

Qover – Bike Insurance

Insurance Product Information Document

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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 Spain. We insure bikes up to a maximum of € 10.000 and up to 5 years after the first sale.



What is insured?

The guarantees for Material Damages and Emergency Expenses may be contracted, finding their corresponding insured sums and limits in the Policy schedule provided. The insurance guarantees that may be contracted are the following:

- ✓ 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. Please note that damage you cause to third parties is not covered by this policy.
- Optional – Emergency Expense guarantee: The guarantee applies when the insured is immobilized and unable to complete his journey with the insured bike due to a:
 - Accident
 - Theft
 - Vandalism
 - Bodily injury consecutive of the use of the bike
- We pay for this guarantee based on supporting documents and up to a maximum € 200 per claim. This guarantee is limited to 3 claims per insurance year.

Insured Amounts:

- ✓ Theft guarantee:
 - The insured value of the bike (the original purchase price); plus the purchase price of the fixed bike accessories (that have been specifically included in the insurance), 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 or not economically justifiable, we will reimburse the amount of the insured bike after deduction of the excess. The amount of the insured bike 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. These are the main exclusions:

Theft guarantee:

- ✗ Any damage other than the ones caused to the bike and its insured fixed accessories.
- ✗ Theft when the bike was in a place accessible to the public or in a closed common room if the insured bike is not attached to a fixed point by means of an approved lock or not locked in accordance with the procedure prescribed by the manufacturer.
- ✗ Wheels, tires and batteries if they are stolen separately. We do reimburse these if they are stolen together with the insured bike.
- ✗ Stolen accessories that are not fixed or original.
- ✗ Excess: Excess of 10% of the total insured value with a minimum of 50€ and a maximum of 200€ per claim.

Material Damage Guarantee:

- ✗ Aesthetic damage or wear and tear damage to the bike.
- ✗ Damage resulting from wear and tear or a purely technical defect.
- ✗ Damage resulting from riding the bike while intoxicated.
- ✗ Damage to other objects (other than the bike and fixed accessories) or injury to persons.
- ✗ Damage resulting from modification of the bike or a purely technical defect.
- ✗ Damage to the tires.
- ✗ Excess: Excess of 10% of the total insured value with a minimum of 50€ and a maximum of 200€ per claim.

Emergency Expense Guarantee:

- ✗ The insured cannot provide evidence of the causal link between the insured event and the supporting documents.



- ✘ The insured cannot provide pictures of the damage bike or evidence of injury.
- ✘ Travel and bike rental expenses is not related to the immobilization of the bike.
- ✘ The insured cannot provide proof of payment of the bike rental or travel costs.



Are there any restrictions on cover?

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

- ! Coverage for theft applies only if you take all prescribed measures to limit the risk of theft and you report the theft to the police within 24 hours.
- ! You are not insured if you carry out technical modifications to the bike contrary to the manufacturer's recommendations.
- ! The insurance is available to persons domiciled in Spain.



Where am I covered?

- ✓ You are covered in the European Union, in the United Kingdom of Great Britain and North Ireland, the Principalities of Andorra and Monaco, the Vatican City, Iceland, Liechtenstein, Norway, San Marino and Switzerland.



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 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, you must take all necessary measures to limit the extent of the damage.
- You must report the theft of the bicycle to the police or judicial authorities within 24 hours of becoming aware of the theft or attempted theft and damage. A copy of the report will be requested when you make a claim.
- If it is possible to repair your bike, you must go to an approved repair shop and provide us with an estimate of the damage before the repair is carried out.
- You must pay the premium(s) as and when they are due.



When and how do I pay?

You must pay the insurance in accordance with what is indicated in the documents that are provided together with this document and that will be included in the contract, and according to the payment methods offered by the Insurer.



When does the cover start and end?

The start date and duration of the insurance are indicated in the policy schedule. Coverage begins at the time specified in the policy and ends on the expiry date at 12:00 a.m.

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

We will terminate the contract two 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 1 month 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 may cancel the insurance contract within 14 calendar days of receiving the policy documents 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 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.