited
Cast House
Old Mill Business Park
Gibraltar Island Road
Leeds
LS10 1RJ

Tel: 0345 218 2685

Email: customerrelations@ukgeneral.co.uk

In all correspondence please state that your insurance is provided by UK General Insurance Limited and quote scheme reference 05952D.

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 £6.5million or less and fewer than 50 employees or an annual balance sheet below £5million. You may contact the Financial Ombudsman Service at:

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

Tel: 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. For further information about your statutory rights contact your local Citizens Advice Bureau.

Great Lakes Insurance SE is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme, if they 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. You may also contact the FSCS on their Freephone number: 0800 678 1100 or 020 7741 4100 or you can write to: Financial Services Compensation Scheme, P O Box 300, Mitcheldean, GL17 1DY.