



# 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 insurance is underwritten by UK General Insurance Ltd 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.

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](http://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	Significant and unusual exclusions or limitations
<ul style="list-style-type: none"> <li>* 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).</li> <li>* While a valid claim is being dealt with, cycle hire for up to 10 days (up to £25 per day).</li> <li>* Cover in Europe – up to 30 days per trip (90 days per year).</li> <li>* Public Liability cover up to £1million (can increase to 2 or 3 million).</li> </ul> <p><u>Optional extra covers:</u></p> <ul style="list-style-type: none"> <li>* 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.</li> <li>* Cover for Accessories (incl. Helmet/Clothing).</li> <li>* Cover for use by family members.</li> <li>* Cover for use in amateur competitions.</li> </ul>	<ul style="list-style-type: none"> <li>• You must be a resident of the United Kingdom.</li> <li>• Loss or damage while bike being used by anyone other than you (unless optional Family Extension selected).</li> <li>• 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).</li> <li>• 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.</li> <li>• 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).</li> <li>• Cosmetic damage that does not impair the cycle’s function.</li> <li>• Any claim will be reduced to the extent that the insured value is less than the value of your bike.</li> <li>• No cover on cycles with a value over £5000 while in communal hallways.</li> <li>• Any trade or business use (other than commuting to work).</li> <li>• Loss of or damage to accessories (if cover selected) unless cycle is also lost or damaged.</li> <li>• Cover during use for competition/racing (unless optional extension selected).</li> </ul>

## 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.

# Cycle Insurance

## Insurance Product Information Document

### Company: Great Lakes Insurance SE

Incorporated and authorised in Germany, regulated by the Financial Conduct Authority and the Prudential Regulation Authority

This document is a summary of some key aspects of your insurance. As this was a "non-advised" purchase, you should thoroughly check all documentation provided to ensure you fully understand all aspects – please ask your broker if you have any questions. Complete pre-contractual and contractual information about this insurance is provided in the insurance contract and other documents supplied.

#### 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.



### 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 or by arranging a loan.



### 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?

- Inform Lexham Insurance Consultants Ltd (see policy document for contact details) as soon as possible – cancellation cannot be backdated by you.
- If an incident has occurred which might give (or has given) rise to a claim, the full premium must be paid, with no refund.
- If no such incident has occurred you will be entitled to a proportionate refund. Any fee charged by the introducing broker is a matter between them and you.
- If cover has not yet started, you will receive a full refund.