

# 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 ordinarily resident in Ireland. We insure bikes up to a maximum of € 10.000 and up to 5 years after the first sale. This policy does not insure the liability and damage to third parties that occurs from the use of the bike. This policy is not a motor vehicle liability insurance policy for the purpose of the Road Traffic Acts.



#### What is insured?

**The Theft, Material Damage and the Emergency Expenses guarantees are only applicable if expressly mentioned in the policy schedule.**

- ✓ Theft: 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 value.
- ✓ Optional – Material Damage Guarantee: covers the cost of repairing material accidental damage and damage caused by vandalism, theft or natural elements 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 value. Please note that damage you cause to third parties is not covered by this policy.
- ✓ Optional – Emergency expenses guarantee : We reimburse the bike rental or travel costs incurred to go the place where the insured needs to go and then the return to the insured's residence or the residence designated by him when the insured is immobilized and unable to complete his journey with the insured bike due to :
  - an Accident, the Theft of the bike, Vandalism, or 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 and depreciation.
- ✓ Optional – Material Damage Guarantee:
  - If economically justifiable, we will pay for the repair in full, after deduction of the excess and depreciation.
  - If repair is not possible or not economically justifiable, 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, after applying the excess and depreciation applicable, 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 that 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 and not locked in accordance with the procedure prescribed by the manufacturer.
- ✗ Wheels, tires and batteries if they are stolen separately.
- ✗ Stolen accessories that are not fixed or original.

##### Material Damage Guarantee:

- ✗ Aesthetic damage or wear and tear damage to the bike.
- ✗ Damage resulting from wear and tear, from apparent poor maintenance or failure to replace essential parts.
- ✗ Damage resulting from a technical failure of the bike.
- ✗ Damage resulting from riding the bike while intoxicated (from the use of alcohol or other products).
- ✗ Damage to accessories not original or not permanently attached to the bike and not included within the insured value.
- ✗ Damage resulting from any technical adjustment to the bike so that the subject matter of this contract or the nature of the risk insured has changed.
- ✗ In the case of repairable material damage, an excess of 35€ per claim is applied.

##### 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 an Garda Síochána within 24 hours.
- ! You are not insured if you carry out technical modifications to the bike contrary to the manufacturer's recommendations.
- ! You are not covered if the damage is the result of a manufacturing fault or any product liability on the part of the manufacturer, whether or not in combination with an external element.
- ! The insurance is available to persons who have their main residence (or registered office in the case of legal persons) in Ireland.



## Where am I covered?

- ✓ You are 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.



## What are my obligations?

- 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 any claim to the insurance intermediary as soon as possible and no later than 8 days from you becoming aware of the theft, material damage or you paying emergency expenses. In the event of a claim, you must take all necessary measures to limit the extent of the damage.
- You must report the theft or the attempted theft of the insured bike to an Garda Síochána within 24 hours of discovery of the theft, attempted theft or assault. 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 a 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 premium when you take out the insurance online. Payment must be made in full and can be made by either debit or credit card. You will receive an invitation to pay from your insurer at renewal if you wish to renew your policy.



## 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.

The contract is concluded for a period of one year and a renewal can be offered for a further period of one year four times. If you have purchased a second-hand bike, renewal can be offered only if the bike is not older than 5 years after the first owner's purchase.

The cover automatically ends if the insured bike is stolen (and not recovered) or irreparable (total loss), after a claim in respect of the theft or material damage is settled.



## How do I cancel the contract?

- You may cancel the insurance contract within 14 calendar days of receiving the policy documents without charge or penalty. This is possible without having to provide any reason by sending the withdrawal form by email to [contact@qover.com](mailto:contact@qover.com). 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 prior to cancellation.
- If you are offered a renewal of the insurance contract, you may cancel the renewal by contacting us by email to [contact@qover.com](mailto:contact@qover.com). You should notify us no later than 10 days before the start date of your new policy (as stated in the renewal notice) if you do not wish to renew your policy.
- You can also cancel the insurance contract after a claim, no later than 15 days after payment or a refusal to pay compensation. The insurance contract will then terminate 15 days after notification. You must inform us by registered letter or email to [contact@qover.com](mailto:contact@qover.com).
- You have also a right to cancel any renewed contract of insurance within 14 working days after you are informed that the contract is renewed.