

Bikmo cycle insurance

Claim form

Guidance notes

To make a claim under your Bikmo cycle insurance, please complete this claim form and return it to us together with all of the documentation and any evidence which is required for you to prove your claim.

Please be aware that Bikmo cannot start to deal with your claim until they are in receipt of all these documents. Any costs associated with obtaining estimates must be met by you and will not form part of your claim.

We ask that you do not replace or repair your cycle or any of the damaged parts without our written authorisation or agreement.

Bikmo's address and contact details are:

Bikmo Ltd
1 Minerva Court
Minerva Avenue
Chester CH1 4QT

Tel no: +44(0)1244 470 337

Email: support@bikmo.com

Bikmo's normal hours of business are 9.00am to 5.00pm (Monday to Friday).

Questions and complaints

Our aim is to ensure that all aspects of your insurance are dealt with promptly, efficiently and fairly.

If you have any questions about your policy or wish to complain, please contact Bikmo Ltd at:

Bikmo Ltd
1 Minerva Court
Minerva Avenue
Chester CH1 4QT

or by telephone on +44(0)1244 470 337

or by email to support@bikmo.com.

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

Please note that you will have six months from the date of the final response regarding your complaint, to refer it to the Financial Ombudsman Service.

Claim form

1. Your details

Name:

Policy number:

Correspondence address:

Telephone number:

Email address:

2. Circumstances of the loss

Time and date of loss/damage:

Exact location of loss/damage,
including post code:

Cause of damage:

theft ☐

accidental damage ☐

malicious damage ☐

Full circumstances of
loss/damage:

How and where was cycle
locked and secured?



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Details of lock used (please provide evidence):

Police station and crime reference number (reported within 48 hours for all thefts):

Was the item damaged in a road accident?

Yes ☐ No ☐

If so, please provide a diagram of the road layout where the accident occurred indicating your position and that of any other party involved in the accident.

Please provide full details of any witnesses:

Is there any other insurance covering the cycle concerned?

Yes ☐ No ☐

If so, give full details:

3. Claim details

Total value of the claim as estimated by you:

Cycle make:

Cycle model:

Colour:

Frame number:

Purchase price:

Date of purchase:

Please provide original purchase receipt or other proof of ownership:

Using your personal information

Hiscox is a trading name of a number of Hiscox companies. The specific company acting as a data controller of your personal information will be listed in the documentation we provide to you. If you are unsure you can also contact us at any time by telephoning 01904 681198 or by emailing us at dataprotectionofficer@hiscox.com.

We collect and process information about you in order to provide insurance policies and to process claims. Your information is also used for business purposes such as fraud prevention and detection and financial management. This may involve sharing your information with, and obtaining information about you from, our group companies and third parties such as brokers, loss adjusters, credit reference agencies, service providers, professional advisors, our regulators or fraud prevention agencies.

We may record telephone calls to help us monitor and improve the service we provide.

For further information on how your information is used and your rights in relation to your information please see our privacy policy www.hiscox.co.uk/cookies-privacy.

Declaration

I have answered all questions above and I declare that all the details given on this form are true and complete to the best of my knowledge.

Name

Signature

Check list

1. The completed and signed claim form.
2. A repair estimate, if the cycle has been damaged.
3. Original purchase receipt for the cycle or a copy of your bank/credit card statement detailing the purchase.
4. Photographs of the cycle and its damaged parts.
5. Proof of your identity, e.g. copy of your passport, driving licence.
6. Proof of your address, e.g. copy of a utility bill, bank/credit card statement (please blank out any account number or other identifying information).
7. A copy of the police report, if the cycle was the subject of malicious damage.
8. Photographic evidence of damage caused by thieves entering the premises in order to steal the cycle, plus a receipt or estimate for repairing the damage.
9. If the cycle was stolen away from your home and was locked to an immovable object, you must send to Bikmo a photograph of the damaged lock or the lock key plus a receipt for your approved lock. You must also enclose a photograph of the immovable object to which the cycle was locked.
10. If the cycle was stolen from a vehicle you must provide photographic evidence of any damage caused by the thieves when entering the vehicle. You must also provide a copy of the valid road tax disc, insurance certificate and MOT certificate, together with details and documents relating to the vehicle security system.
11. If you were involved in a road traffic accident, please supply a sketch diagram on the attached sheet.



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**Sketch diagram
(where appropriate)**

Please provide a diagram of the road layout where the accident occurred indicating your position and that of any other party involved in the accident.

A large, empty rectangular box with a thin black border, intended for the claimant to draw a sketch of the road layout where the accident occurred.

All sections of cover provided under this product are underwritten by Hiscox Underwriting Ltd on behalf of Hiscox Insurance Company Limited.

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London EC2N 4BQ

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F 0207 4486923
E property.claims@hiscox.com

Hiscox Insurance Company Limited and Hiscox
Underwriting Ltd are authorised and regulated
by the Financial Conduct Authority.

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