



Velosure Cycle Key Facts

Velosure Cycle Insurance

ABOUT THIS DOCUMENT

This document provides key information about the Velosure Cycle Insurance Policy. Please note that it does not contain the full terms and conditions of your contract of insurance, which can be found in your policy documents.

INSURER

This insurance is underwritten by Certain Underwriters at Lloyd's, One Lime Street, London EC3M 7HA who are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

SIGNIFICANT FEATURES AND BENEFITS

- Cover included for theft of your cycle
- Cover included for accidental damage to your cycle
- Up to £500 cover for bike boxes
- Up to £500 cover included for hiring a replacement cycle following an approved claim whilst your cycle is being repaired or replaced
- Cover applies anywhere within the United Kingdom and up to a maximum of 60 days in the European Union, Switzerland, Iceland, Norway, Monaco, Madeira, Gibraltar and Andorra during any one period of insurance.
- Option to add cover for your family members
- Option to add Personal Accident benefits and Road Rage cover arising from the use of the cycle
- Option to increase cover for your liability to others for injury or damage arising from the use of your cycle
- Option to add cover for racing and competitive events

SIGNIFICANT OR UNUSUAL EXCLUSIONS OR LIMITATIONS (BY COVER)

Theft and Accidental Damage

- We will not pay the first £100 of any claim for theft or accidental damage
- We will not cover theft from the insured location or from a vehicle unless there has been forcible and violent entry and you have complied with all security requirements
- We will not cover theft away from the insured location if the cycle is left unattended, unless it is locked to an immovable object by an approved lock through the frame and any access to the cycle is by forcible and violent entry
- In the event of a claim you will be required to prove ownership of the cycle or an approved lock
- We will not cover unexplained theft or abandonment or theft by a person to whom the cycle is entrusted
- Additional claims costs resulting from supply of a cycle from outside the UK, when items are unavailable in the UK or delivery is required to addresses outside the UK

Replacement Cycle Hire

- Hire costs must be agreed in advance and be less than the current value or repair cost of your cycle

Personal Accident

- There is no cover for persons under age 16 or over age 85
- Permanent total disablement benefits are not available to anyone over age 65
- Death, injury or loss must occur within 180 days of the accident

Road Rage

- We will not pay the first £25 of any claim for emergency dental treatment or clothing and personal effects.
- We will not pay any hospital benefit which does not involve an overnight stay as an in-patient.

Public Liability

- There is no cover for persons under age 16 or over age 85
- We will not cover the first £500 of every claim arising from damage to third party property

PERIOD OF INSURANCE

The insurance offered is a 12 month contract. The insurance may be renewed each year, but renewal will be subject to the terms and conditions that apply at the time of renewal.

CANCELLATION

If **you** decide that for any reason this policy does not meet **your** insurance needs, please return it to **us** within 14 days of issue. On condition that no claims have been made or are pending, **we** will refund **your** premium in full.

You may cancel this insurance at any time by informing **us**. On condition that no claims have been made or are pending, **we** will refund that part of **your** premium which applies to the remaining **period of insurance**, less a £25 administration fee.

HOW TO CLAIM

If a claim or possible claim occurs, you must report it to us as soon as possible. Please contact us on 08436 585 379.

COMPLAINTS

It is **our** 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:-

Contact the administrators. The contact details are:

The Managing Director, LawShield UK Ltd, LawShield House, 850 Ibis Court, Lakeside Drive, Centre Park, Warrington, WA1 1RL

Tel: 0800 731 3942

Fax: 0845 077 0806

Email: customerrelations@lawshield-uk.com

If you are not satisfied with the outcome, then you can contact:

Policyholder & Market Assistance

Lloyds Market Services, One Lime Street, London, EC3M 7HA

Tel: 0207 327 5693

Email: complaints@lloyds.com

Having followed this procedure you can refer your complaint to the Financial Ombudsman Service:

Financial Ombudsman Service (FOS)

South Quay Plaza, 183 Marsh Wall, London E14 9SR

Tel: 0300 123 9123

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

This procedure will not prejudice your right to take legal proceedings.

FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)

We are members of the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we are unable to meet our liabilities under this insurance. This depends on the type of business and the circumstances of the claim. A claim is protected for 90%, without any upper limit. Further information about the compensation scheme arrangements is available from FSCS. Information can be obtained on request or by visiting the FSCS website at www.fscs.org.uk.

LAW APPLYING TO THE INSURANCE

Unless we have agreed otherwise with you, English law will apply to this insurance.