

# Bikmo cycle insurance

Insurance product information document



**Company:** Hiscox Underwriting Ltd

**Product:** Bikmo cycle insurance

Authorised and regulated in the UK by the FCA – register number 308922

This document provides a summary of the key information relating to this cycle insurance policy. Complete pre-contractual and contractual information on the product is provided in the full policy documentation.

## What is this type of insurance?

This policy is designed to meet the needs of cyclists who want to protect themselves against loss of or damage to their cycle and claims for compensation arising from the ownership or use of their cycle. We will also provide a benefit if you suffer an injury as a result of the use of your cycle.



### What is insured?

#### Property

- ✓ Accidental damage to or theft of your cycle, whether at your home or away from it.
- ✓ Accidental damage to or theft of:
  - equipment or additional parts or components attached to your cycle;
  - specialist cycling, triathlon or duathlon clothing, including wetsuits, eyewear, headgear, exercise tracking watches and footwear; and
  - specialist luggage designed to carry your cycle.
- ✓ Public transport costs incurred to return you to your home following theft of your cycle, or damage to your cycle which makes it unusable and which is covered under the policy.
- ✓ Costs incurred to hire an alternative cycle following theft or damage covered under this policy.
- ✓ We will pay non-refundable event fees for any cycling event you are unable to take part in due to the following reasons:
  - injury to you that would prevent you from cycling;
  - bereavement due to the death of a close friend or family member;
  - theft or accidental damage to your cycle; or
  - injury to a family member requiring hospitalisation.

Up to the amount shown in the policy schedule.

**The following covers are also included, where you have opted to purchase the additional cover and have paid the corresponding additional premium. Please check your schedule to see whether you benefit from these covers.**

#### Public liability

- ✓ Your liability to others for injury or physical damage to property, which arises directly from your ownership or use of your cycle.
- ✓ Up to £2,000,000.

#### Personal accident

- ✓ If you suffer an accidental bodily injury as a direct result of your use of your cycle, we will pay you a benefit. We will pay the relevant amount shown in the schedule.
- ✓ Up to £20,000 in total under this section.
- ✓ We will also pay reasonable:
  - medical costs;
  - psychological counselling costs;
  - dental treatment costs; and
  - optician or ophthalmic treatment costs;



### What is not insured?

#### Property

- ✗ Theft away from your home, unless:
  - the cycle is locked through the frame with an approved lock and secured to an immovable object or a railway station cycle rack;
  - the items are under your personal supervision;
  - the cycle is clearly labelled and stored in a storage carriage or hold of a train, aircraft or boat;
  - the cycle is locked away and out of sight in a locked vehicle or caravan; or
  - the items are in a transition or pit area during a competition, in which you are participating.
- ✗ Theft from your home, unless:
  - the cycle is locked through the frame with an approved lock and secured in a cycle hangar or to an immovable object;
  - the items are under your personal supervision; or
  - the normal security protections in your home, hall of residence, lockable outbuildings, shed, holiday home, hotel or guest house, are in operation and the theft arises from forcible and violent entry.
- ✗ Theft or damage to the cycle if it is left for more than 24 consecutive hours at a location that is not:
  - your home;
  - a communal hallway in your building;
  - a locked vehicle or caravan;
  - cycle parking; or
  - an area in the confines of, or immediately adjacent to the building in which you reside and is not accessible to the general public.
- ✗ Theft or damage to tyres unless the cycle is also damaged.
- ✗ Gradually operating cause, climactic conditions, cosmetic damage or mechanical breakdown or malfunction.
- ✗ Terrorism, civil commotion in Northern Ireland, war, confiscation, nuclear risks or communicable disease

#### Public liability

- ✗ Damage to your own property.
- ✗ Your liability to pay a fine or penalty.
- ✗ Injury to your employees, your partner or relatives living with you.
- ✗ Any claim or loss due to a cyber attack or hacker.

#### Personal accident

- ✗ Suicide or deliberate self-inflicted injury.
- ✗ Anyone under 16 or over 85 at the start of the policy.

incurred as a result of an accidental bodily injury, dental injury or optical injury covered under this policy.

- ✗ Emotional or psychiatric conditions or pregnancy.
- ✗ Any congenital, cardiovascular, oncological, chronic or gradually operating condition you knew about at the start of the policy.
- ✗ Any other condition, illness or defect you knew about, unless no treatment had been required in the 24 months before the start of the policy.

#### General exclusions – applicable to all covers

- ✗ Deliberate acts by you.
- ✗ Business or trade use, other than commuting unless specified in the schedule.
- ✗ Cycles that have an electric motor with a power output over 250 watts or can propel the cycle when travelling over 15.5 miles per hour.
- ✗ Cycles that are subject to the requirements of the Road Traffic Act.
- ✗ The use of your cycle for stunts.
- ✗ Competition use, unless competition cover is shown in the schedule and your appearance fees are less than £5,000 per year.



#### Are there any restrictions on cover?

##### General – applicable to all sections

- ! We will not cover the amount of the excess.
- ! We will not cover losses unless you are covered under the relevant section of the policy.
- ! Cover for certain items or types of loss or claim are limited.

All relevant limits can be found in the policy wording or schedule.



#### Where am I covered?

The geographical area shown in the schedule for each section.



#### What are my obligations?

- You must take care when answering questions and ensure that all information is accurate and complete.
- You must let us know if the information provided changes.
- You must take reasonable care to prevent accident, injury and damage.
- You must tell us as soon as possible about any claim or loss.
- You must notify Van Ameyde as soon as possible of any accident that might result in a covered claim under the personal accident cover.
- You must see a suitably qualified medical practitioner as soon as possible after suffering an injury.



#### When and how do I pay?

Please check your policy schedule for payment method.



#### When does the cover start and end?

Please check your policy schedule for your cover start and end dates.



#### How do I cancel the contract?

By giving us written notice at any time. You will receive a full refund if you cancel within 15 days of insuring with us. If you cancel after the first 15 days and have not made a claim we will return a pro-rata proportion of your premium.

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## How to make a claim

If you suffer a loss and may need to make a claim you should contact us as soon as possible. For all claims you will need to provide your Hiscox policy number and full details of the claim, including the date, amount claimed and circumstances.

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## Complaints procedure

If you have a complaint, you can contact us using the details below and we will ensure your complaint is directed to the relevant provider's complaints handling department.

Hiscox Customer Relations  
The Hiscox Building  
Peasholme Green  
York YO1 7PR  
United Kingdom

By phone: 0800 116 4627  
By phone from mobiles or abroad: +44 (0)1904 681198  
By email: [customer.relations@hiscox.com](mailto:customer.relations@hiscox.com)

If you are not satisfied with the way your complaint has been handled, you may ask the Financial Ombudsman Service to review your case without affecting your statutory rights. Full details are available at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

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## Governing law

Unless some other law is agreed in writing, this policy is governed by English law. If there is a dispute, it will only be dealt with in the courts of England or of the country within the United Kingdom in which your main residence is situated. 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](http://www.fscs.org.uk).

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## Our services

This is a statement of the terms of business on which we agree to act and contains details of our regulatory and statutory responsibilities under the supervision of the Financial Conduct Authority. If you have any questions, please advise your usual contact in the first instance who will be pleased to assist you.

### About us

Hiscox Underwriting Ltd, registered in England no. 02372789, at 22 Bishopsgate, London EC2N 4BQ is authorised and regulated by the Financial Conduct Authority. Our FS Register number is 308922. You can check this on the FS's Register by visiting website <https://register.fca.org.uk/>. The FCA is the independent watchdog that regulates financial services. Hiscox Ltd indirectly owns 100% of Hiscox Underwriting Ltd and Hiscox Insurance Company Limited.

### Our relationship with you

We only offer Hiscox insurance products. These are underwritten by Hiscox Underwriting Ltd (the intermediary) on behalf of Hiscox Insurance Company Limited (an insurer), Hiscox SA (an insurer) and partner insurers for certain parts of the cover (these will be set out in the policy schedule). We act as agent for the insurers in undertaking certain responsibilities and therefore will not be acting as an independent insurance intermediary.

Hiscox Underwriting Ltd receives commission for this from Hiscox Insurance Company Limited and Hiscox SA. If you purchase a policy that is serviced or underwritten by a third party, we will set the price you pay for this policy which will be made up of the base cost from the supplier along with an element of profit and administration costs. In addition to this we may receive a profit share from the third party. We do not charge a separate fee for arranging the insurance.

At your request we will endeavour to arrange cover based on the information you have provided. While we will provide you with information on the cover offered, you will not receive advice or a recommendation from us. Any quote documentation we provide to you is based on the information you provide us. You should check to confirm this is correct and advise us of any changes required.