



FROM THE GUN TO THE FLAG

Our Ultimate Bicycle Insurance has been designed for cyclists who regularly compete in the UK and abroad in crits, triathlons or mountain bike races. We understand that keeping you in race shape is vital.

Yellow Jersey

yellowjersey.co.uk

WELCOME TO YOUR YELLOW JERSEY ULTIMATE BICYCLE INSURANCE POLICY WORDING

This document is a legally binding contract of Insurance between **you** and **us**. Complete pre-contractual and contractual information about the product is provided in the **schedule** and the statement of facts. **We** agree to insure **you** under the terms, conditions and exceptions contained in this policy wording, the **schedule**. **You** are insured for any liability, loss or damage that occurs during any **period of insurance** for which **you** have paid, or agreed to pay a premium. This insurance is governed by English law.

Please check that the contract is suitable for **your** needs. **We** rely on the information **you** gave **us** being correct and complete. If it is not correct or complete **you** may not be covered by this insurance. **You** must tell **us** about changes in the information **you** gave **us** immediately. For a summary of cover please refer to the product summary document.

IMPORTANT CLAIMS INFORMATION

We will, at **our** discretion, pay the cost of repair, or the monetary replacement **value**, or arrange for repair or replacement to be effected. **Our** liability shall not exceed the lower of the **sum insured** detailed on **your schedule** or the **value** of the **pedal cycle(s) or accessories, helmets and/or clothing** less any excess as indicated under the claims excess section.

You must accept that **we** may appoint a specialist, including carbon restoration experts, to investigate any claim on **our** behalf.

You must retain any damaged property for inspection unless **we** have advised otherwise.

In the event of theft, attempted theft, vandalism or malicious acts **you** must notify the police immediately and obtain a crime reference number.

You will be asked to supply the following evidence in the event of a theft claim: the remains of an **approved lock**, a purchase receipt for the **approved lock** and all keys for the **approved lock**. If **you** cannot supply all of the above proof, please ensure **you** have a timestamped photo of the lock with **your pedal cycle**, demonstrating ownership, prior to the theft occurring.

Claims submitted more than 28 days after the incident taking place will not be accepted.

If **you** underinsure your **pedal cycle**, **we** will proportionately reduce any claims settlement (i.e. the insured **value you** have chosen is less than the **value** of the **pedal cycle**).

Any theft, loss or **accidental damage** sustained to **your pedal cycle** whilst in the care of an airline must first be claimed against the airline, under the Montreal Convention.

IF YOU HAVE ANY QUESTIONS CALL OUR CLAIMS LINE MON-FRI BETWEEN 9-5PM: 0333 003 0600

Upon settlement of a claim for loss or damage where the **pedal cycle** has been recovered or is deemed a total or partial loss, **we** have the right to take and keep possession of any part of the **pedal cycle** and deal with the salvage in a reasonable manner, but **you** shall not relinquish any **pedal cycle** to **us**. In the instance of a **pedal cycle** being recovered it is **your** responsibility to notify **us**.

IMPORTANT POLICYHOLDER ADVICE:

IF YOU ARE INVOLVED IN AN ACCIDENT - REMEMBER THE FOLLOWING:

Always exchange details with the other drivers/cyclists, including names, addresses, registration numbers and Insurer names and policy numbers.

Obtain witness details, including those of passengers in any vehicle involved.

If **you** have a camera available, and it is safe to do so, take photos of the vehicle positions before they are moved and the vehicle damage, as they may assist with establishing liability.

Do not discuss whose fault the **accident** was or accept any responsibility.

If anybody is injured or **you** do not exchange details at the scene, then report the matter to the police within 24 hours.

Do not answer directly any correspondence received from any representatives of the other parties involved.

Ensure **your** claim is submitted to Yellow Jersey Claims via the on-line client area within 28 days.

All incidents, no matter how minor they may seem should be reported.

IF YOU ARE INVOLVED IN AN ACCIDENT WHICH IS NOT YOUR FAULT

under no circumstances should **you** instruct **your** own lawyer as **our** legal expenses provider will not pay any costs incurred without prior agreement

Once **your** claim is submitted, if an advisor believes the accident is not **your** fault, **we** will arrange a legal expert to contact **you** who will help claim back uninsured losses and including claiming compensation for any injuries

ensure no contact is made with anyone else regarding claiming back **your** losses or compensation for personal injury until **you** hear from **us**.

GO TO THE YELLOW JERSEY WEBSITE TO SUBMIT A CLAIM: <https://www.yellowjersey.co.uk/claims/>

A team of experienced handlers will manage **your** claim and provide appropriate professional advice to progress **your** claim as swiftly as possible with minimum inconvenience to all involved. Remember that it is a condition of **your** policy to provide all information and assistance **we** may require during the course of **our** investigations. Failure to do so may result in unnecessary delays and expense being incurred or **your** claim not being paid.

CANCELLATION

Cancellation within the initial 14-day period - **you** may cancel the insurance, without giving reason, by sending us written notice within 14 days of the **commencement date** or (if later) within 14 days of **you** receiving **your** contractual documentation. **We** will make a charge equal to the period of cover **you** have had. **We** will not refund any premium if **you** have made a claim.

Cancellation after the initial 14-day period – whilst **you** may cancel this insurance after the 14-day cooling off period no refund of premium will be payable.

We may cancel the insurance by sending **you** 7 days' notice to **your** last known address. **We** will refund the part of **your** premium which applies to the remaining **period of insurance** (as long as **you** have not made a claim).

COMPLAINTS PROCEDURE

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:

1. SALE OF THE POLICY - Yellow Jersey, Prospero, 73 London Road, Redhill, Surrey, RH1 1LQ | Tel: 0333 003 0046 | Email: support@YellowJersey.co.uk.

2. CLAIMS - Yellow Jersey, Prospero, 73 London Road, Redhill, Surrey, RH1 1LQ | Tel: 0333 003 0600 | Email: claims@YellowJersey.co.uk

3. LEGAL EXPENSES (SECTION 7) - Customer Relations Department, ARAG plc, 9 Whiteladies Road, Clifton, Bristol, BS8 1NN | TEL: 0117 917 1561 | EMAIL customerrelations@arag.co.uk (hours of operation are 9am - 5pm, Monday to Friday excluding bank holidays. For our mutual protection and training purposes, calls may be recorded).

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.

COVER SUMMARY

This section is intended to provide a summary of the main coverage and exclusions of the ultimate bicycle insurance policy and is not personalised to **your** specific individual needs. **You** should refer to the main sections of the policy wording, **your** statement of fact and **schedule** for complete pre-contractual and contractual information.

Please take the time to carefully check **your** documentation to ensure **you** have provided the correct details, chosen the correct level of cover and fully understand **your** obligations pre-contract and throughout **your** policy period. Please contact us if **you** have any questions, or to amend the details **we** hold.

Section	Cover	Excess	Significant Exclusions
Pedal cycles	are covered for theft, malicious damage & accident damage (including racing and courier cycling), as disclosed on the schedule <u>only</u> , up to a maximum total sum insured of £50,000 with a maximum sum per pedal cycle of £15,000.	per claim is 10% capped at £100, or capped at £250 for courier cycling claims.	Theft or malicious damage of wheels and/or power meter devices when away from the insured location unless the pedal cycle itself is stolen or damaged.
Pedal cycle accessories	are covered up to £250 as standard and then as disclosed on the schedule. The value of accessories and pedal cycles cannot exceed a total of £50,000.	per claim is 10% capped at £100, or capped at £250 for courier cycling claims.	Accidental damage to accessories unless the pedal cycle is damaged at the same time. Theft or malicious damage of accessories when away from the insured location unless the pedal cycle is stolen or damaged.
Additional wheelsets	are covered up to the amount shown on the schedule.	per claim is 10% capped at £100, or capped at £250 for courier cycling claims.	Theft or malicious damage of additional wheels when away from the insured location unless the pedal cycle itself is stolen or damaged.
Helmet and clothing	is an optional cover of £250, £500, £1,000, £1,500 or £2,000 and covers any specialist triathlon or cycling articles of clothing including wetsuits, eyewear, footwear or headgear.	per claim is 10% capped at £100, or capped at £250 for courier cycling claims.	Any damage to helmet and clothing unless the pedal cycle itself is damaged at the same time, other than a wetsuit or helmet which is stolen from the transition area of an organised competitive triathlon event in which you are participating.
Bike boxes	are covered up to £1,000 as standard.	per claim is 10% capped at £100.	
Taxi reimbursement (annual policies only)	covers up to £150 for the cost of a taxi to transport you and your pedal cycle to various destinations as outlined in the policy wording.	Nil	Claims totalling more than £450 in any one period. More than 3 claims in any one period. Losses arising from policies purchased for less than 365 days.
Cycle hire	covers the cost of hiring an alternative pedal cycle from a reputable dealer whilst awaiting repair or replacement of your pedal cycle or where it fails to arriving at a venue outside of the UK due to a delay.	Nil	Any costs in excess of £500 during the period of Insurance.
Race fee cancellation (annual policies only)	covers one claim, up to £500 per period of insurance for a non-refundable race fee should you be unable to participate due to a sudden and unexpected event.	Nil	Losses arising from policies purchased for less than 365 days. Any pre-existing condition.
Courier Cycling (annual policies only)	Covers theft and accidental damage of your pedal cycle whilst courier cycling	per claim is 10% capped at £250.	Public liability Personal Accident Claims arising anywhere outside of the UK Family Cover
Public liability	up to £2,000,000 for you and your family members whilst riding a pedal cycle listed in your schedule. The named policyholder is also covered under this section whilst using any other pedal cycle	Nil	Claims arising out of an event which occurred whilst your pedal cycle was in the USA or Canada. Family members under age 16 or over age 85. Family members on any pedal cycle other than those listed on your schedule. Any liability claim arising from courier cycling.
Family cover	covers your pedal cycle(s) when loaned to family members.	n/a	Claims arising from courier cycling other than the named policyholder
Personal accident	up to the amounts below subject to conditions outlined in the policy wording: Loss of Limb £12,500 Loss of Sight £12,500 Death £12,500 Permanent Total Disablement £25,000 Dental Treatment up to £750 Physiotherapy up to £750	Nil	Family members under 16 and over 85. Losses arising from policies purchased for less than 365 days. Any pre-existing condition. Only one section of cover can be claimed on. Claims arising from courier cycling.
Legal expenses	are covered up to £100,000 per claim.	Nil	Injuries that develop gradually or that do not arise from physical injury. Claims arising outside of the UK.

WHERE AM I COVERED?

This insurance covers **you** worldwide all risks, which means all sections of cover under this policy are extended to include claims occurring anywhere in the world for a maximum of 120 days per trip. There are two exceptions:

1. Public liability in the USA or Canada is excluded.
2. Legal expenses for injuries that occur outside of the UK are excluded.

DEFINITIONS

The following words or phrases have the same meaning whenever they appear in this document, the **schedule** and **endorsements**. These words are highlighted by the use of bold print.

Abandonment, Abandoned - when a **pedal cycle** is left in a location other than the **insured location** for more than 18 consecutive hours or a transition area awaiting use during an organised competitive triathlon or cycling event for more than 48 hours.

Accident / accidental - A sudden or unexpected crash, fall or impact whilst using or transporting **your pedal cycle** which causes damage to **you** and/or **your pedal cycle**, during the **period of insurance**.

Accessories – pedal cycle related equipment owned by **you** and used in conjunction with the **pedal cycle** disclosed on the **schedule** which are not essential to its operation, including but not limited to, saddle bags, bike computers, bottle cages, bottles, clip on tri bars owned by **you** and not disclosed as part of the **pedal cycle**.

Adult - person who has reached the age of 18 years.

Appointed Advisor - the solicitor or other advisor appointed by ARAG to act on behalf of **you**.

Approved Lock - a lock which at the time of purchase by **you** was specified in the Master Locksmiths Association (MLA) 'Sold Secure' list of **pedal cycle** locks and which at the time of the purchase by **you** was appropriate to the **value of your pedal cycle**.

Bike Box – luggage developed specifically for the carriage of a **pedal cycle** or **pedal cycle** wheels, either owned or in **your** custody, care or control for the carriage of **your own pedal cycle** or **pedal cycle** wheels.

Bodily injury - death or identifiable physical injury resulting solely and independently from an **accident**.

Collective Conditional Fee Agreement - a legally enforceable agreement entered into on a common basis between the **appointed advisor** and **us** to pay his or her professional fees on the basis of 100% "no-win no-fee".

Commencement Date - the date **your** cover starts as shown on the **schedule**.

Common Carrier - a person or company that transports goods or people for any person or company and that is responsible for any possible loss of the goods during transport.

Conditional Fee Agreement - a legally enforceable agreement entered into between **you** and **appointed advisor** for paying their professional fees on the basis of 100% "no-win no-fee".

Courier Cycling – cycling for the purpose of collecting or delivering items of any kind in a professional context, excluding the carriage of passengers.

Endorsement(s) - any terms and conditions additional to this insurance and specified on the **schedule**.

Evidence of Ownership - original purchase receipt, showing the date, price paid, details of the **pedal cycle** and **approved lock** including name and address of seller(s).

Family - parents, spouse, partner, son, daughter or siblings, who permanently live with **you**.

Forcible and Violent Entry –

- entry evidenced by visible damage to the fabric of the building or vehicle at the point of entry
- damage caused to an **immovable object** or **approved lock**.

Helmets and Clothing – any specialist triathlon or cycling articles of clothing including wetsuits, eyewear, footwear or headgear.

Immovable -

- An object which cannot be undone or removed unless using extreme force (i.e. requiring the use of power tools or other machinery, not simple hand tools such as a spanner).
- An object from which the **pedal cycle** cannot be lifted, either over or under, without having broken the **approved lock**.
- A properly fixed motor vehicle **pedal cycle** rack which is locked to the vehicle which cannot be undone or removed unless using extreme force.
- A **pedal cycle** rack supplied expressly for the purpose of securing **pedal cycles** which cannot be undone or removed unless using extreme force (i.e. requiring the use of power tools or other machinery, not simple hand tools such as a spanner), including those found at rail stations, city centres and places of work.

Insured Location - the location stated in the **schedule** where the **pedal cycle** is usually kept which shall mean:

- A house built of brick, concrete or stone and roofed with slate, tiles or a multi layered roof.
- An outbuilding or garage built of brick, concrete or stone and roofed with slate, tiles, corrugated steel, asbestos or multi layered roof, which is attached to or within the immediate boundaries of a private house or block of flats and is privately accessed.

- A privately accessed shed which is securely locked at all times, within the immediate boundaries of the property in which **you** normally reside, with no exposed or easily accessible hinges.
- A **self-contained** flat within a brick, concrete or stone building with a slate, tiled or multi layered roof.
- A **self-contained** lockable private room in either **your** normal place of work or the halls of residence of a university in which **you** normally reside.
- A communal room or hallway in a brick, concrete or stone building with a slate, tiled or multi-layered roof, in which **you** normally reside or is **your** normal place of work.
- A communal outbuilding or privately accessed purpose-built bike storage built of brick, concrete or stone and roofed with slate, tiles, corrugated steel, asbestos or multi-layered roof within the immediate boundaries of the building in which **you** normally reside, including but not limited to underground car parks.
- Cover is extended to any temporary residence such as a holiday cottage/home, guesthouse, hotel or like for a maximum period of 120 days at any one time during the period of insurance, providing **your** section of the temporary residence is **self-contained** and lockable.

Insured Person - the person named in the **schedule** as the insured.

Legal Costs & Expenses -

- Reasonable legal costs, fees and disbursements reasonably and proportionately incurred by the **appointed advisor** on the Standard Basis, and agreed in advance by **us** or Fixed Recoverable Costs. The term "Standard Basis" can be found within the Court's Civil Procedure Rules Part 44.
- Other side's costs and disbursements where **you** have been ordered to pay them or pay them with **our** agreement.

Loss of Limb(s) - physical severance or complete and irrecoverable loss of use of one or both hands at or above the wrist or of one or both feet at or above the ankle.

Loss of Sight - complete and irrecoverable **loss of sight** in both eyes.

Malicious Damage - the intentional damage caused by a third party.

Overnight – a continuous period in excess of six hours during the hours of darkness

Pedal Cycle(s) – any bicycle, tricycle, tandem or trailer cycle powered by human pedalling and/or battery which is not subject to the requirements of the Road Traffic Act and as disclosed on the **schedule**, including all components, equipment upgrades, or cycle related equipment which form part of the **pedal cycle** and are essential to its operation and which are owned by **you** or for which **you** are legally responsible.

Period of Insurance - the period for which this policy is in force as shown on the **schedule**.

Pre-existing condition:

- Any respiratory condition (relating to the lungs or breathing), heart condition, stroke, Crohn's disease, epilepsy, allergy, or cancer for which **you** have ever received treatment (including surgery, tests or investigations by a doctor or a consultant/ specialist or prescribed medication).
- Any psychiatric or psychological condition (including anxiety, stress and depression) for which **you** have suffered which **you** have received medical advice or treatment or been prescribed medication for in the last five years.
- Any medical condition for which **you** have received surgery, in-patient treatment or investigations in a hospital or clinic within the last 12 months, or for which **you** are prescribed medication.
- Any disease, illness or injury **you** are aware of but for which **you** have not had a diagnosis.

Permanent Total Disablement - disablement which entirely prevents the **insured person** from attending to any remunerative occupation and which after a period of 12 months from the date of disablement is, in the opinion of a medical referee, beyond possibility of improvement.

Reasonable Prospects of Success - a greater than 50% chance of **you** successfully pursuing the claim and of enforcing any judgment that might be obtained.

Schedule - the document showing the details of the **insured person**, the cover provided and any **endorsements** that apply.

Self-contained - no shared facilities and a separate lockable entrance under **your** sole control.

Small Claims Court - a court in England & Wales that hears a claim falling under the small claims track in the County Court as defined by Section 26.6 (1) of the Civil Procedure Rules 1999; a court in Scotland that uses the simple claims procedure as set out by the Courts Reform (Scotland) Act 2014, a court in Northern Ireland where the sum in dispute is less than £3,000.

Sum Insured - the amount set out on the **schedule**.

Territorial Limits – Worldwide (public liability excluded in USA and Canada).

Terrorism - an act, or the threat of an act, by any person or group of persons, whether acting alone or on behalf of or in connection with any organisation or government, that:

- Is committed for political, religious, ideological or similar purposes; and
- Is intended to influence any government or to put the public, or any section of the public, in fear; and
- 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.

Unattended - whilst the **pedal cycle** is not being used or held by **you** or an **adult** who is entrusted with its safe keeping.

United Kingdom, UK - England, Scotland, Wales, the Channel Islands, Isle of Man and Northern Ireland.

Unoccupied Insured Location - an **insured location** as defined in a) a house and d) as **self-contained** flat, which is a furnished dwelling, but has not been lived in for more than 30 consecutive days.

Value - may be defined by using one of the following circumstances:

- a) The price in GBP which **you** paid to purchase a new or second hand **pedal cycle** including the sum of any parts which **you** purchased and which form part of **your pedal cycle** (including VAT).
- b) The price in GBP which **you** paid to purchase new or second hand **pedal cycle accessories, bike boxes, helmets and clothing** (including VAT).

- c) For vintage or antique **pedal cycles** and **accessories**, which are of particular worth due to their age, style or collectability, the sum shown in any valuation **you** provide to **us**, provided that such valuation is less than three years old and has been provided by a vintage cycle retailer or other suitably qualified valuation expert.
- d) The undiscounted replacement cost for a **pedal cycle** which when purchased as new benefited from a significant and one-off discount.
- e) For custom builds the price paid for the sum of the parts excluding labour costs.

We/Us/Our - the insurers named in the **schedule** of insurance. For sections 1-6, this refers to Yellow Jersey on behalf of AWP P&C SA (whose insurance is administered by AWP Assistance UK Ltd trading as Allianz Assistance). Section 7 refers to ARAG plc on behalf of AmTrust Europe Limited.

You/Your - the **insured person** named on the **schedule** or a member of **your family** who is a resident of the **United Kingdom**.

SECTION 1: THEFT, MALICIOUS DAMAGE AND ACCIDENT DAMAGE

1. Theft or malicious damage from the insured location

What is Covered

We will at **our** option, repair to its prior level of functionality or replace, any part, or, if beyond economic repair, replace the damaged part or all of the **pedal cycle** with the same or a similar article of like kind, functionality and quality up to the **sum insured** shown in the **schedule** subject to the **value** of the **pedal cycle**. We may use specialist suppliers for repair or replacement chosen by **us**.

Accessories, bike boxes, helmets and clothing are covered up to the **sum insured** as shown in the **schedule** and subject to the **value**.

What is not Covered

1. The first 10% of any claim up to a maximum of £100.
2. Theft or malicious damage where **you** cannot reasonably demonstrate evidence of ownership for **your pedal cycle**, wheelset, accessories, helmet or clothing. Other evidence of ownership will be accepted at **our** discretion only.
3. Theft or **malicious damage** when a **pedal cycle** is permanently stored outside and not inside **insured location** c) or g).
4. Theft or **malicious damage** when a **pedal cycle** is stored outside, on the public highway, in third party storage.
5. Theft or **malicious damage** from the **insured location** unless involving **forcible and violent entry** and **you** have complied with Security Requirement 1.
6. Theft or **malicious damage** when the **pedal cycle** is locked to an **immovable** object by an **approved lock** unless a purchase receipt for the **approved lock** demonstrating the make and model, or the remains of the **approved lock** demonstrating make and model, or a timestamped photo of the **approved lock** demonstrating make and model is provided in support of any claim.
7. Theft or **malicious damage** from an **unoccupied insured location**.
8. Unexplained theft or **malicious damage**.
9. Theft of any **accessories, helmets and/or clothing** from the **insured location** as described in f) communal hallway and g) communal outbuilding, unless the **pedal cycle** itself is stolen at the same time.
10. Theft or **malicious damage** when **your pedal cycle** is secured by a lock which is only approved for use with a **pedal cycle** with a lower **value** than **your pedal cycle**.

2. Theft, loss or malicious damage when away from the insured location

What is Covered

We will at **our** option, repair to its prior level of functionality or replace, any part, or, if beyond economic repair, replace the damaged part or all of the **pedal cycle** with the same or a similar article of like kind, functionality and quality up to the **sum insured** shown in the **schedule** subject to the **value** of the **pedal cycle**. We may use specialist suppliers for repair or replacement chosen by **us**.

Accessories, bike boxes, helmets and clothing are covered up to the **sum insured** as shown in the **schedule** and subject to the **value**.

Loss by an airline after 21 days from the date the incident was reported to the airline.

What is not Covered

1. The first 10% of any claim up to a maximum of £100, or £250 for **courier cycling**.
2. Theft or **malicious damage** where you cannot reasonably demonstrate evidence of ownership for **your pedal cycle**, wheelset, **accessories, helmet or clothing**. Other evidence of ownership will be accepted at **our** discretion only.
3. Theft or **malicious damage** unless **you** have complied with Security Requirement 2.
4. Theft or **malicious damage** when the **pedal cycle** is locked to an **immovable** object by an **approved lock** unless a purchase receipt for the **approved lock** demonstrating the make and model, or the remains of the **approved lock** demonstrating make and model, or a timestamped photo of the **approved lock** demonstrating make and model is provided in support of any claim.
5. Theft or **malicious damage** following **abandonment**.
6. Theft or **malicious damage** by a person or persons to whom the **pedal cycle** is entrusted.
7. Theft or **malicious damage** when loaned or hired out by **you** to any person, other than a member of **your family**.
8. Unexplained theft or **malicious damage**.
9. Loss or theft by a **common carrier** other than an airline.
10. Any **malicious damage** claims for marring, scratching, denting or cosmetic changes.
11. Theft of any **accessories, helmets and/or clothing**, unless the **pedal cycle** itself is stolen or damaged at the same time other than a wetsuit or helmet which is stolen from the transition area of an organised competitive triathlon event in which **you** are participating.
12. Theft of **pedal cycle** wheels unless securely locked through the rim by an **approved lock** to an **immovable** object or the **pedal cycle** frame.
13. Theft or **malicious damage** when **your pedal cycle** is secured by a lock which is only approved for use with a **pedal cycle** with a lower **value** than **your pedal cycle**.

3. Theft or malicious damage when from a vehicle

What is Covered

We will at **our** option, repair to its prior level of functionality or replace, any part, or, if beyond economic repair, replace the damaged part or all of the **pedal cycle** with the same or a similar article of like kind, functionality and quality up to the **sum insured** shown in the **schedule** subject to the **value** of the **pedal cycle**. We may use specialist suppliers for repair or replacement chosen by **us**.

Accessories, bike boxes, helmets and clothing are covered up to the **sum insured** as shown in the **schedule** and subject to the **value**.

What is not Covered

1. The first 10% of any claim up to a maximum of £100.
2. Theft or **malicious damage** where you cannot reasonably demonstrate evidence of ownership for **your pedal cycle**, wheelset, **accessories, helmet or clothing**. Other evidence of ownership will be accepted at **our** discretion only.
3. Theft or **malicious damage** when **you** have not complied with Security Requirement 3.
4. When access to the vehicle has not been made by **forcible and violent entry**.
5. Theft or **malicious damage** when loaned or hired out by **you** to any person, other than a member of **your family**.
6. Unexplained theft or **malicious damage**.
7. Theft or **malicious damage** following **abandonment**.
8. Theft or **malicious damage** when the **pedal cycle** is secured by a lock which is only approved for use with a cycle with a lower **value** than the **pedal cycle**.
- 9) Theft of **pedal cycle** wheels unless securely locked through the rim by an **approved lock** to an **immovable** object or the **pedal cycle** frame.

4. Accidental damage

What is Covered

We will at our option, repair to its prior level of functionality or replace, any part, or, if beyond economic repair, replace the damaged part or all of the **pedal cycle** with the same or a similar article of like kind, functionality and quality up to the **sum insured** shown in the **schedule** subject to the **value** of the **pedal cycle**. We may use specialist suppliers for repair or replacement chosen by us. We may use carbon repair specialists to evaluate structural damage.

Accessories, bike boxes, helmets and clothing are covered up to the **sum insured** as shown in the **schedule** and subject to the **value**.

What is not Covered

1. The first 10% of any claim up to a maximum of £100, or £250 for **courier cycling**.
2. **Accidental damage** where you cannot reasonably demonstrate evidence of ownership for **your pedal cycle**, wheelset, **accessories, helmet or clothing**. Other evidence of ownership will be accepted at our discretion only.
3. When **accidental** damage is sustained in transit when handed to a common carrier, unless securely packaged in a **bike box** and a receipt obtained.
4. **Accidental** damage when loaned or hired out by **you** to any other person, other than a member of **your family**.
5. Any **accidental** damage following **abandonment**.
6. Any **accidental** damage claims for marring, scratching, denting or cosmetic changes.
7. Any **accidental** damage claims for a **pedal cycle** frame unless there are visible signs of structural damage.
8. Any gradually operating cause including but not limited to damage caused by wear and tear, wet or dry rot, atmospheric or climatic conditions, frost, insects, vermin, corrosion, rust, dust, contamination, change in colour of finish, chemical reaction, marring, scratching, denting, cosmetic changes, dampness, dryness, shrinkage or evaporation.
9. Mechanical or electrical breakdown or defect or electronic malfunction.
10. Failure to use or maintain the **pedal cycle** in accordance with the manufacturer's instructions.
11. Faulty or defective design, materials or workmanship or latent defect and defects in operation.
12. Any **accessories, helmets and/or clothing**, unless the **pedal cycle** itself is damaged at the same time.

SECURITY REQUIREMENTS APPLICABLE TO SECTION 1

Wherever an **approved lock** is required to be used the lock will need to have been tested by Sold Secure and the **value** of the **pedal cycle** will determine the level of the **approved lock** you will need:

Pedal cycle(s) up to the **value** of £1,500 require a Sold Secure Silver-rated lock.
Pedal cycle(s) exceeding a **value** of £1,500 require a Sold Secure Gold rated lock.

1. SECURITY REQUIREMENTS AT THE INSURED LOCATION

Malicious damage, or theft of the property insured whilst at the **insured location** shall only be covered in circumstances where the **pedal cycle** is:

- a) At an **insured location**; as described in a), d), e) and h), the **pedal cycle** DOES NOT need to be secured through the frame by an **approved lock** to an **immovable object**, however any home security devices must be in operation and all final exit doors and accessible windows must be locked.
- b) At an **insured location** as described in b) and c) **you** have complied with the following security requirements:
 - i. all external doors must be secured by a minimum of a 5-lever mortice deadlock to BS3621 standard or a CEN Grade 3 closed shackle padlock, or
 - ii. the **pedal cycle** must be secured through the frame by an **approved lock** to an **immovable object** within the building.
- c) At an **insured location** as described in f) and g) the **pedal cycle** must be secured through the frame by an **approved lock** to an **immovable object** within the building.

2. SECURITY REQUIREMENTS WHERE THE PEDAL CYCLE IS AWAY FROM THE INSURED LOCATION

Malicious damage or theft of the **pedal cycle** whilst away from the **insured location** shall only be covered in circumstances where:

- a) The **pedal cycle** is not left **unattended**; or
- b) The **pedal cycle** is left **unattended**, but secured to an **immovable object** by an **approved lock** through the frame for no longer than 18 consecutive hours and any access to the **pedal cycle** is affected by **forcible and violent entry**.
- c) The **pedal cycle** is not **abandoned**.

3 SECURITY REQUIREMENTS FOR VEHICLES WHERE THE PEDAL CYCLE IS IN OR ON A VEHICLE

Theft whilst the **pedal cycle** is in or on a vehicle shall only be covered in circumstances where:

- a) All doors, windows and other openings of the vehicle are left closed, securely locked and properly fastened.
- b) Access to the **pedal cycle** and/or **accessories** must have been affected by **forcible and violent entry**.
- c) Any security devices installed in the vehicle are in operation.
- d) The **pedal cycle** is stored out of sight, (wherever possible).
- e) The **pedal cycle** is secured to an **immovable** roof or bike rack using the key operated locking mechanism of the rack and where the rack is secured to the vehicle and left for no longer than 1 hour.
- f) The **pedal cycle** is secured to an **immovable** roof or bike rack through the frame to the rack by an **approved lock** and where the rack is secured to the vehicle and left for no longer than 18 consecutive hours.
- g) Any vehicle used must have; a valid motor insurance; a valid MOT certificate (where applicable); current road tax (where applicable); and all windows and locks that are capable of rendering the vehicle secure.
- h) The **pedal cycle** is not **abandoned**.

SECTION 2: REPLACEMENT PEDAL CYCLE HIRE

What is Covered

We will pay up to £500 in any one **period of insurance**, for the reasonable cost of the hire of an alternative **pedal cycle** from a recognised reputable **pedal cycle** dealer whilst awaiting repair or replacement of **your pedal cycle** when the subject of an approved claim or where the **pedal cycle** fails to arriving at a venue outside of the **United Kingdom** due to a delay by a **common carrier**.

What is not Covered

1. When the costs of hire have not been agreed with us.
2. Where our prior authority has not been obtained.
3. Where the costs of hire are greater than a normal charge through a recognised supplier.
4. Where the costs are in excess of the **pedal cycle value**.
5. Where evidence of expenditure cannot be provided.
6. Where costs are incurred by anyone other than **you**.
7. Any hire costs outside of the period **you** are without **your pedal cycle**.

SECTION 3: PERSONAL ACCIDENT

What is Covered

We will pay the amount shown below if at any time whilst you are using a **pedal cycle** (except **courier cycling**) within the **territorial limits**, suffer **bodily injury** following an **accident**.

The amounts we will pay under this section are:

- Loss of Limb** £12,500.
- Loss of Sight** £12,500.
- Death** £12,500.
- Permanent Total Disablement** £25,000.
- Dental Treatment – we will pay you up to £750 for the costs and expenses that are reasonably and necessarily incurred for the repair of your natural teeth arising from an **accident**.
- Physiotherapy sessions – if you sustain a **bodily injury** within the **period of insurance**, we will pay you the costs and expenses up to £750 of physiotherapy fees that are reasonably and necessarily incurred for all **bodily injuries** arising from the same **accident** if notified to us within 28 days of the **accident**.

Benefits under this section shall be payable to you or your nominees, and shall be limited to a maximum of £25,000 per person.

What is not Covered

- Any claim whilst couriership
- Any **accident** not involving the use of a **pedal cycle** by you.
- Anyone under age 16 or over age 85.
- Any injury sustained whilst **courier cycling**
- Permanent total disablement** benefit for anyone over age 65.
- Suicide, attempted suicide or intentional self-injury or deliberate exposure to exceptional danger (except in an attempt to save human life), or insanity or your own criminal act, or being under the influence of alcohol or drugs.
- When directly or indirectly resulting from stress, trauma or psychiatric illness.
- Any benefit when your death, injury or loss does not occur within 30 days of the **accident**.
- You being under the influence of alcohol or non-prescribed drugs, or abusing prescribed drugs where there is sufficient evidence to conclude that the use of alcohol or drugs contributed to an **accident, bodily injury** or criminal act.
- Any surgery or treatment that is not medically necessary, cosmetic surgery, reversing cosmetic surgery, or any corrective treatment needed as a result of previous cosmetic surgery.
- Any benefit 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.
- More than one benefit per policy under this section per **period of insurance**.
- Any **pre-existing condition**.
- Losses arising from any **pedal cycle** insurance policy which was purchased for a policy term of less than 365 days.
- Any injury arising from your use of a **pedal cycle** to participate in stunts.
- Dental treatment where written proof from your dental practitioner has not been provided, stating the **bodily injury** and justifying the requirement for dental fees to be incurred privately rather than utilising the care provided by the UK National Health Service.
- Dental treatment that is purely cosmetic or for aesthetic purposes, e.g.:
 - any treatment you elect to have, such as crowns, bridges, inlays and onlays, which are not clinically necessary.
 - replacement of silver-coloured fillings with white fillings.
 - tooth whitening, including bleaching and laser whitening, veneers or orthodontic treatment.
- For physiotherapy sessions:
 - where written proof from your medical practitioner has not been provided, stating the **bodily injury** and justifying the requirement for physiotherapy fees to be incurred privately rather than utilising care provided by the UK's National Health Service
 - any treatment beyond 6 months of the **bodily injury**
 - more than one claim for the same **accident**

SECTION 4: PUBLIC LIABILITY

What is Covered

We will in respect of the amount shown on the **schedule** which you become legally liable for, pay for **accidental bodily injury**, death, disease or **accident** damage to any person or **accident** damage to third party property which arises from your use of or ownership of a **pedal cycle** (except **courier cycling**) providing you are a resident of the **United Kingdom**.

The named policyholder is also covered under this section whilst riding any **pedal cycle** not listed in the **schedule**, within the **territorial limits**.

The total amount payable includes reasonable defence costs and expenses incurred by you with our written consent in connection with any liability insured.

What is not Covered

- Any claim whilst couriership
- Any member of your family under age 16 or over age 85.
- Any member of your family using a **pedal cycle** other than those listed in your **schedule**.
- Any liability arising from **courier cycling**
- Liability arising from loss or damage to property which belongs to you or is in your care custody or control.
- Where you are entitled to indemnity from another source.
- When punitive, exemplary or aggravated damages are awarded against you.
- Any liability for **bodily injury**, loss or 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.
- Anyone being carried on the **pedal cycle** other than you.
- Any liability not involving the use of a **pedal cycle**.
- Any liability arising out of the use of a **pedal cycle** outside the **territorial limits**.

SECTION 5: TAXI REIMBURSEMENT

What is covered:

If you suffer an **accident**, vandalism, or an irreparable breakdown to your **pedal cycle** within the **territorial limits** and it occurs more than one mile from the **insured location**, we will pay up to £150 for the cost of a taxi to transport you and your **pedal cycle** (if appropriate) to:

- The nearest suitable cycle repair shop or
- The nearest appropriate railway station or
- The nearest car rental agency or
- The nearest **overnight** accommodation or
- The **Insured Location**, if closer.

What is not covered:

- Any claim whilst couriership
- Any costs other than the taxi fare to transport you and your **pedal cycle** to your onward destination.
- Any claim where photographic evidence of the broken **pedal cycle** has not been provided
- Any incident within a mile, by public highway from the **insured location**.
- Any incident where the **pedal cycle** is being used for a use not specified in the design and manufacturers specifications, or arising directly out of the unreasonable use of the **pedal cycle** on unsuitable terrain.
- Ferry and toll charges.
- The cost of parts, components, lubricants or materials, food, drinks, telephone calls, or other incidental expenses.
- Damage to tyres by road punctures capable of being repaired by cycle emergency kit available to you at the time of the incident.
- More than three claims in any one **period of insurance**.
- Claims totalling more than £450 in any one **period of insurance**.

11. Whilst the **pedal cycle** is being used outside the **territorial limits**.

12. Losses arising from policies purchased for less than 365 days.

SECTION 6: RACE FEE CANCELLATION COVER

What is Covered

For annual bicycle insurance policies, only, **we** will pay the non-refundable race fee cost, less any refunds, for one event per **period of insurance** up to the limits specified in **your schedule** to protect **you**, the intended participant, against situations or losses that result from sudden and unexpected events as outlined below:

1. Any serious injury or any unforeseen serious illness occurring to **you** which results in **you** being unable to attend an event for which **you** have entered. **You** must be examined by a physician within 72 hours of the cancellation and the physician must advise **you** not to attend the event.
2. Any serious injury or any unforeseen serious illness occurring to a member of **your family** which requires **you** to provide primary care to that person. **Your family** member must be examined by a physician within 72 hours of the cancellation.
3. Any serious injury or any unforeseen serious illness occurring to **your family** member that is considered life threatening or requiring hospitalisation. **Your family** member must be examined by a physician within 72 hours of the cancellation.
4. **Your** death.
5. The death of a **family** member on or within thirty (30) days prior to the event date.
6. **You** being required to serve on a jury or served with a court order which requires **your** appearance in court on the day of the event, and which prevents **you** from attending the event.
7. **Your** home being made uninhabitable by fire, flood, burglary, vandalism, or natural disasters.
8. **You** are directly involved in a traffic **accident** on the day of the event that causes either: 1) an injury to **you**; or 2) damage to the automobile that creates an immediate need for repair to ensure the safe operation of the vehicle.
9. **You** being on active military duty having personal leave revoked, except for disciplinary reasons.
10. **You**, after having been with the same employer for at least three continuous years, are terminated or laid off, through no fault of **your** own, after **your** effective date of coverage.
11. **You** or **your** spouse are relocated by **your** or **your** spouse's current employer to a location that is at least 100 miles from **your** primary residence.
12. **You** not arriving at the venue due to a delay by the **common carrier** used for transportation.
13. **Your** mode of transport having a mechanical breakdown within 24 hours of the event which results in the transport being unable to be driven to the event.
14. **Your** place of work is made unsuitable for business by fire, burglary, vandalism or natural disasters within 48 hours prior to the event.

What is not covered

1. **Pre-existing conditions**.
2. If **you** cannot provide a doctor's report for injury or illness dated within 72hrs of the cancellation;
3. Intentionally self-inflicted harm, suicide or attempted suicide by **you**.
4. Normal pregnancy, fertility treatments, childbirth or elective abortion, other than unforeseen complications of **your** pregnancy.
5. Mental or nervous health disorders, including but not limited to: anxiety, depression, neurosis or psychosis; or physical complications related thereto of **you**.
6. Alcohol or substance abuse; or conditions or physical complications related thereto of **you**.
7. Any unlawful acts committed by **you**, whether they are insured or not.
8. **You** a) making changes to personal plans or b) having a business or contractual obligation.
9. The event being cancelled or delayed by the venue or promoter for any reason (including bad weather) unless as covered herein.
10. Prohibition or regulation by any government.
11. Lost or stolen tickets.
12. Any expected or foreseeable events.
13. If **you** give incorrect data or facts.
14. If the loss is not submitted to **us** within 28 days from the date of loss, except as otherwise prohibited by law.
15. Losses arising from policies purchased for less than 365 days.

SECTION 7: LEGAL EXPENSES

What is covered

This policy will help **you** if an event which is another party's fault:

- a) damages **your pedal cycle** and/or personal property in or on it, and/or
- b) injures or kills you whilst on **your pedal cycle**.

The **insurer** will pay **your legal costs & expenses** up to £100,000 (for all claims arising from or relating to the same original cause including the cost of appeals) provided that:

1. **you** have paid the insurance premium
2. **you** keep to the terms of this policy and cooperate fully with **us**
3. the **accident** happens in the **territorial limits**
4. the claim:
 - i) always has **reasonable prospects of success**
 - ii) is reported to **us**
 - during the **period of insurance**
 - as soon as possible after the accident
5. unless there is a conflict of interest, **you** always agree to use the **appointed advisor** chosen by **us** in any claim
 - i) to be heard by the **small claims court**, and/or
 - ii) before proceedings need to be issued
6. the claim falls under the jurisdiction of a court in the **UK**
7. **you** enter into a **conditional fee agreement** (unless the **appointed advisor** has entered into a **collective conditional fee agreement**) where legally permitted.

What is not covered

The **insurer** will not cover any claim arising from or relating to:

1. **legal costs & expenses** incurred before **we** accept a claim or without **our** written agreement
2. a contract
3. defending any claim other than appeals against **you**
4. an **accident** that happens before the start of the policy
5. fines, penalties or compensation awarded against **you**
6. a group litigation order

CONDITIONS THAT APPLY TO SECTION 7 -LEGAL EXPENSES

Where the **insurer's** risk under this policy has increased due to **your** failure to keep to these conditions the **insurer** can cancel **your** policy, refuse a claim or withdraw from an ongoing claim. The **insurer** also reserves the right to claim back **legal costs & expenses** from **you** if this happens.

1. **Your responsibilities**

You must:

- a) tell **us** immediately of anything that may make it more costly or difficult for the **appointed advisor** to claim back losses
- b) cooperate fully with **us**, give the **appointed advisor** any instructions **we** require, keep them updated with progress of the claim and not hinder them
- c) take reasonable steps to claim back **legal costs & expenses** and, where recovered, pay them to the **insurer**
- d) keep **legal costs & expenses** as low as possible
- e) allow the **insurer** at any time to take over and conduct in **your** name, any claim.

2. **Freedom to choose an appointed advisor**

- a) In certain circumstances as set out in 2. b) below, **you** may choose an **appointed advisor**. In all other cases no such right exists and **we** shall choose the **appointed advisor**.
- b) If **we** agree to start proceedings or there is a conflict of interest, **you** may choose a suitably qualified **appointed advisor**. Unless there is a conflict of interest, this right does not apply where **your** claim is to be dealt with by the **small claims court**, and **we** shall choose the **appointed advisor**.
- c) Where **you** wish to exercise **your** right to choose, **you** should write to **us** with **your** preferred representative's contact details.
- d) If **you** dismiss the **appointed advisor** without good reason, or withdraws from the claim without **our** written agreement, or if the **appointed advisor** refuses to continue acting for **you** with good reason, the cover will end immediately. **We** reserve the right to appoint another appointed representative in accordance with 2. b) and c) above

3. **Consent**

You must agree to **us** having sight of the **appointed advisor's** file relating to **your** claim. **You** are considered to have provided consent to **us** or **our** appointed agent to have sight of **your** file for auditing and quality control purposes.

4. **Settlement**

- a) The **insurer** can settle the claim by paying the reasonable value of **your** claim.
- b) **You** must not negotiate, settle the claim or agree to pay **legal costs & expenses** without **our** written agreement.
- c) If **you** refuse to settle the claim following advice to do so from the **appointed advisor** the **insurer** may refuse to pay further **legal costs & expenses**.

5. **Barrister's opinion**

We may require **you** to obtain and pay for an opinion from a barrister regarding the merits or value of the claim. If the opinion supports the **you**, then the **insurer** will reimburse the reasonable costs of that opinion. If that opinion conflicts with advice obtained by **us**, then the **insurer** will pay for a final opinion which shall be binding on the **you** and **us**. This does not affect **your** right under Condition 6 below.

6. **Disputes**

If any dispute between **you** and **us** arises from this policy, **you** can make a complaint to **us** as described in the Complaints Procedure and **we** will try to resolve the matter. If **we** are unable to satisfy **your** concerns **you** can ask the Financial Ombudsman Service to arbitrate over the complaint.

7. **Cancellation**

You may cancel this Section of the policy only if **you** cancel **your** policy in its entirety.

EXCLUSIONS THAT APPLY TO THE WHOLE POLICY

This policy does not cover the following:

1. Whilst a **pedal cycle** is used otherwise in accordance with all applicable local laws.
2. Whilst using a **pedal cycle** for the carriage of paying passengers.
3. **Courier cycling** other than by the named policyholder.
4. Any liability claims arising out of, or in connection with your carriage of goods whilst **courier cycling**.
5. The full cost of **your** claim where **you** have insured **your pedal cycle** for less than its **value**.
6. Professional or semi-professional athletes deriving part or all of their income from activities involving the use of a **pedal cycle** (examples of which but not limited to cyclist, triathlete or duathlete) unless **you** are in receipt of written consent from **us**.
7. Any act of fraud or dishonesty by **you** or anyone acting on **your** behalf.
8. War, invasion, **terrorism**, acts of foreign enemies, hostilities (whether or not war has been declared), civil war, rebellion, revolution, insurrection, military or usurped power.
9. Ionising radiation or contamination by radioactivity from any nuclear fuel, or from any nuclear waste from burning nuclear fuel.
10. Radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
11. Pressure waves from aircraft or other aerial devices travelling at supersonic speeds.
12. Suicide, attempted suicide or deliberate injury to **yourself** or putting **yourself** in unnecessary danger (unless trying to save human life).
13. Solvent use, being under the influence of drugs or alcohol, except those prescribed by a registered doctor, or drugs which have been prescribed by a registered doctor and not those prescribed for drug addiction.
14. Engaging in any criminal act.
15. Any claim where **evidence of ownership** cannot be provided for the **pedal cycle** or the **approved lock**.
16. Natural disasters.
17. Financial Default.
18. Epidemic or Pandemic.
19. Pollution or threat of pollutant release.

GUIDANCE NOTES

Section 1-6 of this insurance is Underwritten by AWP P&C SA and administered in the UK by AWP Assistance UK Ltd trading as Allianz Assistance.

AWP Assistance UK Ltd is authorised and regulated by the Financial Conduct Authority.

AWP P&C SA is duly authorised in France and the United Kingdom and subject to limited regulation by the Prudential Regulation Authority and the Financial Conduct Authority.

Section 7 Legal Expenses is administered by ARAG plc under a binding authority agreement with the insurer AmTrust Europe Limited.

SEVERAL LIABILITY NOTICE

The subscribing insurers' obligations under contracts of insurance to which they subscribe are several and not joint and are limited solely to the extent of their individual subscriptions. The subscribing insurers are not responsible for the subscription of any co-subscribing insurer who for any reason does not satisfy all or part of its obligations.

FINANCIAL SERVICES COMPENSATION SCHEME

We are members of the Financial Services Compensation Scheme (FSCS). **You** may be entitled to compensation from the scheme if **we** are unable to meet **our** liabilities under this insurance. This depends on the type of business and the circumstances of the claim. A claim is protected for 90%, without any upper limit. Further information about the compensation scheme arrangements is available from FSCS. Information can be obtained on request or by visiting the FSCS website at www.fscs.org.uk.

DATA PROTECTION NOTICE

We care about **your** personal data. The summary below and **our** full privacy notice explain how Allianz Assistance protects **your** privacy and uses **your** personal data. **Our** full privacy notice is available at www.allianz-assistance.co.uk/privacy-policy-and-cookies/. If a printed version is required, please write to Legal and Compliance Department, Allianz Assistance, 102 George Street, Croydon CR9 6HD.

How will we obtain and use your personal data?

We will collect **your** personal data from a variety of sources including:

- Data that **you** provide to **us**; and
- Data that may be provided about **you** from certain third parties, such as vehicle recovery operators in the event of a breakdown.

We will collect and process **your** personal data in order to comply with **our** contractual obligations and/or for the purposes of **our** legitimate interests including:

- Entering into or administering contracts with **you**;
- Informing **you** of products and services which may be of interest to **you**.

Who will have access to your personal data?

We may share **your** personal data:

- With public authorities, other Allianz Group companies, industry governing bodies, regulators, fraud prevention agencies and claims databases, for underwriting and fraud prevention purposes;
- With other service providers who perform business operations on **our** behalf;
- Organisations who **we** deal with which provide part of the service to **you** such as **your** car hire company;
- To meet **our** legal obligations including providing information to the relevant ombudsman if **you** make a complaint about the product or service that **we** have provided to **you**.

We will not share information about **you** with third parties for marketing purposes unless **you** have specifically given **us your** consent to do so.

How long do we keep your personal data?

- We will retain **your** personal data for a maximum of seven years from the date the insurance relationship between **us** ends. If **we** are able to do so, **we** will delete or anonymise certain areas of **your** personal data as soon as that information is no longer required for the purposes for which it was obtained.

Where will your personal data be processed?

- **Your** personal data may be processed both inside and outside the European Economic Area (EEA).
- Whenever **we** transfer **your** personal data outside the EEA to other Allianz Group companies, **we** will do so on the basis of Allianz's approved binding corporate rules (BCR). Where Allianz's BCR do not apply, **we** take steps to ensure that personal data transfers outside the EEA receive an adequate level of protection.

What are your rights in respect of your personal data?

You have certain rights in respect of **your** personal data. **You** can:

- Request access to it and learn more about how it is processed and shared;
- Request that **we** restrict any processing concerning **you**, or withdraw **your** consent where **you** previously provided this;
- Request that **we** stop processing it, including for direct marketing purposes;
- Request that **we** update it or delete it from **our** records;
- Request that **we** provide it to you or a new insurer; and
- File a complaint.

Automated decision making, including profiling

We carry out automated decision making and/or profiling when necessary.

How can you contact us?

If **you** would like a copy of the information that **we** hold about **you** or if **you** have any queries about how **we** use **your** personal data, **you** can contact **us** as follows:

- By post: Data Protection Officer, AWP Assistance UK Ltd, 102 George Street, Croydon CR9 6HD

FRAUD PREVENTION AND DETECTION

In order to prevent and detect fraud **we** draw to **your** attention in accordance with Data Protection Legislation, the fact that **we** may at any time record and monitor telephone calls for the purpose of detecting fraud & deception. **We** may also pass **your** details through any number of data sharing/fraud prevention Agencies such as Hunter and CIFAS.

Your Insurance cover details may be added to the Claims and Underwriting Exchange Register, run by the Insurance Database Services Ltd and the Insurance Anti-Fraud and Theft Register, run by the Association of British Insurers. It is a condition of **your** policy that **you** must tell **us** about any incident (such as **accident** or theft) whether or not it gives rise to a claim as soon as possible. **We** will pass information relating to it on to these Agencies. If **you** or anyone acting on **your** behalf gives **us** false or inaccurate information and **we** suspect fraud, all benefits under this policy will be void. The matter will be recorded with the above Agencies and pursued in accordance with the law.

We may share information about **you** with **our** associated and subsidiary companies. Other organisations may also use and search these records in their effort to combat fraud and undertake credit searches.

The **company** wishes to make it clear that the vast majority of honest Policyholders suffer as a result of a few. **Our** aim is to provide the best possible service to the genuine customer. Through the use of these systems and certain interview techniques, **we** are able to address fraud in such a manner that enables **us** to keep premiums competitive.

PRIVACY NOTICE RELATING TO SECTION 7 - LEGAL EXPENSES ONLY

This is a summary of how ARAG collect, use, share and store personal information. To view the full privacy statement, please see visit www.arag.co.uk.

Collecting personal information

ARAG may be required to collect certain personal or sensitive information which may include name, address, date of birth and if appropriate medical information. **We** will hold and process this information in accordance with all relevant data protection regulations and legislation. Should **we** ask for personal or sensitive information, **we** undertake that it shall only be used in accordance with **our** privacy statement. **We** may also collect information for other parties such as suppliers **we** appoint to process the handling of a claim.

Using personal or sensitive information

The reason **we** collect personal or sensitive information is to fulfil **our** contractual and regulatory obligations in providing this insurance product, for example to process premium or handle a claim. To fulfil these obligations, **we** may need to share personal or sensitive information with other organisations.

We will not disclose personal or sensitive information for any purpose other than the purpose for which it was collected. Please refer to **our** full privacy statement for full details.

Keeping personal information

We shall not keep personal information for any longer than necessary.

Your rights

Any person insured by this policy has a number of rights in relation to how **we** hold personal data including; the right to a copy of the personal data **we** hold; the right to object to the use of personal data or the withdrawal of previously given consent; the right to have personal data deleted.

For a full list of privacy rights and when **we** will not be able to delete personal data please refer to **our** full privacy statement.