

This insurance is arranged by Supercover Insurance Ltd with UK General Insurance Limited on behalf of:

Great Lakes Reinsurance (UK) SE, Registered in England No. SE000083. Registered Office: Plantation Place, 30 Fenchurch Street, London EC3M 3AJ. Supercover Insurance Ltd and UK General Insurance Limited are authorised and regulated by the Financial Conduct Authority. Great Lakes Reinsurance (UK) SE is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. This can be checked on the Financial Services Register at [www.fca.org.uk/firms/systems-reporting/register](http://www.fca.org.uk/firms/systems-reporting/register) or by contacting them on 0800 111 6768.

UK General Insurance Limited is an insurer's **agent** and in the matters of a claim act on behalf of the insurer.

## INTRODUCTION

This policy provides insurance for **Your bicycle** while **Your** policy is in force as stated in the insurance schedule, subject to the terms, conditions, and limitations shown below or as amended in writing by **us**. The policy also provides benefits should **You** suffer an **accident** while using the **bicycle**.

If **You** pay for **Your** premiums monthly then **Your** policy is a **Rolling monthly policy** and is only in force if the monthly premium continues to be paid. Cover can continue up to a maximum of five years.

If **You** pay for **Your** policy annually, then **Your** policy is an **annual policy** for which the full annual premium must be paid at inception and again at each annual renewal date. The type of policy **You** have will be shown in **Your** insurance schedule.

## DEFINITIONS

The words and phrases defined below have the same meaning wherever they appear in bold in this certificate.

**Accident** - means a sudden and unexpected event which happens by chance while **You** are using **Your bicycle**.

**Annual policy** - means that **Your** policy runs for a period of 12 months and is then renewable. The premium is paid as a single annual amount each year. This will be confirmed in **Your** insurance schedule

**Approved lock** - means

(a) a nominated lock from the appropriate category (as specified with **Your** insurance schedule); or

(b) any other specified lock accepted by **us** and specified in an endorsement.

**Bicycle** - means any cycle powered by human pedaling and/or battery which is not subject to the requirements of the Road Traffic Act.

**Bodily injury** - means identifiable physical injury which:

1. is sustained by **You**, and
2. is caused by an **accident** while **You** are using **Your bicycle**, and
3. solely and independently of any other cause, except illness directly resulting from medical or surgical treatment made necessary by such injury, leads to **Your** death or disablement within 6 months from the date of the **accident**.

**Immediate family** - **Your** mother, father, son, daughter, spouse, domestic partner.

**Immovable Object** - any solid object fixed in or on to concrete or stone which cannot be removed or lifted, under or over **Your bicycle**, or a properly fixed vehicle **bicycle** rack, or if at a train station, a **bicycle** rack supplied by the station and under the jurisdiction of the transport police.

**Insured location** - means the location as stated on **Your** insurance schedule where the **bicycle** is usually kept. This can be:

- a brick, concrete or stone house of standard construction with a slate, tiled or multi layered roof;
- a privately accessed brick, concrete or stone built outbuilding or garage with a slate, tiled, corrugated steel, asbestos or multi layered roof, attached to or within the boundaries of a private house;
- a self-contained flat within a brick, concrete or stone building of standard construction with a slate, tiled or multi layered roof;
- a self contained lockable private room in the halls of residence in which **You** reside;
- a communal hallway of a brick, concrete or stone building of standard construction with a slate, tiled or multi layered roof within the building in which **You** reside;
- a brick concrete or stone communal outbuilding of standard construction with a slate, tiled, corrugated steel, asbestos or multi layered roof within the boundaries of the building in which **You** reside;
- a privately accessed lockable wooden shed within the boundaries of the property in which **You** normally reside.

Cover shall be extended to any temporary residence such as a holiday cottage/home, guesthouse, hotel or like for a maximum period of 60 days in any 12 month period. Any other address that **You** reside at for in excess of 60 days in any one year may be covered provided **You** advise Supercover in advance and **we** accept.

**Loss of limb(s)** - means 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** - means the total and irrecoverable **Loss of sight** in one or both eyes.

**Period of cover** - for rolling monthly policies: 1 (one) calendar month from the inception date, renewing monthly on the same day each month (the last day of the month will apply appropriately to each month) provided the monthly premium is paid. For annual policies: 12 months from the date inception date and annually thereafter provided the full annual premium is paid each year.

**Permanent total disablement** - means a disability starting within 6 months of the date of the **accident** and which lasts at least 12 calendar months and entirely prevents **You** from attending to any business or occupation of any kind and at the end of that period being beyond the hope of improvement.

**Reasonable precautions** - all measures that it would be reasonable to expect a person to take in the circumstances to prevent damage or theft of **Your bicycle**.

**Rolling monthly policy** means that **Your** Supercover policy runs on a month to month basis. It continues each month as long **You** keep paying **Your** monthly premiums. This will be confirmed in **Your** insurance schedule.

**Terrorism** means any act, including but not limited to the use of force or violence of the threat thereof, of any person or group of persons, whether acting alone or on behalf of or in connection with any organization or government, committed for political, religious, ideological or similar purposes, including the intention to influence any government to put the public or any section of the public in fear.

**Unattended** - means whilst the **bicycle** is not being used or held by **You** unless locked to an **Immovable Object** using an **approved lock** or housed within a locked building, vehicle or premises.

**We, us, our** - UK General Insurance Ltd, on Great Lakes Reinsurance (UK) SE.

**You, Your** - the person who owns the **bicycle** as stated on the application form.

## WHAT WE WILL COVER

### Accidental Damage

**We** will pay repair costs if **Your bicycle** is damaged as the result of an **accident**.

### Theft

If **Your bicycle** is stolen **we** will replace it. Where only part or parts of **Your bicycle** have been stolen, **we** will only replace that part or parts.

### Breakdown

If **Your bicycle** breaks down due to mechanical failure outside of the manufacturer's guarantee period **we** will repair it.

### Personal Accident

**We** will pay the amount shown below if during the **Period of cover** **You** are involved in **accident** while using **Your bicycle** and within 6 months of such **accident** the bodily injuries **You** sustain, solely and independently of any other cause, result in **Your** death, **Loss of limb(s)**, **Loss of sight** or **Permanent total disablement**.

The amounts **we** will pay under this section are:

- **Loss of limb(s)** £5,000
- **Loss of sight** £5,000
- **Permanent total disablement** £10,000
- **Death** £10,000

Benefit under this section shall be payable to **You** or **Your** nominees, and shall not exceed the amounts shown above.

**We** will only pay one the benefits shown above.

Cover for **Permanent total disablement** ends when **You** reach age 65.

## PUBLIC LIABILITY

**You** are covered up to the maximum amount of £1,000,000 for any amounts which **You** become legally liable for. **We** will pay for accidental bodily injury, death, disease or accidental damage to any person or accidental damage to third party property which arises from **Your** use of or ownership of the bicycle. The total amount payable includes necessary defence costs and expenses incurred by **You** with our written consent in connection with any liability insured under this policy.

Benefit under this section shall be payable to **You** or **Your** nominees, and shall not exceed the amounts shown above.

## CLAIM LIMITS

### Replacement

This policy offers a replacement **bicycle** as new. If the **bicycle** cannot be replaced with a new and identical **bicycle** to the one to that was insured, **we** will replace it with one of comparable specification or the equivalent value of the original **bicycle**.

### Policy Excess

There is an excess fee payable by **You** for all claims. This will be 10% of the maximum cover limit for **Your bicycle**, with a minimum charge of £25.

### Depreciation for wear and tear

For **bicycles** which are more than two years old from the date of manufacture **we** will deduct 10% of the original purchase price for the **bicycle**, for each year or part year from the date of manufacture for wear and tear.

### Minimum Premium Requirement

If **You** pay for **Your** insurance monthly **You** are required to make a minimum premium commitment of twelve months, and if **You** make a claim within the first twelve months **You** will be required to pay the remainder of the twelve months worth of premium before **we** can process **Your** claim.

## WHAT WE WILL NOT COVER

**Your bicycle** is not covered for:

- Theft:
    - from any motor vehicle where **You** or someone acting on **Your** behalf is not in the vehicle, unless the **bicycle** has been stored out of sight, the vehicle's windows and doors closed and locked, and all security systems have been activated;
    - from any convertible or soft topped vehicle where the roof is not securely in place;
    - if left on any motor vehicle roof, bonnet or boot unless **You** or someone acting on **Your** behalf is inside the vehicle;
    - from any building, land or premises unless force, resulting in damage to the building or premises, was used to gain entry or exit;
    - by a person or persons to whom the **bicycle** has been entrusted unless that person or persons belong to **Your immediate family**;
    - if the **bicycle** has been left in a location away from **Your Insured location** for more than 12 hours at any one time.
    - where the **bicycle** has been left **Unattended** when it is away from the **Insured location** unless it has been locked to an **Immovable Object** with an **approved lock**;
    - where **Reasonable precautions** have not been taken;
  - Damage caused by:
    - **You** deliberately damaging or neglecting the **bicycle**;
    - **You** not following the manufacturer's instructions;
    - routine servicing, inspection, maintenance or cleaning;
    - the use of accessories.
  - Repair or other costs for:
    - routine servicing, inspection, maintenance or cleaning;
    - repairs carried **our** by persons not authorized by **us**;
    - wear and tear or gradual deterioration of performance.
  - Any kind of damage whatsoever unless the damaged **bicycle** is provided for repair.
  - Any expense incurred as a result of not being able to use the **bicycle**.
  - Damage to accessories of any kind unless fitted to **Your bicycle** at the time of the incident.
  - War Risk
- Terrorism**, war, invasion, acts of foreign enemies, hostilities whether war is declared or not, civil war, rebellion, revolution insurrection, military or usurped power, confiscation, nationalism or requisition or destruction or damage to property by or under the order of any government or public or legal authority.
- Nuclear Risk
- Damage or destruction caused by, contributed to or arising from:
- ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel; or
  - the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or component thereof.
- Sonic Boom
- Damage or destruction directly occasioned by pressure waves caused by aircraft or other aerial devices traveling at sonic or supersonic speeds.
- Any other costs that are directly or indirectly caused by the event which led to **Your** claim unless specifically stated in this policy.
  - Liability of whatsoever nature arising from ownership or use of the **bicycle**, including any illness or injury resulting from it.
  - Value Added Tax (VAT) where **You** are a business that is registered with HM Revenue and Customs for VAT and can claim the VAT back.

## PERSONAL ACCIDENT – WHAT WE WILL NOT COVER

- Any **accident** when **You** are under 16 or over 85.
- Permanent total disablement** when **You** are over 65.
- Suicide or attempted suicide
- Intentional self-injury or deliberate exposure to exceptional danger (except in an attempt to save human life), or insanity or **Your** own criminal act;
- Any **accident** directly or indirectly resulting from stress, trauma or psychiatric illness.
- Any benefit when **Your** death or disablement does not occur within 180 days of the **accident**
- Any benefit when **You** cannot prove to **us** that the **Permanent total disablement** has continued for 12 months and in all probability will continue for the remainder of **Your** life
- Any **accident** not involving the use of **Your bicycle**
- Any **accident** whilst the **bicycle** is being used for racing or competition, hire, reward, courier services, or the carriage of paying passengers.

## PUBLIC LIABILITY – WHAT WE WILL NOT COVER

**You are not covered for**

- any claim when **You** are under 16 or over 65.
- an excess of £250 for each and every claim arising from damage to third party property.
- an excess of £500 for each and every claim arising from third party injury.
- liability arising from loss or damage to property which belongs to **You** or is in **Your** care custody or control.
- any claim where **You** are entitled to indemnity from another source.
- any claim when punitive, exemplary or aggravated damages are awarded against **You**.
- any liability for bodily injury, loss of damage;
  - to **Your** employees or members of **Your** family or household or to their property.
  - arising out of the ownership, possession, use or occupation of land or buildings.
  - arising out of the ownership, possession or use of motorised vehicles, yachts or motorised waterborne craft, airborne craft of any description, animals or firearms and weapons.
- any liability not involving the use of the bicycle.
- using the bicycle professionally or for any trade/business except commuting to and from work.

## CONDITIONS AND LIMITATIONS

- Unless **we** have agreed differently with **You**, English law and the decisions of English courts will govern this insurance.
- This insurance only covers **bicycle** bought and used in the UK, the Isle of Man, the Channel Islands and the Republic of Ireland. Cover is extended to include use of the **bicycle** anywhere in the world up to a maximum of 60 days in total, in any single 12 month period, subject to any repairs being carried out in the UK by repairers approved by **us**.
- The **bicycle** must be less than 36 months old, in full working order and in **Your** possession when the policy is started, and **You** must have a valid proof of purchase which must include the make and model of the **bicycle**, the price **You** paid, and the address of the supplier. Additionally, if **Your bicycle** was purchased more than 30 days before the start date of this insurance, a photograph of **You** with **Your bicycle** must be provided within 30 days of policy inception. Failure to provide this will invalidate **Your** insurance and no benefits shall be due.
- You** must provide **us** with any receipts, documents or proof of purchase, that it is reasonable for **us** to request.
- You** cannot transfer the insurance to someone else or to any other **bicycle** without **our** written permission.
- You** must take all **Reasonable precautions** to prevent any damage.
- Cover excludes costs or payments recoverable from any party, under the terms of any other contract, guarantee, warranty, or insurance.
- If **Your bicycle** was purchased more than 30 days before the start date of this insurance, cover excludes any event giving rise to a claim for the period of 30 days after **You** purchased this insurance
- If **You** change the **bicycle** that **You** have insured with **us** cover excludes any event giving rise to a claim for the period of 30 days after **You** notify **us** of the change of **Your bicycle**
- You** are required by the provisions of the Consumer Insurance (Disclosure and Representations) Act 2012 to take care to:
  - supply accurate and complete answers to all the questions **we** or the administrator may ask as part of **Your** application for cover under the policy;
  - to make sure that all information supplied as part of **Your** application for cover is true and correct;
  - tell **us** of any changes to the answers **You** have given as soon as possible.

Failure to provide answers in-line with the requirement of the Act may mean that **Your** policy is invalid and that it does not operate in the event of a claim.

## CLAIMS PROCEDURE

- You** must:
  - notify Supercover Insurance Ltd on 0203 794 9304 as soon as possible but in any event no later than 28 days after any incident likely to give rise to a claim under this insurance;
  - report the theft of any **bicycle** to the Police within 24 hours of discovery and obtain a crime reference number in support of **Your** claim;
  - provide **us** with receipts for any **approved locks** used in support of any theft claim or if the receipt is not available **You** must provide the remains of the damaged **approved lock**.
  - provide **us** with details of the claim and any other contract, guarantee, warranty or insurance that may apply to the damage including but not limited to household insurance. Where appropriate a ratable proportion of the claim may be recovered direct from these Insurers.
- If **we** replace **Your bicycle** the damaged or stolen **bicycle** becomes ours. If it is returned or found **You** must notify **us** and send it to **us** if **we** ask **You** to.

To help **us** improve **our** service **we** may record or monitor telephone calls.

## FRAUD

**We** take a robust approach to fraud prevention in order to keep premium rates down so that **our** customers do not have to pay for other people's dishonesty. If any claim under this insurance is fraudulent or is intended to mislead, or if any misleading or fraudulent means are used by **You** or anyone acting on **Your** behalf to obtain benefit under this insurance, the right to any benefit under this insurance will end, the policy will be cancelled and **we** will be entitled to recover any benefit paid and costs incurred as a result of any such fraudulent or misleading claim. **We** may also inform the police.

To prevent fraud, insurers sometimes share information. Details about **Your** insurance application and any claim **You** make may be exchanged between insurers.

## 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 in the first instance contact Supercover's Customer Services Director. The contact details are:

The Customer Services Director,  
Waterside House  
20 Riverside Way  
Uxbridge UB8 2YF  
Tel: 0203 794 9304  
Email: [complaints@supercoverinsurance.com](mailto:complaints@supercoverinsurance.com)

Please ensure **Your** policy number is quoted in all correspondence to assist a quick and efficient response.

In the event **You** remain dissatisfied **we** will escalate **Your** complaint to the Underwriters at:

The Customer Relations Manager,  
UK General Insurance Limited,  
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)

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 €2 million and fewer than ten staff. **You** may contact the Financial Ombudsman Service at:

The Financial Ombudsman Service  
Exchange Tower  
London E14 9SR

Tel: 0800 023 4567

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

## FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)

Great Lakes Reinsurance (UK) SE is covered by the Financial Services Compensation Scheme (FSCS). **You** may be entitled to compensation from the scheme, if they cannot meet their obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 100% of the first £2,000 and 90% of the remainder of the claim. **You** can get more information about compensation scheme arrangements from the FSCS or visit [www.fscs.org.uk](http://www.fscs.org.uk)

## DATA PROTECTION ACT 1998

Please note that any information provided to **us** will be processed by **us** and **our** agents in compliance with the provisions of the Data Protection Act 1998, for the purpose of providing insurance and handling claims, if any, which may necessitate providing such information to third parties. **We** may also send the information in confidence for process to other companies acting on their instructions including those located outside the European Economic Area.

## THE CHECKS WE MAKE AND SHARING INFORMATION WITH OTHER ORGANISATIONS

Under the Data Protection Act 1998 **we** are required to tell **You** the following information. It explains how **we** may use **Your** details and tells **You** about the systems **we** have in place

that allow **us** to detect and prevent fraudulent applications and claims. The savings that **we** make help **us** to keep premiums and products competitive.

### Insurance Administration

Information **You** supply may be used for the purposes of insurance administration by Supercover Insurance Limited, **Your** insurers and their agents and re-insurers. In assessing any claims made, **we** may undertake checks against publicly available information such as electoral roll, county court judgement, bankruptcy or repossessions. Information may also be shared with other insurers either directly or via those acting for the insurer such as loss adjusters or investigators.

### Fraud Prevention, Detection and Claims History

In order to prevent and detect fraud **we** may at any time share information about **You** with other organisations and public bodies including the Police. **We** may check and/or file **Your** details with fraud prevention agencies and databases, and if **You** give **us** false or inaccurate information and **we** suspect fraud, **we** will record this.

**We** and other organisations may also search these agencies and databases to:

- Help make decisions about the provision and administration of insurance, credit and related services for **You** and members of **Your** household;
- Trace debtors or beneficiaries, recover debt, prevent fraud and to manage **Your** accounts or insurance policies;
- Check **Your** identity to prevent money laundering, unless **You** furnish **us** with other satisfactory proof of identity;

In addition **we** may undertake credit searches and conduct additional fraud searches (this may include requests for copy driving licenses, utility bills and other documentation to establish the identity of any person applying for insurance).

### Claims History

Insurers pass information to the Claims and Underwriting Exchange Register, run by Insurance Database Services Ltd (IDS Ltd). The aim is to help **us** to check information provided and also to prevent fraudulent claims. Under the conditions of **Your** policy **You** must tell **us** about any insurance related incidents **we** ask about, whether or not they give rise to a claim. When **You** tell **us** about an incident **we** may pass information relating to it to these databases. **We** may search these databases when **You** apply for insurance, in the event of any incident or claim, or at time of renewal to validate **Your** claims history or that of any other person or property likely to be involved in the policy or claim.

### Other Insurers

Supercover Insurance Limited and **Your** insurers may pass information about **You** and this policy to other insurance companies with which **Your** insurers reinsure their business or who are dealing with a claim made under this policy. In addition, information may be passed to other insurance related organisations in common with industry practice. These companies may be located in countries outside the UK but within the European Economic Area ("EEA"). On payment of a small fee **You** are entitled to receive a copy of the information **we** hold about **You**. If **You** have any questions, or **You'd** like to find out more about this notice **You** can write to the Data Protection Officer, Supercover Insurance Limited, Waterside House, 20 Riverside Way, Uxbridge, UB8 2YF

## BICYCLE UNINSURED LOSS RECOVERY & IDENTITY THEFT PROFESSIONAL FEES POLICY

### IMPORTANT NOTICE REGARDING THE OPERATION OF THIS POLICY. FAILURE TO COMPLY WITH THESE TERMS COULD MEAN THAT WE DECLINE TO PAY Your CLAIM.

All potential claims must initially be reported to **Our** appropriate Claims Helpline Service (shown below), which operates 24 hours a day, 365 days a year in respect of legal issues and the hours of 09:00 – 17:00 Monday to Friday excluding Bank Holidays in respect **Identity Theft** issues.

#### Legal Claims Notification & Advice Helpline Service - 0844 800 0128

This Helpline Service is only in respect of legal issues and cannot assist with any other insurance matter.

#### Identity Theft Helpline Service – 01384 397757

This Helpline service is only in respect of **Identity Theft** issues and cannot assist with any other insurance matter.

- This is a policy where **You** must notify **Us** during the period of insurance and within 30 days of any circumstances which may give rise to any claim under this policy. Failure to do so could mean that **We** decline to pay a claim for **Your Professional Fees**.
- If **You** can convince **Us** that there are sensible prospects of being successful in **Your** claim and that it is reasonable for **Professional Fees** to be paid **We** will:
  - take over the claim on **Your** behalf.
  - appoint a specialist of **Our** choice to act on **Your** behalf.
  - We** may limit the **Professional Fees** that **We** will pay under the policy where:
    - We** consider it is unlikely a reasonable settlement of **Your** claim will be obtained;
    - there is insufficient prospects of obtaining recovery of any sums claimed; or
    - the potential settlement amount of **Your** claim is disproportionate compared with the time and expense incurred in pursuing or defending **Your** claim.

Where it may cost **Us** more to handle a claim than the amount in dispute **We** may at **Our** option pay to **You** the amount in dispute which will then constitute the end of the claim under this policy.

- If **Legal Proceedings** have been agreed by **Us**, **You** may at this stage decide to nominate and use **Your** own solicitor or indeed, **You** may wish to continue to use **Our** own specialists. If **You** decide to nominate **Your** own professional **We** must agree this in advance and **You** will be responsible for any **Professional Fees** in excess of those which **Our** own specialists would normally charge **Us** (Details are available upon request).
- At conclusion of **Your** claim if **You** are awarded any costs (not **Your** damages), these must be paid to **Us**.

Please note that if **You** should engage the services of a professional prior to making contact with this Helpline any costs that **You** incur are not covered by this insurance.

If upon receipt of this policy **You** are unhappy with any of the requirements as stated above please advise **Your** insurance adviser immediately who subject to there being no claims on this policy will arrange a full refund of premium.

### IMPORTANT POLICY INFORMATION

All potential claims must initially be reported to the appropriate Claims Helpline Service.

The Legal Claims Notification & Advice Helpline Service telephone number is 0344 800 0128.	Operates 24 hours a day 365 days a year.
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The ID Theft Helpline Claims Telephone number is 01384 397757.

This operates between the hours of 9.00am to 5.00pm Monday to Friday excluding Bank Holidays.

Outside of these hours **You** may call this number to receive important information about critical actions to be taken and also leave details of **Your** claim.

Alternatively **You** should visit our website:

[www.legalim.co.uk/idtheft](http://www.legalim.co.uk/idtheft)

**You** will be able to access important information on whom to contact immediately and also notify and if necessary register a claim.

Where the theft involves financial matters, **You** should immediately notify **Your** bank or card issuer and inform them of **Your** concerns. **You** should also notify the Police. If any identification documents have been lost or stolen, please notify the relevant authorities immediately. Details are available on the above website.

Please note that the Legal Claims Notification & Advice Helpline Service is not empowered to give advice on the admissibility of any claim under this policy.

If **You** wish to make a claim or **You** have a query relating to policy cover **You** should contact:

Claims Department  
Legal Insurance Management Ltd  
1 Hagley Court North  
The Waterfront  
Brierley Hill  
West Midlands  
DY5 1XF

This is a 'Claims Made' policy. It only covers claims notified to **Us** during the **Period of Insurance** and within 30 days of any circumstance which may give rise to any claim. Failure to do so could lead **Us** to decline that claim.

### POLICY DEFINITIONS

The words or expressions detailed below have the following meaning wherever they appear in this policy.

#### Agent

The Agent appointed by the Coverholder to transact this insurance with **You**.

#### Authorised Professional

A solicitor, counsel, claims handler or mediator, accountant, firm of accountants or other appropriately qualified person appointed and approved by **Us** under the terms and conditions of this policy to represent **You** or an **Insured Person's** interests.

#### Credit Reference Agency

Equifax, Experian, and Call Credit.

#### Claim Limit(s)

The amount **We** will pay in respect of any one claim and the total amount payable within any one **Period of Insurance** as specified within the **Schedule**.

#### Court

A **Court**, tribunal or other competent authority.

#### Event

The initial **Event**, act or omission which sets off a natural and continuous sequence of Events that subsequently gives rise to a claim for **Professional Fees** and/or payment of a benefit under this policy.

#### Identity Theft

The misappropriation of the identity of another person without their knowledge or consent. These identity details are then used to obtain goods, services or to commit criminal activities in that person's name.

#### Excess

The first amount of each and every claim as detailed on the **Schedule** or Insured **Event**.

#### Insured Person

Section 1: The **Policyholder** and any other person authorised by **You** to ride or to be a passenger in or on the **Insured Bicycle**.

Section 2: The **Policyholder** named within the **Schedule**.

#### Insured Bicycle

A bicycle that **You** own or for which **You** are legally responsible.

#### Insurer

This insurance is administered by Legal Insurance Management Limited & arranged by Supercover & underwritten by UK General Insurance Ltd on behalf of Great Lakes Reinsurance (UK) SE, Registered in England No.SE000083. Registered Office: Plantation Place, 30 Fenchurch Street, London EC3M 3AJ. UK General Insurance Limited are authorised and regulated by the Financial Conduct Authority.

Great Lakes Reinsurance (UK) SE is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. This can be checked on the Financial Services Register at [www.fca.org.uk/firms/systems-reporting/register](http://www.fca.org.uk/firms/systems-reporting/register) or by calling them on 0800 111 6768.

Legal Insurance Management Limited is authorised and regulated by the Financial Conduct Authority under registration number 552983. This can be checked on the Financial Services Register at [www.fca.org.uk/firms/systems-reporting/register](http://www.fca.org.uk/firms/systems-reporting/register) or by calling them on 0800 111 6768.

#### Legal Proceedings

When formal **Legal Proceedings** are issued against an opponent in a **Court of Law**.

#### Payment Card

Bank, charge, cheque, credit, debit, and cash dispenser cards.

#### Period of Insurance

The **Period of Insurance** shown in the **Schedule**.

## Policyholder, You, Your

The person or company who has paid the premium and is named in the **Schedule** as the **Policyholder**.

## Professional Fees

Legal fees and costs properly incurred by the **Authorised Professional**, with **Our** prior written authority, including costs incurred by another party for which **You** are made liable by **Court** Order or may pay with **Our** consent in pursuit of a civil claim within the **Territorial Limits** arising from an **Insured Event**. **Professional Fees** will include VAT where it cannot be recovered.

## Prospects of Success

At least 51% chance of the **Insured Person(s)** achieving a favourable outcome

## Schedule

The document which shows details of **You** and this insurance and is attached to and forms part of this policy.

## Standard Professional Fees

The level of **Professional Fees** that would normally be incurred by **Us** in using a nominated **Authorised Professional** of **Our** choice.

## Territorial Limits

The United Kingdom (meaning England, Scotland, Northern Ireland, Wales), Channel Islands and Isle of Man.

## Time of Occurrence

When the **Event** occurred or commenced whichever is the earlier.

## We, Us, Our

UK General on behalf of Great Lakes Reinsurance (UK) SE.

## COVER

**You** have paid the premium and supplied to **Us** a proposal and declaration or other information which shall be the basis of this contract and be incorporated in this policy.

Upon payment of the policy **Excess** if applicable, **We** will pay **Your** claim in accordance with **Our** Standard **Professional Fees** and where requested by **You** any other **Insured Person** up to the **Claim Limits** subject to the terms, conditions and exclusions of this policy, against **Professional Fees** arising from an **Insured Event** within the **Territorial Limits** where **You** notify **Us** during the **Period of Insurance** and within 30 days of the **Time of Occurrence** of the **Event**.

## INSURED EVENT

### SECTION 1

#### Section 1a - Personal Injury – Claims Limit £100,000

What is Covered?	What is Excluded?
Pursuing a civil claim following a road accident involving the <b>Insured Bicycle</b> and resulting in the death of or bodily injury to an <b>Insured Person</b> .	Excluding: 1. any injury or illness not caused by a sudden or specific accident; 2. any claim arising from a stress or psychological related condition.

#### Section 1b –Uninsured Loss Recovery – Claims Limit £100,000

What is Covered?	What is Excluded?
A road accident involving the <b>Insured Bicycle</b> and resulting in uninsured losses being incurred by an <b>Insured Person</b> .	

#### Section 1c - Consumer Dispute –Claims Limit £100,000

What is Covered?	What is Excluded?
1. The pursuit or defence of any claim arising out of the sale, purchase or hire purchase of the <b>Insured Bicycle</b> . 2. The pursuit or defence of any claim relating to the testing, servicing or repair of the <b>Insured Bicycle</b> where the amount is in dispute. 3. The pursuit or defence of any claim relating to the testing, servicing or repair of the <b>Insured Bicycle</b> excluding claims less than £100 or in excess of £5,000.	

## SECTION 2

### Section 2 - Identity Theft – Limit of Indemnity £25,000

What is Covered?	What is Excluded?
Following an <b>Event</b> of Identify Theft: 1. reasonable Legal Expenses and ancillary costs incurred: a) to defend a claim from a financial institution, merchants or their collection agencies; b) for the removal of any criminal or civil judgments wrongly entered against the <b>Insured Person</b> ; c) challenging the accuracy or completeness of any information in a <b>Credit Reference Agency</b> report; and d) to create documents needed to prove the <b>Insured Person's</b> innocence in terms of any financial irregularities committed unlawfully; 2. postal and phone costs the <b>Insured Person</b> has to pay in dealing with financial institutions, the Police and Credit Reference Agencies to report or discuss an actual <b>Identity Theft</b> . 3. fees charged for reapplying for a loan which has been rejected due to the original application being rejected solely because the lender received incorrect credit information. 4. the <b>Insured Person's</b> lost earnings as a result of time away from work to go and see the Police, financial institutions or Credit Reference Agencies to report or discuss an actual <b>Identity Theft</b> .  The events above must be as a result of an actual <b>Identity Theft</b> .	Excluding: 1. Any <b>Identity Theft</b> connected with <b>Your</b> business, profession, or occupation. 2. Any legal action where the <b>Insured Person</b> does not have a reasonable prospect of success. 3. Any costs, expenses or losses incurred due to any fraudulent, dishonest or criminal act by an <b>Insured Person</b> , or any other person acting in collusion with an <b>Insured Person</b> . 4. Any Indirect Losses other than as identified above.

### Identity Theft Claims Conditions

Please read the following carefully to comply with the conditions of this section.

If an **Insured Person** discovers their identity has been stolen either from the first fraudulent transaction identified or any physical or electronic record with any financial institutions, the **Insured Person** must:

1. contact the identity theft helpline on 01384 397757.
2. make sure that they have their address history for the last 6 years.
3. file a police report within 12 hours of discovering the **Identity Theft**.
4. let their bank(s) **Payment Card** company (ies) and all other accounts know of the **Identity Theft** within 12 hours of discovering the **Identity Theft**.
5. fill out and return any claim forms including an authorisation for **Us** to obtain records and other necessary information, if these are applicable,
6. send **Us** proof from their employer that they took unpaid days off if they wish to make a claim for lost wages and provide evidence to show that it was necessary.
7. immediately send **Us** copies of any demand notices, summonses, complaints, or legal papers received in connection with a loss suffered.
8. take all reasonable action to prevent further damage to their identity.

### Identity Theft Claims Process

The **Insured Person** must contact the Identify Theft helpline on 01384 397757 quoting the policy number before they pay or agree to pay any costs. Failure to do so may lead **us** to decline the claim.

**We** will give the **Insured Person** a dedicated case manager who will assist them in identifying the extent of their problem. They will offer advice, guidance, and assist in the preparation of documentation to ensure the problem and any potential losses are minimised.

The service will give the **Insured Person** access by phone to repair their credit file or files following an **Identity Theft**.

**We** will personalise documents on the **Insured Person's** behalf and post these to them for signing and sending on to the agencies.

This service is available Monday to Friday from 9am to 5pm excluding bank holidays.

## GENERAL POLICY EXCLUSIONS

This insurance does not cover:

1. **Professional Fees** incurred:-  
a) in respect of any **Event** where the **Time of Occurrence** commenced prior to the

commencement of the insurance;

b) where the **Insured Person** should have realised when purchasing this insurance that a claim under this insurance might occur;

c) before **Our** written acceptance of a claim;

d) before **Our** approval or beyond those for which **We** have given **Our** approval;

e) where **You** fail to give proper instructions in due time to **Us** or to the **Authorised Professional**;

f) where **You** are responsible for anything which in **Our** opinion prejudices **Your** case;

g) if **You** withdraw instructions from the **Authorised Professional**, fail to respond to the **Authorised Professional**, withdraw from the **Legal Proceedings** or the **Authorised Professional** refuses to continue to act for **You**;

h) where **You** decide that **You** no longer wish to pursue **Your** claim as a result of disinclination. All costs incurred up until this stage will become **Your** responsibility;

i) in respect of the amount in excess of **Our** Standard **Professional Fees** where **You** have elected to use an **Authorised Professional** of **Your** own choice;

2. the pursuit continued pursuit or defence of any claim if **We** consider it is unlikely a sensible settlement will be obtained or where the likely settlement amount is disproportionate compared with the time and expense incurred;

3. claims which are conducted by **You** in a manner different from the advice or proper instructions of **Us** or the **Authorised Professional**;

4. appeals unless **You** notify **Us** in writing of **Your** wish to appeal at least six working days before the deadline for giving notice of appeal expires and **We** consider the appeal to have reasonable **Prospects of Success**;

5. any **Professional Fees** and expenses that could have been recovered under any other insurance except beyond the amount which would be payable under such insurance had this policy not been effected;

6. damages, fines or other penalties **You** are ordered to pay by a **Court**, tribunal or arbitrator;

7. claims arising from an **Event** arising from **Your** deliberate act, omission or misrepresentation;

8. Any dispute relating to written or verbal remarks which damage **Your** reputation.

9. Any **Professional Fees** relating to **Your** alleged dishonesty, criminal act, or violent behaviour or where there is an allegation that the **Insured Person** was in control of the **Insured Bicycle** whilst under the influence of alcohol or drugs (whether prescribed or otherwise).

10. **Professional Fees** arising directly or indirectly from computer software except operating systems and packaged software that have not been tailored by the supplier to **Your** own requirements.

11. **Legal Proceedings** outside the **Territorial Limits** and proceedings in constitutional international or supranational Courts or tribunals including the European **Court** of Justice and the Commission and **Court** of Human Rights;

12. a dispute which relates to any compensation or amount payable under a contract of insurance;

13. a dispute with **Us** not dealt with under the Arbitration condition;

14. an application for judicial review;

15. any **Professional Fees** incurred in defending or pursuing new areas of law or test cases;

16. any matter in respect of which an **Insured Person** is entitled to Legal Aid where **Our** liability shall be limited to the sum equal to any assessed income based contribution payable by the **Insured Person** towards **Professional Fees** incurred under the Crown **Court** Means Testing scheme where this applies;

17. any claim where **Your** bicycle insurer is entitled to repudiate **Your** motor policy or refuses settlement of **Your** claim;

18. claims arising out of the use of an **Insured Bicycle** by an **Insured Person** for racing, rallies, trials or competitions of any kind;

19. travelling expenses, subsistence allowance or compensation for absence from work in pursuit of an **Insured Person's** claim;

20. any claim arising from a contractual relationship;

21. the costs of a hire bicycle that **We** have not, in advance, agreed to pay for in writing.

22. Claims made by an **Insured Person** against any authorised passenger on the **Insured Bicycle**.

23. Claims for passengers where there is a conflict of interest between **You** or the authorised rider and any other passenger(s).

24. Disputes between an **Insured Person** and their family or a matrimonial or co-habitation dispute except insofar any claim relates to a dispute with an **Insured Person's** professional advisors.

25. Any matter arising from or relating to any business or trading activity or venture for gain undertaken by an **Insured Person** including but not limited to any personal guarantee and investment in unlisted companies.

26. **Legal Proceedings** between an **Insured Person** and a central or local government authority.

27. Electronic Data

Any consequence, howsoever caused, including but not limited to Computer Virus in Electronic Data being lost, destroyed, distorted, altered, or otherwise corrupted.

For the purposes of this Policy, Electronic Data shall mean facts, concepts and information stored to form useable for communications, interpretations, or processing by electronic or electromechanical data processing or other electronically controlled hardware, software and other coded instructions for the processing and manipulation of data, or the direction and manipulation of such hardware.

For the purposes of this Policy, Computer Virus shall mean a set of corrupting, harmful, or otherwise unauthorised instructions or code, whether these have been introduced maliciously or otherwise, and multiply themselves through a computer system or network of whatsoever nature.

28. Radiation

Any direct or indirect consequence of: Irradiation, or contamination by nuclear material;

or The radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter; or Any device or weapon which employs atomic or nuclear fission or fusion or other comparable reaction or radioactive force or matter.

29. Terrorism

Any direct or indirect consequence of terrorism as defined by the Terrorism Act 2000 and any amending or substituting legislation.

An act of terrorism includes any act, or preparation in respect of action, or threat of action designed to influence the government de jure or de facto of any nation or any political division thereof, or in pursuit of political, religious, ideological, or similar purposes to intimidate the public or a section of the public of any nation by any person or group(s) of persons whether acting alone or on behalf of or in connection with any organisation(s) or government(s) de jure or de facto, and which:

I. involves violence against one or more persons; or

II. involves damage to property; or

III. endangers life other than that of the person committing the action; or

IV. creates a risk to health or safety of the public or a section of the public; or

V. is designed to interfere with or to disrupt an electronic system.

connection with any action in controlling, preventing, suppressing, retaliating against, or responding to any act of terrorism.

30. War

Any direct or indirect consequence of war, civil war, invasion, acts of foreign enemies (whether war be declared or not), rebellion, revolution, insurrection, military or usurped power, or confiscation, nationalisation, requisition, destruction of or damage to property by or under the order of any government, local or public authority.

## POLICY CONDITIONS

### Consumer Insurance Act

**You** are required by the provisions of the Consumer Insurance (Disclosure and Representations) Act to take care to:

a) supply accurate and complete answers to all the questions **We** or the administrator may ask as part of **Your** application for cover under the policy;

b) to make sure that all information supplied as part of **Your** application for cover is true and correct;

c) tell **Us** of any changes to the answers **You** have given as soon as possible.

Failure to provide answers in-line with the requirement of the Act may mean that **Your** policy is invalid and that it does not operate in the event of a claim.

### Observance

**Our** liability to make any payment under this policy will be conditional on **You** complying with the terms and conditions of this insurance.

### Claims

**You** must tell **Us** in writing within 30 days about any matter, which could result in a claim being made under this policy, and must obtain in writing **Our** consent to incur

**Professional Fees**.

**We** will not enter into dialogue or correspond with anyone other than **You** (or with **Your** agreement, an **Insured Person**) or **Your** or the **Insured Person's** personal representatives (following death or serious incapacity) in relation to the notification and subsequent handling of a claim.

**We** will give such consent if **You** can satisfy **Us** that there are reasonable prospects of success in pursuing or defending **Your** claim and that it is necessary for **Professional Fees** to be paid and **You** have paid the **Excess**.

**We** may require (at **Our** discretion) **You** at **Your** expense to obtain the opinion of an expert or counsel on the merits of a claim or continued merits of a claim or **Legal Proceedings**. If **We** subsequently agree to accept or continue with the claim, the costs of such opinion will be covered.

If after receiving a claim or during the course of a claim **We** decide that:

1. **Your** prospects of success are insufficient;

2. It would be better for **You** to take a different course of action;

3. **We** cannot agree to the claim.

**We** will write to **You** giving **Our** reasons and **We** will not then be bound to pay any further **Professional Fees** for this claim.

**We** may limit any **Professional Fees** that **We** will pay under the policy in the pursuit continued pursuit or defence of any claim:

1. If **We** consider it is unlikely a sensible settlement will be obtained; or

2. where the likely settlement amount is disproportionate to the time and expense necessary to achieve a settlement; or

3. where there are insufficient prospects of obtaining recovery of any sums claimed.

Alternatively where it may cost **Us** more to handle a claim than the amount in dispute **We** may at **Our** option pay to **You** the amount in dispute which shall be deemed to represent full and final settlement under this policy providing that all the terms and conditions of this policy have been complied with.

In the event that **You** make a claim under this policy which **You** subsequently discontinue due to **Your** own disinclination to proceed, any legal costs incurred to date will become **Your** own responsibility and will be required to be repaid to the **Insurer**.

UK General Insurance Ltd is an Insurers **agent** and in the matters of a claim act on behalf of the **Insurer**.

### Representation

**We** will take over and conduct in **Your** name the prosecution, pursuit, defence or settlement of any claim. The **Authorised Professional** nominated and appointed by **Us** will act on **Your** behalf and **You** must accept **Our** nomination.

If **Legal Proceedings** have been agreed by **Us**, **You** may nominate **Your** own **Authorised Professional** whose name and address **You** must submit to **Us**. In selecting **Your Authorised Professional** **You** shall have regard to the common law duty to minimise the cost for **Your** claim. Any dispute arising from this shall be referred to Arbitration in accordance with the Policy Conditions.

Where **You** have elected to use **Your** own nominated **Authorised Professional** **You** will be responsible for any **Professional Fees** in excess of **Our** Standard **Professional Fees**.

### Conduct of Claim

- You** shall at all times co-operate with **Us** and give to **Us** and the **Authorised Professional** evidence, documents and information of all material developments and shall attend upon the **Authorised Professional** when so requested at **Your** own expense.
- We** shall have direct access at all times to and shall be entitled to obtain from the **Authorised Professional** any information, form, report, copy of documents, advice computation, account or correspondence relating to the matter whether or not privileged, and **You** shall give any instructions to the **Authorised Professional** which may be required for this purpose. **You** or **Your Authorised Professional** shall notify **Us** immediately in writing of any offer or payment into **Court** made with a view to settlement and **You** must secure **Our** written agreement before accepting or declining any such offer.
- We** will not be bound by any promise or undertaking given by **You** to the **Authorised Professional** or by either of **You** to any **Court**, witness, expert or **agent** or other person without **Our** agreement.

### Recovery of Costs

**You** should take all steps to recover costs charges, fees or expenses. If another person is ordered, or agrees, to pay **You** all or any costs charges, fees, expenses or compensation **You** will do everything possible (subject to **Our** directions) to recover the money and hold it on **Our** behalf. If payment is made by instalments these will be paid to **Us** until **We** have recovered the total amount that the other person was ordered, or agreed to pay by way of costs, charges or fees.

### Arbitration

Any dispute between **You** and **Us**, which is not solved by the policy, will be governed by the laws of England and Wales and shall be referred to a single arbitrator who shall either be a solicitor or barrister on whom **we** both agree. If **we** cannot agree, one will be nominated by the Law Society. Where appropriate the dispute will be resolved on the basis of written submissions. The costs of resolving the dispute will be met in full by the party against whom the decision is made. If the decision is not clearly made against either party, the arbitrator shall have the power to apportion costs.

### Fraud

**We** have the right to refuse to pay a claim or to void this insurance in its entirety if **You** make a claim which is in any respect false or fraudulent.

### Data Protection Act 1998

The data supplied by **You** will only be used for the purposes of processing **Your** policy of insurance, including underwriting, administration and handling any claim which may arise. The data supplied will not be passed to any other parties other than those which **We** have mentioned herein.

**You** are entitled upon the payment of an administration fee to inspect the personal data which **We** are holding about **You**. If **You** wish to make such an inspection, **You** should contact Legal Insurance Management Ltd, 1 Hagley **Court** North, The Waterfront, Brierley Hill, West Midlands DY5 1XF.

**We** may respond to enquiries by the Police concerning **Your** policy in the normal course of their investigations. Where it is necessary to administer **Your** policy effectively or to protect **Your** interests or for fraud prevention and detection purposes, **We** may disclose data **You** have supplied to other third parties such as solicitors, other insurers, law enforcement agencies, etc.

### Contracts (Rights of Third Parties) Act 1999

Unless expressly stated nothing in this insurance contract will create rights pursuant to the Contracts (Rights of Third Parties) Act 1999 in favour of anyone other than the parties to the insurance contract.

### Notices

Any letter or notice concerning this insurance will be properly issued if it is sent to the last known address of the person intended to receive it.

### Due Care

**You** must take due care to prevent incidents that may give rise to a claim and to minimise the amount payable by **Us**.

### Cancellation

**We** hope **You** are happy with the cover this policy provides. However, if after reading this policy, this insurance does not meet with **Your** requirements, please return it to **Your** Agent within fourteen (14) days of issue and **We** will refund **Your** premium provided **You** have not submitted a claim.

The **Insurer** shall not be bound to accept renewal of any Insurance and may at any time cancel any insurance document by giving 14 days notice in writing where there is a valid reason for doing so. A cancellation letter will be sent to the Insured at their last known address. Valid reasons may include but are not limited to:

- Fraud
- Non-payment of premium
- Threatening and abusive behaviour
- Non-compliance with policy terms & conditions

Provided the premium has been paid in full the Insured shall be entitled to a proportionate rebate of premium in respect of the unexpired period showing on the insurance.

### Acts of Parliament

Any reference to Act of Parliament within this policy shall include an amending or replacing Act and shall also include where applicable equivalent legislation in Scotland, Northern Ireland, the Channel Islands, the Isle of Man and under European Law where applied in the United Kingdom.

### Claims Helpline

The Legal Helpline Service provides advice on any problem affecting the **Policyholder**. All potential claims must be reported initially to the appropriate Claims Helpline Service for advice and support.

Legal Claims Notification & Advice Helpline Service: - 0344 800 0128

Identity Theft Claims Notification Service: - 01384 397757

Website:- [www.legalim.co.uk/idtheft](http://www.legalim.co.uk/idtheft)

**We** will not accept responsibility if the Helpline Services fail for reasons beyond **Our** control.

### Law

This policy shall be governed by and construed in accordance with the Law of England and Wales unless the **Policyholder's** habitual residence (in the case of an individual) or central administration and/or place of establishment is located in Scotland in which case the law of Scotland shall apply. In the event of the place of establishment being situated in the Channel Islands the relevant law governing the Channel Islands shall apply.

### Complaints Procedure

In the event of a complaint arising under this insurance, **You** should in the first instance write to:

The Managing Director  
Legal Insurance Management Ltd  
1 Hagley **Court** North  
The Waterfront  
Brierley Hill  
West Midlands  
DY5 1XF

Please ensure **Your** policy number is quoted in all correspondence to assist a quick and efficient response.

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 €2 million and fewer than ten staff. **You** may contact the Financial Ombudsman Service at:

Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR  
Tel: 0300 123 9123 or 0800 023 4567  
[www.financial-ombudsman.org.uk](http://www.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 Authority Trading Standards Service or Citizens Advice Bureau.

### Compensation Scheme

Great Lakes Reinsurance (UK) 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).