Canyon – Bike Insurance

Insurance Product Information Document

This insurance is offered by Nationale-Nederlanden Schadeverzekering Maatschappij NV, a company incorporated under Dutch law, authorised to insure French risks. Registered office: Prinses Beatrixlaan 35, 2595 AK 'S-Gravenhage, The Netherlands – Commercial register number DNB 27023707, under the supervision of De Nederlandsche Bank, AFM authorization 12000475. Nationale-Nederlanden Schadeverzekering Maatschappij SA is authorised to provide insurance services in France on the basis of the freedom of services.

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 France. 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 France.
  - 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 AMOUNT:

- 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 application 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?

- ✗ Theft of accessories that are not specifically included in the insured limit, or portable accessories that are easily removable from the bike (such as bicycle computer and/or navigation equipment).
- ✗ In the event of theft and total loss, the excess of 10% of the total insured value with a minimum of 50€ and a maximum of 200€ per claim.
- ✗ Personal injury, civil liability, in particular the one of the drivers in case of damage to third parties.
- ✗ Damage occurred if you don't take all possible measures to limit the extent of the damage or if you make technical modifications to the bike contrary to the manufacturer's recommendations.
- ✗ Persons not resident in France.

Are there any restrictions on cover?

The full list of exclusions is defined in the general terms and conditions. Here are a few examples:

THEFT GUARANTEE:

- ! Any damage other than the one caused to the bike and its 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 and tyres if stolen separately.
- ! Stolen accessories that are not fixed or original.

MATERIAL DAMAGE GUARANTEE:

- ! Aesthetic or wear and tear damage to the bike.
- ! Damage to accessories not included in the insured value.
- ! Damage resulting from wear and tear or a purely technical defect.

ASSISTANCE GUARANTEE:

- ! Events occurring outside the countries listed in the contract.
- ! Immobilisation of the bike for maintenance operations.
- ! Repetitive immobilisation of the bike.
- ! Customs duties.
- ! Meals and drink costs.

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- ! The damage results from a case of gross negligence on the part of the insured person.
- ! Losses resulting from a natural disaster.

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 France and 20 km outside the borders of France.

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), Onguard or 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 and report to us any new circumstances arising during the course of the insurance contract which affect the items and statements mentioned in the policy.
- You must report any claim to the insurance intermediary as soon as possible and at the latest within 8 days of becoming aware of it. 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 bike or the battery to the police or judicial authorities within 48 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 a repair shop and provide us with an estimate of the damage before the repair is carried out.
- You must pay the premium(s) due on the dates specified in the contract.

When and how do I pay?

You pay the premium annually. You will receive an invitation to pay the annual premium from your insurer when the contract is renewed.

When does the cover start and end?

The start date and duration of the insurance are indicated in the policy schedule. The insurance begins at the time indicated in the policy schedule and ends on the main expiry date, i.e. one year later, unless terminated by one of the parties in the cases and under the conditions set out in the contract, at 00:00 hours.

The contract is concluded for a period of one year and is tacitly renewed each year with a maximum of 7 renewals. We insure the bike for a maximum of eight years after the first sale.

You may cancel the insurance contract within 30 calendar days of receiving the policy, general terms and conditions and policy schedule 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.

How do I cancel the contract?

- You can cancel the insurance contract in full on the annual due date. To do so, you must notify us in writing at least 2 months before the main 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 have 1 (one) month from the date of payment or refusal to pay compensation. The insurance contract will then end 1 month after your registered letter has been sent in accordance with article R 113 -10 of the Insurance Code.
- You can cancel your policy at any time without charge or penalty after one year from the date you first purchase the policy. Cancellation takes effect one working day after the insurance intermediary has received notification of cancellation by letter or any other durable medium. In this case, you are only required to pay the part of the premium corresponding to the period during which the risk was covered, this period being calculated from the effective date to the cancellation date.
- If the insured bike was 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.

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