

Key contact details	2
Definitions	2
Your insurer	6
Disclaimer	6
Eligibility criteria	7
Important information	8
Automatic renewal of your annual policy	9
Change of circumstances	9
Cancellation	9
When your policy will end	10
Governing law	11
What is covered	11
Property	11
Additional cover	11
What is not covered	13
Cyber Loss exclusion clause	16
General security requirements	16
General conditions	18
Making a claim	20
Complaints procedure	20
Additional information	23

Enjoy life. Ride more.

Key contact details

If you need to discuss any aspect of your policy with us, or just need support with your account functions, please use the contact details below.

Bikmo

Tel: +353 (0) 1 223 8385 – Monday – Friday 9am to 5pm

Email: hello@bikmo.ie – Whenever convenient

Definitions

The words or expressions detailed below have the following meaning wherever they appear in this policy and will appear in bold type.

Abandoned / Abandonment

When a **cycle** is left at a location which is not **your home** for more than 24 consecutive hours.

Accessories

Equipment added or fixed to the **cycle** in addition to the manufacturer's original specification which is not critical to the operation of **cycle**, cycling specific clothing and triathlon specific clothing, including helmets (excluding airbag helmets), backpacks, mounted cycling cameras, cycling computers, cycling GPS units, lights, spare wheels, **cycle** luggage, cycling tools, cycling armour & guards, locks.

Accident/accidental

A sudden and unexpected event which happens by chance during the **period of insurance**.

Administrator

Bikmo GmbH, c/o Kraftwerk, Klepperstr. 19, 83026 Rosenheim, Germany.

Approved lock

1. A specified lock from the Sold Secure list of **cycle** locks and which at the time of the purchase by **you** was appropriate to the cost of replacement of **your cycle** as new in accordance with the following grading of locks determined by the Sold Secure list:
 - a. for a **cycle** up to €300 in replacement **value**, an **approved lock** is one which is graded at 'Bronze' level or above by Sold Secure;
 - b. for a **cycle** greater than €300 and up to €1,700 in replacement **value**, an **approved lock** is one which is graded at 'Silver' level or above by Sold Secure;
 - c. for a **cycle** greater than €1,700 in replacement **value**, an **approved lock** is one which is graded at 'Gold' level or above by Sold Secure.
2. any other specified lock accepted and agreed in writing by **us**.

	<p>Approved lock does not include any auxiliary cables that are included with a 'Sold Secure' graded lock when sold, unless these cables are also included and graded within the Master Locksmiths Association (MLA) 'Sold Secure' list of cycle locks.</p>
Commencement date	The date your cover shall start, as shown on your policy schedule .
Competition	<p>Any event which:</p> <ol style="list-style-type: none"> 1. involves a road cycle massed start; and 2. is defined as competitive by Cycling Ireland or the event organiser; or 3. is ranked by result or for which any prize or competitive score is awarded.
Confiscation	Confiscation, nationalisation, requisition or destruction of or damage to property by or under the order of any government or public or local authority.
Cycle	<p>Any bicycle, tricycle, tandem or recumbent which is your own property or for which you are legally responsible and which is normally kept at your home, is solely driven by human pedal power or electric battery and is not subject to the requirements of the Road Traffic Act.</p> <p>This includes any permanently replaced upgraded parts and components which are critical to the operation of the bicycle, tricycle, tandem or recumbent.</p> <p>This definition is extended to include electric bicycles being bicycles which are equipped with an auxiliary electric motor having a maximum continuous rated power of 0.25 kW, which cuts off as the vehicle reaches a speed of 25 km/h.</p> <p>Accessories are not included within this definition.</p>
Damage	Damage caused by violent and external means including vandalism .
Endorsement	A change to the terms of the policy.

Evidence of ownership	The original purchase receipt, showing the date, price paid, details of the cycle , accessories and approved lock , name and address of seller, or other evidence which clearly demonstrates ownership to our satisfaction.
Excess	The amount shown on your policy schedule that you are responsible for and which will be deducted, or payable by you , in the event of each agreed claim.
Family	Your parents, spouse, domestic partner, son, daughter or siblings, who permanently reside with you at the home .
Forcible and violent entry	Entry evidenced by: <ol style="list-style-type: none"> 1. visible damage to the fabric of the building or vehicle at the point of entry; 2. visible damage caused to an immovable object or approved lock.
Geographical limits	The Republic of Ireland, and worldwide for up to a maximum of 90 days in any 12 month period.
Home	The location where the cycle is usually kept as stated on your policy schedule , which is your permanent domestic residence and is a house, or a flat or room in a communal residence. Cover shall be extended for a maximum period of 30 days at any one time during the period of insurance , to include any temporary residence such as a holiday cottage / holiday home, guesthouse or hotel within the geographical limits .
Immovable object	<ol style="list-style-type: none"> 1. any solid object fixed in or on to concrete, stone, brick or similar, which is not capable of being undone, removed with, or lifted under/over the cycle; 2. a motor vehicle roof rack or cycle rack, which must be attached securely in accordance with the manufacturer's recommendations and intended for the carriage of a cycle; 3. a designated cycle rack located at a train station, bus station, coach station or your permanent place of employment, designed and constructed expressly for the purpose of securing a cycle and which is operated by you in accordance with the instructions and/or guidance

	provided.
Insured value	The most we will pay for your cycle and Accessories as shown on your policy schedule .
Nuclear risks	<ol style="list-style-type: none"> 1. any sort of nuclear material, nuclear reaction, nuclear radiation or radioactive contamination; 2. any products or services which include, involve or relate in any way to anything in a. above, or the storage, handling or disposal of anything in 1. above; 3. all operations carried out on any site or premises on which anything in 1. or 2. above is located.
Period of insurance	The period specified on your policy schedule when your policy is in force. For rolling monthly policies, this is within a rolling calendar year.
Policy schedule	The document issued by the administrator which confirms your personal details (e.g. name and address), insured value , commencement date and end date of your policy and any endorsement .
Premium	The amount referred to as such on your policy schedule that you are required to pay in exchange for cover under this policy.
Terrorism	An act - whether involving violence or the use of force or not - or the threat or the preparation thereof, of any person or group(s) of persons - whether acting alone or on behalf of or in connection with any organisation(s) or government(s) which is designed to, or does intimidate or influence a de jure or de facto government or the public or a section of the public, or disrupt any segment of the economy and from its nature or context is done in connection with political, social, religious, ideological or similar causes or objectives.
Theft	The unauthorised dishonest appropriation, or attempted appropriation, of your cycle by another person with the intention of permanently depriving you of it.
Unattended	Whilst the cycle is not being used or held in accordance with

	security requirements of this policy, by you .
Value	The replacement cost of the cycle and any accessories as at the date of loss, as assessed by the administrator .
Vandalism	The intentional damage to your cycle caused by a third party.
War	War, invasion, act of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power.
We / Us / Our / Insurer(s)	UNIQA Versicherung AG
You / Your / Yourself	The person named on the policy schedule , or any family member using the cycle with your consent.

Your insurer

This section explains who **your insurers** are.

This insurance is arranged and administered by Bikmo and underwritten by UNIQA Versicherung AG in Liechtenstein.

UNIQA Versicherung AG are registered in Liechtenstein at Austrasse 46, LI - 9490 Vaduz, Liechtenstein. Company Registration Number: FL-0001.522.928 - 1. UNIQA Versicherung AG is regulated by the Financial Market Authority of Liechtenstein.

Bikmo GmbH are registered in Rosenheim, c/o Kraftwoerk, Klepperstr. 19, 83026 Rosenheim, Germany. Company registration number HRB 32031. Bikmo GmbH is authorised and regulated by the IHK in Munich ref: D-7BNS-163BM-35

Details about the extent of their regulation are available on request.

Disclaimer

You need to check that the policy meets **your** requirements before

We have not provided **you** with a personal recommendation as to whether this product is suitable for **your** needs so **you** must decide yourself whether it is or is not.

Enjoy life. Ride more.

taking out the policy!

You have made a decision based on the information made available to **you**.

This policy meets the demands and needs of those who wish to insure their **cycle** against **theft** and **accidental damage**.

Your cycle must be in good condition and full working order prior to taking out this policy.

If there is evidence that the **accidental damage, theft** or loss occurred prior to the policy **commencement date** **your** claim will be refused and no **premium** refund will be due.

Eligibility criteria

You need to check **you** are eligible for the policy.

You are eligible for this insurance cover if:

1. **you** are aged 18 or over; and
2. **you** or any person to be covered by this insurance are a permanent resident of the Republic of Ireland and **your** permanent address is located within the Republic of Ireland; and
3. **your cycle** is owned by **you** or any person to be covered by this insurance and usually kept at **your** address within the Republic of Ireland; and
4. **your cycle** to be covered by this insurance is not subject to the requirements of the Road Traffic Act which states E-bikes must be pedal-assisted, have a maximum power output of 0.25 kW and are restricted to 25kph; and
5. **you** or any person to be covered by this insurance do not use **your cycle** for professional purposes other than commuting or if **you** receive annual competition appearance fees of less than €5,000; and
- 6.

in the past 5 years **you** or any person to be covered by this insurance;

7. have not made more than 2 claims for theft or damage to any **cycle**; and
8. have not had a total value of all claims relating to the theft or damage to **your cycle** under any insurance policy (other than Motor or Health Insurance) that exceeds €5000; and

you or any person to be covered by this insurance have not had any insurance or proposal:

- 9. cancelled
- 10. withdrawn
- 11. declined
- 12. made subject to special terms; and

you or any person to be covered by this insurance have not been;

- 13. convicted of or charged with any offence, other than a motoring offence or conviction spent under the Criminal Justice (Spent Convictions and Certain Disclosures) Act 2016; or
- 14. declared bankrupt or become insolvent or made any voluntary arrangement with creditors or been subject to enforcement of a judgement debt.

Important information

This section highlights some important details of **your** policy.

It is important that **you** check **your policy schedule** to ensure that the information that **you** have provided to **us** is accurate and that the cover options which **you** have chosen are correct. Please take the time to read the contents of this policy to ensure that **you** understand the cover **we** are providing to **you** and that **you** comply with **our** terms and conditions.

This policy wording and **your policy schedule** are important documents; please keep them in a safe place in case **you** need to refer to them for any reason. **We** recommend that **you** periodically review **your** policy to ensure that it continues to meet **your** needs.

In return for the payment of **your premium we** will provide the insurance cover detailed in this policy document, subject to the terms, conditions, and limitations shown below or as amended in writing by **us** and during the **period of insurance**.

If **you** pay for **your premium** monthly then **your** policy is a rolling monthly policy and is only in force if the monthly **premium** continues to be paid.

If **you** pay for **your** policy annually, then **your** policy is an annual policy for which the full annual **premium** must be paid at inception and again at each annual renewal date. The type of

policy **you** have will be shown on **your policy schedule**.

Automatic renewal of **your** annual policy

This is what happens each year when it comes to the renewal of **your** policy.

We will contact **you** up to 30 days before the annual renewal date of **your** policy and **we** will tell **you** then if there are any changes to **your premium** or the terms of **your** policy.

To ensure continuation of cover, **we** will attempt to renew **your** policy 2 weeks prior to the renewal date unless **you** advise **us** otherwise. If **we** are unable to automatically process **your** renewal **we** will contact **you** before **your** renewal date and invite **you** to renew **your** policy via an alternative channel.

Your renewal **premium** will be taken using the same method as **your** most recent payment.

If **you** do not wish to automatically renew **your** policy, simply follow the instructions in **your** renewal notification.

If **you** do nothing, then **your** policy will automatically renew for a further period of 12 months.

Change of circumstances

You need to let **us** know if anything significant changes that could affect **your** policy.

You must immediately advise Bikmo if any of the following circumstances change, at any point during the **period of insurance**;

1. **you** are no longer a permanent resident of the Republic of Ireland;
2. **you** change **your** address;
3. **you** have insurance cancelled, or declined, or withdrawn, or terms applied by another insurance provider.

If **you** are not sure if a change in circumstances is relevant to **your** policy, please contact the Bikmo Customer Experience team at hello@bikmo.ie for advice.

Cancellation

If **you** need to cancel **your** policy then these

We hope **you** are happy with the cover this policy provides. However, if after reading the policy, this insurance does not meet with **your** requirements, please notify the **administrator** in

are the steps to take, and what will happen.

writing within 14 days from the **commencement date** of this insurance and **we** will refund **your premium** provided that no claims have been made.

If **you** wish to cancel **your** policy after 14 days from the **commencement date** of this insurance, provided that you give us 30 days written notice and that no claims have been made, **you** will be entitled to a pro-rata refund of **premium** paid. If **you** pay **your** premium monthly there will be no refund of premium as **you** will have already received the cover for the premium paid to date.

We shall not be bound to accept renewal of any insurance and may at any time cancel any insurance document by giving 14 days notice in writing where there is a valid reason for doing so. A cancellation email will be sent to **you** at **your** last known email address. Valid reasons may include but are not limited to:

1. where **we** reasonably suspect fraud;
2. non-payment of **premium**;
3. threatening and abusive behaviour;
4. non-compliance with policy terms and conditions;
5. **you** have not taken reasonable care to provide complete and accurate answers to the questions **we** ask.

Where **our** investigations provide evidence of fraud or a serious non-disclosure, **we** may cancel the policy immediately and backdate the cancellation to the date of the fraud or the date when **you** provided **us** with incomplete or inaccurate information, which may result in **your** policy being cancelled from the **commencement date**.

If **we** cancel the policy and/or any additional covers **you** will receive a refund of any **premium you** have paid for the cancelled cover, less a proportionate deduction for the time **we** have provided cover, unless the reason for cancellation is fraud and/or **we** are entitled to keep the **premium**.

When **your** policy will end

When **you** and **your cycle** will no longer be covered by **your** policy.

The benefits provided under **your** policy will cease on the earliest of the following:

1. the end date, as shown on **your policy schedule**;
2. the date **your** policy is cancelled.

Governing law

This explains who governs the law of the policy.

Unless some other law is agreed in writing, this policy is governed by the Law of Liechtenstein . If there is a dispute, it will only be dealt with in the courts of Liechtenstein. Consumer protection rights are covered by the applicable EU regulations.

What is covered

Property

Where **you** have paid the appropriate **premium** and **cycle** and **accessories** cover is shown on **your policy schedule** you are covered up to the **insured value** shown on **your policy schedule** for:

Accidental damage

We will pay repair costs if **your cycle** is damaged as the result of an **accident**. If **your cycle** cannot be repaired, **we** will replace it (see Settlement method below).

Theft

If **your cycle** is stolen **we** will replace it (see Settlement method below). Where only a part or parts of **your cycle** have been stolen, **we** will only replace that part or parts.

Additional cover

The following are also covered up to the **insured value** shown on **your policy schedule**.

Accessories

Equipment attached to **your cycle**, which is **your** own property or for which **you** are legally responsible, against **accidental damage** and **theft** occurring during the **period of insurance**.

We will not make any payment under this additional cover for any **theft** or **damage**:

1. unless resulting directly from the use of **your cycle**;
2. to any upgraded parts and components which are critical to the operation of **your cycle**; or
3. to any mobile phones or PDAs.

Clothing

Any article of specialist cycling or triathlon clothing, which is **your** own property or for which **you** are legally responsible, against **accidental damage** and **theft** occurring during the

	<p>period of insurance.</p> <p>We will not make any payment under this additional cover for any theft or damage unless resulting directly from the use of your cycle.</p>
Bike boxes	<p>Any luggage designed specifically for the carriage of your cycle, which is your own property or for which you are legally responsible against accidental damage and theft occurring during the period of insurance.</p> <p>We will not make any payment under this additional cover for any theft or damage which occurs away from your home unless your cycle is damaged or stolen at the same time and by the same cause.</p>
Returning home	<p>The necessary and reasonable costs that you incur to return directly to your home by a registered taxi or by public transport following theft of or accidental damage to your cycle insured under this policy, which results in your cycle becoming unusable.</p> <p>We will not make any payment under this additional cover where you cannot provide a valid receipt or ticket from a registered taxi or public transport company showing the cost of that journey.</p> <p>Repatriation is not covered.</p>
Emergency cycle hire	<p>The necessary and reasonable costs of hiring an alternative cycle following theft of or accidental damage to your cycle, which results in your cycle becoming unusable. We will only pay for hire costs for the period beginning at the date of the theft or accidental damage until your cycle is repaired or replaced. However, we will not make any payment under this additional cover unless</p> <ol style="list-style-type: none"> 1. we agree that you may incur the hire costs before you have incurred them; and 2. the total hire costs are less than the replacement or repair cost of the cycle; and 3. you can provide us with written evidence of your hire costs.
Event fees	<p>The non-refundable fee which has already been paid by you in respect of an organised non-competitive road cycling event,</p>

competitive duathlon, triathlon, off-road or cyclo-cross event in which **you** were due to participate if **you** are no longer able to attend the event as a sole and direct result of a cause which occurs during the **period of insurance** and is entirely beyond **your** control.

We will not make any payment under this additional cover:

1. directly or indirectly due to any failure, withdrawal or inadequacy of necessary finance or any financial failure of or financial default of any person, corporation or entity; or
2. directly or indirectly due to strikes, industrial action or labour disputes, whether actual or threatened; or
3. directly or indirectly due to any action taken by any national or international body or agency to control, prevent or suppress or in any way relating to any infectious disease; or
4. directly or indirectly due to adverse weather; or
5. directly or indirectly due to **war, terrorism or nuclear risks**; or
6. for more than one cycling, duathlon, triathlon or cyclo-cross event in any one **period of insurance**.

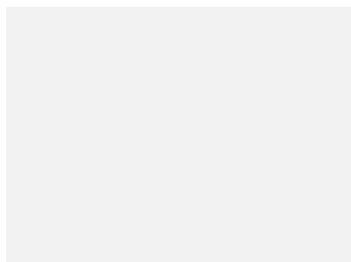
What is not covered

1. Any applicable **excess**.
2. **Theft** of or **accidental damage** to the **cycle** unless **you** can provide **evidence of ownership**.
3. **Theft** of or **accidental damage** to **accessories** where **accessories** cover is not shown on **your policy schedule**.
4. **Theft** of or **accidental damage** to **accessories** unless substantiated by **evidence of ownership**.
5. **Theft** of or **accidental damage** to **accessories** unless resulting directly from the use of **your cycle**.

6. **Theft** from **your home** unless:
 1. the **cycle** is kept inside the **home** and any security devices such as door locks are in operation; and
 2. **theft** from the **home** involves **forcible and violent entry** or exit.
7. **Theft** from any garage, outbuilding, shed, underground car park or communal hallway unless the **cycle** has been secured to an **immovable object** through the frame with an **approved lock** substantiated by a sales purchase or till receipt, and accompanied by the remains of the lock or all keys supplied with the lock.
8. **Theft** from or away from **home** where the **cycle** and **accessories** are left **unattended**.
9. **Theft** away from **home** unless the **cycle** has been secured to an **immovable object** with an **approved lock** through the frame.

If the **cycle** is stolen from the transition area of an organised competitive triathlon or duathlon or the pit area of an organised competitive cyclo-cross event, that **you** are competing in, this exclusion does not apply.
10. **Theft, accidental damage** or **vandalism** following **abandonment** or any unexplained disappearance or **theft**.
11. **Theft** from any motor vehicle unless:
 1. the **cycle** is fully contained within the motor vehicle or secured by an **approved lock** through the frame to a roof or **cycle** rack attached to the motor vehicle; and
 2. the motor vehicle is securely locked and any security devices are in operation; and
 3. **theft** is a result of **forcible and violent entry** or removal and there is physical evidence or such.
12. Loss or **damage** caused by wear and tear, wet or dry rot, atmospheric conditions, frost, insects, vermin, fungus, domestic pet, lack of or poor maintenance or failure to follow manufacturer's instructions when using, maintaining or repairing

	the cycle or any gradually operating cause.
13.	Marring, scratching, denting or any cosmetic change which does not impair the operation, function or safety of the cycle .
14.	Claims where the cycle has suffered damage as a result of a manufacturing fault.
15.	Any tyres or fixed accessories unless the cycle was stolen or damaged at the same time and by the same cause.
16.	Theft by a person to whom the cycle was entrusted, other than a member of your family .
17.	Theft of or damage to the cycle whilst being used in any competition , unless competition cover is shown on the policy schedule and the additional premium has been paid.
18.	Theft or damage of a cycle that is engaged for use in trade or business purposes (excluding commuting to and from work).
19.	Theft or vandalism where a crime reference number cannot be provided.
20.	Any mechanical or electrical breakdown or defect or electronic malfunction.
21.	Confiscation .
22.	Terrorism, war or nuclear risks .
23.	Any claim directly or indirectly caused, contributed to, by or happening through or in the consequence of: <ol style="list-style-type: none"> 1. pressure waves from aircraft or other aerial devices travelling at supersonic speeds. 2. suicide, attempted suicide or deliberate injury to yourself or putting yourself in unnecessary danger (unless trying to save human life). 3. your solvent use, you being under the influence of drugs



or alcohol, except those prescribed by a registered doctor, or drugs which have been prescribed by a registered doctor and not those prescribed for drug addiction.

4. **your** engaging in any criminal act.

Cyber Loss exclusion clause

Cyber Loss

Notwithstanding any provision to the contrary within this contract, this contract excludes any Cyber Loss.

Cyber Loss means any loss, **damage**, liability, expense, fines or penalties or any other amount directly or indirectly caused by:

1. the use or operation of any Computer System or Computer Network;
2. the reduction in or loss of ability to use or operate any Computer System, Computer Network or Data;
3. access to, processing, transmission, storage or use of any Data;
4. inability to access, process, transmit, store or use any Data;
5. any threat of or any hoax relating to 1. to 4. Above;
6. any error or omission or accident in respect of any Computer System, Computer Network or Data;
7. any activity of a third party causing disruption or damage to any Computer System or Computer Network.

Computer System means any computer, hardware, software, application, process, code, programme, information technology, communications system or electronic device owned or operated by the Insured or any other party. This includes any similar system and any associated input, output or data storage device or system, networking equipment or back up facility.

Computer Network means a group of Computer Systems and other electronic devices or network facilities connected via a form of communications technology, including the internet, intranet and virtual private networks (VPN), allowing the networked computing devices to exchange Data.

General security requirements

Security requirements where the **cycle** is at the **home**.

Data means information used, accessed, processed, transmitted or stored by a Computer System.

When this clause forms part of a reinsurance contract, Insured shall be amended to read (or refer to) Original Insured.

You need to follow **our** security requirements to comply with **our** policy wording to keep **your cycle** safe.

Theft of the **cycle**, whilst at **home**, shall only be covered in circumstances where the **cycle** is:

1. not left **unattended**; or
2. kept inside and any security devices are in operation; or
3. stored within a private garage, privately accessed wooden or aluminium shed within the boundaries of the **home** and **you** have complied with the following security requirements:
 - a. all external doors must be secured by a minimum of a 5 lever mortice deadlock to BS3621 standard or a 5 lever padlock; or
 - b. the **cycle** must be secured through the frame by an **approved lock** to an **immovable object** within the building; or
4. secured through the frame by an **approved lock** to an **immovable object** within the building when at **your home** in any location which is described as a communal hallway or communal outbuilding.

Security requirements where the **cycle** is away from the **home**.

Theft of the **cycle**, whilst away from the **home**, shall only be covered in circumstances where:

1. the **cycle** is not left **unattended**;
2. where the **cycle** is left **unattended**, it must be secured to an **immovable object** by an **approved lock** through the frame;
3. any access to the **cycle** is affected by **forcible and violent entry**;
4. 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 (1.) and (2.) above.

Security requirements where the **cycle** is in or on a vehicle.

If the **cycle** is within the transition area of an organised competitive triathlon or duathlon or the pit area of an organised competitive cyclo-cross event, that **you** are competing in, (2.) does not apply.

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

1. all doors, windows and other openings of the vehicle and **cycle** rack are left closed, securely locked and properly fastened;
2. access to the **cycle** must have been affected by **forcible and violent entry**;
3. any security devices installed in the vehicle and **cycle** rack are in operation;
4. the **cycle** is fully contained within the motor vehicle or secured by an **approved lock** through the frame to the roof or **cycle** rack attached to the motor vehicle;
5. any **cycle** which is 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 fully contained within the vehicle or kept securely in accordance with the policy terms and conditions.

General conditions

Applicable to all sections of this policy

Fraud

You must not act in a fraudulent way. **Your** insurance may be invalid if **you** or anyone acting for **you**:

1. fails to reveal or hides a fact likely to influence whether **we** accept **your** proposal, **your** renewal, or any adjustment to **your** policy;
2. fails to reveal or hides a fact likely to influence the cover **we** provide;
3. makes a statement to **us** or anyone acting on **our** behalf, knowing the statement to be false;
4. sends **us** or anyone acting on **our** behalf a document, knowing the document to be forged or false;
5. makes a claim under the policy, knowing the claim to be false or fraudulent in any way; or
6. makes a claim for any loss or **damage you** caused deliberately or with **your** knowledge.

If **your** claim is in any way dishonest or exaggerated, **we** will not

	<p>pay any benefit under this policy or return any premium to you and we may cancel your policy immediately and backdate the cancellation to the date of the fraudulent claim.</p> <p>We may also take legal action against you and inform the appropriate authorities.</p>
Duty of care	<p>You must take care to prevent any accidental damage, vandalism or theft and keep your cycle and the security measures, including in your home and on or in your vehicle, protecting the cycle, in a good state of repair and condition.</p> <p>You must take care to comply with all statutory obligations and regulations imposed by any statutory, regulatory, or government authority.</p>
Replacement value	<p>We will pay for the cost of replacement as new up to the insured value shown on your policy schedule at the time of the incident.</p>
Subrogation	<p>In the event that a third party is deemed liable for part or all of any claim, we may exercise our right of subrogation.</p> <p>You shall, at our request and our expense, agree to and permit us to do such acts and things as may be necessary or reasonably required for the purpose of exercising this right.</p> <p>You will take no action or make any agreements that may weaken or remove our rights under this clause without our prior written permission.</p> <p>We will pay any costs or expenses involved in exercising our right of subrogation.</p>
Salvage	<p>We have the right to take and keep possession of the cycle which is the subject of a claim made by you and to treat the cycle as salvage and to dispose of it in any way we deem appropriate. Any proceeds from such salvage belong to us and will be used by us to offset the amount of any claim payment made by you.</p>
Settlement method	<p>We reserve the right to specify a supplier of our choice for the repair or replacement of the cycle who will invoice us directly for the repairs or the replacement or at our discretion offer cash settlement to the indemnity value of the replacement cycle. If the cycle or accessories are more than 3 years old settlement</p>

Economic or Trade Sanctions	will be on the basis of like for like for condition and age. No cover or benefit shall be provided, and no sum shall be payable under this policy to the extent that providing or paying it would directly or indirectly put us or our ultimate parent company in breach of any applicable economic or trade sanction laws or regulations
Your insurer	The underwriter of your insurance is UNIQA Versicherung AG, having its registered office at Austrasse 46, LI - 9490 Vaduz, Liechtenstein.
Regulatory Status	UNIQA Versicherung AG is licensed and supervised by the Financial Market Authority of Liechtenstein.
Main business	UNIQA Versicherung AG is a non-life insurance undertaking which underwrites various insurance products.

Making a claim In the event **you** need to make a claim, follow the instructions here.

Cycle

If **you** need to make a claim for **accidental damage, theft** or **vandalism**, including additional cover, please notify Bikmo as soon as possible.

Please note that if **you** delay reporting a claim to **us** without good reason, and that delay causes an adverse and prejudicial effect to **us**, then **we** may decline to accept **your** claim.

You must complete the online claim form and follow any instructions relating to the claim form.

You will be asked to supply evidence to support **your** claim, including but not limited to; **evidence of ownership** for **your cycle**, evidence of **damage**, crime reference numbers, **evidence of ownership** – including the key – of the **approved lock** for **your cycle**.

Every claim will require a completed and signed claim form. Before signing this claim form, **you** must check the answers **you** have given and any supporting documentary evidence, very carefully. All questions must be answered.

We may also request that **you** provide proof of **your** identity prior to settlement of any claim.

Complaints procedure

It is the 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 follow the complaints procedure below:

The policy, service and claims

In the case of dissatisfaction regarding your policy, a claim, or the service you have received, complaints should be addressed to the **Administrator**, who's contact details are:

Bikmo GmbH
c/o Kraftwoerk,
Klepperstr. 19,
83026 Rosenheim,
Germany.
Tel: +353 (0)1 223 8385
Email: hello@bikmo.ie

In all correspondence please state your Bikmo Ireland policy number.

The **Administrator** will acknowledge written complaints within 5 business days. The **Administrator** will issue a final response to your complaint within no more than 40 business days or offer an explanation for the delay and outline a timeframe for resolution of your complaint.

Financial Ombudsman

If **you** have not received a response from the **Administrator** within 40 business days or have received the final response to **your** complaint and **you** are still dissatisfied, **you** may refer **your** case to the Financial Services Ombudsman Bureau (FSOB). The FSOB will only consider complaints after **you** have been provided with written confirmation that the internal complaints procedure has been exhausted. The FSOB's contact details are:

Financial Services Ombudsman Bureau
3rd Floor

	<p>Lincoln House</p> <p>Lincoln Place</p> <p>Dublin 2.</p> <p>Lo Call: 1890 88 20 90</p> <p>Phone: +353 1 6620899</p> <p>Fax: +353 1 6620890</p> <p>Email: enquiries@financialombudsman.ie</p> <p>Web: www.financialombudsman.ie</p> <p>Alternatively, if you have purchased your policy online, you can submit a complaint through the Online Dispute Resolution (ODR) platform http://ec.europa.eu/odr</p>
Compensation Scheme	<p>The Insurer is regulated by the Finance Market Authority of Liechtenstein. In the event that the company cannot meet its insurance obligations you may be entitled to compensation from the Irish Insurance Compensation Fund. Further information about the compensation scheme arrangements is available from the Central Bank of Ireland by writing to P.O. Box 9138, College Green, Dublin 2, Republic of Ireland or by telephone or fax (Tel: 01 410 4000 or Fax: 01 410 4900) or by e-mail consumerinfo@centralbank.ie.</p>

Additional information

Stamp Duty	<p>Insurance Act 1936 (or future amendments thereto)</p> <p>All monies which become or may become payable by the Company under this policy shall in accordance with Section 93 of the Insurance Act 1936 be payable and paid in the Republic of Ireland.</p> <p>Finance Act 1990 (or future amendments thereto)</p> <p>The appropriate stamp duty has been or shall be paid in accordance with the provisions of Section 5 of the Stamp Duties Consolidation Act 1999.</p>
------------	--

Information processing

You should understand that any information **you** have provided and may provide in future will be processed by **us**, in compliance with the provisions of the General Data Protection Regulation (GDPR) for the purpose of providing insurance and handling claims or complaints, if any, which may necessitate providing that information to other parties.

Personal information (including sensitive personal information)

We collect and process information provided by policyholders and third parties. Information **we** process may be defined as personal and/or sensitive personal information under the relevant data protection laws.

Personal information is defined as information that may identify a living individual e.g. name, address, driving licence and national insurance numbers. Personal information is also information that can identify an individual through a work function or title.

Personal information **we** ask **you** for may be sensitive personal information, this could be information about **your** health or any criminal convictions. **We** will not use that sensitive personal information about **you** or others except for the specific purpose for which **you** provide it and to carry out the services described in **your** policy documents. Please ensure that **you** only provide **us** with sensitive personal information about other people with their agreement.

Your electronic information

If **you** contact **us** electronically, **your** electronic identifier may be collected e.g. Internet Protocol (IP) address or **your** telephone number may be supplied by **your** service provider.

How **we** use **your** information and who **we** share it with

Your personal information and/or sensitive personal information may be used by **us** in a number of ways, including to:

1. arrange and administer an application for insurance;
2. manage and administer the insurance;
3. investigate, process and manage claims; and/or
4. prevent fraud.

We may pass **your** personal information and/or sensitive personal information to third parties, including **our** authorised agents; service providers; contractors; the insurers and their reinsurers; other insurers; legal advisers; loss adjusters; claims handlers or as required by law, including to government or

regulatory authorities.

In order to prevent and detect fraud **we** may share **your** personal information and/or sensitive personal information with other organisations and public bodies, including the police, credit reference agencies and fraud prevention agencies and check and/or file the details with fraud prevention agencies and databases.

We may use and share **your** personal information and/or sensitive personal information to:

1. assess financial and insurance risks;
2. recover debt;
3. prevent and detect crime; and
4. develop products and services.

We do not disclose **your** information to anyone except:

1. where **we** have **your** permission;
2. where **we** are required or permitted to do so by law;
3. to other companies who provide a service to **us** or **you**; or
4. where **we** may transfer rights and obligations under the insurance.

Insurers also participate in industry databases such as those operated by the Irish Insurance Federation.

Insurers may also, in certain circumstances, use private investigators to investigate a claim.

General Data Protection Regulation (GDPR)

Information about insurers' obligations in relation to **your** information is contained in the Data Protection Commissioner's Code of Practice on Data Protection for the Insurance Sector, which is available at www.dataprotection.ie.

Under the General Data Protection Regulation (GDPR) **you** have a right to know what information **we** collect. **You** also have the right to know what information is held on Insurance Link. If **you** wish to exercise this right then please contact **us** at the address below.

We may transfer **your** personal and/or sensitive personal information to other countries including countries outside of the

	<p>European Economic Area. If this happens we will ensure that appropriate measures are taken and contracts are concluded (e.g. Standard Contractual Clauses) to safeguard your personal and/or sensitive personal information.</p> <p>By providing you with your personal and/or sensitive personal information and proceeding with this insurance, you consent to all of your information being used, processed, disclosed, transferred and retained for the purpose of administration of this insurance.</p> <p>If you are a third party supplying us with information, you should ensure that you have fairly and fully obtained consent from any other person covered by this insurance for the processing of his or her information by us. You should also show this notice to any other person covered by this insurance.</p> <p>Please write to us at the address below if you do not wish your information to be used for any of the purposes set out in this notice or if you have any other questions relating to the processing of your information please contact:</p> <p>Data Protection Officer, UNIQA Versicherung AG, Austrasse 46, LI - 9490 Vaduz, or info@uniqa.li</p>
Call recording	<p>To help us provide a quality service, your telephone calls may be recorded but will only be shared with partner organisations directly relevant to the service we provide. Consent will be sought before calls are recorded.</p>
Sanctions Limitation and Exclusion Clause	<p>Irrespective of all other provisions of this contract, this (re-)insurance contract provides coverage insofar as insurance coverage is not conflicting with any economic, trade or financial sanctions and/or embargos of the Security Council of the United Nations (UN), the European Union (EU), or any national legislation which is applicable to the parties of this contract. This also applies to economic, commercial or financial sanctions and/or embargos issued by the United States of America or other countries, insofar as not in conflict with the legislation of the European Union (EU) or local legislation.</p>