

Your Hiscox Insurance cover summary

This document contains the cover summary for the Bikmo retailers and manufacturers cycle insurance policy. This summary outlines the key information about your policy so you can be confident that you have understood what you are covered for. However, you should carefully read your policy in full and ensure that you understand its terms and conditions. If you have any queries, you should contact Hiscox or 45north Ltd.

Underwritten by: Hiscox Underwriting Ltd on behalf of the insurers named in the policy schedule.

Key benefits: what risks are you protected against?

The Bikmo retailers and manufacturers cycle insurance policy protects you when your cycle is accidentally damaged or stolen during the period of insurance and within the geographical limits, which are both shown in the policy schedule. Following loss or damage, we will arrange for the cycle dealer or distributor shown in the policy schedule to repair or replace your cycle.

Significant or unusual exclusions and limitations

As with any insurance, you have an obligation to take reasonable steps to mitigate any loss and you must notify us of anything likely to lead to a claim under this policy. In the event of a claim, you must bear the amount of the corresponding excess stated on the policy schedule, if applicable.

We will not pay for:

- any clothing, headgear, luggage or equipment attached to your cycle, other than upgraded parts and components which are critical to the operation of your cycle;
- theft of your cycle, unless you comply with the security conditions stated in the policy documentation;
- any claim where you cannot provide us with evidence of ownership;
- theft of or damage to tyres, unless the cycle is damaged or stolen at the same time and by the same cause;
- any unexplained loss, disappearance or abandonment of your cycle;
- any cycle being used for competition, stunts or any trade or business purposes, other than commuting
- any gradually operating cause including, but not limited to, wear and tear;
- any cosmetic damage, unless the operation, function or safety of your cycle is affected at the same time and by the same cause;
- any mechanical or electrical breakdown or defect or electronic malfunction.

Please read the policy for details of terms in full.

Your obligations

Remember, your premium and insurance are based on the details you have provided to us. Please make sure this information accurately reflects your circumstances and that you inform us immediately if anything needs to change. Please also tell us of any changes in circumstances that may affect the services provided by us or the cover provided by your policy. This is particularly important before taking out a policy, but it also applies throughout the life of the policy too.

You need to consider:

- if you fail to disclose any information material to the insurance you could invalidate the policy and claims may not be paid;
- you should read and check all insurance documents to ensure that you are aware of the cover, limits and other terms that apply;
- please be aware of all terms and conditions of your policy as failure to comply with them could invalidate it;
- in the event of a claim, you should take note of the required procedures, such as prompt notice to us of the claims, as stated in the policy documentation.

Policy length

The period of insurance is shown on your policy schedule. Cover under the policy will come to an end at the end of the period of insurance.

Cancellation rights

This is not an annual policy. If you decide that this policy does not meet your requirements, you may cancel this policy and we will treat this insurance as if it never existed and decline all claims and return any premium to the party that paid it.

In the event of a claim

If you need to make a claim, you must immediately complete the online claim form or request a claim form and follow any instructions relating to the claim from:

Hiscox Property Claims
Hiscox House
Middleborough
Colchester CO3 3XL
United Kingdom

Tel no: +44 (0)800 840 2432
Fax no: +44 (0)20 1448 6923
Email: property.claims@hiscox.com

Within 28 days of the notification of a claim you must provide, at your own expense, full details of your claim in writing together with any documentation, information, and proof of ownership which may be requested from you.

It is when you make a claim that you really find out how good your insurer is and we are confident that you will not find a better service in the UK.

Any questions or complaints?

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 about your policy or wish to complain, you should contact 45north Ltd at:

45north Ltd
7 Abbey Square
Chester CH1 2HU
United Kingdom

Tel no: +44 (0)1244 470337
Email: dave@bikmo.com

Where you are not satisfied, you have the right to take your case to the Financial Ombudsman Service. For more information regarding the scope of the Financial Ombudsman Service, please refer to www.financial-ombudsman.org.uk.

We are covered by the Financial Services Compensation Scheme (FSCS). If we cannot meet our obligations, you may be entitled to compensation from the scheme. Full details are available at www.fscs.org.uk.