

# Key Facts



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# 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 90 consecutive days in the European Union and Worldwide
- Cover included for racing and competitive events
- 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

## SIGNIFICANT OR UNUSUAL EXCLUSIONS OR LIMITATIONS (BY COVER)

### Theft and Accidental Damage

- We will not pay the first 5% of your cycle value, subject to a minimum of £50 and maximum of £200, of every claim.
- 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.

An approved lock is a lock which at the time of purchase by you was specified in the Master Locksmiths Association (MLA) 'Sold Secure' list of cycle locks and which at the time of the purchase by you was appropriate to the value of your cycle(s) in accordance with the classification of locks determined by the MLA 'Sold Secure' list.

Approved lock security requirements appropriate to the cycle value:

- a) value under £1,500 requires a Bronze rated 'Sold Secure' lock
- b) value between £1,501 and £2,500 requires a Silver rated 'Sold Secure' lock
- c) value equal to or over £2,501 requires a Gold rated 'Sold Secure' lock
- For loss or damage claims we will require you to provide us with documentation or other evidence which clearly demonstrates ownership of the property and to help substantiate your claim, for example: original purchase receipts, bank or credit card statements, instruction booklets, photographs, the approved lock and/or the keys.
- 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
- There is no cover in the USA, Canada, Australia and New Zealand

**KEEPING YOUR POLICY UP TO DATE**

We recommend you review your cover periodically to ensure that we have your cycles and other valuables covered. If you make any changes to your insured property please contact us as soon as possible, as under insurance could result in significant loss.

**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 £15 administration fee.

**HOW TO CLAIM**

Contact **us** on 01925 422 773 or email [claims@lawshield-uk.com](mailto:claims@lawshield-uk.com) or write to Claims, Velosure, 780 Mandarin Court, Lakeside Drive, Centre Park, Warrington, WA1 1GG as soon as reasonably possible, quoting **your** policy number.

**We** will register **your** claim and tell **you** what to do next.

## HOW TO MAKE A COMPLAINT

Our aim is to ensure that all aspects of your insurance are dealt with promptly, efficiently and fairly. At all times we are committed to providing you with the highest standard of service.

If you have any questions or concerns about your policy or the handling of a claim you should, in the first instance contact:

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

Tel: 0800 731 3942

Fax: 0333 043 3798

Email: [customerrelations@lawshield-uk.com](mailto:customerrelations@lawshield-uk.com)

In the event that you remain dissatisfied and wish to make a complaint, you can do so at any time by referring the matter to either the insurer, Novae Syndicates Ltd or the Complaints team at Lloyd's. Contact details are as follows:

### Complaints

Novae Syndicates Ltd

71 Fenchurch Street

London

EC3M 4HH

Tel No: 020 7903 7300

e-mail: [complaints@novae.com](mailto:complaints@novae.com)

or

### Complaints

Lloyd's

One Lime Street

London

EC3M 7HA

Tel No: 020 7327 5693

Fax No: 020 7327 5225

e-mail: [complaints@lloyds.com](mailto:complaints@lloyds.com)

Website: [www.lloyds.com/complaints](http://www.lloyds.com/complaints)

Details of Lloyd's complaints procedures are set out in a leaflet "Your Complaint - How We Can Help" available at [www.lloyds.com/complaints](http://www.lloyds.com/complaints) and are also available from the above address. If you remain dissatisfied after Lloyd's has considered your complaint, you may have the right to refer your complaint to the Financial Ombudsman Service.

The Financial Ombudsman Service is an independent service in the UK for settling disputes between consumers and business providing financial services. You can find more information on the Financial Ombudsman Service at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

Making a complaint does not affect your right to take legal action.

## 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](http://www.fscs.org.uk).

## LAW APPLYING TO THE INSURANCE

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