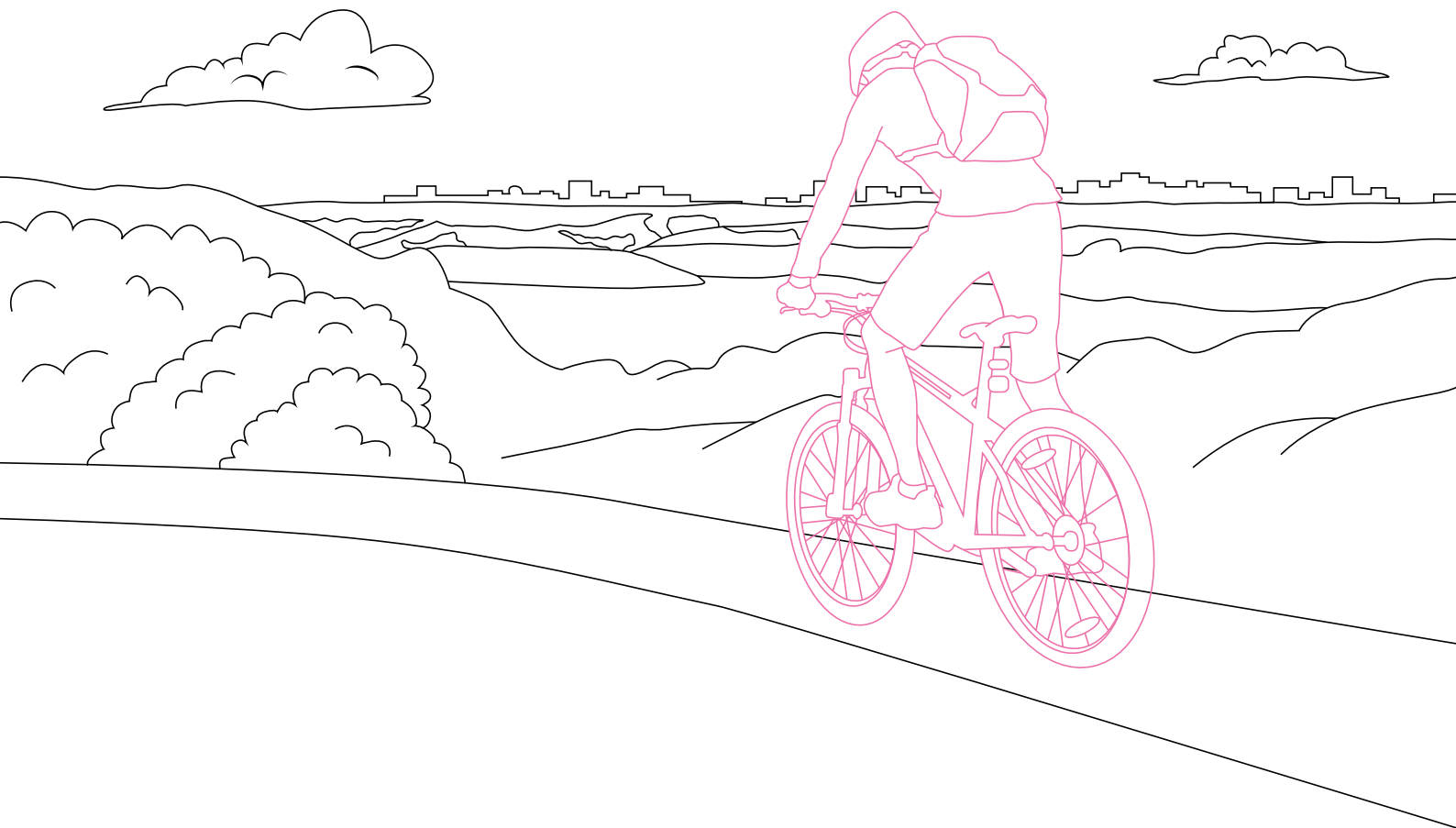


CYCLE INSURANCE COVER

POLICY WORDING



ABOUT YOUR INSURANCE

WELCOME TO YOUR PING INSURE CYCLE INSURANCE POLICY DOCUMENT.

This insurance was arranged by Ping Insure Limited and is underwritten by Novus Underwriting Limited on behalf of Helvetia Global Solutions Limited

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

Helvetia Global Solutions Limited. Registered Office: Aeulestrasse 60 (2. Stock) 9490 Vaduz, Liechtenstein.

The **Insurer** is authorised and regulated by the Liechtenstein Financial Market Authority and is deemed authorised by the Prudential Regulation Authority and subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority.

Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the Financial Conduct Authority's website. <https://register.fca.org.uk/> or by calling them on 0800 111 6768.

And

The Legal Expenses Insurance policy has been arranged by Lexelle Limited, with Financial & Legal Insurance Company Limited.

Lexelle Limited is authorised and regulated by the Financial Conduct Authority, register number 312782.

Financial & Legal Insurance Company Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. You can check this on the Financial Services Register by visiting <https://register.fca.org.uk/>. Our Financial Service Register number is 202915.

As Ping Insure Limited acts as agent for the **Insurer**, monies paid to (or held by) Ping Insure Limited in relation to the insurance contract are treated as having been paid to (or held by) the **Insurer**.

Understanding **Your** Policy: Please read this policy carefully and make sure **You** understand fully and comply with its terms and conditions.

Failure to do so may jeopardise the payment of any claim which might arise and could lead to the policy becoming void. All insurance documents and all communication with **You** about this policy will be in English.

The Insurance Contract: This Policy Document and **Your Schedule** are **Your** insurance documents and together they make up the contract between **You** and **Us**. It is important that You read this Policy Document

CYCLE ELIGIBILITY

We can only ensure cycles if **You** are able to provide evidence of ownership, **Frame** number and if they are:

- 1) Purchased as new or second-hand from a VAT registered company.
- 2) Not exceeding £15,000 in Value

Excess

The **Excess** applicable to claims for **Theft** and **Damage** shall be £50, £100 or £250 depending on the level selected and showing on **Your Policy Schedule**

Disclosure of Important Information

In deciding to accept this insurance and in setting the terms and premium, **We** have relied on the information **You** have given **Us** via the **Policy Administrator**. **You** must take reasonable care to provide complete and accurate answers to the questions asked when **You** take out, make changes to, or renew **Your** policy.

If **We** establish that **You** deliberately or recklessly provided **Us** with false or misleading information **We** will treat this policy as if it never existed and decline all claims and **We** will not return the **premium** paid.

If **We** establish that **You** carelessly provided **Us** with false or misleading information it could adversely affect **Your** policy and any claim. For example **We** may:

- treat this policy as if it never existed and refuse to pay claims and return the **Premium** paid. **We** will only do this if **We** provided **You** with cover which **We** would not otherwise have offered;
- amend the terms of this policy. **We** may apply these amended terms as if they were already in place if a claim has been adversely impacted by **Your** carelessness;
- charge **You** more for this policy or reduce the amount **We** pay on a claim in the proportion the **Premium** **You** have paid bears to the **Premium** **We** would have charged; or
- cancel the policy in accordance with the Cancellation Section.

If **You** become aware that any information **You** have given is incomplete or inaccurate, please contact the **Policy Administrator** as soon as possible.

DEFINITIONS

The words or expressions detailed below have the following meaning whenever they appear in this policy in capital and **Bold**.

Abandoned/Abandonment.

Left at a location other than the **Insured Location** for more than 12 hours or 24 hours in respect of train stations.

Accessories

Any equipment added and fixed to the **Cycle** in addition to the manufacturer's original specifications, including trailers and passenger carrying trailers, as specified on **Your Policy Schedule** and not otherwise specifically excluded.

Accident/Accidental/Accidental Damage

A sudden and unexpected event which happens by chance during the **Period of Insurance**.

Approved Lock

- 1) A nominated lock which is specified in the 'Sold Secure' list (www.soldsecure.com) of Cycle locks which is appropriate to the insured Value of the Cycle:
 - Insured Value under £1,000 require a Bronze rated lock.

- Insured Value between £1,001 - £1,500 require a Silver rated lock.
- Insured Value over £1,501 require a Gold rated lock; or

- 2) Any other specified lock accepted by **Us** and specified in an endorsement.

Authorised Representative

An appropriately qualified sole practitioner Solicitor or firm of Solicitors appointed or agreed to by **Us** to act on **Our** behalf when a claim is made under this insurance who must act under a Conditional Fee Agreement.

Business Purposes

Use of the **Cycle** for trade or commercial purposes (except commuting to and from work), hire, reward or courier services.

Cash Settlement

Settlement of the claim by the **Claims Administrator** by means of store credit, gift card or cash.

Claims Administrator

Mechanical Breakdown and General Insurance Services Limited, Cobalt Business Centre, Cobalt Park Way, Newcastle, NE20 9NZ

Commencement Date

The date **Your** cover shall start as shown on **Your Policy Schedule**.

Cycling Accessories

Cycling specific helmets, hats or caps, shoes, overshoes, jerseys or vests, base layers, gilets, gloves, glasses & goggles, jackets, shorts, bib shorts, bibs, bib-longs, tights, trousers, socks, warmers, compression clothing, backpacks, water bottles and cages, hydration packs, cameras specifically designed for cycling and mounted to a helmet, frame or handlebars; cycling computer; cycling GPS unit, lights, **Cycle** luggage, panniers, saddle bag, cycling tools, cycling armour & guards.

Cycle/Cycles

Any bicycle, adult tricycle or a tandem as specified in **Your Policy Schedule**, including those with an electric battery not exceeding 250w and 15.5mph, and including component parts, upgrades and **Accessories** permanently fixed to the **Cycle**.

Damage

Caused by violent and external means including vandalism.

Defendant's costs

Legal costs and expenses **You** are ordered to pay to another party that can be enforced against **You** in making a civil claim that has been pursued under this policy.

Depreciation

An amount to be deducted from the **Insured Value** for any **Cycle** more than 3 years of age as follows:

- For **Cycles** over 3 years of age and up to 5 years, depreciation shall be 30%.
- For **Cycles** over 5 years and up to 7 years, depreciation shall be 50%.
- For **Cycles** over 7 years and up to 10 years, depreciation shall be 60%.
- For **Cycles** over 10 years, depreciation shall be 70%
- **We** will not make any payment for any **Accessories** more than seven years old.

Where **You** have purchased **Your Cycle** as second hand from a VAT registered Retailer/**Cycle** specialist, **Your Cycle's** age, will be set at zero years old from the date of **Your** purchase invoice, with the above depreciation table, starting after 3 years of ownership of the **Cycle**.

We shall establish the age of **Your Cycle** by reference to its **Frame** or if purchased second hand, by using the date on the purchase invoice.

Evidence of Ownership

The original purchase receipt or other evidence which clearly demonstrates ownership, this may include but is not limited to a bank/credit card statement, dealer valuation including a photograph of the **Cycle** showing the date, price paid, details of the **Cycle** and/or **Approved Lock**, name and address of seller, or other evidence which clearly demonstrates ownership.

Excess

The first amount of any claim for which **You** shall be responsible as selected and showing on **Your Policy Schedule**.

Family

A spouse, partner, parent, son, daughter, grandchild, a minor under **Your** legal guardianship or sibling who lives permanently with **You** at the address stated in **Your Policy Schedule**.

Forcible and Violent Entry

Entry evidenced by

- a) Visible **Damage** to the fabric of the building or vehicle at the point of entry
- b) Visible **Damage** caused to an **Immovable Object** or **Approved Lock**.

Frame

The main components of a **Cycle** onto which wheels and other components are fitted.

Hospital

An establishment licensed for caring for and treating inpatients who are sick and injured, but not one that is primarily a clinic, nursing home, rest or convalescent home, and not a place to treat alcoholism or drug addiction.

Immovable Object:

- a) 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**.
- b) Roof rack of a motor vehicle attached securely in-line with the manufacturers recommendations and intended for the carriage of one or more **Cycle(s)**.
- c) 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 **Cycle(s)** and is operated by **You** in accordance with the instructions and / or guidance provided.

Insured Location

The location where the **Cycle** is usually kept as stated on **Your Policy Schedule** which must be one of the following:

- a) A house, flat, self-contained room within a communal residence, or communal hallway.
- b) A private outbuilding, garage or shed that is securely always locked.
- c) An underground car park that can only be accessed by private residents.

- d) Any other specific location which has been referred to and agreed by us in writing.

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 / **Insured Location**, guesthouse or hotel.

Insured Value

The amount set out on **Your Policy Schedule**.

Loss of Hearing

The total, permanent and irrecoverable loss of hearing.

Loss of Limb

The physical separation of a hand at or above the wrist, or of a foot at or above the ankle and shall include the total and irrecoverable loss of use of one or both hands, or feet respectively.

Loss of Sight

The total and irrecoverable **Loss of Sight** in one or both eyes.

Malicious Damage

Intentional **Damage** caused by a third party.

Period of Insurance

The period specified on **Your Policy Schedule**.

Permanent Total Disablement

A disability lasting at least 12 calendar months which entirely prevents **You** from attending to any business or occupation of any kind whatsoever and at the end of that period being beyond the hope of improvement.

Policy Administrator

Ping Insure Limited, Digital Media Centre, County Way, Barnsley, S70 2JW,
Email: customerservices@pinginsure.co.uk

Premium

The amount referred to as such on **Your Policy Schedule**.

Professional Fees

Fees or costs reasonably incurred, that would be recoverable in a successful claim, by the **Authorised Representative**, with **Our** prior authority. This includes disbursements as long as these are in respect of services supplied by a third party; that the services are distinct and separate from the services supplied by the **Authorised Representative**; and that **Our** prior permission has been obtained prior to incurring any disbursements

Policy Schedule

The written confirmation provided by **Your** agent confirming **Your** details, the level of cover selected by **You**, details of the **Cycle**, **Commencement Date** and end date of **Your** policy. Please refer to **Your Policy Schedule** for what is included/excluded on each cover level)

Replace/Replacement

The replacement of **Your Cycle** as follows:

- As new if the **Cycle** was new when purchased by **You** and the **Cycle** was not more than 3 years old at the date of loss, or
- With a cycle of similar specification, age, functionality, and quality to

the **Cycle** at the time of loss if the **Cycle** was not new when purchased by **You** or the **Cycle** was 3 years old or more at the date of loss.

Territorial Limits

The **United Kingdom** and up to 30 days in the European Union, in total, during **Your Period of Insurance**.

Theft

The unauthorised dishonest appropriation or attempted appropriation of the **Cycle** specified on **Your Policy Schedule** by another person with the intention of permanently depriving **You** of it.

Unattended

Whilst the **Cycle** is not being used or held by **You**.

United Kingdom

England, Scotland, Wales, the Channel Islands, Isle of Man and Northern Ireland.

Unoccupied

Where **You** and **Your Family** are away from the **Insured Location** for more than 30 consecutive days.

Value

The replacement cost of the **Cycle** and any **Accessories** as at the date of loss as assessed by the **Claims Administrator**.

Waiting Period

The first 14 days from the **Commencement Date** of **Your** policy.

We/Us/Our:

Means
Sections 1-10
Novus Underwriting Limited on behalf of Helvetia Global Solutions Limited

Section 11

Financial & Legal Insurance Company Limited.

You/Your

The person or persons named on **Your Policy Schedule** who lives in the **United Kingdom** and all **Family members** of that persons household on a permanent basis as a domiciled **United Kingdom** resident.

COVER SECTIONS.

SECTION - 1 THEFT OF YOUR CYCLE

In the event of **Theft** within the **Territorial Limits**, **We** will **Replace** the **Cycle** with:

- One of comparable specification as new, if the **Cycle** was new when purchased by **You**, and the **Cycle** was not more than 3 years old at the date of loss; or
- A **Cycle** of similar specification, age, functionality, and quality to the **Cycle** at the time of claim if the **Cycle** was not new when purchased by **You** or the **Cycle** was 3 years old or more at the date of loss.

We may specify the use of a designated supplier for the replacement of the **Cycle** or at **Our** discretion offer **Cash Settlement** to the **Value** of the replacement **Cycle**.

What is covered:

- 1) **Theft** of the **Cycle** where it has been locked to an **Immovable Object** by an **Approved Lock** that is appropriate to the **Insured Value** of the **Cycle**.
- 2) **Theft** from the **Insured Location** when **Forcible and Violent Entry** has been demonstrated and **You** have complied with the security requirement applicable to the **Insured Location**.
- 3) **Theft** of **Your Cycle** when away from the **Insured Location** providing **You** have complied with the security requirement applicable when the **Cycle** is away from the **Insured Location** (see General Security Conditions section).
- 4) **Theft** whilst the **Cycle** is in or on a vehicle providing **You** have complied with the security requirement applicable when the **Cycle** is in or on a vehicle and access has been made by **Forcible and Violent Entry** (see General Security Conditions section).

In the event of the **Theft** of the **Cycle**, at **Your** own expense **You** must provide to the **Claims Administrator** with.

- 1) A valid and substantiated crime reference number.
- 2) The key for the **Approved Lock** and a receipt demonstrating the make and model.
- 3) **Evidence of ownership**.

What is not covered:

- 1) Any claim where a crime reference number cannot be provided.
- 2) **Policy Excess**.
- 3) Any claim where there is no evidence of **Theft**.
- 4) **Accessories** or removable parts unless the **Cycle** is stolen at the same time.
- 5) **Theft** when entrusted loaned or hired out by **You** to any person other than a member of **Your Family**.
- 6) **Theft** of the **Cycle** whilst being used for **Competition** or racing.
- 7) Any **Depreciation** where the **Cycle** is more than 3 years of age.
- 8) **Theft** of the **Cycle** whilst being used for **Business Purposes**.

SECTION - 2 ACCIDENTAL DAMAGE

What is covered:

In the event of **Accidental Damage** to the **Cycle** within the **Territorial Limits**, **We** will pay the costs of repairing the **Cycle**. **Our** liability shall be limited to returning the **Cycle** to the level of functionality as previously enjoyed immediately before the **Accidental Damage** occurred.

We may use specialist, refurbished or like for like parts in the repair of **Your Cycle**. Where the estimated or quoted repair cost is in excess of the **Value** **We** may at **Our** option pay you **Cash Settlement** to cover the cost of repair up to the maximum of the **Value**.

Where it is deemed necessary by **Us** to **Replace** the **Cycle**, **We** will **Replace** the **Cycle** with:

- one of comparable specification as new, if the **Cycle** was new when purchased by **You**, and the **Cycle** was not more than 3 years old at the date of loss; or
- a **Cycle** of similar specification, age, functionality, and quality to the **Cycle** at the time of claim if the **Cycle** was not new when purchased by **You** or the **Cycle** was 3 years old or more at the date of loss.

What is not covered:

- 1) **Accidental Damage** within the **Waiting Period** of **Your** policy.
- 2) Wear and tear, gradually resulting in a reduction in operating performance.

- 3) **Accidental Damage** that does not impair the function and/or performance of the **Cycle**.
- 4) Policy **Excess**.
- 5) Corrosion, rust, fading of the paint finish or bright work, chemical action, or reaction.
- 6) Failure to follow the manufacturers' instructions or guidelines regarding the use of or maintenance of the **Cycle**.
- 7) Faulty or defective design, materials or workmanship or latent defect and defects in operation.
- 8) Tyres or inner tubes unless the **Cycle** suffers **Accidental Damage** at the same time.
- 9) Fixed **Accessories** or removable parts unless the **Cycle** suffers **Accidental Damage** at the same time.
- 10) **Accidental Damage** whilst the **Cycle** is being used for **Competition** purposes.
- 11) **Accidental Damage** whilst the **Cycle** is being used for **Business Purposes**.
- 12) Any **depreciation** where the **Cycle** is more than 3 years of age.
- 13) **Accidental Damage** whilst the **Cycle** is being used for the performance of stunts.
- 14) More than 3 claims for **Accidental Damage** in any single **Period of Insurance**.

SECTION - 3 MALICIOUS DAMAGE TO YOUR CYCLE

What is covered:

In the event of **Malicious Damage** to the **Cycle** within the **Territorial Limits**, **We** will pay the costs of repairing the **Cycle**. **Our** liability shall be limited to returning the **Cycle** to the level of functionality as previous enjoyed immediately before the **Malicious Damage** occurred.

We may use specialist, refurbished or like for like parts in the repair of **Your Cycle**. Where the estimated or quoted repair cost is in excess of the **Value** of the **Cycle**, **We** may at **Our** option pay **You** a **Cash Settlement** to cover the cost of repair up to the maximum of the **Value**.

Where it is deemed necessary by **Us** to Replace the **Cycle**, **We** will **Replace** the **Cycle** with:

- one of comparable specification as new, if the **Cycle** was new when purchased by **You**, and the **Cycle** was not more than 3 years old at the date of loss; or
- a **Cycle** of similar specification, age, functionality, and quality to the **Cycle** at the time of claim if the **Cycle** was not new when purchased by **You** or the **Cycle** was 3 years old or more at the date of loss.

What is not covered:

- 1) Where the **Cycle** is **Abandoned**.
- 2) **Malicious Damage** within the **Waiting Period** of **Your** policy.
- 3) Any claim where a crime reference number cannot be provided.
- 4) Tyres or inner tubes unless the **Cycle** suffers **Malicious Damage** at the same time.
- 5) Policy **Excess**.
- 6) **Malicious Damage** that does not impair the function and/or performance of the **Cycle**.
- 7) **Malicious Damage** whilst the **Cycle** is being used for **Competition** purposes.
- 8) **Malicious Damage** whilst the **Cycle** is being used for **Business Purposes**.
- 9) Any **Depreciation** where the **Cycle** is more than 3 years of age.
- 10) More than 3 claims for **Malicious Damage** in any single **Period of Insurance**.

Optional Cover Levels (If selected, additional **Premium** paid and showing on **Your Policy Schedule**)

SECTION - 4 ACCESSORIES

This section only applies if the relevant additional **Premium** has been paid and cover is stated on **Your Policy Schedule**.

What is covered:

You are covered for **Theft** and **Accidental Damage** to cycling **Accessories** up to the amount shown in **Your Policy Schedule**. **Theft** of cycling **Accessories** whilst away from the **Insured Location** will only be covered if in **Your** possession or if the cycling **Accessories** are attached to the **Cycle** using a security fixing or mounting and are removed from the **Cycle** using forcible and violent means.

You are not covered for: -

- 1) The policy **Excess**.
- 2) Cover when the cycling **Accessories** are left unattended, unless secured out of sight in a locked storage location including a locked room, locked cupboard, locked drawer, or locked luggage compartment.
- 3) Any item not specifically listed in the **Cycling Accessories** definition.
- 4) **Theft** from the **Insured Location** unless involving **Forcible and Violent Entry** and **You** have complied with the security requirements applicable to the **Insured location**.
- 5) **Theft** from an **Unoccupied Insured location**.
- 6) When any damaged item cannot be provided for inspection by **Us**.
- 7) Marring, scratching, denting, wear and tear or, any cosmetic change which does not impair the function and performance of the cycling **Accessories** or gradually operating causes.
- 8) Corrosion, rust, change in temperature, dampness, dryness, shrinkage, evaporation, contamination, change in colour or finish, atmospheric or climatic conditions, frost, insect and vermin, dust, chemical action, or reaction.
- 9) Faulty or defective design, materials or workmanship or latent defect and defects in operation.
- 10) Failure to use or maintain the cycling **Accessories** in accordance with the manufacturer's instructions.
- 11) Using the **Accessories** as a professional cyclist, or for a **Business Purposes**.

SECTION - 5 REPLACEMENT CYCLE HIRE

This section only applies if the relevant additional **Premium** has been paid and cover is stated on **Your Policy Schedule**.

What is covered:

Within the **United Kingdom** **We** will pay up to up to the amount shown in **Your Policy Schedule** for the hire of an alternative comparable **Cycle** from a recognised reputable cycle dealer whilst **You** are awaiting repair or Replacement of **Your Cycle** when it is the subject of an approved claim. The cost of hire must be agreed with the **Claims Administrator** in advance of the hire.

What is not covered:

- 1) Where the costs of hire are greater than a reasonable normal market standard charge through a recognised supplier.
- 2) Where the hire costs are in excess of the **Value** or repair costs.
- 3) Where evidence of cycle hire expenditure cannot be provided.
- 4) Where cycle hire costs are incurred by anyone other than **You**.
- 5) Where the repair or **Replacement** is required because of the **Cycle** being used for **Competition**.

- 6) Where the repair or **Replacement** is required because of the **Cycle** being used for **Business Purposes**.

SECTION - 6 WORLDWIDE EXTENSION

This section only applies if the relevant additional **Premium** has been paid and cover is stated on **Your Policy Schedule**.

What is covered:

Cover is extended to 60 days per trip worldwide subject to a maximum of 90 days during any one **Period of Insurance**

In the event of an approved claim to an insured **Cycle** damaged during transit abroad, **We** will pay up to £300 for any **Damage** caused to a purpose-built **Cycle** box that the **Cycle** was being transported in at the time of the claim incident. The **Damage** must have been caused whilst in transit with **Your** transit provider.

In the event of an approved claim to an insured **Cycle** (where the claim incident occurred outside of the **United Kingdom**), **We** will pay up to £150 for the hire of an alternative comparable **Cycle** from a recognised reputable **Cycle** dealer abroad whilst **You** are awaiting repair or **Replacement** of **Your Cycle** when it is the subject of an approved claim.

What is not covered:

- 1) Where the costs of **Cycle** hire abroad exceed more than £150 during any one **Period of Insurance** or they are more than the **Insured Value** or repair costs.
- 2) Where evidence of **Cycle** hire expenditure cannot be provided.
- 3) "Cycle Breakdown" cover is not extended beyond the **United Kingdom**.
- 4) "Replacement **Cycle** Hire" cover is not extended beyond the **United Kingdom**.
- 5) Any claim incident or costs incurred in North America

SECTION - 7 CYCLE RESCUE

This section only applies if the relevant additional **Premium** has been paid and cover is stated on **Your Policy Schedule**.

What is covered:

If **You** suffer irreparable **Damage** to **Your Cycle** occurring more than one mile from **Your Insured Location**, **We** will pay for the reasonable cost of taxi hire in order to get **You** to **Your** onward destination, or to **Your Insured Location**. This will only be considered as part of a claim for repair or **Replacement** of the insured **Cycle**. **We** will pay for up to £250 in taxi hire in any single **Period of Insurance**. Evidence of expenditure must be provided.

What is not covered:

- 1) Any costs other than the taxi fare to transport **You** and **Your Cycle** to **Your** onward destination.
- 2) Any costs arising from use of the **Cycle** for **Competition**.
- 3) Any costs arising from the **Cycle** being used for **Business Purposes**.

SECTION - 8 PERSONAL ACCIDENT

This section only applies if:

- The relevant additional **Premium** has been paid and cover is stated on **Your Policy Schedule**.
- You or members of **Your Family** using the **Cycle** are over 16 or under 70 years of age.

What is covered:

We will pay the amount shown below if at any time whilst **You** or any member of **Your Family** are using the **Cycle** within the **Territorial Limits** and are involved in an **Accident**, which shall be the sole and independent cause of **Bodily Injury** which results in either death, **Loss of Limb**, **Loss of Sight** or **Permanent total Disablement**.

Insured Event	Sum Insured
Accidental Death*	As per Policy Schedule
Loss of Sight	100% of Sum Insured
Permanent Loss of Limb	100% of Sum Insured
Permanent Loss of Hearing In both Ears	50% of Sum Insured
Permanent Loss of Hearing In one Ear	50% of Sum Insured
Permanent Total Disablement	100% of Sum Insured
Loss of Limb below the wrist or ankle	50% of Sum Insured
Loss of Speech	100% of Sum Insured

*Benefit under this section shall be payable to **You** or **Your** nominees and shall be limited to a maximum of the Sum Insured per person shown in **Your Policy Schedule**.

Accident accumulation limit

The most **We** will pay for an accident involving more than one person insured under this insurance policy is £50,000. If a claim goes over this amount, **We** will pay an amount equal to this limit divided by the number of persons involved in the claim.

What is not covered:

- 1) Suicide, attempted suicide, intentional self-injury, or deliberate exposure to exceptional danger (except in an attempt to save human life), insanity or **Your** own criminal act.
- 2) Any claim directly or indirectly resulting from stress, trauma, or psychiatric illness.
- 3) Any benefit when **Your** death, **Bodily Injury** or loss does not occur within 180 days of the **Accident**.
- 4) Any benefit when **You** cannot prove to the **Claims Administrator** that the **Permanent Total Disablement** has continued for 12 months from the date of the **Accident** and in all probability is beyond the hope of improvement.
- 5) More than one benefit under this section. In this event, only the higher benefit is payable.
- 6) Any **Accident** involving the use of the **Cycle** by **You** or any specified individual member of **Your Family** unless the required additional **Premium** has been paid and the cover is shown on **Your Policy Schedule**.
- 7) Any **Accident** not involving the use of the **Cycle**.
- 8) Any claim because of using the **Cycle** for **Competition**.
- 9) Any claim resulting from the **Cycle** being used for **Business Purposes**.
- 10) Any **Permanent Total Disablement** benefit when the insured person claiming that benefit is over 65.
- 11) Sickness, other than sickness as a direct result of an **Accident**.
- 12) Failure to follow medical advice

SECTION - 9 COMPETITIVE USE

This section only applies when the relevant additional **Premium** has been paid and cover is stated on **Your Policy Schedule**.

What is covered:

We will pay the costs of repairing the **Cycle** as a result of suffering **Accidental Damage** whilst the **Cycle** is being used for **Competitions**, including racing and triathlons.

We will also cover the cost of any non-refundable race fees for an organised competitive cycling, biathlon or triathlon event in which **You** were due to participate but are not longer able to attend as a sole and direct result of:

- **Bodily Injury** or
- A valid **Cycle** claims for **Accidental Damage**

The maximum amount per claim and for all claims in this **Policy Period** is £250

SECTION - 10 LEGAL EXPENSES

Within the **United Kingdom**, **We** will pay up to the £100,000 for **Your Professional Fees and Defendants' Costs**, relating to pursuit of compensation for **Bodily Injury** or death caused by a road traffic accident **You** have had during the period of cover where the responsible party is known.

We will nominate an **Authorised Representative** to act on **Your** behalf. If **We** agree legal proceedings should be commenced through court or it is mandatory for **You** to be represented by a solicitor **You** may choose an alternative solicitor however, **You** must obtain **Our** written agreement to do so and the solicitors must agree to **our** standard terms. **Our** agreement shall not be unreasonably withheld.

IMPORTANT:

Your claim must show reasonable prospects of success. This means that in **Our** or the **Authorised Representative** opinion, **Your** claim has a 51% or more chance of being wholly successful at the time of reporting **Your** claim.

What is not covered:

- 1) Recovery of losses that are covered by any other insurance.
- 2) Any claims outside of the **United Kingdom**.
- 3) Pursuit of claims where the likely **Professional fees** are disproportionate to the sum likely to be recovered if successful.
- 4) Any claims where **We** or the **Authorised Representative** consider **Your** prospects of achieving a reasonable benefit is less than 51%.
- 5) **Professional Fees** incurred without **Our** consent or agreement and/or any deductions **You** may pay out of **Your** damages to the **Authorised Representative**.
- 6) **Professional Fees** in excess of those that would have been recoverable had **Your** claim been successful, or in excess of those awarded/agreed on a successful claim.
- 7) Any claim for psychological injury where no physical injury has been sustained.
- 8) Claims pursued under the Criminal Injuries Compensation scheme,

the Motor Insurance Bureau Untraced Drivers Agreement or any equivalent.

GENERAL CONDITIONS

- 1) **You** must be over 18 years of age and a permanent legal resident of the **United Kingdom**.
- 2) **Your Premium** is payable in sterling. **Our** settlements and reimbursements will also be in sterling.
- 3) **You** shall take all reasonable steps to safeguard against **Accident**, injury, loss, and **Damage** and shall maintain the **Cycle(s)** in an efficient and roadworthy condition. Failure to comply with this condition may invalidate **Your** claim.
- 4) **We** will be entitled to take over and deal with, in **Your** name, the defence or settlement of any claim covered by this policy at **Our** discretion and to take proceedings at **Our** expense to recover for **Our** benefit the amount of any payment made under this policy.
- 5) Other Insurance - If any loss, destruction, **Damage**, or liability insured by this policy, is covered by any other insurance **We** shall pay only its rateable portion.
- 6) In the event of a claim payment as a consequence of any insured event, **We** will deem that full liability has been met under the terms of this policy. In no circumstances shall the liability of the insurers exceed the insured **Value** or claim limit.
- 7) It is possible that a claim may be made under a policy after its expiry, so it is important that **You** keep such documents safe.
- 8) **You** must take reasonable care to provide complete and accurate answers to the questions asked when **You** take out, make changes to, or renew **Your** policy. Any changes in to the information provided must be notified to **Us** as soon as **You** become aware of them and cover might, in certain circumstances, be invalid until **We** have accepted the changes.
- 9) **We** invite renewals on the understanding that there have been no changes in the risk.
- 10) The onus is upon **You** to ensure that all information supplied to **Us** is accurate and **We** cannot accept any responsibility in the event of such information being inaccurate. **You** must, upon receipt of a policy document, check that the policy accurately reflects **Your** instructions and changes required are notified to **Us** immediately.
- 11) **You** have the right to cancel this policy within 14 days of the start date of the policy without giving any reasons and **You** will receive a full refund unless a claim has been made.
- 12) **We** will not pay for any claim arising directly or indirectly from:
 - a) War or acts of terrorism.
 - b) **You** engaging in active war.
 - c) Nuclear risks.
- 13) **We** will not pay for any loss, damage, liability, cost or expense caused deliberately or accidentally by:
 - a) The use of or inability to use any application, software or programme.
 - b) Any computer virus.
 - c) Any computer related hoax relating to a. and/or b. above.

GENERAL SECURITY CONDITIONS

Security requirements where the **Cycle** is at the **Insured Location**.

Accidental or **Malicious Damage** to or **Theft** of the **Cycle** whilst at the **Insured Location** shall only be covered in circumstances where the **Cycle** is:

- 1) Kept inside and any security devices are in operation; and
- 2) Stored within a private garage, privately accessed wooden, plastic

or aluminium shed within the boundaries of the **Insured Location** 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

- 3) Secured through the **Frame** by an **Approved Lock** to an **Immovable Object** within the building when at **Your Insured Location** in any location which is described as a communal hallway or communal outbuilding.

General security conditions where the **Cycle** is away from the **Insured Location**.

Accidental or **Malicious Damage** to or **Theft** of the **Cycle** whilst away from the **Insured Location** shall only be covered in circumstances where:

- 1) The **Cycle** is not left **Unattended** unless it is secured to an **Immovable Object** by an **Approved Lock** through the **Frame**.
- 2) Any access to the **Cycle** is effected by **Forcible and Violent Entry**.
- 3) The **Cycle** is not left **Unattended** within the boundaries of a train station, bus station, coaches station or **Your** permanent place of employment for more than 24 hours and subject to (2) and (3).

Security Requirements where the **Cycle** is in or on a vehicle.

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** has 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 stored out of sight wherever possible or is secured through the frame by an **Approved Lock** to the roof or **Cycle** rack attached to the vehicle.
- 5) If the **Cycle** is left in or locked on to the vehicle between the hours of 9pm and 6am the vehicle must be fitted with a Thatcham category 1 alarm/immobiliser or category 2 immobiliser or category 3 steering lock, and if any such Category 1 and 2 devices is not factory fitted, it must have been installed by a member of the Vehicle Security Installation Board and evidence of such must be provided in the event of a claim.
- 6) When **You** are outside the **United Kingdom** where it is impossible to comply with the Thatcham security requirements, **Theft** shall only be covered if the vehicle is fitted with a factory fitted alarm or immobiliser and evidence of its existence must be provided in the event of a claim.
- 7) Any vehicle used must have:
 - a) Valid motor insurance.
 - b) A valid MOT certificate where applicable.
 - c) Current road tax where applicable; and
 - d) All windows and locks that are capable of rendering the vehicle secure.

HOW TO MAKE A CLAIM

Sections 1 to 9

All Claims are required to be submitted online using the claims form via the **Claims Administrator's** website

www.mbginsurance.co.uk/claims/cycleclaim

If **You** have any problems completing the claims form, or any queries please do not hesitate to contact the **Claims Administrator** on: -
Tel: 0191 258 8179

Section 10

If **You** need to make a **Claim** on **Your** Legal Expense cover please contact:

Lexelle Limited

PO Box 4428

Sheffield

S9 9DD

Telephone: 0114 249 3300

Email: assist@lexelle.com

The office hours are 9am – 5pm Monday to Friday

excluding Bank/public holidays in England & Wales

AUTOMATIC RENEWAL

To make sure **You** continue to be covered after the expiry date of **Your** policy, Ping Insure will automatically renew **Your** insurance policy, unless **You** have opted out when purchasing this policy.

Automatically renewing **Your** policy means Ping Insure will keep **Your** payment details securely on file so that Ping Insure can debit **Your** premium at **Your** next renewal. Ping Insure will contact **You** up to 30 days prior to **Your** renewal date, to confirm the new premium payable and to remind **You**, that a payment will be debited up to 7 days prior to the policy renewal date. If **You** do not wish to renew **Your** policy, you can opt out at any time before **Your** policy is renewed.

You can opt out of auto renewal by:

- Login into **Your** Ping Insure account online and unticking the auto renewal box
- Contacting our customer service team by email customerservices@pinginsure.co.uk

If **You** have opted out of auto renew, Ping Insure will still contact **You** 30 days prior to the expiry of **Your** policy, to confirm the renewal price of **Your** policy plus how to arrange for **Your** policy to be renewed.

Policy Transfer

You can transfer this policy to a new **Cycle** providing, the new **Cycle** is eligible to be covered under this policy.

You can make amends to your policy by: -

- Logging into **Your** Ping Insure account online and selecting the amend required.
- Contacting our customer service team by email customerservices@pinginsure.co.uk

Any administration fee plus any additional premium payable will need to be paid prior to any amends being agreed.

Any new **Cycle** added to this policy would attract a new **Waiting Period** prior to any services being provided.

We are unable to transfer **Your** policy to another person.

WHEN YOUR POLICY WILL END

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

- a) The expiry date, as shown on **Your** latest **Policy Schedule**.

- b) **You**, or anyone representing **You**, knowingly provides false information to the **Policy Administrator, Claims Administrator** or **Us**.
- c) The **Cycle** is sold or transferred to a new owner.
- d) The claim limit has been reached.
- e) **We** declare the **Cycle** beyond economical repair and a replacement and/or **Cash Settlement** is made.

REINSTATEMENT OF COVER

In the event of a claim resulting in a total loss and subsequent replacement or **Cash Settlement**, **We** will automatically reinstate cover on **Your** replacement **Cycle** upon confirmation from **You** of the new **Cycle** to be insured without change to the **Policy Schedule** renewal date. If the insured **Value** of **Your** replacement **Cycle** is higher than the current insured **Value**, **Your** premium may be adjusted, and **You** will be asked to pay the proportionate additional premium. Following a claim, **We** reserve the right to decline cover under the terms and conditions of this policy or apply special terms.

CANCELLATION OF COVER

You have the right to cancel this policy within 14 days of the date **You** purchased the policy or when **You** received the policy documents if this is later. This is known as **Your** cooling off period. **You** do not need to provide a reason for cancellation, and **We** will provide a pro-rata refund any premium paid, unless **You** have made a claim or there has been an incident likely to result in a claim.

If **You** wish to cancel the policy after 14 days, provided no claim has been made, receive a pro-rata refund of **Your** premium based on the number of whole days of the original period of insurance remaining, subject to an administration fee charged by the **Policy Administrator** of £24.99.

You can cancel **Your** policy by:-

- Login into **Your** Ping Insure online account
- Contacting our cancellation team by email cancellations@pinginsure.co.uk

All cancellations, will need to be approved by Ping Insure.

If **You** have an annual policy but pay **Your** premium on a monthly basis via the **Policy Administrator's** facility, **You** will be required to pay the remainder of **Your** annual premium in accordance with the terms and conditions of **Your** agreement

You will need to supply all **Your** policy details.

(If **You** have selected and paid for documents to be posted to **You**, this is non-refundable)

Cancellation by Us

We may at any time cancel any insurance policy by giving 30 days' notice in writing, where there is a valid reason for doing so. A cancellation letter will be sent to **You** at **Your** last known address. Valid reasons may include but are not limited to: -

- a) Non-payment of premium.
- b) Threatening and abusive behaviour.
- c) Failure to provide documents.
- d) Non-compliance with policy terms and conditions.

If **We** cancel **Your** policy, **We** will provide a refund of **Your** premiums

less a charge for the cover already provided, unless the reason for cancellation relates to Fraud.

Customer Service/Complaints

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.

Customer Service

CUSTOMER SERVICE/COMPLAINTS

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: -

SALE OF THE POLICY

Ping Insure Limited
Digital Media Centre
County Way
Barnsley
S70 2JW
Email: complaints@pinginsure.co.uk

CLAIMS

Any complaint **You** have in relation to a claim, please notify the **Claims Administrator** using the following details:

Sections 1 - 9

MB&G Insurance Services Limited
Cobalt Business Exchange,
Cobalt Park Way
Newcastle
NE28 9NZ
E-Mail: CVT@mbginsurance.com

Please include the details of **Your** policy and in particular **Your** policy number and state **Your** policy is provided by Novus Underwriting Limited and quote scheme reference B1927GDR0012023/08.

Sections -11

If **You** do have any questions, concerns or complaint about the handling of a **Claim You** should contact the Claims Manager at Lexelle Ltd. The contact details are:

Claims Manager,
Lexelle Ltd,
P.O. Box 4428, Sheffield, S9 9DD.
Tel 0114 249 3300 Fax 0114 249 3323
Email: assist@lexelle.com

In all correspondence please state that **Your** insurance is provided by Financial & Legal Insurance Company Limited and quote scheme reference: FLIPCPING/06 /2022

Your enquiry to be dealt with speedily.

The **Claims Administrator** will:

Acknowledge **Your** complaint within three working days of receiving it.

Tell **You** the name of the person managing **Your** complaint when the acknowledgement letter is sent.

Have **Your** complaint reviewed by a senior member of staff.

Respond to **Your** complaint within eight weeks.

If this is not possible for any reason, they will write to **You** to let **You** know when they will contact **You** again.

If it is not possible to reach an agreement, **You** have the right to make an appeal to the Financial Ombudsman Service. This also applies if **You** are insured in a business capacity and have an annual turnover of less than €2million and fewer than ten staff. **You** may contact the Financial Ombudsman Service at: -

The Financial Ombudsman Service,
Exchange Tower,
London,
E14 9SR.
Tel: 0300 123 9 123
Email: complaint.info@financial-ombudsman.org.uk

The above complaints procedure is in addition to **Your** statutory rights as a consumer. For further information about **Your** statutory rights contact **Your** local Citizens Advice Bureau.

If **You** have purchased the insurance policy online, **You** may also raise **Your** complaint via the EU Online Dispute Resolution Portal at <http://ec.europa.eu/consumers/odr/>. This will forward **Your** complaint to the correct Alternative Dispute Resolution scheme. For insurance complaints in the UK this is the Financial Ombudsman Service.

However, this may be a slower route for handling **Your** complaint than if **You** contact the Financial Ombudsman Service directly.

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, or if any deliberately misleading or fraudulent means are used by **you** or anyone acting on **Your** behalf to obtain benefit under this insurance:

1. **We** shall not be liable to pay **Your** claim;
2. **We** may recover, from **You**, any sums paid by **us** in respect of the claim; and
3. **We** may, by notice to **You**, treat **Your** policy as having been terminated with effect from the time of the fraudulent act and **We** shall therefore not be liable for any loss or claim occurring after the time of the fraudulent act. **We** shall not refund any premium if **We** know or have reasonable grounds to suspect that fraud has been committed.

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

For more information about how the Insurer use Your personal information please see our Full privacy notice, which is available in the Privacy section of our website www.helvetia.com/privacy.

Financial & Legal Insurance Company Limited Privacy Notice

We are Financial & Legal Insurance Company Limited, referred to as

"we/us/our" in this notice. Our data controller registration number issued by the Information Commissioner's Officer is **Z561011X**.

This privacy notice is relevant to anyone who uses our services, including policyholders, prospective policyholders, and any other individuals insured under a policy. **We** refer to these individuals as "you/your" in this notice.

We are dedicated to being transparent about what **we** do with the information that **we** collect about **you**. **We** process **your** personal data in accordance with the relevant data protection legislation.

Why do we process your data?

The provision of **your** personal data is necessary for **us** to administer **your** insurance policy and meet **our** contractual requirements under the policy. **You** do not have to provide **us** with your personal data, but **we** may not be able to proceed appropriately or handle any claims if **you** decide not to do so.

What information do we collect about you?

Where **you** have purchased an insurance policy through one of **our** agents, **you** will be aware of the information that **you** gave to them when taking out the insurance. The agent will pass **your** information to **us** so that **we** can administer **your** insurance policy. For specific types of insurance policies, for example when offering **you** a travel insurance policy, **we** may process some special categories of **your** personal data, such as information about **your** health.

We have a legitimate interest to collect this data as **we** are required to use this information as part of **your** insurance quotation or insurance policy with us. **We** may also process the data where it is necessary for a legal obligation, or as part of the establishment or defence of a legal claim.

Financial & Legal Insurance Company Limited's full privacy notice

This notice explains the most important aspects of how **we** use **your** data. You can get more information about this by viewing **our** full privacy notice online at <http://financialandlegal.co.uk> or request a copy by emailing us at info@financialandlegal.co.uk. Alternatively, **you** can write to **us** at: Data Protection, Financial & Legal Insurance Company Limited, Cheadle Royal Business Park, No 1 Lakeside, Cheadle, SK8 3GW

Law & jurisdiction

This policy shall be governed by the laws of England and Wales and subject to the non-exclusive jurisdiction of the courts of England.

Sanctions

We shall not be deemed to provide cover and **We** shall not be liable to pay any claim or provide any benefit under the Policy to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose **Us** to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.

Several liability

The subscribing insurers' obligations under contracts of insurance to which they subscribe are several and not joint and are limited solely to the extent of their individual subscriptions.

The subscribing insurers are not responsible for the subscription of any co-subscribing insurer who for any reason does not satisfy all or part of its obligations.

Rights of third parties

A person who is not a party to this policy has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this policy, but this does not affect any right or remedy of a third party which exists or is available apart from that Act.

For **You** information, the Contracts (Rights of Third Parties) Act 1999 allows a person who is not a party to a contract to be able to enforce that contract if the contract expressly allows him/her to or if the contract confers a benefit upon him/her. However, the Act will not be applied if the parties make it clear in the contract that the third party does not have the right to enforce it.

For further guidance please see www.legislation.gov.uk or contact the Citizens Advice Bureau.

Non-assignment

You may not assign or transfer any rights under the policy without **Our** prior written consent.

Subrogation

If a third party is deemed liable for part or all of any claim, **We** may exercise **Our** right of subrogation. **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 exercising this right. **You** will take no action or make any agreements that may weaken or remove **Our** rights.

Under this clause without **Our** prior written permission. **We** will pay any costs or expenses involved in exercising **Our** right of subrogation.

