

Ageas Insurance

Insurance Product Information Document

Company: Ageas Insurance Limited Ageas Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register no 202039. Registered in the UK.

Product: Optima Classic Bike Policy

This document provides a summary of the key information for this product. For full details of your cover, please read your policy booklet, certificate of motor insurance and schedule.

What is this type of insurance?

This is an annual motorcycle insurance policy that is underwritten by Ageas Insurance Limited. The cover that you have selected is **Comprehensive** cover.



What is Insured?

For a full list of what is and isn't covered please refer to the policy booklet.

- ✓ Damage to your classic motorcycle – we will cover accidental damage to your classic motorcycle and its accessories and spare parts.
- ✓ Claims against you or other named riders if someone dies or is injured in an accident involving your classic motorcycle.
- ✓ Someone else's property being damaged as a result of an accident involving your classic motorcycle.
- ✓ Driving abroad - whilst driving your classic motorcycle abroad, you will be covered by the same sections that you have in the UK.
- ✓ Damage to your classic motorcycle by fire, theft or attempted theft.
- ✓ Replacement locks and keys if your classic motorcycle keys or any other device used to unlock your classic motorcycle has been lost or stolen.
- ✓ Hotel/travel expenses if your motorcycle cannot be ridden after an accident.
- ✓ Cover whilst your classic motorcycle is being repaired, serviced, examined or repaired at a premises involved in the motor trade.
- ✓ We will cover an agreed value for your classic motorcycle, provided that you have sent us any photographs and valuations that we ask for.



What is Not Insured?

For a full list of what is and isn't covered please refer to the policy booklet.

- ✗ We won't cover claims if your classic motorcycle is stolen because you left it open, unlocked, or you left your keys in or on it.
- ✗ Amounts above the market value and specified limits.
- ✗ General wear and tear - including any failure of the motorcycle's equipment, electrics or mechanics.
- ✗ We won't pay a claim if your motorcycle is being ridden with your permission by someone who has never held a licence or is disqualified from holding or applying for one.
- ✗ Any excesses.
- ✗ We won't pay claims if you, or anyone allowed to ride your motorcycle under this policy, deliberately damages your motorcycle.
- ✗ We won't cover claims for any motorcycle you are riding that is not covered under this policy.
- ✗ We won't pay claims if you or any named riders use the classic motorcycle for any purpose not listed as acceptable on your certificate of motor insurance.



Are there any restrictions on cover?

- ! We will not pay more than market value or agreed value (where applicable) of your classic motorcycle at the time of the loss or damage, less any excesses that may apply.
- ! Property claims against you or other named riders are limited to £20 million including costs, expenses and indirect losses.
- ! Riding your motorcycle abroad is restricted to the European Union for up to 90 days in any one policy period; check your certificate of motor insurance for details.



Where am I covered?

✓ You and any named riders are covered in the UK, Channel Islands and Isle of Man. You and any named riders are also covered to drive in the European Union for up to 90 days.



What are my obligations?

- You must inform us without delay of any changes in your situation, including any additional riders. In the event of a claim, you must notify us as soon as possible.
- It's really important that you're honest with us when you're buying a policy or making a claim. Providing wrong or misleading information that you know could either help you gain financially, or cause us to suffer a financial loss, is fraud and pushes up the cost of insurance for all customers.
- Looking after your classic motorcycle - you need to make sure that your motorcycle is road worthy and safe to ride at all times. You must protect the motorcycle and its accessories from being stolen or damaged.
- You must meet the terms of any endorsements. Endorsements are additional terms that apply to your policy, you'll find details on your policy schedule.



When and how do I pay?

Please refer to your insurance adviser for details.



When does the cover start and end?

- Your policy will be effective from the date you have requested, shown on your Proposal Form or Statement of Fact, and will run for the term agreed with your insurance advisor. Please see your latest available schedule for details.



How do I cancel the contract?

You're able to cancel your policy at any time. To do so, you need to get in contact with the insurance adviser who sold you the policy. Your adviser may charge you for this. How much money you get back will depend on how long you've had the policy for, and whether a claim has been, or may be made.

Cancelling before the policy starts

If you cancel the policy before the start date, we'll refund you your entire premium.

Cancelling within the first 14 days

If you cancel within the first 14 days, we'll refund you for the time that is left on the policy, providing a claim has not been, or may be made.

Cancelling after the first 14 days

If you cancel after the first 14 days and as long as a claim has not been or may be made, we will refund part of your premium on the following basis.

Up to one month's 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

If you've made a claim while your policy was in force, or something has happened which might lead to a claim - then you won't receive any refund.

How do I report a claim?

Call our 24 hour claims helpline

If you've been involved in an accident, or your motorcycle has been damaged or stolen, call us on **0345 126 2599** (or **+44 2392 205 441** if you're calling from abroad).

How do I make a complaint?

If your complaint is about the way your policy was sold to you, please contact your insurance adviser to report your complaint.

If you've a complaint regarding your claim, please telephone us on **0345 126 2599**.

Alternatively, for claims or any other type of complaint, you can also write to us at the address shown below or email us through our website at www.ageas.co.uk/complaints (please include your policy number and claim number if appropriate).

Our address: Customer Services Advisor, Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh, Hampshire, SO53 3YA.

Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS).

In the very unlikely event that Ageas was to go bust, your insurance policy would still remain valid in the event that you needed to make a claim. For more details about the scheme visit www.fscs.org.uk or telephone **0800 678 1100** or **020 7741 4100**.

Underwritten by **Ageas Insurance Limited**

Registered address: Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh, Hampshire SO53 3YA

ageas.co.uk

Registered in England and Wales Company No 354568

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The logo for Ageas, featuring the word "ageas" in a lowercase, sans-serif font with a registered trademark symbol (®) to the upper right of the letter 's'.

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