

Ageas Insurance

Insurance Product Information Document

Company: Ageas Insurance - Ageas Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register no 202039. Registered in the UK.

Product: Optima Bike Policy

This document provides a summary of the key information for this product. For full details of your cover, please read your policy booklet, certificate of motor insurance and schedule.

What is this type of insurance?

This is an annual **Motorcycle** insurance policy that is underwritten by Ageas Insurance Limited. The cover that you have selected is **Comprehensive** cover.



What Is Insured?

For a full list of what is and isn't covered please refer to the policy booklet.

- ✓ Claims against you or other named riders if someone dies or is injured in an accident involving your motorcycle.
- ✓ Someone else's property being damaged as a result of an accident involving your motorcycle.
- ✓ Your policy may allow you to ride other motorcycles, check your certificate of motor insurance to see if this cover is included.
- ✓ Driving abroad - whilst driving your motorcycle abroad, you will be covered by the same sections that you have in the UK.
- ✓ Audio equipment/satellite navigation equipment permanently fitted to your motorcycle.
- ✓ Replacement locks and keys if your motorcycle keys or any other device used to unlock your motorcycle has been lost or stolen.
- ✓ Damage to your motorcycle by fire, theft or attempted theft.
- ✓ Damage to your motorcycle – we will cover accidental damage to the motorcycle and its accessories and spare parts.
- ✓ New motorcycle replacement – provided if we decide not to repair your motorcycle and it is under 6 months old, and you are the first and only keeper.
- ✓ Hotel/travel expenses if your motorcycle cannot be ridden after an accident.

Optional Cover

- Dependant on your eligibility, you may be able to protect your No Claims Discount. Please see your documents or speak to your insurance adviser for more information.



What Is Not Insured?

For a full list of what is and isn't covered please refer to the policy booklet.

- ✗ We won't pay a claim if your motorcycle is being ridden with your permission by someone who has never held a licence or is disqualified from holding or applying for one.
- ✗ We won't pay a claim if your motorcycle is being ridden with your permission by someone who has never held a licence or is disqualified from holding or applying for one.
- ✗ We won't cover claims if your motorcycle is stolen because you left it open, unlocked, or you left your keys in or on it.
- ✗ Amounts above the market value and specified limits.
- ✗ General wear and tear - including any failure of your motorcycle's equipment, electrics or mechanics.
- ✗ We won't pay claims if you, or anyone allowed to ride your motorcycle under this policy, deliberately damages your motorcycle.
- ✗ We won't pay claims if you or any named riders use the motorcycle for any purpose not listed as acceptable on your certificate of motor insurance.



Are there any restrictions on cover?

- ! Property claims against you or other named riders are limited to £20 million including costs, expenses and indirect losses.
- ! Riding your motorcycle abroad is restricted to the European Union for up to 90 days in any one policy period; check your certificate of motor insurance for details.
- ! Riding other motorcycles, if applicable is restricted to third party cover only; this means we will only cover the cost of injury to other people or damage to their property. The motorcycle must be registered in the UK, Channel Islands or Isle of Man. This cover does not extend abroad. This cover is only provided to you and not to additional riders.
- ! We will not pay more than market value of your motorcycle at the time of the loss or damage, less any excesses that may apply.
- ! New motorcycle benefit - if the same motorcycle is not available, we will get you a similar motorcycle with the same list price, or we will give you the amount you paid for your motorcycle when you bought it.

Where am I covered?



- ✓ You and any named drivers are covered in the UK, Channel Islands and Isle of Man. You and any named drivers are also covered to drive in the European Union for up to 90 days.

What are my obligations?



- You must inform us without delay of any changes in your situation, including any additional riders. In the event of a claim, you must notify us as soon as possible.
- It's really important that you're honest with us when you're buying a policy or making a claim. Providing wrong or misleading information that you know could either help you gain financially, or cause us to suffer a financial loss, is fraud and pushes up the cost of insurance for all customers.
- Looking after your motorcycle - you need to make sure that your motorcycle is road worthy and safe to ride at all times. You must protect the motorcycle and its accessories from being stolen or damaged.
- You must meet the terms of any endorsements. Endorsements are additional terms that apply to your policy, you'll find details on your policy schedule.

When and how do I pay?



Please refer to your insurance adviser for details.

When does the cover start and end?



Please check your most recent schedule for your cover start and end date.

How do I cancel the contract?



You're able to cancel your policy at any time. To do so, you need to get in contact with the insurance adviser who sold you the policy. Your adviser may charge you for this. How much money you get back will depend on how long you've had the policy for, and whether a claim has been, or may be made.

Cancelling before the policy starts

If you cancel the policy before the start date, we'll refund you your entire premium.

Cancelling within the first 14 days

If you cancel after the start date of your policy we'll refund you for the time that is left on the policy, as long as you haven't made a claim, don't need to make a claim, or haven't had a claim made against you. You will not be entitled to any refund if a claim has been made on the policy.

Cancelling after the first 14 days

During the first year of the policy if you cancel after the first 14 days and, as long as you haven't made a claim, don't need to make a claim, or haven't had a claim made against you, we will refund part of your premium on the following basis.

Up to one month's cover - 75%

Up to two months' cover - 62.5%

Up to three months' cover - 50%

Up to four months' cover - 37.5%

Up to six months' cover - 25%

Up to eight months' cover - 12.5%

Over eight months' cover - no refund

After the first year we'll refund you for the time that is left on the policy.

You will not be entitled to any refund if a claim has been made on the policy.

Registered address: Ageas House, Hampshire Corporate Park, Templars Way,
Eastleigh, Hampshire SO53 3YA

ageas.co.uk

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ageas®

Our information that you need to know about

How do I report a claim?

Call our 24 hour claims helpline

If you've been involved in an accident, or your car has been damaged or stolen, call us on **0345 126 2599** (or **+44 2392 205 441** if you're calling from abroad).

If you're calling to make a claim for damage to your windscreen or glass, call our glass helpline on **0800 174 764** (or **+44 800 174 174** if you're calling from abroad).

How do I make a complaint?

If your complaint is about the way your policy was sold to you, please contact your insurance adviser to report your complaint.

If you've a complaint regarding your claim, please telephone us on **0345 126 2599**.

Alternatively, for claims or any other type of complaint, you can also write to us at the address shown below or email us through our website at www.ageas.co.uk/complaints (please include your policy number and claim number if appropriate).

Our address: Customer Services Advisor, Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh, Hampshire, SO53 3YA.

Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS).

In the very unlikely event that Ageas was to go bust, your insurance policy would still remain valid in the event that you needed to make a claim. For more details about the scheme visit www.fscs.org.uk or telephone **0800 678 1100** or **020 7741 4100**.

Underwritten by **Ageas Insurance Limited**

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The logo for Ageas, featuring the word "ageas" in a lowercase, sans-serif font. The letter "a" is stylized with a horizontal bar that extends to the right, ending in a registered trademark symbol (®).

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