



CYCLE INSURANCE

KEY FACTS



LEXHAM INSURANCE CONSULTANTS LTD

GILRAY ROAD DISS NORFOLK IP22 4NG

CYCLE INSURANCE

Some important facts about your Cycle insurance are summarised below. This summary does not describe all the terms and conditions of your insurance, so please take time to read the policy document and schedule to make sure you understand the cover provided.

The insurer is Ageas Insurance Ltd (registered in England no. 354568, authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority) via UK General Insurance Limited (authorised and regulated by the Financial Conduct Authority).

The insurance is sold and administered (other than claims) by Lexham Insurance Consultants Ltd (authorised and regulated by the Financial Conduct Authority).

These company details can be checked on the Financial Services Register by visiting www.fca.org.uk or by contacting the Financial Conduct Authority on 0800 111 6768.

The period of insurance and insured values/limits are stated in the policy schedule and policy.

Significant Features and Benefits

- * Cover for theft of or accidental/malicious damage to your specified cycle (“new-for-old” replacement for total loss if cycle up to 3 years old, otherwise claim basis is market value).
- * While a valid claim is being dealt with, cycle hire for up to 10 days (up to £25 per day).
- * Cover in Europe – up to 30 days per trip (90 days per year).
- * Public Liability cover up to £1million (can increase to 2 or 3 million).

Optional extra covers:

- * Cycle breakdown recovery (UK) – the taxi fare for you and your bike to your destination following irreparable insured damage to your bike more than a mile from home.
- * Cover for Accessories (incl. Helmet/Clothing).
- * Cover for use by family members.
- * Cover for use in amateur competitions.

Significant and unusual exclusions or limitations

- You must be a resident of the United Kingdom.
- Loss or damage while bike being used by anyone other than you (unless optional Family Extension selected).
- You must pay the first £25 (or 5% of the value of the bike if greater) of each claim (or, for public liability claims, £250 for each property damage, £500 for each third party injury).
- Unless the bike is inside your locked home, it must at all times be secured by its own Approved Lock through the frame to an immovable object - SEE BELOW AND OVER FOR FULL DETAILS OF THE SECURITY REQUIREMENTS.
- No cover if bike left unattended for more than 24 hours at a train/bus/coach station or your place of work (even if locked).
- Cosmetic damage that does not impair the cycle's function.
- Any claim will be reduced to the extent that the insured value is less than the value of your bike.
- No cover on cycles with a value over £5000 while in communal hallways.
- Any trade or business use (other than commuting to work).
- Loss of or damage to accessories (if cover selected) unless cycle is also lost or damaged.
- Cover during use for competition/racing (unless optional extension selected).

SECURITY REQUIREMENTS

1 Security requirements where the cycle is at your home

Accidental or malicious damage or theft of the **cycle**, whilst at **home**, shall only be covered in circumstances where the **cycle** is:

- a) kept inside and any security devices are in operation; or
- b) stored within a private garage, privately accessed wooden, plastic or aluminium shed within the boundaries of the **home** and **you** have complied with the following security requirements:
 - all external doors must be secured by a minimum of a 5 lever mortice deadlock to BS3621 standard or a 5 lever padlock; or
 - the **cycle** must be secured through the frame by its own **approved lock** to an **immovable object** within the building; or

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- c) secured through the frame by its own **approved lock** to an **immovable object** within the building when at **your home**, in any location which is described as a communal hallway. Any cycle with a value exceeding £5000 is not covered at all while in a communal hallway.

2 Security requirements where the cycle is away from your home

Accidental or malicious damage or theft of the **cycle**, whilst away from the **home**, shall only be covered in circumstances where:

- a) the **cycle** is not left **unattended**;
- b) where the **cycle** is left **unattended**, it must be secured to an **immovable object** by its own **approved lock** through the frame;
- c) any access to the **cycle** is effected by **forcible and violent entry**;
- d) the **cycle** is not left **unattended** within the boundaries of a train station, bus station, coach station or **your** permanent place of employment, for more than 24 hours and subject to conditions (b) and (c) above.

3 Security Requirements where the cycle is in or on a vehicle

Theft whilst the **cycle** is in or on a vehicle shall only be covered in circumstances where:

- a) all doors, windows and other openings of the vehicle and cycle rack are left closed, securely locked and properly fastened;
- b) access to the **cycle** must have been effected by **forcible and violent entry**;
- c) any security devices installed in the vehicle and **cycle** rack are in operation;
- d) the **cycle** is stored out of sight wherever possible, or is secured through the frame by its own **approved lock** to the roof or cycle rack attached to the vehicle;
- e) if the **cycle** is left in the vehicle between the hours of 9pm and 6am the **cycle** must be covered up so that it is not visible to persons outside of the vehicle.
- f) **cycles** which are locked on to the exterior of the vehicle (e.g. by roof or rear cycle rack) must be removed between the hours of 9pm and 6am and either placed inside the vehicle, or kept securely in accordance with the policy terms and conditions.
- g) the vehicle used must have:
 - valid motor insurance; and
 - a valid MOT certificate where applicable; and
 - current road tax where applicable; and
 - all windows must be capable of being securely fastened and locks must be capable of rendering the vehicle secure.

Cancellation

If you find that this cover does not meet your needs, please contact Lexham Insurance Consultants Ltd on 01379 646561 within 14 days of receiving this document or the commencement date and they will cancel this policy. You will receive a refund of your premium provided you have not made any claims. If you cancel the policy outside this 14 day cooling off period, there will be no refund of premium.

We may cancel this Cycle insurance by sending 14 days' notice to your last known address and will refund the amount of your premium proportionate to the unexpired term of your policy provided you have not made a claim. Cover will also cease if a "total loss" claim settlement is made.

Making a Claim

Contact the claims administrator Direct Group, Quay Point, Lakeside Boulevard, Doncaster DN4 5PL
Tel: 0844 854 2072 Fax: 0844 412 4138

Complaints Procedure

If you are not satisfied with any aspect of this policy or our service (other than relating to a claim), please contact Lexham Insurance Consultants Ltd, Gilray Road, Diss, Norfolk IP22 4NG
Tel: 01379 646504 email: enquiries@lexhaminsurance.co.uk

For a claim-related matter, please contact Direct Group Ltd, Customer Relations, contact details as above.

If you remain dissatisfied with our response you may refer your case to the Financial Ombudsman Service at Exchange Tower, London E14 9SR www.financial-ombudsman.co.uk Tel 0800 023 4567

You may be entitled to compensation from the Financial Services Compensation Scheme (FSCS) if Ageas Insurance Limited cannot meet its obligations. Information about compensation arrangements is available from the FSCS on 0207892 7300 or at www.fscs.org.uk.