

key facts

Nice 1

Innovative Insurance Solutions



SUPEROVER BICYCLE PROTECT KEY FACTS

POLICY SUMMARY

This is a policy summary only. It does not contain the full terms and conditions of the contract.

For full details of all the policy terms, conditions and exclusions, please refer to the policy booklet (a copy is available on request). The relevant sections along with the main exclusions and limitations are listed below.

TYPE OF INSURANCE

The policy entitles you to repair or replacement of your bicycle, once all relevant paperwork has been received and extends to cover up to 60 days whilst you are abroad. Depending on the level of cover you have selected the policy will cover the bicycle you stated on the application up to a maximum sum insured as indicated in your Letter of Introduction.

PERIOD OF INSURANCE

This is an annual policy for which the full annual premium must be paid at inception and again at each annual renewal date.

POLICY COVER – SIGNIFICANT FEATURE, BENEFITS, LIMITATIONS AND EXCLUSIONS

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

Mechanical breakdown that occurs outside the manufacturer's guarantee period.

Personal Accident

We will pay the amount shown below if at any time whilst you are using your bicycle, you are involved in an accident, which shall solely and independently of any other cause, bring about such bodily injury which results in either death, loss of limb, loss of sight or permanent total disablement.

The amounts we will pay under this section are:

Loss of limb £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 be limited to a maximum of £10,000 per person.

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.

WHAT WE WILL NOT COVER

Accidental damage caused by you deliberately damaging or neglecting the bicycle;

Any cosmetic damage;

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 have been closed and locked and all security systems have been activated;

Theft from any building, land or premises unless force, resulting in damage to the building or premises, was used to gain entry or exit;

Theft if the bicycle has been left in a location away from your home for more than 12 hours at any one time;

Theft where the bicycle has been left unattended when it is away from your home unless it has been locked to an immovable object using an approved lock as shown in your schedule;

Any theft not reported to the police within 24-hours and a crime reference number obtained;

Repair or other costs for:

routine servicing, inspection, maintenance or cleaning

wear and tear or gradual deterioration of performance;

loss caused by a manufacturer's defect or recall of the bicycle;

An Excess Fee of the first 10% of the maximum cover limit for your bicycle, with a minimum charge of £25.

Any claim relating to personal accident;

when you are under 16 or over 85;

for permanent total disablement benefit when over 65;

when your death, injury or loss does not occur within 180 days of the accident;

when you cannot prove to us that the permanent total disablement has continued for 12 months from the date of the accident and in all probability will continue for the remainder of your life.

For any claim relating to public liability, 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 or 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 liability for bodily injury, loss of damage;

any liability not involving the use of the bicycle.

using the bicycle professionally or for any trade/business except commuting to and from work.

LIMITATIONS

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 this insurance and no benefits shall be due.

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.

REPLACEMENT

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

DEPRECIATION

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.

HOW TO CLAIM

If you need to report a claim, please contact Direct Group Ltd, the claims handler, on 0203 794 9304 Monday to Friday 9am to 6pm, or by Email: supercoverclaims@directgroup.co.uk.

WHAT TO DO IF YOU HAVE A COMPLAINT

It is the intention to give **you** the best possible service but if you do have any questions or concerns about this insurance or the handling of a claim you should follow the Complaints Procedure below:

Complaints regarding:

For complaints regarding the sale of Your policy, please contact the broker you purchased this policy through.

If your complaint about the sale of your policy cannot be resolved by the end of the third working day, your agent will pass it to:

Customer Relations Department

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

CLAIMS

For complaints about the handling of any claim, please contact:

Direct Group Ltd
Direct Group
PO Box 1291
Preston
PR2 0QJ

Tel: 0203 794 9300

Email: customer.relations@directgroup.co.uk

In all correspondence please state that your insurance is provided by UK General Insurance Limited and quote scheme reference 05397.

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 authority Trading Standards Service or Citizens Advice Bureau.

YOUR RIGHT TO CHANGE YOUR MIND – COOLING OFF PERIOD

You may cancel the insurance, without giving reason, by sending written notice to Supercover and returning the insurance documents within 14 days of it starting or (if later) within 14 days of you receiving the insurance documents. You will receive a full refund of all premium paid provided that no claim has been made and you do not intend to make a claim.

Cancellation after the cooling off period

Thereafter you may cancel the insurance cover at any time by informing Your agent however no refund of premium will be payable.

FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)

Great Lakes Insurance SE, is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme, if Great Lakes Insurance SE cannot meet their obligations. Most insurance contracts are covered for 90% of the claim with no upper limit. This depends on the type of business and the circumstances of the claim. **You** can get more information about the compensation scheme arrangements from the FSCS by visiting www.fscs.org.uk. You may also contact the FSCS on their Freephone number: 0800 678 1100 or 020 7741 4100 or you can write to: Financial Services Compensation Scheme, P O Box 300, Mitcheldean, GL17 1DY

THE INSURER

Supercover Insurance Ltd is authorised and regulated by the Financial Conduct Authority.

UK General Insurance Limited is authorised and regulated by the Financial Conduct Authority. Firm Reference No. 310101. You can check our details on the Financial Services Register <https://register.fca.org.uk/> or by calling the FCA on 0800 111 6768 (freephone) or 0300 500 8082.

This insurance is provided by Nice 1 Limited, administered by Supercover Insurance Ltd & 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.

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. Firm Reference No. 769884. Details about the extent of their regulation by the Financial Conduct Authority and Prudential Regulation Authority are available on request.

BICYCLE UNINSURED LOSS RECOVERY & IDENTITY THEFT

POLICY SUMMARY

Some important facts about the Professional Fees policy are summarised below. This summary does not describe all of the terms and conditions of the policy, so you will need to take time to read the insurance policy wording to make sure that you understand the cover that it provides. All references below to the cover provided are contained within the full policy wording. Please note that a full policy wording is available for your inspection upon request.

NAME OF INSURER

This insurance is administered by Legal Insurance Management Ltd, arranged by Supercover Insurance Ltd & underwritten by UK General Insurance Ltd 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.

Legal Insurance Management Ltd, Supercover Insurance Ltd and 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. Details about the extent of their regulation by the Financial Conduct Authority and Prudential Regulation Authority are available on request.

NAME OF COVERHOLDER

The policy is arranged by Supercover Insurance Ltd and administered on behalf of the insurers by Legal Insurance Management Ltd, 1 Hagley Court North, The Waterfront, Brierley Hill, West Midlands DY5 1XF.

TYPE OF INSURANCE

The policy is designed to cover the cost of professional fees charged by a claims handler, solicitor or accountant following a specific occurrence, provided that cover for that occurrence is detailed within the policy wording and is not specifically excluded within the policy schedule issued.

SIGNIFICANT FEATURES AND BENEFITS

The policy includes the following features (unless specifically excluded by the policy schedule issued), which are fully explained in detail in the policy wording. The Claim Limits provided will be shown on the policy schedule issued.

CLAIM LIMITS

Any One Claim and within any one period of insurance £100,000 reduced to £25,000 in respect of the Identity Theft section.

SECTIONS OF COVER

Section of Cover	Cover Provided	Specific Section Exclusions (Please note that this only shows the significant exclusions and reference should be made to the policy wording for a definitive list)
Uninsured Losses	The recovery of uninsured losses resulting from a road accident on your insured bicycle.	We do not cover :- - The costs of a hire bicycle not agreed in advance; - claims against passengers or involving conflict of interests between you and the rider or passengers; - Bicycles being used for racing, competition and the like.
Death Or Personal Injury	Professional fees resulting from the death of or personal injury to an insured person.	
Consumer Dispute	The pursuit or defence of any claim arising out of the sale, purchase or hire purchase of the insured bicycle or of any claim relating to the testing, servicing or repair of the insured bicycle providing that the amount in dispute exceeds £150 but is not greater than £5000.	
Identity Theft	Defending a claim from a financial institution, merchants or their collection agencies. The removal of any criminal or civil judgments wrongly entered against the Insured Person. Challenging the accuracy or completeness of any information in a Credit Reference Agency report.	Any Identity Theft connected with the Insured Person's business, profession, or occupation. Any fraudulent, dishonest or criminal act by an Insured Person, or any other person acting in collusion with a Insured Person. Subject to there being reasonable prospects of success in defending the prosecution.

Creating documents needed to prove the Insured Person's innocence in terms of any financial irregularities committed unlawfully.

Postal and phone costs the Insured Person has to pay in dealing with financial institutions, the Police and Credit Reference Agencies to report or discuss an actual Identity Theft.

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.

The Insured Person's 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 Identity Theft.

Legal Advice Helpline Service Free access to legal advice & assistance.

The helpline can provide general advice only and cannot assist with complex legal matters which may require the review of documentation and is not intended to replace the services of a solicitor.

SIGNIFICANT AND UNUSUAL EXCLUSIONS OR LIMITATIONS

The policy will exclude claims where the incident falls outside of the scope of cover provided by the policy wording or where this is subject to a specific exclusion or limitation. Please refer to the policy wording for full details. The most significant or unusual exclusions or limitations are outlined below.

- If you can convince us that there are sensible prospects of being successful in your claim and that it is necessary 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 sensible settlement of the claim will be obtained, the potential settlement amount of the claim is disproportionate compared with the time and expense incurred in pursuing or defending the claim or where there are insufficient prospects of obtaining recovery of any sums claimed.
- 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 the policy.
- If Legal Proceedings have been agreed by us you may at that 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 the 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 us any costs that you incur are not covered by this Insurance.
- 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 the policy. Failure to do so could mean that we decline to pay a claim for your professional fees. In the case of identity theft, you must notify the Police and the appropriate institution within 12 hours of you discovering the identity theft.
- The jurisdiction and territorial limits of the policy is The United Kingdom, the Isle of Man and the Channel Islands.
- We do not cover claims connected to matrimonial or family disputes.
- The policy does not cover activity connected to a business or any venture for gain.
- 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.

DURATION OF THE CONTRACT

The cover provided by the policy is normally for a twelve month period. Where this is altered, it will be clearly shown within the quotation provided and policy schedule subsequently issued.

CANCELLATION

We wish you to be happy with the cover provided by your policy. However you have the right to cancel the policy within 14 days of receiving the policy documents without giving reason. If you chose to cancel, we will refund your premium after first (at our discretion) charging for the cover provided from the date of commencement of the contract until the date of cancellation and any helpline costs incurred.

CLAIMS ADDRESS

The person insured by the policy should report immediately (and in accordance with the policy terms and conditions during the period of insurance and no later than 30 days after the occurrence) any incident which may give rise to a claim under the policy. Failure to do so could mean that we decline to pay a claim under the policy. The telephone number for the reporting of a claim is contained within the policy schedule. A claim form will be dispatched for completion by the insured person and return to the address shown below. If you wish to make a claim in writing, this must be made in person by the Insured Person seeking cover under the policy issued.

Please note that we will not enter into dialogue or correspond with anyone other than the Insured Person or the Insured Person's personal representatives (following death or serious incapacity) in relation to the notification and subsequent handling of a claim.

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

COMPLAINTS PROCEDURE

In the event of a complaint arising under this Insurance, you should in the first instance write to the Managing Director of Legal Insurance Management Ltd at the above address.

If it is not possible to reach an agreement, you may have the right to make an appeal to the Financial Ombudsman Service. This 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

COMPENSATION SCHEME

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.