

cycleGuard
Serious cycle insurance



POLICY DOCUMENT



Welcome to Guardcover

Thank you for insuring with us.

We have designed the cycleGuard policy to provide cover for a wide range of cyclists, including those who commute, ride for leisure, and take part in cycling events or races.

Please take time to read your policy documents in full to make sure you understand the cover provided.

In return for the payment of your premium we will provide the insurance cover detailed in your policy schedule and this policy document, subject to the terms and conditions, and exclusions shown in this document for all claims occurring during the period of insurance.

Your policy is valid for the period of insurance as shown on your policy schedule.

Please refer to the policy documents provided to you when the policy was purchased or amended, for details of the type and level of cover your policy provides.

Contact Us

If you would like to talk to us about your policy, please call us on **0333 004 3444**.

How to make a claim

Our Claims teams are available Monday to Friday 9am – 5pm. If you need to make a claim, then call **0333 004 1999**. Claims can also be reported via your online portal 24/7, or you can contact the team at: **claims@guardcover.co.uk**

You can also refer to the claims section for further details.

Authorisation & Regulation

Great Lakes Insurance UK Limited

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Thistle Insurance Services Limited (acting in an underwriting capacity on behalf of Great Lakes Insurance UK Limited under Agreement No. REUKG2100581)

Registered in the United Kingdom. Firm Reference Number. 310419. Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW.

Thistle Insurance Services Limited is part of PIB Group.

Financial Services Compensation Scheme (FSCS)

Great Lakes Insurance UK Limited is covered by the FSCS. You may be entitled to compensation from the scheme in the unlikely event they cannot meet its obligations. Further information about the compensation scheme arrangements is available from www.fscs.org.uk

Law Applicable to this Contract

This policy is governed by English law.



Your Cancellation Rights

You have the right to cancel this policy within 14 days of the date you purchased the policy or when you received the policy documents, if this is later. You do not need to provide a reason for cancellation, and we will provide a full refund of any premium paid, unless you have made a claim or there has been an incident likely to result in a claim.

If you wish to cancel the policy after 14 days we will provide a refund, less a proportionate charge for any cover already provided and the cancellation fee of £10, unless a claim has been made or there has been an incident likely to result in a claim.

Where a claim has occurred or there has been an incident likely to result in a claim no refund of premium will be provided.

Important: If you pay for your policy by monthly instalments you must pay the remainder of your monthly instalments or pay the remainder of the annual premium in full.

Our Cancellation Rights

We may at any time cancel any insurance policy by giving 14 days notice in writing, where there is a valid reason for doing so. A cancellation letter will be sent to you at your last known address. Valid reasons may include but are not limited to:

- a) non-payment of Premium
- b) threatening and abusive behaviour
- c) failure to provide documents
- d) non-compliance with policy terms and conditions
- e) a change in your circumstances means that we can no longer provide cover
- f) where we identify your involvement in, or association with, insurance fraud or financial crime
- g) where you have misrepresented or provided false information to the questions asked you when purchased, renewed or amended your policy.

If we cancel your policy, we will provide a refund of your premiums less a charge for the cover already provided, unless the reason for cancellation relates to General Conditions - Fraud.

Thank you for choosing cycleGuard.

We hope you are pleased with your cover and the service that we provide.

The Guardcover Team



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Here are the explanations of the key words **we** have used within **your** documentation. The key words are printed in bold type throughout this document and the meanings of these words are set out below.

- Administrator** - Thistle Insurance Services Limited
- Bicycle(s)** - any cycle powered by human pedalling including **electrically assisted pedal cycle** (and any attached **replacement parts**) not subject to the Road Traffic Act.
- Cycle Accessories** - any accessories specifically designed for cycling. *Excludes* mobile or smart phones.
- Electrically Assisted Pedal Cycle** - A cycle powered by human pedalling, that does not require any form of key or ignition switch, and is assisted by an electrical motor with a maximum continuous rated power of 250W or lower and which cuts-off at a maximum unassisted speed of 3.7mph and a maximum pedal-assisting speed of 15.5mph.
- Endorsement** - any additional terms and conditions specified on **your** Insurance Schedule.
- Excess** - the first amount of each valid claim which **you** must pay.
- Family** - any member of **your** family who permanently reside with **you** at the **insured location** and who live in the **United Kingdom** on a permanent basis as domiciled **United Kingdom** residents.
- Insured Item(s)** - all property included within **your sum insured** consisting of **your bicycle(s), cycle accessories** and **replacement parts**.
- Insured Location** - where the **bicycle** is usually kept, which must also be **your** main place of residence and as described below:
 - Private house - any location within the immediate private, property boundaries (e.g. directly connected private garden, building, shed or out-house) of the address stated in **your** Insurance Schedule.
 - Flat, apartment, or shared houses - the self-contained rooms in which **you** live including any directly connected private balcony or directly connected private garden area, plus any internal communal hallways on the same floor level as **your** main place of residence.
 - Communal cycle storage - a fully secure and enclosed residential compound specifically designed for parking **bicycles**; solely for the use of residents at **your** insured location and only accessible through a key or access-code operated entrance or exit.

We also include holiday properties - any secure holiday home, caravan/motorhome, guesthouse room or hotel room being used by **you** as a temporary travel residence.
- Lock Requirements** - the compulsory lock and security conditions that apply to any insured **bicycle(s)**.
- Market Value** - the **value** of the **insured item(s)** being claimed for considering its age, type, and general condition immediately before the damage occurred.
- Period of Insurance** - the period, from the start date of **your** policy, as detailed on **your** Insurance Schedule.
- Pre-existing** - any medical condition or set of circumstances which **you/your family** have suffered from or received treatment for in the last 12 months including any disease, illness or injury for which **you/your family** are taking prescribed medication, where **you/your family** consulted a hospital specialist or for which **you/your family** needed inpatient treatment within the last 12 months.
- Replacement Parts** - the replacement or additional component part(s) attached to any insured **bicycle**.
- Sum Insured** - the amount set out on **your** Insurance Schedule representing the **value** of the **insured item(s)** covered by **your** policy.
- Theft** - the unlawful taking of **insured item(s)** by way of:
 - Unauthorised access to a vehicle, **insured location** or storage location; or
 - Forcible and/or violent means, entry or exit.



- Territorial Limits** - anywhere in the **United Kingdom** and up to 30 days in the European Union, in total, during **your period of insurance**.
- Unattended** - any time that an **insured item** is not being used or held by **you** or a **family** member; or being looked after by an adult who is entrusted with its safe keeping.
- United Kingdom** - England, Scotland, Wales, Northern Ireland and the Isle of Man.
- Unoccupied** - an **insured location** that has not been lived in for more than 30 consecutive days.
- Value** - the new replacement cost of an **insured item** (including VAT) from a reputable retailer.
- We/Us/Our** - Great Lakes Insurance UK Limited
- You/Your** - the person named on your Insurance Schedule who lives in the **United Kingdom** on a permanent basis as a domiciled **United Kingdom** resident.



Important Information

Please remember that each area of cover is subject to the terms and conditions detailed throughout this Policy Wording and on **your** Insurance Schedule, including any **endorsements**.

Cover only applies if **you** or **your family** are a permanent, domiciled resident of the **United Kingdom**.

We cannot cover any claim arising out of cycling that is part of **your/your family's** occupation, trade or profession (including, but not limited to: hire, reward, courier use or carriage of paying passengers).

Commuting to and from a place of work is covered and not excluded.

Security Requirements

All **bicycle(s)** must be left locked, as per the **Lock Requirements** below, when they are:

- Within **your insured location** and left in an open area. **Your bicycle(s)** does not need to be locked, at **your insured location**, when it is being stored in a fully enclosed and locked building or **bicycle** storage box;
- Within **your** internal communal hallway (as per the **insured location** definition)
- Within **your** communal cycle storage area (as per the **insured location** definition)
- Away from **your insured location** and being left **unattended** (not applicable when **you** have paid for the Race & Compete cover option, and it is shown on **your** Insurance Schedule; and the **bicycle** is in a designated transition area awaiting use or collection during an organised, competitive triathlon or duathlon event);
- Attached to a roof rack or **bicycle** rack. The roof rack or **bicycle** rack must be securely attached to a vehicle.

All **bicycle(s)** that are in or on a vehicle must satisfy these requirements:

- In the vehicle - the **bicycle** is out of sight and all doors, windows and other openings of the vehicle are left closed and locked; and any security features of the vehicle are in operation.
- On the vehicle - the **bicycle** is secured, as per the **lock requirements**, to a roof rack or **bicycle** rack. The roof rack or **bicycle** rack must be securely attached to a vehicle.

All **insured item(s)** can only be left in a location other than **your insured location** for a maximum of 24 hours.

All **replacement parts** not attached and in use on **your bicycle** and any **cycle accessories** not being used must be stored out of sight and in a locked location or compartment.

There is no cover for **insured item(s)** within an **unoccupied insured location**.

Lock Requirements

The **bicycle** must be locked through the frame and to a fixed, immovable object that the **bicycle** cannot be lifted under or over. It must be locked using the lock type specified to the insured **value** of the **bicycle**, as shown in the table below (unless agreed by **us** and noted, by endorsement, on **your** Insurance Schedule):

Value of the bicycle	Lock type
£0 - £1,499	Any cycle specific lock
£1,500 - £2,999	Sold Secure bronze rated lock or above
£3,000 - £4,999	Sold Secure silver rated lock or above
£5,000 or above	Sold Secure gold rated lock



Details of Your Excess

All claims for **insured items** are subject to the following **excess** unless otherwise stated on **your** Insurance Schedule:

Claim amount	Excess payable
£0 - £1,499	£50
£1,500 - £2,999	£100
£3,000 - £4,999	£150
£5,000 or above	£200

Public Liability claims are subject to a £500 excess for all third-party property damage.



This section details the covers automatically included within **your** policy.

Insured Items Cover

What is covered

Your insured item(s) are covered for loss or damage caused by **theft**, attempted **theft**, accidental damage, malicious damage, vandalism, storm damage, flood and fire.

This policy will only cover **insured item(s)** that are **your/your family's** own property or for which **you/your family** are legally responsible. **We** will cover **your/your family's insured item(s)** within the **territorial limits**, and during the **period of insurance**.

Claims are settled on the following basis:

- New for old;
- **Market value** on any cycle related clothing.

The maximum individual or aggregate **value** of **insured item(s)** is shown on **your** Insurance Schedule.

We will, at **our** option, repair an **insured item** to its prior level of functionality. If the **insured item** has been stolen or is beyond economical repair, **we** will replace the item with a similar article of like kind, functionality and quality.

Where the item is economical to repair but the parts required are obsolete, **we** will pay a cash settlement equivalent to the cost of the repair of the **bicycle**. **We** may use specialist suppliers for repair or replacement chosen by **us**.

In the event of an approved claim to an insured **bicycle(s)** for **theft** or attempted **theft** from a roof rack or **bicycle** rack, **we** will pay up to £200 for any damage caused to the roof rack or **bicycle** rack that the **bicycle(s)** was attached to at the time of the claim incident.

What is not covered

- The **excess**.
- Any claim where the **insured item(s)** has been left in a location, other than **your insured location**, for more than 24 hours.
- Mobile phones or smart phones.
- Any claim relating to any form of cycle using a battery, motor and/or other electronic or mechanised power source other than an **electrically assisted pedal cycle**.
- Any claim relating to an **electrically assisted pedal cycle** whilst it is being ridden or in the custody of someone aged under 14 years.
- Any claim where evidence of ownership of the **insured item(s)** has not been provided.
- Any costs associated with providing supporting claims information, including damage assessments.
- Any claim where **you** have not complied with the **lock requirements** and security requirements, above, in the 'Important Information' section.
- Any claim when the **insured item(s)** is entrusted, loaned or hired out to anyone other than **you** or a member of **your family** or an adult who **you** have entrusted the **insured item(s)** to for safekeeping.
- **Theft** or attempted theft of a **bicycle(s)** under the responsibility of a transport provider.
- Any claim when competing in a cycle race or competitive event unless the Race & Compete option has been selected, the additional premium paid for and the cover is shown on **your** Schedule.
- Any claim in relation to or from a roof rack or **bicycle** rack if the roof rack or **bicycle** rack was not securely attached to a vehicle.



- Loss or damage to a **bicycle(s)** not in **you** or **your** family's possession during transit unless the insured **bicycle(s)** is handed to a recognised transport provider, securely packaged and a receipt obtained.
- Failure to use or maintain the **insured item(s)** in accordance with the manufacturer's instructions.
- Fire damage caused by electrical fault to a **bicycle(s)** over 3 years old from the date of manufacture.
- Any loss or damage caused by mechanical, electronic or electrical breakdown and/or derangement unless fire ensues immediately.
- Any loss or damage caused by wear and tear, gradually operating causes, wet or dry rot, atmospheric or climatic conditions, frost, insect and vermin, marring, scratching, denting or any cosmetic change which does not impair the function and performance, corrosion, rust, change in temperature, dampness, dryness, shrinkage, evaporation, contamination, change in colour or finish, dust, chemical action or reaction.
- Any loss or damage caused by faulty or defective design, materials or workmanship or latent defect and defects in operation.
- Any **insured item** that has been lost or cannot be provided for inspection.
- Any loss or damage caused by deliberate acts of **you**, **your family** or persons known to **you**.
- Any liability more than the **sum insured** or **value**, whichever is the lesser.
- Any claim arising out of cycling that is part of **your/your family's** occupation, trade or profession (including, but not limited to: hire, reward, courier use or carriage of paying passengers).
- Any loss or damage where **you** are entitled to cover under any other policy.

Replacement Bicycle Hire

What is covered

Within the **United Kingdom** only, **we** will pay for the reasonable cost of the hire of an alternative **bicycle** for **you** or **your family** from a recognised reputable **bicycle** dealer whilst awaiting repair or replacement of **your bicycle** (or that of **your family**) when the subject of an approved claim.

What is not covered

- When the costs of hire have not been agreed with **us**.
- Where the costs exceed more than £500 during any one **period of insurance** or they are more than the **bicycle value** or repair costs.
- Where evidence of expenditure cannot be provided.
- Any **bicycle** hires outside of the **United Kingdom**.

Cycle Rescue Cover

What is covered

We will reimburse **you** or a member of **your family** for the cost of a taxi to **your** onward destination or **insured location** with **your bicycle**, if **you** are unable to complete **your** cycling journey in the event of:

- the **theft** of the insured **bicycle**, or
- accidental damage to the insured **bicycle**, or
- irreparable breakdown of the insured **bicycle**, or



- irreparable puncture to the insured **bicycle**, or
- an injury whilst cycling the insured **bicycle**.

Cover applies within the **United Kingdom** only, and for incidents that occur more than 1 mile from **your insured location**. A valid receipt from a registered taxi company will be required as proof of expenditure. The most **we** will pay is the value of **your insured bicycle** or £200, whichever is the lesser value.

What is not covered

- Costs arising from an incident that occurs within 1 mile, by road, of **your insured location**.
- Any expenditure arising from more than one taxi journey per incident.
- The portion of the single taxi journey expenditure that is in excess of the lesser of either £200 or the value of the insured **bicycle**
- Any claim without proof of expenditure by a valid receipt from a registered taxi company.
- Any claim where the **bicycle**
 - was not roadworthy prior to the incident.
 - was being used in a way that is not in accordance with the manufacturer's specifications.
 - was being used for racing, competitions, trials, or rallies.
- More than 3 claims in any one **period of insurance**.
- Any costs other than for a single taxi journey taken because **you** or **your family** member could not complete a cycling journey with the insured **bicycle**.



Optional Covers

The covers in this section only apply if the required additional premium has been paid and the cover is shown on **your** Insurance Schedule. These Optional Covers extend the Section 1 'Insured Items Cover' and the exclusions detailed under 'What is not covered' will still apply unless shown in the Optional Cover sections below.

Global Travel

This section only applies if the required additional premium has been paid and the cover is shown on **your** Insurance Schedule.

What is covered

For the following cover sections in this Policy Wording, the **territorial limits** are extended to anywhere in the world subject to a maximum of 60 days per trip, during any one **period of insurance**:

- Insured Items Cover
- The following Optional Covers, if shown on **your** Insurance Schedule:
 - Race & Compete
 - Personal Injury & Road Rage
 - Public Liability (excluding North America) & Personal Accident

In the event of an approved claim to an **insured bicycle(s)** damaged during transit abroad, **we** will pay up to £300 for any damage caused to a purpose-built **bicycle** box that the **bicycle(s)** was being transported in at the time of the claim incident. The damage must have been caused whilst in transit with **your** transit provider.

In the event of an approved claim to an **insured bicycle(s)** (where the claim incident occurred outside of the **United Kingdom**), **we** will pay for **bicycle(s)** hire costs incurred by **you** or a member of **your family** when hiring the same type of insured **bicycle(s)** that has been claimed for. **Bicycle(s)** must be hired from a recognised, reputable **bicycle** retailer abroad; and the maximum amount payable under the policy is £150 during any one **period of insurance**.

In the event of an approved claim to an **insured bicycle(s)** (where the claim incident occurred outside of the **United Kingdom**), **we** will pay up to £200 for the reasonable cost of a single taxi journey for **you** or a member of **your family** and insured **bicycle** to travel to **your** onward destination or holiday location, if **you** are unable to complete **your** cycling journey due to the theft of, or malicious damage or accidental damage to the insured **bicycle**.

What is not covered

- Costs of bicycle hire incurred outside the **United Kingdom** exceeding £150 during any one **period of insurance** or where they are more than the **bicycle** value or repair costs.
- Costs of taxi hire incurred outside the United Kingdom exceeding £200 during any one **period of insurance** or where they are more than the **bicycle** value or repair costs.
- Where evidence of taxi hire expenditure cannot be provided with a valid receipt from a recognised taxi company.
- Any expenditure for more than one taxi journey per incident.
- The **bicycle** was being used in a way that is not in accordance with the manufacturer's specifications.
- Taxi hire expenditure when the **bicycle** is being used for racing, competitions, trials, or rallies.
- Where evidence of bicycle hire expenditure cannot be provided.
- "Cycle Rescue" cover is not extended beyond the **United Kingdom**.
- "Replacement Bicycle Hire" cover is not extended beyond the **United Kingdom**.
- Any legal liability in the United States of America or Canada or any countries, territories, possessions, dependencies or protectorates which operate under the laws of the United States of America or Canada.
- Accidental damage to a **bicycle(s)** sustained in transit unless the insured **bicycle(s)** is handed to a recognised transport provider, securely packaged and a receipt obtained.



Race & Compete

This section only applies if the required additional premium has been paid and the cover is shown on **your** Insurance Schedule.

What is covered

Within the **territorial limits**, we will extend the **insured items** section of cover to include non-professional competitive cycling and race events.

We will reimburse **you** the race entrance fee for an organised cycle race or cycling event endorsed by a recognised national sporting association or cycling event organiser; and, in the event of an approved claim for race entrance fees, any subsequent pre-paid and non-refundable travel and accommodation costs, because **you** or a member of **your family** are unable to attend because of:

- Illness or Injury to **you** or a member of **your family**;
- Cancellation of leave for national forces or police or the fire, rescue, public utility or medical services requiring **you** or a member of **your family** to work on active duty or travel to or from active duty on the day of the race event;
- Adverse weather conditions resulting in the cancellation of the event;
- Damage or burglary at **your** usual residence or place of work with a requirement for **you** to attend;
- A claim for **your** bike is being processed by **us** and is subsequently approved but leaves **you** unable to compete.

We will cover any item of cycling specific clothing lost in a recognised triathlon/duathlon transition area whilst **you** or a member of **your family** are competing in the event, up to the value of £200 in any one **period of insurance**.

We will extend accidental damage cover to **your** insured **bicycle(s)** to include use of **your** insured **bicycle(s)** by another rider who is a member of the same cycling or triathlon club that **you** are also a member of.

We will extend cover to include **your/your family's** insured **bicycle** when it is left **unattended** and unlocked in a triathlon or duathlon transition area whilst awaiting use or collection during an organised, competitive triathlon or duathlon event.

What is not covered

- Where the costs of race event fees exceed £750 in any one **period of insurance**.
- Where the costs of associated race travel and accommodation exceed £500 in any one **period of insurance**.
- Where the costs of cycling specific clothing lost in a transition area exceed £200 in any one **period of insurance**.
- Any travel and/or accommodation costs that are not directly linked to the same event that an approved claim for reimbursement of race fees has been made.
- Any claim relating to the use of **your** insured **bicycle(s)** by a fellow cycling or triathlon club member other than accidental damage to **your** insured **bicycle(s)**.
- Any claim where **you** or **your family** member are unable to provide proof(s) of entry fees paid and/or where the event organisers are unable to confirm cancellation of the event or **you** or **your family** member's failure to attend.
- Any claim where a part refund or race event credit note has been given for a future event.
- **Pre-existing** or self-inflicted illness or injury, pregnancy, prenatal care, childbirth, miscarriage or infertility treatment and any medical treatments or operations which are not medically necessary including cosmetic or beauty treatments, routine dental or medical treatments.
- Any treatment, medication, illness or injury not identified by a qualified doctor or medical practitioner and confirmed with a suitable medical certificate clearly detailing the illness or injury and identifying **you** or **your family** member as the person to whom the illness or injury relates to.
- Any leave that was planned, pre-booked, foreseeable or known about prior to the start date of the policy and any claim for cancellation of leave not confirmed, in writing, by **you** or **your family** member's place of work.



Personal Injury

This section only applies if the required additional premium has been paid and the cover is shown on **your** Insurance Schedule.

What is covered

Within the **territorial limits**; if **you** or a **family** member are involved in an accident or road rage incident incited by a third-party whilst using a bicycle, and **you** or the **family** member suffer an injury, **we** will pay up to the amounts shown in the table below. The benefit levels shown are the maximum amount payable, up to an aggregate total of £25,000 or 3 claims in any one **period of insurance**.

The personal injury or road rage incident must have occurred solely whilst **you** or **your family** member were riding a **bicycle** and independently of any other cause. Any resulting injury must be identifiable as a bodily injury and as per the terms detailed below:

Broken bones - **You** or a member of **your family** fracture one or more of the following bones which necessitates a cast to be applied by a hospital or clinic - Arm (Humerus, Radius, Ulna) or Wrist (Carpals), or Leg (Femur, Tibia, Fibula), or Ankle (Tarsals) or Kneecap (Patella).

Emergency dental treatment - **You** or a member of **your family** require emergency dental treatment to sound and whole teeth.

Permanent total disablement - **You** or a member of **your family** suffer total and permanent disablement and are subsequently unable to engage in or attend to any profession, business or occupation whatsoever. The benefits shall not be payable until such disablement has continued for a period of 12 calendar months and is confirmed as permanent by a qualified medical practitioner.

Loss of use of limbs, sight, hearing or speech - **You** or a member of **your family** suffer total and irrecoverable loss of all sight in at least one eye or all hearing in at least one ear or total and irrecoverable loss of use of one hand or foot or total and irrecoverable loss of at least 50% of speech.

Hospitalisation daily benefit - **You** or a member of **your family** are hospitalised as an in-patient for a period of at least 24 hours following the original admission for bodily injury. The benefit is payable on continuous in-patient hospital days and for a maximum of 30 days in any one **period of insurance**.

5 Counselling sessions - **You** or a member of **your family** make an approved claim for hospitalisation daily benefit or emergency dental treatment, covered by this policy, and receive a referral for counselling from a qualified medical practitioner.

Personal Injury following a Cycling Accident or Road Rage Incident

Injury	Maximum amount payable
Death	£25,000
Permanent total disablement	£25,000
Loss of sight, hearing or speech	£25,000
Loss of use of limbs	£15,000
Non-NHS physiotherapy treatment	£1,000
Broken bones	£500
Emergency dental treatment	£500
Daily in-patient hospitalisation (max. 30 continuous days)	£50 per continuous day
Clothing and personal effects damage	£300
5 Counselling sessions	£600



What is not covered

- Where the costs have not been approved by **us**.
- Any more than 3 claims or an aggregate total of £25,000 of claims in any one **period of insurance**.
- Any accident or road rage incident unless directly resulting from the use of a **bicycle**.
- Any claim for road rage injury where the incident was incited by **you** or **your family**.
- Any claim for clothing and personal effects where these items are already covered within your insured **cycle accessories**, as part of this policy.
- Any claim for death or personal injury benefit where a claim has already been submitted as part of the Personal Accident cover included within the Public Liability and Personal Accident section.
- Any accident whilst the **bicycle** is being used for a competitive cycling event unless the Race & Compete option has been selected, the additional premium paid for and the cover is shown on **your** Insurance Schedule.
- **Pre-existing** or self-inflicted illness or injury, pregnancy, prenatal care, childbirth, miscarriage or infertility treatment and any medical treatments or operations which are not medically necessary including cosmetic or beauty treatments, routine dental or medical treatments.
- Any treatment, medication, illness or injury not identified by a qualified doctor or medical practitioner and confirmed with a suitable medical certificate clearly detailing the illness or injury and identifying **you** or **your family** member as the person to whom the illness or injury relates to.
- All claims arising out of unreasonable failure to seek or follow medical advice.
- If the injury arises from sickness, disease or disorder of any kind.

Public Liability and Personal Accident

This section only applies if the required additional premium has been paid and the cover is shown on **your** Insurance Schedule.

Public Liability

What is covered

Within the **territorial limits**, we will pay up to £5million to indemnify **you** or a member of **your family** against legal liability for accidental bodily injury or death to any person or accidental damage to third party property which arises from **your** or **your family's** use of or ownership of a **bicycle**.

The total amount payable includes reasonable legal defence costs and expenses incurred by **you** or **your family** and agreed with **our** written consent.

What is not covered

- When **you** or **your family** member are under 16 at the time of the incident.
- Any **excess**.
- If legal liability arises from loss or damage to property which belongs to **you/your family** or is in **your/a** member of **your family's** care, custody or control.
- If **you/your family** are entitled to indemnity from another source.
- When punitive, exemplary or aggravated damages are awarded against **you** or **your family**.
- Any legal liability where the other party involved is **your** employee or a member of **your family** or household.
- Any legal liability not involving the use of a **bicycle** and/or outside of the **territorial limits** shown on **your** Insurance Schedule.



Personal Accident

What is covered

We will pay the amount shown below if **you** or **your family** are involved in a cycling accident, which then directly results in a bodily injury as detailed below. **We** will pay for one amount in any one **period of insurance**. Cover only applies within the **territorial limits**.

Permanent total disablement - **You** or a member of **your family** suffer total and permanent disablement and are subsequently unable to engage in or attend to any profession, business or occupation whatsoever. The benefits shall not be payable until such disablement has continued for a period of 12 calendar months and is confirmed as permanent by a qualified medical practitioner.

Loss of use of limbs - **You** or a member of **your family** suffer total and irrecoverable loss of use of one hand or foot.

Injury	Maximum amount payable
Loss of use of limbs	£5,000
Loss of sight	£5,000
Permanent total disablement	£10,000
Death	£10,000

All benefits will be payable to **you**, **your family** or **your** nominees.

What is not covered

- When **you** or **your family** member are under 16 at the time of the incident.
- Permanent total disablement benefit when over the age of 65 at the time of the incident.
- Suicide, attempted suicide, intentional self-injury, deliberate exposure to exceptional danger (except to save human life), insanity, **your** or **your family** member's own criminal act, when under the influence of drugs or alcohol; and when directly or indirectly resulting from stress, trauma or psychiatric illness.
- Any amount when death, injury or loss does not occur within 180 days of the accident.
- Any amount when it cannot be proven to **us** that the permanent total disablement has continued for 12 months from the date of the accident and will continue for the remainder of **your** or **your family** member's life.
- More than one amount under this section.
- Any claim for death or personal injury benefit where a claim has already been submitted as part of the Personal Injury cover section.
- Any accident not involving the use of a **bicycle**.
- Any accident outside the **territorial limits**.



DEFINITIONS

The below definitions relate to the exclusions identified in this Section. Please refer to the **General Definitions** for a more exhaustive list of definitions.

Computer System

The words Computer System shall mean any computer, hardware, software, communications system, electronic device (including, but not limited to, smart phone, laptop, tablet, wearable device), server, cloud or microcontroller including any similar system or any configuration of the aforementioned and including any associated input, output, data storage device, networking equipment or back up facility owned or operated by **you** or any other party.

Cyber Act

An unauthorised, malicious or criminal act or series of related unauthorised, malicious or criminal acts, regardless of time and place, or the threat or hoax thereof involving access to, processing of, use of or operation of any **computer system**.

Cyber Incident

The words Cyber Incident shall mean:

- a) any error or omission or series of related errors or omissions involving access to, processing of, use of or operation of any **computer system**; or
- b) any partial or total unavailability or failure or series of related partial or total unavailability or failures to access, process, use or operate any **computer system**.

Cyber Loss

Any loss, damage, liability, claim, cost or expense of whatsoever nature directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with any **cyber act** or **cyber incident** including, but not limited to, any action taken in controlling, preventing, suppressing or remediating any **cyber act** or **cyber incident**.

Damage/Damaged

Accidental tangible physical loss, damage or destruction.

Data

Information, facts, concepts, code or any other information of any kind that is recorded or transmitted in a form to be used, accessed, processed, transmitted or stored by a **computer system**.

Data Processing Media

Any property insured by this policy on which **data** can be stored but not the **data** itself.



Pollution

- a) Pollution or contamination by naturally occurring or man-made substances, forces, and organisms, including, but not limited to:
 - (i) any actual, threatened, feared or perceived use of any biological, chemical, radioactive or nuclear agent, material or device, whether or not related in any way to any act of **terrorism**, and
 - (ii) the deposit of or impairment by dust or soot, chemical precipitation, adulteration or impurification, or any combination of them whether permanent or transitory; and
- b) all loss, **damage** or injury directly or indirectly caused by pollution or contamination as stated in a) above.

Terrorism

Act of terrorism means an act, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public, or any section of the public, in fear.

EXCLUSIONS

Asbestos

Save to the extent otherwise provided in this policy, **we** will not indemnify **you** against any **damage** or **your** legal liability in respect of any loss, cost or expense directly or indirectly arising out of, resulting from or in respect of which a link has been or is established to the manufacture, mining, processing, distribution, testing, remediation, removal, storage, disposal, sale, use or exposure to asbestos or materials or products containing asbestos whether or not there is another cause of loss which may have contributed concurrently or been operative in the sequence of events resulting in a loss.

Disease

We will not indemnify **you** against any **damage** or **your** legal liability in respect of any loss, cost or expense caused directly or indirectly by any one or more of the following, whether or not acting in any sequence with any other cause: Disease, epidemic or pandemic, (including in all cases any contagious disease that affects animals) or any limitation or prevention of the use of objects because of hazards or potential hazards to human or animal health.

Cyber and Data

- 1) Notwithstanding any provision to the contrary within this policy or any endorsement thereto, this policy excludes any:
 - i) **cyber loss**, unless subject to the provisions of paragraph 2;
 - ii) loss, **damage**, liability, claim, cost, expense of whatsoever nature directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with any loss of use, reduction in functionality, repair, replacement, restoration or reproduction of any **data**, including any amount pertaining to the value of such **data**, unless subject to the provisions of paragraph 3; regardless of any other cause or event contributing concurrently or in any other sequence thereto.
- 2) Subject to all the terms, conditions, limitations and exclusions of this policy or any endorsement thereto, this policy covers physical loss or physical **damage** to Property Insured under this policy caused by any ensuing fire or explosion which directly results from a **cyber incident**, unless that **cyber incident** is caused by, contributed to by, resulting from, arising out of or in connection with a **cyber act** including, but not limited to, any action taken in controlling, preventing, suppressing or remediating any **cyber act**.



- 3) Subject to all the terms, conditions, limitations and exclusions of this policy or any endorsement thereto, should **data processing media** owned or operated by **you** suffer physical loss or physical **damage** insured by this policy, then this policy will cover the cost to repair or replace the **data processing media** itself plus the costs of copying the **data** from back-up or from originals of a previous generation. These costs will not include research and engineering nor any costs of recreating, gathering or assembling the **data**. If such media is not repaired, replaced or restored the basis of valuation shall be the cost of the blank **data processing media**. However, this policy excludes any amount pertaining to the value of such **data**, to **you** or any other party, even if such **data** cannot be recreated, gathered or assembled.
- 4) In the event any portion of this exclusion is found to be invalid or unenforceable, the remainder shall remain in full force and effect.

This exclusion supersedes and, if in conflict with any other wording in the policy or any endorsement thereto having a bearing on **cyber loss, data** or **data processing media**, replaces that wording.

Micro-Organism

We will not indemnify **you** against any loss, **damage**, claim, cost, expenses or other sum directly or indirectly arising out of or relating to mould, mildew, fungus, spores or other micro-organism of any type, nature, or description, including but not limited to any substance whose presence poses an actual or potential threat to human health.

This exclusion applies regardless whether there is

- i) any physical loss or **damage** to insured property;
- ii) any insured peril or cause, whether or not contributing concurrently or in any sequence;
- iii) any loss of use; occupancy; or functionality; or
- iv) any action required, including but not limited to repair, replacement, removal, clean-up, abatement, disposal, relocation, or steps taken to address medical or legal concerns.

This exclusion replaces and supersedes any provision in this policy that provides insurance, in whole or in part, for these matters.

Pollution

We will not indemnify **you** against loss, **damage** or expense directly or indirectly caused by or contributed by or arising from Pollution.

Radioactivity

We will not indemnify **you** against loss, **damage**, expense or **your** legal liability directly or indirectly caused by or contributed by or arising from:

- a) ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel;
- b) the radioactive, toxic, explosive or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof;
- c) any weapon of war employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter;
- d) the radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter. The exclusion in this sub-clause does not extend to radioactive isotopes, other than nuclear fuel, when such isotopes are being prepared, carried, stored, or used for commercial, agricultural, medical, scientific or other similar peaceful purposes;
- e) any chemical, biological, bio-chemical, or electromagnetic weapon.



Terrorism

We will not indemnify **you** against loss, **damage**, cost, or expense or **your** legal liability directly or indirectly caused by or arising out of or in connection with Terrorism or any loss, **damage**, costs or expenses directly or indirectly caused by or arising out of any action taken in controlling, preventing, suppressing or in any way relating to any act of Terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss.

If **we** allege that by reason of this exclusion, any loss, **damage**, cost or expense or liability is not covered by this policy, the burden of proving the contrary shall be upon **you**. In the event any portion of this Exclusion is found to be invalid or unenforceable, the remainder shall remain in full force and effect.

War

We will not indemnify **you** against any **damage** or **your** legal liability in respect of any loss, cost or expense directly or indirectly caused by, happening through or following war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power or confiscation or nationalisation or requisition or destruction of or **damage** to property by or under the order of any government or public or local authority.

OTHER EXCLUSIONS

UK Residency

Notwithstanding any other provision herein, this insurance does not cover anyone that is not a resident of the **United Kingdom** and has not been living permanently in the **United Kingdom** six months prior to the purchase of this policy.

Prior Loss/Damage

Notwithstanding any other provision herein, this insurance does not cover any loss or damage which occurred prior to the commencement of this insurance.

Intentional Actions

This policy does not cover claims, contributed to or caused by;

1. **You** or **your family** engaging in any illegal or criminal act.
2. **You** or **your family** being under the influence of drugs, solvents or alcohol, or the injection or ingestion of any substance except those prescribed by a registered medical doctor.
3. Suicide, attempted suicide or deliberate injury to **you** or **your family** or putting yourself in unnecessary danger (unless trying to save human life).

Pressure Waves

This policy does not cover claims, contributed to or caused by pressure waves from aircraft or other aerial devices travelling at supersonic speeds.

Riot, Civil Commotion or Strikes

This policy does not cover claims, contributed to or caused by riot, civil commotion or strikes.



Amendments

Mid-term amendments to **your** policy, excluding changes to personal details, are subject to payment of any additional cost of cover and an administration fee. Optional covers that **you** might have chosen can only be added or removed at new business inception or renewal and not during the policy term.

Automatic Reinstatement of Cover

In the event of a claim resulting in a total loss and subsequent replacement or cash payment, **we** will automatically reinstate cover on **your** replacement **bicycle** upon confirmation from **you** of the new property to be insured, without change to the Insurance Schedule renewal date. If the **value** of **your** replacement **bicycle** is higher than the **sum insured**, **you** will be asked to pay the proportionate additional premium. Following a claim, **we** reserve the right to decline cover under the terms and conditions of this policy or apply special terms.

Renewal of Your Policy

We reserve the right not to invite the renewal of **your** policy. In this event **we** will notify **you** in writing to let **you** know.

Policy Limits

All sections of the policy have limits to the amount that **we** will pay under that section. Sometimes there are limits within the section for specific items. Full details are contained within this policy document and on **your** policy schedule.

Policy Excess

You will have to pay any excess shown on **your** policy schedule. **We** will only deduct one excess for each claim. If **we** have asked a supplier to deal with all or part of **your** claim, **we** may ask them to collect the excess from **you**.

Your Responsibility

In deciding to accept this insurance and in setting the terms and premium, **we** have relied on the information **you** have given **us**. **You** must take reasonable care to provide accurate and complete answers to all the questions **you** are asked when **you** take out, make changes to, or renew this policy.

You must notify **your administrator** 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 **your administrator** of any incorrect information or changes **you** wish to make, **your** policy may not operate in the event of a claim, **we** may charge **you** an additional premium, **we** may not pay any claim in full or **your** policy could be invalid.

Changes that may affect your cover

You must tell **us** as soon as possible about any changes to the information **you** provided when **you** purchased or renewed this policy, for example:

- Change of address
- Change of cycle
- Change of security

This is not an exhaustive list and any changes **you** tell **us** about may affect **your** cover or result in a change to **your** premium. If **you** are unsure whether a change may affect **your** cover, please contact **your administrator**.



Entitlement to Policy Benefits

The benefits detailed in this policy are only payable to the named policyholder and any claim may only be presented by the named policyholder or **your family** in the event of **your** death.

Fraud

If **you** or anyone acting for **you** makes a false or fraudulent claim, which includes but is not limited to;

- making a statement to **us** or anyone acting on **our** behalf, knowing the statement to be false;
- sending **us** or anyone acting on **our** behalf a document, knowing the document to be forged or false;
- making a claim for any loss or damage **you** caused deliberately or
- acting dishonestly or exaggerating a claim

We;

a) are not liable to pay the claim: and

b) may recover from **you** any sums paid by **us** to **you** in respect of the claim; and

c) may by notice to **you** treat the contract as having been terminated with effect from the time of the fraudulent act.

If **we** exercise **our** right under (c) above, **we** shall not be liable to **you** in respect of a relevant event occurring after the time of the fraudulent act. A relevant event is whatever gives rise to **our** liability under the insurance contract, such as the occurrence of a loss, the making of a claim, or the notification of a potential claim.

We will not return any of the premiums paid.

This information may also be shared with the police and other insurers for fraud prevention purposes.

Other Insurance

If there is any other insurance policy covering the same loss, damage or liability **we** will not pay more than **our** rateable share.

Reasonable Care

You must take care to prevent any accidental damage, malicious damage or **theft** and keep **bicycle, replacement parts** and/or **cycle accessories** in accordance with the security requirements and maintain them in a good state of repair and condition. **You** must take care to comply with all statutory obligations and regulations imposed by any statutory, regulatory, or government authority.

Subrogation

If a third party is believed to be responsible for any claim, **we** may take over, defend or settle the claim, or take up any claim in **your** name for **our** own benefit. This is known as exercising **our** right of subrogation. **You** must give **us** all the help and information **we** reasonably require for the purpose of exercising this right. **You** will take no action or make any agreements that may weaken or remove **our** rights under this clause without **our** prior written permission. **We** will pay any costs or expenses involved in exercising **our** right of subrogation.



Under-insurance

If the insured **value you** have chosen is less than the full replacement **value of your insured items**, **we** will reduce any payment in line with the insured **value** shortfall.

For example, if **your** insured **value** was 75% of what it would have been if the insured **value** was equal to the replacement cost of **your insured item**, **we** will pay no more than 75% of **your** claim.

This does not apply to rare, vintage or antique bicycles, which are of particular value due to their age, style or collectability, provided that **you** supply a valuation:

- a) that is less than 12 months old from the start of **your** first policy and then updated every three years; and
- b) has been provided by a reputable cycle retailer or other suitably qualified valuer; and
- c) values **your** cycle at the insured value **you** have chosen.



Information we process

You should understand that information **you** provide, have provided and may provide in future will be processed by **us**, in compliance with UK data privacy laws for the purpose of providing insurance, handling claims and/or responding to complaints.

Information containing personal and sensitive personal information

Information **we** process may be defined as personal and/or sensitive personal information. Personal information is information that can be used to identify a living individual e.g. name, address, driving licence or national insurance number. Personal information is also information that can identify an individual through a work function or their title.

In addition, personal information may contain sensitive personal information; this can be information about **your** health and/or any criminal convictions.

We will not use personal and/or sensitive personal information except for the specific purpose for which **you** provide it and to carry out the services as set out within this notice.

Collecting electronic information

If **you** contact **us** via an electronic method, **we** may record **your** internet electronic identifier i.e. **your** internet protocol (IP) address. **Your** telephone company may also provide **us** with **your** telephone number.

How we use your information

Your personal and/or sensitive personal information may be used by **us** in a number of ways, including to:

- arrange and administer an application for insurance;
- manage and administer the insurance;
- investigate, process and manage claims; and/or
- prevent fraud.

Who we share your information with

We may pass **your** personal and/or sensitive personal information to industry related third parties, including authorised agents; service providers; reinsurers; other insurers; legal advisers; loss adjusters and claims handlers.

We may also share **your** personal and/or sensitive personal information with law enforcement, fraud detection, credit reference and debt collection agencies and within JRP Insurance Management Ltd and Great Lakes/Ergo/Munich Re Group of companies to:

- assess financial and insurance risks;
- recover debt;
- to prevent and detect crime; and/or
- develop products and services.

We will not disclose **your** personal and/or sensitive personal information to anyone outside the JRP Insurance Management Ltd and Great Lakes/Ergo/Munich Re Group of companies except:

- where **we** have **your** permission;
- where **we** are required or permitted to do so by law;
- to other companies who provide a service to **us** or **you**; and/or
- where **we** may transfer rights and obligations under the insurance.



Why is it necessary to share information?

Insurance companies share claims data to:

- ensure that more than one claim cannot be made for the same personal injury or property damage;
- check that claims information matches what was provided when the insurance was taken out;
- act as a basis for investigating claims when **we** suspect that fraud is being attempted; and/or
- respond to requests for information from law enforcement agencies.

The transferring of information outside the European Economic Area

In providing insurance services, **we** may transfer **your** personal and/or sensitive personal information to other countries including countries outside the European Economic Area. If this happens, **we** will ensure that appropriate measures are taken to safeguard **your** personal and/or sensitive personal information.

Access to your information

You have a right to know what personal and/or sensitive personal information **we** hold about **you**. If **you** would like to know what information **we** hold, please contact the Head of Compliance at the address listed within this notice, stating the reason for **your** enquiry. **We** may write back requesting **you** to confirm **your** identity.

If **we** do hold information about **you we** will:

- give **you** a description of it;
- tell **you** why **we** are holding it;
- tell **you** who it could be disclosed to; and
- let **you** have a copy of the information in an intelligible form.

If some of **your** information is inaccurate, **you** can ask **us** to correct any mistakes by contacting our Head of Compliance.

Providing consent to process your information

By providing **us** with **your** personal and/or sensitive personal information, **you** consent to **your** information being used, processed, disclosed, transferred and retained for the purposes set out within this notice.

If **you** supply **us** with personal information and/or sensitive personal information of other people, please ensure that **you** have fairly and fully obtained their consent for the processing of their information. **You** should also show this notice to the other people.

You should understand that if **you** do not consent to the processing of **your** information or **you** withdraw consent, **we** may be unable to provide **you** with insurance services.

Changes to this Notice

We keep **our** privacy notice under regular review. This notice was last updated on the 18th April 2018.

Contacting us

If **you** have any questions relating to the processing of **your** information, contact:

Head of Compliance,
ERGO UK Specialty Ltd, on behalf of
Great Lakes Insurance UK Ltd,
Munich Re Group Offices,
10 Fenchurch Avenue,
London, EC3M 5BN.

Telephone: 020 3003 7444

Email: complaints@ergo-commercial.co.uk



Claims for Insured Items

If **you** need to make a claim, then call **0333 004 1999**. Claims can also be reported via your online portal 24/7, or **you** can contact the team at: **claims@guardcover.co.uk**

Thistle Insurance Services Limited is an agent of Great Lakes Insurance UK Limited and in the matters of a claim act on behalf of the insurer. Claims in respect of **your insured item(s)** are settled on the following basis:

- New for old;
- **Market value** on any cycle related clothing as detailed in the table below:

Up to 2 years old	Original purchase price
Up to 5 years old	75% of the original purchase price
Over 5 years old	50% of the original purchase price

On the happening of any event which may give rise to a claim it is a condition of this policy that **you** give notice as soon as reasonably possible, but in no event later than 30 days of **you** becoming aware to:

- the police in respect of any **theft**, vandalism or malicious damage and
- **us** via submission of a claim form, available from **your** online account & emailed to **claims@Guardcover.co.uk**
- In order to progress **your** claim as quickly as possible, **we** will need **you** to supply, at **your** own expense, full details of the claim in writing together with any supporting information (including, but not limited to: damage assessments, local authority, medical and police reports, etc.), evidence of value and ownership and proofs which **we** may reasonably require.
- **We** are unable to pay for any additional claims costs resulting from the supply of **insured item(s)** from outside the **United Kingdom**, when items are unavailable in the **United Kingdom** or delivery is required to addresses outside the **United Kingdom**.
- **We** have the right, without thereby incurring any liability and without diminishing **your** right to rely on any condition of **your** insurance, to take and keep possession of any part or all the **insured item(s)** and to deal with salvage in a reasonable manner; but **you** shall not abandon any **bicycle** to **us**.
- **We** do not share any responsibility for recovering any uninsured losses or third-party claims costs or expenses.

Public Liability Claims

It is a condition of this policy that **you** send **us** any claim, writ or summons as soon as **you** receive it. Please, do not negotiate, pay or settle, admit or deny any claim without **our** written permission. **We** will also need **you** to notify **us** in writing of any impending prosecution inquest or fatal accident enquiry.

All Claims

So that **we** can ensure **you** receive as quick a resolution as possible to **your** claim, it is important that **you** provide as much information and assistance as **we** may reasonably require, substantiating any claim and where requested, providing proof of **your** identity prior to settlement of any claim.

Information required may include, but is not limited to, supporting information (including damage assessments, local authority, and medical and police reports), evidence of **value** and ownership and proofs which **we** may reasonably require.

Important if you are paying monthly: If **you** pay **your** premium by monthly instalments and a claim is made or is pending, **you** must continue to pay the instalments until the premium is paid in full.

Any claim where the damage to the **bicycle** deems it to be beyond economical to repair, and the insurer replaces the **bicycle**, the damaged **bicycle(s)** becomes the property of the insurer.

Rights of Third Parties

A person who is not a party to this policy has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this contract, but this does not affect any right or remedy of a third party which exists or is available apart from that Act.



We always aim to get things right first time and **we** are committed to ensuring that **we** achieve the highest level of service for **our** customers. If **you** feel this hasn't happened, **we** would like to hear about it so that **we** have an opportunity to put things right for **you** and to improve our service in the future. **Your** complaint will be reviewed promptly and fairly by an independent party to the complaint itself.

Where to start

If **you** wish to raise a complaint **you** can contact **us** by telephone, email or in writing using the details shown below, depending on the type of complaint.

To help **us** investigate and resolve **your** complaint, please provide the following:

- **Your** policy number
- Details of **your** complaint
- **Your** contact details and **your** preferred method of contact – these will help **us** should we need to discuss **your** complaint or require further information.

For complaints regarding the sale or service of your policy

Please contact:

cycleGuard
Thistle Insurance Services Limited
Southgate House,
Southgate Street
Gloucester GL1 1UB

Email: complaints@Guardcover.co.uk
Telephone: **0333 004 3444**

What happens next?

We will promptly acknowledge **your** complaint and **we** will try to resolve **your** complaint immediately. If this is not possible, **we** will write to **you** within 5 days informing **you** whether further investigation is necessary.

In the event that **your** complaint has not been resolved within 4 weeks of its receipt, **we** will contact **you** again and provide an update; the reasons why and the further action **we** will take.

If following **our** investigation and response to **you**, **you** are not satisfied with the outcome or **we** do not complete **our** investigation within 8 weeks, **you** can refer **your** complaint to the Financial Ombudsman Services (FOS).

If **you** receive a final response letter from **us** and **you** are dissatisfied with the outcome and **you** want to contact the Financial Ombudsman Services (FOS) **you** must do so within 6 months of the date of **our** final response letter. Their contact details are shown below.

For complaints regarding a claim

Please contact:

Claims Department
Thistle Insurance Services Limited
Southgate House,
Southgate Street
Gloucester GL1 1UB

Email: claims@Guardcover.co.uk
Telephone: **0333 004 1999**



What happens next?

If **your** complaint cannot be resolved satisfactorily by close of business on the third working day following receipt, **your** complaint will be referred to the Complaints Manager for Ergo UK Specialty Ltd, who will send **you** an acknowledgement letter.

If **you** don't receive an acknowledgement letter, or at any time if **you** wish to do so, **you** may contact the Complaints Manager yourself by using any of the contact details below:

Complaints Manager
Ergo UK Specialty Ltd
10 Fenchurch Avenue,
London EC3M 5BN

Email: complaints@ergo-commercial.co.uk

The Complaints Manager will investigate **your** complaint and will provide **you** with a written response within 8 weeks of **your** initial complaint. This will either be a final response or a letter informing **you** that **we** need more time for **our** investigation.

If **we** have not resolved **your** complaint at the end of 8 weeks, or if after receiving our final response **you** remain dissatisfied, **you** may be able to refer **your** complaint to the Financial Ombudsman Service (contact details below). **You** will have 6 months from the date of the final response to make this referral.

Your rights as a customer to take legal action are not affected by the existence or use of the complaints procedure mentioned above. However, the Financial Ombudsman Service may not adjudicate on a case where court proceedings are actively in progress.

Financial Ombudsman Service (FOS)

Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London E14 9SR

Telephone: **0800 023 4567** or **0300 123 9123**
www.financial-ombudsman.org.uk

How to Contact Us

For Sales and Administration call: **0333 004 3444**

For Claims call: **0333 004 1999**

Email: support@Guardcover.co.uk

Website: www.cycleguard.co.uk

Our address:

cycleGuard, Thistle Insurance Services Limited, Southgate House, Southgate Street, Gloucester, GL1 1UB

This document can be made available in other formats on request.

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