

Insurance Product Information Document

This insurance is underwritten by Nationale-Nederlanden Schadeverzekering Maatschappij NV, and is managed by Qover. Nationale-Nederlanden Schadeverzekering Maatschappij SA, a insurance company incorporated under Dutch law, authorised to insure Belgian risks, insurance company registered in Belgium under code number 2925.

The purpose of this information document is to give you an overview of the main coverages and exclusions of your insurance policy. This document is not customized to your specific needs and the information contained herein is not exhaustive. For further information concerning your insurance and your obligations, please consult the documentation, your policy and any other relating document.

What is this type of insurance?

This is an insurance to cover your Venilu bike. It is intended for natural persons aged 18 or over, individuals, companies or self-employed persons domiciled in Belgium. We insure bicycles up to a maximum of €10,000 and up to 3 years after the first sale.



What is insured?

Theft, material damage and assistance guarantees are only granted if expressly mentioned in the policy schedule.

GUARANTEES:

- ✓ **Theft guarantee:** covers the insured bike and all original fixed accessories of the bike (max. €100) against theft.
- **Optional - Material damage guarantee:** covers damage caused by external elements (such as vandalism, natural elements, fire, animals, etc.) but also accidental damage to your bike and all original fixed accessories (max. €100).
- ✓ **Assistance guarantee:**
 - ✓ Roadside assistance and towing
 - ✓ Replacing a bike
 - ✓ Assistance in the event of theft of the bike in Belgium
 - ✓ Flat tire assistance
 - ✓ Assistance in the event of loss of keys to the padlock or a locked padlock
 - ✓ Assistance to the Insured during a transfer

INSURED AMOUNTS:

- ✓ **Theft guarantee:** the purchase value of the bicycle and its original fixed accessories (max. €100) minus the contractual excess
- **Optional - Material damage guarantee:**
 - If economically justifiable, we will pay for the repair in full, after deduction of the excess.
 - If repair is not possible, we will reimburse the amount of damage to the insured bicycle after deduction of the excess. The amount of the damage is equal to the value specified in the policy schedule, excluding any additional administrative or delivery costs.



What is not insured?

The complete list of exclusions can be found in the general terms and conditions, here are a few examples:

THEFT GUARANTEE:

- ✗ Any damage other than that caused to the bike and its original fixed accessories.
- ✗ Theft when the bike was in a place accessible to the public or in a common room and was not attached to a fixed point by the frame with an agreed lock.
- ✗ Wheels, tires and batteries if they are stolen separately.
- ✗ Stolen accessories that are not fixed or original.
- ✗ The excess of 10% of the total insured value with a minimum of €50 and a maximum of €200 per claim.

MATERIAL DAMAGE GUARANTEE:

- ✗ Aesthetic or wear and tear damage to the bike.
- ✗ Damage to accessories that may or may not be permanently attached to the Insured bicycle.
- ✗ Damage to objects or persons other than the Insured bike.
- ✗ Damage resulting from wear and tear or a purely technical defect.
- ✗ The English excess of 10% of the purchase value of the insured bike with a minimum of €50 and a maximum of €200 per claim.

ASSISTANCE GUARANTEE:

- ✗ Events occurring in excluded countries
- ✗ Immobilization of the bike for maintenance work
- ✗ Repetitive downtime resulting from a lack of bicycle maintenance
- ✗ Customs duties
- ✗ Meals and drink costs
- ✗ The damage results from a case of gross negligence on the part of the insured person
- ✗ Losses resulting from a natural disaster.



Are there any restrictions on cover?

Coverage restrictions are defined in the general terms and conditions. Here are a few examples:

- ! Coverage applies only if you take all possible measures to limit the extent of the damage.
- ! You are not insured if you carry out technical modifications to the bike contrary to the manufacturer's recommendations.
- ! The insurance applies to persons domiciled in Belgium.



Where am I covered?

- ✓ **For theft and material damage guarantees:** The bike is covered in the European Union, in the United Kingdom of Great Britain, the Principalities of Andorra and Monaco, the Vatican City, Iceland, Liechtenstein, Norway, San Marino and Switzerland.
- ✓ **For the assistance guarantee:** In Belgium and 20 km outside Belgium's borders.



What are my obligations?

- You must use an agreed lock, either ABUS BORDO (security 10 or more), ART (category 2 or more), FUB (category 2 wheels or more), or Sold Secure Silver (or Gold).
- You must provide us with the exact information and circumstances at the time of the conclusion of the insurance contract.
- You must inform us of any changes that occur during the term of the insurance contract that affect the items and statements mentioned in the policy.
- You must notify us of any claim to the insurance intermediary as soon as possible and no later than 8 days from the time it becomes known to the insurance intermediary. In the event of a claim, the user must take all necessary measures to limit the extent of the claim.
- You must report the theft of the bicycle to the police or judicial authorities within 24 hours of becoming aware of the claim. A copy of the report will be requested at the time the damage is reported.
- If it is possible to repair your bike, you must go to an authorized repair shop and provide us with an estimate of the damage before the repair is carried out.
- You must pay the premium(s) due.



When and how do I pay?

You pay the premium annually. You will receive an invitation to pay from your insurer at renewal.



When does the cover start and end?

The start date and duration of the insurance are indicated in the policy. Coverage begins at the time specified in the policy and ends on the principal maturity date at 12:00 a.m. The contract is concluded for a period of one year and is tacitly renewed.

We insure the bike for a maximum of three years after the first sale. If you have purchased the second-hand bike, we insure it for up to three years after the first owner's purchase.

We will terminate the contract three months before the end of the third insurance year. This means that you are not insured beyond the end date of the insurance and the offer included in this insurance is always tailored to your needs.



How do I cancel the contract?

- You can cancel the insurance contract in full on the main due date. To do so, you must notify us in writing at least 3 months before the expiry date by registered letter, by bailiff's writ or by handing in the letter of cancellation against receipt.
- You can cancel the insurance contract if we make changes to the rates or amend the general terms and conditions. In this case, we will apply the statutory provisions and applicable notice periods.
- You can also cancel the insurance contract after a claim. You can terminate the contract no later than 1 month after payment or refusal to pay compensation. The insurance contract will terminate 3 months after notification. You must inform us by registered letter, by bailiff's writ or by handing in the letter of cancellation against receipt.
- You may cancel the insurance contract within 14 calendar days of receiving the policy, policy schedule and general terms and conditions without charge or penalty. Cancellation takes effect immediately after notification. If the insurance contract has already started, you will be required to pay the premium for the period started.
- If the insured bicycle has been stolen or destroyed without your fault. The insurance contract will be cancelled as soon as you notify us in writing that the bicycle has been irrevocably stolen or destroyed.

Insurer for theft and material damage: Nationale-Nederlanden Schadeverzekering Maatschappij SA, insurance company incorporated under Dutch law, authorized to insure Belgian risks, an insurance undertaking registered under code number 2925. Registered office: Prinses Beatrixlaan 35, 2595 AK 'S-Gravenhage, the Netherlands - commercial register number 27023707, under the supervision of De Nederlandsche Bank.

Insurer for assistance: Europ Assistance NV, a public limited non-life insurance company under French law, with its registered office at 1, Promenade de la Bonnette, 92230 Gennevilliers, France, entered in the Nanterre Trade and Companies Register under number 451 366 405 and approved by the French supervisory authority (ACPR - 4 place de Budapest, CS 92459, 75436 Paris Cedex 09, France) under number 4021295