

# Cycle Insurance

## Insurance Product Information Document

Company: Crispin Speers & Partners Ltd

**ASCENT**

BY WORRY ◊ PEACE

Product: Cycle Policy

This document is a summary of cover highlighting the main features and benefits as well as the general conditions and exclusions of this policy. Full terms and conditions can be found in the policy wording. You will also receive a policy schedule showing the specific details of your policy and the cover(s) you have selected. Please take some time to read the policy documents when you receive them. It is important that you tell us as soon as possible if any of the information is incorrect.

## What is this type of Insurance?

Cycle Insurance is suitable for cyclists who commute and ride for leisure in the UK and European Union



### What is insured?

- ✓ Theft
- ✓ Accidental damage
- ✓ Replacement cycle hire
- ✓ European Extension
- ✓ Personal Accident
- ✓ Public Liability
- ✓ Road Side Rescue



### What is not insured?

- ✗ The excess as specified in the policy wording
- ✗ Theft where the bicycle has not been secured through its frame using an approved lock to an immovable object
- ✗ Theft from a building unless there has been forcible and / or violent entry
- ✗ Loss or damage incurred to the bicycle through professional use
- ✗ Claims where the bicycle has an insured value of more than £5000
- ✗ Theft of any tyres or accessories unless the cycle was stolen or damaged at the same time
- ✗ Theft or damage of a cycle unless substantiated by evidence of ownership
- ✗ Theft or malicious damage where a crime reference number cannot be provided
- ✗ Marring, scratching, denting or any cosmetic change which does not impair the function of the cycle
- ✗ Wear and tear



### Are there any restrictions on cover?

- ! Claims to equipment and accessories unless the bicycle is stolen or damaged at the same time
- ! Theft outside of Britain where cover exceeds 90 days
- ! Cycle hire costs exceeding £250
- ! Breakdown cover is restricted to within Britain



## Where am I covered?

- ✓ Cover is offered within the United Kingdom and up to 30 days per trip anywhere in the European Union subject to a maximum of 90 days unless superseded by wording within the policy schedule



## What are my obligations?

You must provide full and accurate information to all questions asked. Your answers must be true to the best of your knowledge and belief. Your answers will form part of the statement of facts on which your policy will be based. If you become aware that information you have given us is inaccurate or has changed, you must inform us as soon as possible. Failure to do this may invalidate your policy and claims may not be paid.



## When and how do I pay?

You can pay your premium as a one-off payment by credit or debit card or in monthly instalments.



## When does the cover start and end?

Your cover will start and end on the dates stated in your policy documents.



## How do I cancel the contract?

If you decide that for any reason, this policy does not meet your insurance needs then please return it within 14 days from the date of purchase or the day on which you receive your policy documentation, whichever is the later. On the condition that no claims have been made or are pending, the premium will be refunded in full. If you wish to cancel after the 14-day cooling off period, please contact the organisation from whom you bought your policy.

## Your Insurer

This insurance is underwritten by UK General Insurance Limited on behalf of Great Lakes Insurance SE. Great Lakes Insurance SE is a German insurance company with its headquarters at Königinstrasse 107, 80802 Munich. UK Branch office: Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ.

UK General Insurance Limited are authorised and regulated by the Financial Conduct Authority. Great Lakes Insurance SE, UK Branch, is authorised by Bundesanstalt für Finanzdienstleistungsaufsicht and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority. This can be checked on the Financial Services Register at <https://register.fca.org.uk>

## Making a claim

If you need to make a claim, please obtain a claim as soon as you become aware of an event by contacting us in one of the following ways;

- Claims under Section 1), 2), 3) & 4) by calling 0344 893 1022 or email [specialist.claims@directgroup.co.uk](mailto:specialist.claims@directgroup.co.uk)
- A claim under Section 5) Public Liability by calling 01904 686 790 or email [ukg@langleysclaimsservices.com](mailto:ukg@langleysclaimsservices.com)
- A Roadside Recovery claim under Section 6) Roadside Recovery by calling 01274 288 488

**On all correspondence please tell us you are insured unique policy number from your policy schedule. This will help us to validate your policy details and deal with your claim as quickly as possible.**

## 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 below:

### Complaints regarding the SALE OF THE POLICY

**In the first instance, please contact Worry+Peace directly on 0330 880 8326 or [hello@worryandpeace.com](mailto:hello@worryandpeace.com) . If they are unable to resolve your complaint before the end of the third working day they will pass it to:**

Name: UK General Insurance Limited

Address: Cast House, Old Mill Business Park, Gibraltar Island Road, Leeds, LS10 1RJ

Tel: 0345 218 2685

Email: [customerrelations@ukgeneral.co.uk](mailto:customerrelations@ukgeneral.co.uk)

### Complaints regarding CLAIMS

Section of Cover for Complaint	Claims Handler	Tel Number	Email
Sections 1), 2), 3) & 4):	Direct Group Ltd	0344 854 2072	<a href="mailto:customerrelations@directgroup.co.uk">customerrelations@directgroup.co.uk</a>
Section 5) Public Liability:	Langleys Solicitors LLP	01904 686 790	<a href="mailto:ukg@langleysclaimsservices.com">ukg@langleysclaimsservices.com</a>
Section 6) Roadside Recovery:	National Breakdown	01274 288 488	<a href="mailto:cs@nationalbreakdown.com">cs@nationalbreakdown.com</a>

**On all correspondence please tell us you are insured unique policy number from your policy schedule. This will help us to validate your policy details and deal with your claim as quickly as possible.**

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 up to €2million and fewer than ten employees. You may contact the Financial Ombudsman Service at:

The Financial Ombudsman Service

Exchange Tower, London E14 9SR

Tel: 0800 023 4 567 or 0300 123 9 123

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

The above complaints procedure is in addition to your statutory rights as a consumer.

## What happens if we can't meet our liabilities?

Great Lakes Insurance SE is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme, if it cannot meet its obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim with no upper limit. You can get more information about compensation scheme arrangements from the FSCS or visit [www.fscs.org.uk](http://www.fscs.org.uk).