

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 bike. It is intended for natural persons aged 18 or over, individuals, companies or self-employed persons domiciled in Belgium. We insure bikes and accessories up to a maximum of €10,000 and up to 8 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:

- Optional – Theft guarantee: Covers the insured bike and its bike related accessories against theft, for so far the accessories are permanently installed on the bike and their values are specifically included within the insured limit.
- 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 its accessories, for so far the accessories are permanently installed on the bike and their values are specifically included within the insured limit.
- 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:

- Optional – Theft guarantee: the insured value of the bike (the original purchase price, subject to depreciation); plus the purchase price of the fixed bike accessories (that have been specifically included in the insurance).
- 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 bike 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 of accessories that are not specifically included in the insured limit, or portable accessories that are easily removable from the bike (such as bike computer and/or navigation equipment).
- ✗ 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 and tires 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 not original or not permanently attached to the bike and not included within the insured limit.
- ✗ Damage to objects or persons other than the Insured bike.
- ✗ Damage resulting from a purely technical defect.
- ✗ The amount of applicable excess defined in the policy schedule.

ASSISTANCE GUARANTEE:

- ✗ Events occurring in excluded countries.
- ✗ Immobilization of the bike for maintenance work.
- ✗ Repetitive downtime resulting from a lack of bike 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 (security 10 or more), [AXA Hiplok, Kryptonite, Linka (with chain), Master Lock, texlock, Trelock] if it is a VdS approved lock of class A+ or B+, or FUB (category 2 wheels or higher) approved, or approved by Sold Secure Silver or Gold (or higher) or by approved ART category 2 (or higher), or Onguard and SRA Locks.
- 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 or its battery 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, through the administrator of your insurance contract.



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 eighth years after the first sale. If you have purchased the second-hand bike, we insure it for up to eight years after the first owner's purchase.

We will terminate the contract three months before the end of the eight insurance year or of the insurance year when the bike reaches 9 years old.



How do I cancel the contract?

- You can cancel the insurance contract in full on the first main due date. To do so, you must notify us in writing at least 2 months before the expiry date by (e-)registered letter, by bailiff's writ or by handing in the letter of cancellation against receipt. After the first main due date, you can cancel your policy at any time without charge or penalty. Cancellation takes effect one working day after the insurance intermediary has received notification of cancellation by letter or any other durable medium.
- 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. You will receive a full refund of the premium paid as long as you have not made a claim and do not intend to make a claim.
- If the insured bike has been stolen or destroyed without your fault. The insurance contract will be cancelled as soon as you notify us in writing that the bike has been irrevocably stolen or destroyed.