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Cycle Insurance

Initial Disclosure Document



1. THE FINANCIAL CONDUCT AUTHORITY (FCA)

The FCA is the independent watchdog that regulates financial services. Use this information to decide if our services are right for you.

2. WHOSE PRODUCTS DO WE OFFER?

We offer products from a range of insurers
We only offer products from a limited number of insurers Ask us for a list of insurers we offer insurance from.
✓ We only offer this product from a single insurer.

3. WHICH SERVICE WILL WE PROVIDE YOU WITH?

We will advise and make a recommendation to you after we have assessed your needs.
✓ You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

4. WHAT WILL YOU HAVE TO PAY US FOR OUR SERVICES?

✓ A fee.
No fee.

Service	Admin Fee
Cancelling your policy within the 14 Cooling off Period	£0.00
Cancelling your policy outside the 14 Cooling off Period	£24.99
Transferring your policy to a new Cycle	£9.99
Upgrading/Downgrading your Cover Level	£9.99
Updating your address	£3.99
Updating your telephone Number/Email Address	£0.00

5. WHO REGULATES US?

Ping Insure Limited is an appointed representative of Summit Insurance Services Limited and regulated by the Financial Conduct Authority, Firm Reference Number: 815365

You can check this on FCA's Register by visiting the FCA's website: <https://register.fca.org.uk> or by contacting the

FCA on 0800 111 6768.

6. WHAT TO DO IF YOU HAVE A COMPLAINT?

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: -

SALE OF POLICY

Our aim is to provide you with a high-quality service at all times, although we do appreciate that there may be instances where you feel it is necessary to lodge a complaint.

Private individuals

If you are a private individual who is taking out this insurance contract wholly or mainly for purposes unrelated to your business, trade or profession.

If you do wish to complain, please note the 3 steps below, along with the relevant contact details for each step.

Please take special note that should you wish to direct your complaint directly to Lloyd's in the first instance, you may do so by using the contact information referenced in Step 2 below.

Step 1:

In the first instance, please direct your complaint to the

Ping Insure on behalf of MB&G Insurance Services Limited
Cobalt Business Exchange,
Cobalt Park Way
Newcastle
NE28 9NZ

E-Mail: complaints@pinginsure.co.uk

Step 2:

Should you remain dissatisfied with the outcome of your complaint from the administrator, your legal rights are not affected and you may refer your complaint to Lloyd's. Lloyd's contact information is:

Complaints at Lloyd's
Fidentia House
Walter Burke Way
Chatham Maritime
Kent ME4 4RN

T +44 (0)20 7327 5693

Email: complaints@lloyds.com

Website: www.lloyds.com/complaints

Details of Lloyd's complaints procedure are set out in a leaflet 'Your Complaint - How we Can Help', which is available at the website address above. Alternatively, you may ask Lloyd's for a hard copy.

Step 3:

If you remain dissatisfied after Lloyd's has considered your complaint, you may have the right to refer your complaint to an alternative dispute resolution (ADR) body.

If you live in the United Kingdom or the Isle of Man, the contact information is:

Financial Ombudsman Service
Exchange Tower
London E14 9SR
T 0800 0234 567

calls to this number are free on mobile phones & landlines
0300 1239 123

calls to this number cost no more than calls to 01 & 02 numbers.

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

If you live in the Channel Islands, the contact information is:

Channel Islands Financial Ombudsman
PO Box 114
Jersey, Channel Islands
JE4 9QG
Tel: +44 (0)1534 748610 Jersey
+44 (0)1481 722218 Guernsey
+44 1534 748610 International
Fax: +44 1534 747629
Email: enquiries@ci-fo.org
Website: www.ci-fo.org

Alternatively, if you live in the UK and if you purchased your insurance online*, please note that you can, if you wish, also submit your complaint via the Online Dispute Resolution (ODR) Platform set up

by the European Commission. This service has been set up to help residents in the European Economic Area (EEA), who have bought goods or services online, get their complaint resolved. You can access the ODR Platform by clicking on the following link:
<http://ec.europa.eu/consumers/odr/>

This does not affect your right to submit your complaint following the process above. Please note that under current rules the European Commission will ultimately redirect your complaint to the relevant ADR body detailed above.

* 'Online' includes all products sold via a website, email, telephone and social media amongst others with a digital element.

Sole traders, partnerships or limited companies

If you are a sole trader, a partnership or a limited company taking out this insurance contract wholly or mainly for purposes relating to Your business, trade or profession.

If you do wish to complain, in the first instance, please direct your complaint to the administrator:

Ping Insure on behalf of MB&G Insurance Services Limited
Cobalt Business Exchange,
Cobalt Park Way
Newcastle
NE28 9NZ

Email: complaints@pinginsure.co.uk

Should you remain dissatisfied with the outcome of your complaint from the administrator, your legal rights are not affected and it may be possible in certain circumstances to refer your complaint to Lloyd's. Lloyd's contact information is:

Complaints at Lloyd's
Fidentia House
Walter Burke Way
Chatham Maritime
Kent ME4 4RN

Tel: +44 (0)20 7327 5693
Email: complaints@lloyds.com
Website: www.lloyds.com/complaints

Details of Lloyd's complaints procedure are set out in a leaflet 'Your Complaint – How We Can Help', which is available at the website address above. Alternatively, you may ask Lloyd's for a hard copy.

If you remain dissatisfied after Lloyd's has considered your complaint, you may have the right to refer your complaint to an alternative dispute resolution (ADR) body.

**Fraudulent
Claims or Misleading Information**

We take a robust approach to fraud prevention in order to keep premium rates down so that you do not have to pay for other people's dishonesty. If any claim made by you or anyone acting on your behalf under this insurance is fraudulent, deliberately exaggerated or intended to mislead,

We may:
a) Not pay your claim; and

- b) Recover (from You) any payments we have already made in respect of that claim; and
- c) Terminate your insurance from the time of the fraudulent act; and
- d) Inform the police of the fraudulent act. If your insurance is terminated from the time of the fraudulent act, we will not pay any claim for any incident which happens after that time and may not return any of the insurance premium(s) already paid.

Legal, regulatory & other information

Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme.

You may be entitled to compensation from the scheme if we are unable to meet our obligation to you under this contract. Further information can be obtained from the Financial Services Compensation Scheme, PO Box 300, Micheldean GL17 1DY.

T 0800 678 1100 Freephone or 020 7741 4100 W www.fscs.org.uk

Data Protection Notice

We, the administrator and the claims administrator are the data controller(s) (as defined by the Data Protection Act 2018 and all applicable laws which replace or amend it, including the General Data Protection Regulation) who may collect and process your personal information.

For full details of what data we collect about you, how we use it, who we share it with, how long we keep it and your rights relating to your personal data, please refer to our Privacy Notice which is available on our website <https://www.archcapgroup.com/privacy-policy/>. If you do not have access to the Internet, please write to the Group Data Protection Officer (address below) with your address and a copy will be sent to you in the post.

In summary:

We, the administrator and the claims administrator may, as part of our agreement with you under this contract, collect personal information about you, including:

- Name, address, contact details, date of birth and cover required.
- Financial information such as bank details
- Details of any claim

We, the administrator and the claims administrator collect and process your personal information for the purpose of insurance and claims administration.

All phone calls may be monitored and recorded and the recordings used for fraud prevention and detection, training and quality control purposes.

Your personal information may be shared with third parties which supply services to us or which process information on our behalf (for example, premium collection and claims validation, or for communication purposes related to your cover). We will ensure that they keep your information secure and do not use it for purposes other than those that we have specified in our Privacy Notice.

Some third parties that process your data on our behalf may do so outside of the European Economic Area ('EEA'). This transfer and processing is protected by EU Model Contracts which aim to provide the equivalent level of data protection to that found in the EU.

We, the administrator and the claims administrator will keep your personal information only for as long as we believe is necessary to fulfil the purposes for which the personal information was collected (including for the purpose of meeting any legal obligations).

We, the administrator and the claims administrator will share your information if we are required to by law. We may share your information with enforcement authorities if they ask us to, or with a third party in the context of actual or threatened legal proceedings, provided we can do so without breaching data protection laws.

If you have any concerns about how your personal data is being collected and processed, or wish to exercise any of your rights detailed in our Privacy Notice, please contact

Group Data Protection Officer
Arch Managing Agency Limited
5th Floor, Plantation Place South
60 Great Tower Street
London
EC3R 5AZ
UK

Tel: + 44 20 7621 4500
E-mail: ArchDPO@archcapservices.com

7. ARE WE COVERED BY THE FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)?

We are covered by the Financial Services Compensation Scheme (FSCS). If we are unable to meet our liabilities to you, you may be entitled to compensation from the FSCS.

Further information is available from their website – www.fgscs.org.uk

