

Optima Bike

Policy Summary

This document is a guide to the cover we provide. It is only a summary and does not contain the full terms and conditions of the contract. For full details of your cover, please read your policy booklet (reference code MCYGR242), your certificate of motor insurance, your policy schedule and any endorsements which apply to your policy. Ageas Insurance Limited provides this insurance.

Type of insurance: Motorcycle

Period of cover: 12 months

Features and benefits		
Summary of the cover we provide	Details and limits	Section of the policy that contains more details
<p>Applicable only if your cover is "Third party fire and theft" or "Comprehensive".</p> <p>Loss of or damage to your motorcycle This policy covers loss of or damage to your motorcycle, its accessories and spare parts as a result of certain events. The main events are accidents, fire and theft.</p>	<ul style="list-style-type: none"> Please read your policy for details of the cover, limits and exclusions. 	Part A1, general exceptions and endorsements
<p>Applicable on all covers.</p> <p>Injury and death This policy covers you for all your legal responsibilities arising from death of or personal injury to any person as a result of an incident involving your motorcycle.</p>	<ul style="list-style-type: none"> Please read your policy for details of the cover, limits and exclusions. Cover for death of or injury to other people is unlimited. 	Part A2, A3 and general exceptions
<p>Applicable on all covers.</p> <p>Damage to other people's property This policy covers damage to any other people's property caused by an accident your motorcycle is involved in.</p>	<ul style="list-style-type: none"> The most we will pay is £20 million. 	Part A2
<p>Applicable on all covers.</p> <p>Using your motorcycle abroad This policy provides full policy cover in:</p> <ul style="list-style-type: none"> any country that is a member of the European Union; and any other country listed on the back of your certificate of motor insurance. 	<ul style="list-style-type: none"> If cover is required in any other country and we agree to provide that cover we will provide you with an international insurance certificate (green card) for the period of your journey if you pay us the required premium. The trip must not exceed 90 days and must be of a temporary nature (for example, a holiday). 	Part A7
<p>Applicable only if your cover is "Third party fire and theft" or "Comprehensive".</p> <p>Audio equipment / Satellite navigation equipment This policy covers loss or damage to any audio and satellite navigation equipment permanently fitted to your motorcycle.</p>	<ul style="list-style-type: none"> The level of cover is unlimited for audio and satellite navigation equipment fitted as standard The amount paid will be after any applicable excess. Loss of or damage to any telephone equipment is excluded. 	Policy schedule and endorsement M40
<p>Applicable on all covers.</p> <p>Emergency medical treatment Under the Road Traffic Acts, we will pay emergency treatment fees.</p>	<ul style="list-style-type: none"> Any payment under this section will not affect your no claim discount. 	Part A6

Features and benefits		
Summary of the cover we provide	Details and limits	Section of the policy that contains more details
<p>Applicable only if your cover is "Third party fire and theft" or "Comprehensive".</p> <p>Lost motorcycle keys and replacing locks This policy covers any necessary replacement of keys and locks if your motorcycle keys are lost or stolen.</p>	<ul style="list-style-type: none"> This cover does not apply if you leave your keys in or on your motorcycle while it is unattended. The most we will pay for any one event is £400. 	Policy schedule and endorsement M40
<p>Applicable only if your cover is "Comprehensive".</p> <p>Hotel or travel expenses If your motorcycle cannot be ridden after an accident or loss covered by this policy.</p>	<ul style="list-style-type: none"> The most we will pay for any one event is £100. We will pay up to £50 for the first rider towards the cost of hotel expenses or travel expenses to enable them to continue their journey home or £100 in total for the first rider and any pillion. 	Part B6
<p>Applicable only if your cover is "Comprehensive".</p> <p>Replacing your motorcycle with a new one</p>	<ul style="list-style-type: none"> We will replace your motorcycle with a new one if yours is less than 6 months old from the date of first registration and is: <ul style="list-style-type: none"> stolen (and not found); damaged (in a way that is covered by the policy) and the repair costs are more than 70% of the purchase price (including tax and VAT) at the time of the loss or damage. Your motorcycle must be less than 6 months old from the date of first registration at the time of the loss or damage and you are the first and only registered keeper. If a replacement motorcycle is available that is the same make and model as yours, we will replace it with that motorcycle. If no replacement motorcycle is available, we will pay you the purchase price of your motorcycle at the time of the loss or damage. 	Part B4
<p>Applicable only if your cover is "Third party fire and theft" or "Comprehensive".</p> <p>Excess The excess is the first amount of any claim for accidental damage, malicious damage, fire and theft that you must pay. The amount of the excess depends on the make and model of your motorcycle.</p>	<ul style="list-style-type: none"> A higher excess for accidental damage applies if your motorcycle is being ridden by an inexperienced rider or someone who is under 30. If you have asked for a voluntary excess, this will apply as well as any other excesses. 	Policy schedule and endorsements
<p>Applicable on all covers.</p> <p>No claim discount If you do not make a claim, we will give you a no claim discount.</p>	<ul style="list-style-type: none"> You can choose to protect your no claim discount if you have 4 years or more no claim discount and all riders on your policy have had no more than 1 claim in the last 3 years between them. If your no claim discount is protected you can continue to protect it so long as there are no more than 2 claims (which would normally result in your discount being reduced) in any 5 years in a row that you are insured. You cannot transfer your no claim discount to someone else. You will not lose your no claim discount if we recover, from a third party, all the money we have paid out or the only claim you make is under section A6 of this policy 	Policy schedule and endorsement M23

Main exclusions and limits		
Exclusion	Details	Section of the policy that contains more details
Licence Limitations	<ul style="list-style-type: none"> This policy does not cover any loss of, or damage to, your motorcycle if your motorcycle is being ridden by, or is in the charge of, any person who is not complying with the limitations of their driving licence, unless we must provide cover under the terms of the Road Traffic Acts. 	Part A1
Failures and breakdowns	<ul style="list-style-type: none"> This policy does not cover any mechanical, electrical, electronic or computer failure or breakdown. 	Part A1

Main exclusions and limits		
Exclusion	Details	Section of the policy that contains more details
Deception	<ul style="list-style-type: none"> We will not cover loss of your motorcycle by deception by someone who claims to be a buyer or a buying or selling agent. 	Part A1
Deliberate damage	<ul style="list-style-type: none"> We will not cover loss, damage, injury or liability arising from any deliberate act by you or someone insured under this policy. 	General exceptions
Motorcycles left unattended	<ul style="list-style-type: none"> Loss of or damage to your unattended motorcycle is excluded if the keys (or any alternative electronic or mechanical device designed to operate the ignition systems of the motorcycle) are in or on your motorcycle. 	Part A1
Riding other motorcycles Your certificate of motor insurance will tell you whether this policy covers you while you are riding any other motorcycle. You are not allowed to use this section to secure the release of a motorcycle which has been seized by or on behalf of any government or public authority.	<ul style="list-style-type: none"> We will not cover loss of or damage to the motorcycle you are riding. We will cover you as long as: <ol style="list-style-type: none"> you do not own the motorcycle; or you have not hired it under a hire purchase or leasing agreement. This cover only applies if: <ol style="list-style-type: none"> you have the owner's permission to ride the motorcycle; and you are riding the motorcycle in the United Kingdom. 	Parts A2 and A7 and your certificate of motor insurance
Non standard electronic equipment	<ul style="list-style-type: none"> We will not cover loss of or damage to any telephone communication, satellite navigation equipment, radio, cassette, disc player or similar apparatus or accessories or parts of any such apparatus. This does not apply if there is an endorsement in the schedule saying otherwise. 	Part A1
Government and local authorities	<ul style="list-style-type: none"> We will not cover loss of or damage to your motorcycle caused by any government, public or local authority legally taking, keeping or destroying your motorcycle. 	Part A1

Cooling-off period

We hope that you will be happy with your insurance policy. However, if this policy does not meet your needs, you have 14 days from the date you received your policy document to cancel this policy and get a full refund. We will not give you a refund if you have claimed for the total loss of your motorcycle or an incident has happened that may give rise to such a claim. To do this you should contact the intermediary or organisation that sold you your policy.

Any refund will be subject to the return of the Certificate of Motor Insurance or Cover Note.

Cancellations after the 'Cooling-off period'

After 14 days, you can cancel this policy at any time by writing to us and sending us your certificate of motor insurance. As long as you have not made a claim under the policy, we will refund part of your premium based on the period of cover that was left to run at the time of cancellation. The policy will be cancelled from the date we receive the Certificate of Motor Insurance.

During the first year of the policy, the cancellation rates will be charged as follows:

Period on cover	% of premium to be returned to policyholder
Up to one months cover	75%
Up to two months cover	62.5%
Up to three months cover	50%
Up to four months cover	37.5%
Up to six months cover	25%
Up to eight months cover	12.5%
Over eight months cover	No refund

We, or your broker or intermediary, may cancel this policy by giving you 7 days' notice in writing. We will send this notice by recorded delivery to your last known address. You must send us the Certificate of Motor Insurance before we can refund part of your premium. The reason for cancellation will be set out clearly in the communication with you.

Making a claim

If you want to make a claim, please phone **0845 126 2599** (+44 2392 205 441 if you are phoning from outside the United Kingdom) as soon as possible. Lines are open 24 hours a day.

How to complain

We are committed to treating our customers fairly. However, we realise that there may be times when things go wrong. If this happens, please use the most suitable contact from the following. If you have a complaint about your claim, please telephone us on the number shown in your claims documents. Alternatively you can write to us at the address shown below or email us through our website at www.ageas.co.uk/complaints. If your complaint is about the way your policy was sold to you, please contact your insurance agent to report your complaint. If you are not happy with our final response, you may be able to pass your complaint to the Financial Ombudsman Service. You can contact the Financial Ombudsman Service at the address below, however they will only consider your complaint once you have tried to resolve it with us. Their address is: The Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London, E14 9SR.

Financial Services Compensation Scheme

If we cannot meet our liabilities, you may be entitled to compensation from the Financial Services Compensation Scheme. Claims for compulsory insurance, such as third-party motor insurance, are covered in full. Any claims made to the Financial Services Compensation Scheme for non-compulsory (optional) insurance, such as damage to the insured vehicle, and for any unused premium, are covered up to 90% of the value of the claim submitted. You can get more information from the Financial Services Compensation Scheme at www.fscs.org.uk or by calling 0207741 4100.

Ageas Insurance Limited

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