

Bikefinder - Cyclor Insurance

Insurance Product Information Document

Company: Bspoke Underwriting Ltd

Product: Cycle Insurance Policy

Next Generation Insurance, trading as Cyclor is authorised and regulated by the Financial Conduct Authority. Registration Number 834883. This insurance is underwritten by Bspoke Underwriting Ltd on behalf of Watford Insurance Company Europe Limited who is authorised and regulated by the Gibraltar Financial Services Commission under incorporation number 112869. Bspoke Underwriting Ltd is authorised and regulated by the Financial Conduct Authority. Registration Number 310101

This document provides a summary of the key information relating to this insurance policy. Complete pre-contractual and contractual information on the product is provided in the full policy documentation.

What is this type of insurance?

This policy is suitable for cyclists who commute and ride for leisure.



What is insured?

- ✓ The sum insured and limits, as confirmed in your quote, Policy Booklet and Policy Schedule
- ✓ Malicious Damage as a result of attempted theft or Theft
- ✓ Accessories



What is not insured?

- ✗ The excess as specified in the policy wording and in your policy schedule
- ✗ Theft where you have not complied with the security requirements sections of the policy wording
- ✗ Theft where you have not used a Sold Secure Gold or Diamond standard lock
- ✗ Accidental damage
- ✗ Wear and tear
- ✗ Business use other than when used for commuting
- ✗ Any claim where an active Bikefinder subscription isn't in place
- ✗ Any claim where the Bikefinder tracking device is in passive mode
- ✗ Any claim where the Bikefinder device isn't securely mounted to the handlebar of the cycle with the battery charged at a minimum of 20%
- ✗ Any claim where evidence of ownership of the property insured has not been provided
- ✗ Any claims caused by or resulting from infectious or contagious disease.
- ✗ Any claim for items that have not had photographs uploaded to the Bikefinder app
- ✗ Mobile phones and smart phones are excluded from Accessories cover



Are there any restrictions on cover?

- ! You must be resident in England, Scotland, Wales, Isle of Man or Northern Ireland, having lived permanently in the UK for at least 6 months prior to taking out this cover
- ! You must take and upload pictures of your bicycle/ e-bike(s) and Sold Secure Gold or Diamond standard lock to your Bikefinder app within 14 days of inception
- ! You must secure your Cycle with a Sold Secure Gold or Diamond Standard lock
- ! Cover does not apply when your cycle is entrusted, loaned or hired out to someone other than you or a member of your family
- ! Cover outside of the UK, worldwide, is subject to a maximum of 90 days during any one 12-month period
- ! Cover when the cycling accessories are left unattended, unless secured out of sight in a locked storage location



Where am I covered?

- ✓ This insurance product provides cover in the United Kingdom and worldwide for up to 90 days.



What are my obligations?

You must take reasonable care to supply accurate and complete answers to all the questions you are asked when you take out, or make changes to, this policy.

You must notify Cyclor as soon as possible if any of the information in your policy documents is incorrect or if you wish to make a change to your policy.

If you do not provide accurate and complete answers to the questions you are asked, or you fail to notify Cyclor of any incorrect information or changes you wish to make, your policy may not operate in the event of a claim. We may not pay any claim in full or your policy could be invalid.

You must follow our claims process which can be found in your policy documentation.

You must upload original photographs of the bicycle/ e-bike(s) and Sold Secure Gold Lock to your Bikefinder app within the required timescales. The pictures must be taken and uploaded within 14 days of policy inception and prior to any registered claim.

Cover will only be provided for items that we've received an original picture for which clearly show the make, model and condition of the items being insured and that we can validate as original pictures.



When and how do I pay?

Your premium, including IPT (insurance premium tax) is paid within your Bikefinder subscription.



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 are unhappy with your policy for any reason you have the right to cancel within 14 days of receiving your policy documents. If you cancel within the 14 days, we will refund your premium in full providing no claims have been made or are pending. If you cancel after the 14 days, no refund will be due.

To cancel your policy please log into your account at www.bikefinder.com or e-mail support@bikefinder.com

We may charge a cancellation fee when policies are cancelled outside of the 14 day cooling off period. There is no fee for amending your policy.