



QBE Australia

Bicycle Insurance

Product Disclosure Statement and
Comprehensive Insurance Policy
wording



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About this booklet

There are two parts to this booklet. In the first part of the booklet we explain important information about this Policy including how we'll protect your privacy and how to make a complaint or access our dispute resolution service.

The second part of the booklet is your Policy Wording which sets out the detailed terms, conditions and exclusions of the Policy.

Because we don't know your own personal circumstances, you should treat any advice in this booklet as purely general in nature. It doesn't consider your objectives, financial situation or needs. You should carefully consider the information provided with regard to your personal circumstances to decide if it's right for you.

This booklet is also a Product Disclosure Statement (PDS). Other documents you receive may comprise the PDS. You'll know when this happens because it'll say so in the document

We may need to update information in this PDS. If we need to do this, we'll either send you a new PDS or a supplementary PDS. You can also get a copy of these simply by calling us.

For more information or to make a claim

Please take the time to read through this booklet and if you have any questions, need more information or to confirm a transaction, please contact:

Aon	
Phone:	1800 123 266
Email:	au.nfp@aon.com
Address:	Level 1, 130 George Street Parramatta NSW 2150

The section titled 'Claims' at the end of this booklet tells you the full details about what you need to do in the event of a claim. If you'd like to make a claim or to enquire about an existing claim please contact:

- Aon on the contact details above.

About QBE Australia

QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239545 is a member of the QBE Insurance Group Limited ABN 28 008 485 014 (ASX: QBE). QBE Insurance Group is Australia's largest international general insurance and reinsurance group, and one of the top 25 insurers and reinsurers in the world.

About AON

Aon Risk Services Australia Limited (ABN 17 000 434 720) (AON) is part of the Aon Corporation global group of companies. Aon is a leading global provider of risk management and insurance brokerage services. In Australia, Aon operates under ASIC Australian Financial Services Licence Number 241141. Further information about Aon may also be found at website www.aon.com.au.

Important Information

In this first part of the booklet we explain important information about this Policy including how we'll protect your privacy and how to make a complaint or access our dispute resolution service.

The second part is your Policy Wording which sets out the detailed terms, conditions and exclusions of the Policy.

The cost of this Policy

Premium is what you pay us for this Policy and it's made up of the amount we've calculated for the risk and any taxes and government charges.

When calculating your premium we take a number of factors into account, including:

- where the bicycle is located,
- the sum insured,
- and your claims history.

Cooling-off period

If you change your mind within 21 days of buying your Policy, you can cancel it and receive a full refund. Naturally, this doesn't apply if you've made or are entitled to make a claim. Even after the cooling off period ends, you still have the right to cancel your Policy. However, we may deduct some costs from any refund, as set out in the Policy Wording under 'Cancelling your Policy'.

To cancel your Policy within the cooling-off period, contact Aon by phone, email or by post.

The General Insurance Code of Practice

QBE Australia is a signatory to the General Insurance Code of Practice.

The Code aims to:

- Commit us to high standards of service
- Promote better, more informed relations between us and you
- Maintain and promote trust and confidence in the general industry
- Provide fair and effective mechanisms for the resolution of complaints and disputes between us and you
- Promote continuous improvement of the general insurance industry through education and training.

Privacy

We'll collect personal information when you deal with us, our agents, other companies in the QBE group or suppliers acting on our behalf. We use your personal information so we can do business with you, which includes issuing and administering our products and services and processing claims. Sometimes we might send your personal information overseas. The locations we send it to can vary but include the Philippines, India, Ireland, the UK, the US, China and countries within the European Union.

Our Privacy Policy describes in detail where and from whom we collect personal information, as well as where we store it and the full list of ways we could use it. To get a free copy of it please visit qbe.com.au/privacy or contact our customer care unit.

It's up to you to decide whether to give us your personal information, but without it we might not be able to do business with you, including not paying your claim.

Resolving complaints & disputes

At QBE we're committed to providing you with quality products and delivering the highest level of service.

We also do everything we can to safeguard your privacy and the confidentiality of your personal information.

Something not right?

We know sometimes there might be something you're not totally happy about, whether it be about our staff, representatives, products, services or how we've handled your personal information.

Step 1 - Talk to us

If there's something you'd like to talk to us about, or if you'd like to make a complaint, speak to one of our staff. When you make your complaint please provide as much information as possible. They're ready to help resolve your issue.

You can also contact our Customer Care Unit directly to make your complaint. Our aim is to resolve all complaints within 15 business days.

Step 2 - Escalate your complaint

If we haven't responded to your complaint within 15 days, or if you're not happy with how we've tried to resolve it, you can ask for your complaint to be escalated for an Internal Dispute Resolution (IDR) review by a Dispute Resolution Specialist.

The Dispute Resolution Specialist will provide QBE's final decision within 15 business days of your complaint being escalated, unless they've requested and you've agreed to give us more time.

Step 3 - Still not resolved?

If you're not happy with the final decision, or if we've taken more than 45 days to respond to you from the date you first made your complaint, you can contact the Financial Ombudsman Service Australia (FOS Australia). FOS Australia is an ASIC approved external dispute resolution body.

FOS Australia resolves insurance disputes between consumers and insurers, at no cost to you. QBE is bound by FOS Australia's decisions - but you're not. You can contact FOS Australia directly and they'll advise you if your dispute falls within their Terms of Reference.

Disputes not covered by the FOS Australia Terms of Reference

If your dispute doesn't fall within the FOS Australia Terms of Reference, and you're not satisfied with our decision then you may wish to seek independent legal advice.

Privacy complaints

If you're not satisfied with our final decision and it relates to your privacy or how we've handled your personal information, you can contact the Office of the Australian Information Commissioner (OAIC).

Contacting QBE's CCU, FOS or the OAIC

How to contact the QBE Customer Care Unit	
Phone	1300 650 503 (Monday to Friday from 9am to 5pm, Sydney time, except on public holidays). Calls from mobiles, public telephones or hotel rooms may attract additional charges.
Email	complaints@qbe.com, to make a complaint. privacy@qbe.com, to contact us about privacy or your personal information. customercare@qbe.com, to give feedback or pay a compliment.
Post	Customer Care GPO Box 219 PARRAMATTA NSW 2124

How to contact FOS Australia	
Phone	1800 367 287 (Office Hours: 9am - 5pm Melbourne time Monday - Friday)
Email	info@fos.org.au
Online	www.fos.org.au

How to contact the OAIC	
Phone	1300 363 992 (National toll free)
Email	enquiries@oaic.gov.au
Online	www.oaic.gov.au

Financial claims scheme

Your Policy is a protected policy under the Financial Claims Scheme (FCS), which protects certain insureds and claimants in the event of an insurer becoming insolvent. In the unlikely event of QBE becoming insolvent you may be entitled to access the FCS, provided you meet the eligibility criteria.

More information may be obtained from APRA - www.apra.gov.au or 1300 55 88 49.

Policy Wording

Your Policy is underwritten by QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239545.

Our agreement

Your Policy is an agreement between you and us, made up of:

- This Policy Wording
- Your Policy Schedule, which sets out the cover you've chosen and any terms specific to you.

The cover under this Policy is provided during the period of insurance, once you've paid us your premium. There are also:

- Conditions and exclusions which apply to specific covers or sections;
- General exclusions, which apply to any claim you make under this Policy;
- General conditions, which set out your responsibilities under this Policy;
- Claims conditions, which set out our rights and your responsibilities when you make a claim; and
- Other terms, which set out how this Policy operates.

Excesses

You must pay any excesses which apply your claim. The excesses which you have to pay are set out in this Policy Wording or on your Policy Schedule.

How much we'll pay

The most we'll pay for a claim is the sum insured which applies to the cover or section you're claiming under, less any excess.

Paying your premium

You can pay your premium in one annual payment to Aon according to its usual business practices.

If you need more information, please contact Aon. The contact details can be found in their Financial Services Guide, an invoice or covering letter given to you when you requested a premium quotation or purchased the Policy.

Annual premium

If you pay your premium annually, and it's not paid by the due date or if your payment is dishonoured, this Policy won't operate and there'll be no cover.

Adjustment of premium on renewal

If we agree to renew your Policy and you claim for an incident that happened during a previous period of insurance, you must tell us about it. You agree to pay us any additional premium increase we'd have required you to pay if you'd told us about the claim before your Policy was renewed.

Words with special meanings

The words and terms used throughout this Policy have special meanings set out below.

Where other words and terms are only used in one section of the Policy, we'll describe their special meaning in that section.

When we say	We mean
Bicycle	<p>The cycle, tricycle or tandem powered solely by human pedaling noted on your Policy Schedule.</p> <p>Bicycle includes road bicycles, mountain bicycles and recumbent bicycles.</p> <p>We cover your bicycle's standard specifications, modifications and accessories as originally supplied by the manufacturer. Any fitted or non standard accessories, custom components, modifications and extras are not covered unless you have told us about them and included these items within your sum insured.</p>
Bicycle lock	A high quality D-Lock, folding lock or chain and cable lock that is specifically designed to prevent a bicycle from being able to be removed from an immovable object.
Common area	An area within a Strata title or Company title complex or block of flats which is not part of any individual lot, unit or flat such as stairs, hallways, driveways, car parks, swimming pools or gardens etc.
Cycling apparel	<p>Clothing and gear designed to be worn while cycling your bicycle, including:</p> <ul style="list-style-type: none"> • a bicycle helmet, • cycling shoes.
Damage	<p>any form of physical harm to destruction of your bicycle caused directly by an event you didn't expect or intend to happen.</p> <p>Damage doesn't include wear and tear or theft.</p>
Family	Any member of your family who lives permanently with you, including your partner.
Flood	<p>The covering of normally dry land by water that has escaped or been released from the normal confines of any of the following:</p> <ul style="list-style-type: none"> • A lake (whether or not it has been altered or modified) • A river (whether or not it has been altered or modified) • A creek (whether or not it has been altered or modified) • Another natural watercourse (whether or not it has been altered or modified) • A reservoir • A canal • A dam.

When we say	We mean
Immovable object	<ul style="list-style-type: none"> • a solid wooden structure with a minimum diameter of at least 20 centimetres, or • a steel or concrete structure fixed in or on to concrete or stone, <p>from which it's not possible to undo or remove the bicycle nor the structure nor any security device without specialist cutting tools or specialist professional security tools, or</p> <ul style="list-style-type: none"> • a correctly fixed bicycle rack with a bicycle lock.
Non-standard accessories	<p>items or equipment temporarily or permanently fixed to the bicycle that are:</p> <ul style="list-style-type: none"> • In addition to the bicycle manufacturer's standard specifications, and • Designed specifically to be fitted or attached to a bicycle, and • Produced by a commercial manufacturer <p>Non-standard accessories excludes any cycling apparel.</p>
Occupied	<p>the home is furnished such that it is comfortably habitable and you, your family or someone else who has your consent to reside in your home overnight.</p> <p>To be occupied the home must:</p> <ul style="list-style-type: none"> • Contain at least one usable bed/mattress • Contain at least one dining table or bench, a chair and some other furniture contain a functioning refrigerator • Be connected to the electricity network, and • Be connected to hot and cold running water.
Period of insurance	The period this Policy operates for as shown on your Policy Schedule.
Premium	What you pay us to insure you. It's the cost of this Policy.
Policy Schedule	<p>One of the following:</p> <ul style="list-style-type: none"> • Policy Schedule • Renewal Schedule • Alteration Schedule.

When we say	We mean
Racing	Any participation in any competitive event including time trials
Secure structure	A fully enclosed building with solid walls, a solid roof covering the entire enclosure and a solid lockable door that is locked.
Site	The address shown on your Policy Schedule where your home is located.
Unattended	Your bicycle is out of your direct line of sight or more than five metres away from you.
We, our, us	QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239545
You, your	The person(s) named in your Policy Schedule as the insured.

Cover for your bicycle

We'll cover loss or damage to:

- your bicycle caused by any of the 'Specified events' during the period of insurance, and
- non-standard accessories included within your sum insured which were attached to the bicycle at the time.

Specified events

Event	What we don't cover
<p>Accidental damage, including damage caused by:</p> <ul style="list-style-type: none"> (a) Fire (b) Lightning (c) Explosion (d) Earthquake or tsunami (e) Subterranean fire (f) Volcanic eruption (g) Impact ('impact' means a collision of two or more objects) (h) Aircraft and/or other aerial devices and/or articles dropped from them (i) The acts of persons taking part in riots or civil commotion or of strikes or of locked-out workers or of persons taking part in labour disturbances which do not assume the proportions of or amount to an uprising (j) Falling objects (k) Storm, flood, tempest, rainwater, wind, hail, tornado, cyclone or hurricane 	<p>Loss or damage caused by or arising out of:</p> <ul style="list-style-type: none"> • Misuse or abuse of the bicycle; • Any process of cleaning, repairing or altering your bicycle; • Wear and tear, fading, gradual deterioration; • Rust, corrosion or oxidation, rot, mildew, mould or fungus. • Mechanical, electrical or electronic breakdown; • Scratching or denting or any cosmetic damage that does not impair the function and performance of the bicycle.
<p>Theft from your site</p> <p>Important note</p> <p>You must ensure that whenever your bicycle is left inside your home that your home is securely locked whenever there is no one at home.</p>	<p>Loss or damage caused by or arising out of theft:</p> <ul style="list-style-type: none"> • by someone who: <ul style="list-style-type: none"> ◦ lives with you at the site, or ◦ is at the site with your consent or the consent of someone who lives with you at the site <p>whether or not they're your tenants or their guests</p> • from your site if your home has been unoccupied for longer than 60 consecutive days. This exclusion won't apply if we've agreed in writing to provide cover while you're away

Event	What we don't cover
	<ul style="list-style-type: none"> • If you haven't complied with the following security requirements <ul style="list-style-type: none"> ◦ If your bicycle is left in a building at your site such as your garage or a shed, that building must be a secure structure ◦ If your bicycle is left anywhere else at the site (including inside a garage or shed that is not a secure structure), it must be securely locked through the frame of your bicycle to an immovable object with a bicycle lock. <p>Example</p> <p>You won't be covered for theft if you chained your bicycle to a tree and it was Stolen because the thief lifted the bicycle and chain over the top of the tree.</p>
<p>Theft:</p> <ul style="list-style-type: none"> • away from your home, or • from any common area at the site. 	<p>Loss or damage caused by or arising out of theft:</p> <ul style="list-style-type: none"> • By someone who was using your bicycle with your consent • If you haven't complied with the following security requirements <ul style="list-style-type: none"> ◦ If your bicycle is left anywhere else at the site (including inside a garage or shed that is not a secure structure), it must be securely locked through the frame of your bicycle to an immovable object with a bicycle lock. <p>Example</p> <p>You won't be covered for theft if you chained your bicycle to the pole of a sign and the thief stole your bike by lifting the bicycle and chain over the top of the sign.</p>
<p>Theft from a vehicle</p>	<p>Loss or damage caused by or arising out of theft:</p> <ul style="list-style-type: none"> • by someone who was using your bicycle with your consent. • If you haven't complied with the following security requirements <ul style="list-style-type: none"> ◦ If your bicycle is left unattended while it is in, or attached to any motor vehicle, including while it is in transit, it must be: <ul style="list-style-type: none"> ■ Left within a securely locked vehicle, or ■ Locked and secured to a securely fixed bicycle rack using the lockable security facility of the bicycle rack, or ■ Locked through the frame of the bicycle to a properly fixed vehicle bicycle rack with a bicycle lock, or ■ Locked completely inside an enclosed boot.

Event	What we don't cover
	<p>Example</p> <p>You won't be insured for theft if you left your bicycle inside an unlocked car.</p>
<p>Loss or damage during transport by road, air, rail or ship within or between Australia and New Zealand where you travel with the bicycle or where the bicycle is part of your checked luggage.</p> <p>We'll also cover your bicycle if you take it anywhere else in the world for less than 90 days in the period of insurance. We will only cover you anywhere else in the world for a period in excess of 90 days if you:</p> <ul style="list-style-type: none"> • Asked for cover and we agreed to it before you left Australia, and • Paid any additional premium we ask you to. 	<p>Loss or damage sustained:</p> <ul style="list-style-type: none"> • In air transit, unless the bicycle is securely packaged in a container designed for the transportation of bicycles. The bicycle container must cover the entire bicycle, • During transport by a delivery or freight company, • That the company that transported your bicycle has compensated you for. If you are only partially compensated for your loss, we'll only pay for the balance of your loss taking into account that compensation.
<p>Malicious damage</p>	<p>Loss or damage caused by you or a person acting with your express or implied consent.</p>

General exclusions

These general exclusions apply to all sections of this Policy.

This Policy excludes loss, damage, destruction, death, injury, illness, liability, cost or expense of any nature directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with any of the following, regardless of any other cause or event contributing concurrently or in any other sequence to the loss:

1. war, invasion, acts of foreign enemies, hostilities or war-like operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power, or
2. any act(s) of Terrorism that is directly or indirectly caused by, contributed to by, or in any way involves or is connected with biological, chemical, radioactive, or nuclear pollution or contamination or explosion. For the purpose of this exclusion, an act of terrorism includes any act, or preparation in respect of action, or threat of action designed to influence the Government of the day or de facto of any nation or any political division thereof, or in pursuit of political, religious, ideological or similar purposes to intimidate the public or a section of the public of any nation by any person or group(s) of persons whether acting alone or on behalf of or in connection with any organisation(s) or Government(s) of the day or de facto, and which:
 - involves violence against one (1) or more persons; or
 - involves damage to property; or
 - endangers life other than that of the person committing the action; or
 - creates a risk to health or safety of the public or a section of the public; or
 - is designed to interfere with or to disrupt an electronic system.
3. radioactivity or the use, existence or escape of any nuclear fuel, nuclear material, or nuclear waste or action of nuclear fission or fusion.

This Policy also excludes any loss, destruction, damage, death, injury, illness, liability, cost or expense of any nature directly or indirectly caused by, contributed to by, resulting from or arising out of or in connection with any action taken in controlling, preventing, suppressing, retaliating against, or responding to or in any way relating to 1, 2 or 3 above.

Sanction limitation and exclusion clause

You're not insured under any section of this Policy where a claim payment breaches any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of Australia, the European Union, United Kingdom or United States of America.

Additional exclusions

This Policy does not cover:

- (a) Loss or damage intentionally caused by you or a member of your family or a person acting with your consent or the consent of any member of your family
- (b) Wear, tear, rust, corrosion, depreciation or gradual deterioration or any depreciation
- (c) Scratching or denting or any cosmetic damage that doesn't impair the function and performance of the bicycle
- (d) Any consequential loss, including any loss of profit or income
- (e) Any insured event not in Australia or New Zealand or in transit between the two countries, unless it has been outside of those areas for a total period of less than a total of 90 days in any one period of insurance, or, we've agreed to cover you in another country for a longer period.

(f) Loss or damage resulting from or caused by:

- Any pre-existing damage incurred prior to you making a claim
- An electrical failure
- A structural or mechanical failure
- Damage to the bicycle's tyres due to a protrusion of a foreign object of any kind
- Damage to one or both of the bicycle's rims caused by a flat tyre
- Using the bicycle beyond the manufacturer's specifications including but not limited to overloading;
- The condition of your bicycle being in an unroadworthy or illegal condition, but this exclusion doesn't apply if:
 - The condition didn't contribute to the cause of the incident, or
 - You or the person riding your bike were reasonably unaware of the defect
- You or the person riding your bicycle failing to prevent further loss or damage to your bicycle
- The sale of your bicycle including whilst in the care, custody and control of a retailer or prospective buyer or any items being cleaned, repaired, restored, or on exhibition away from the site
- The bicycle being used in any way that is connected to or related to a business, profession, trade, occupation or employment or for reward
- Hiring or conveyance of people or items for fare or reward
- Law enforcement or emergency services of any kind
- Pollution or contamination
- Riding in an illegal or aggressive manner
- You or the person riding your bicycle being under the influence of drugs or alcohol, including any rider's refusal to be tested by a law enforcement authority for alcohol or drugs, or, being found to be in excess of the legal blood alcohol limit
- The lawful seizure, confiscation, nationalisation or requisition of the property insured
- Destruction or by any government or public or local authority other than a fire brigade responding to an insured event
- The action of the sea, high water, tidal wave
- Fungus, mildew, mould, algae, atmospheric or climatic conditions (other than storm)
- Vermin or insects gnawing, biting, chewing, pecking, clawing, scratching or in any way polluting or contaminating your bicycle or cycling apparel
- The deliberate application of heat
- Any modification of your bicycle from the manufacturer's specifications unless we've agreed to cover it
- Inherent defects, structural defects, faulty workmanship or faulty design. However, we'll pay for resultant loss or damage caused directly by an insured event if you didn't know about (or could not reasonably have known about) the defect, faulty design or faulty workmanship at the time of the loss.

Under no circumstances will we repair the inherent defect, structural defect, faulty workmanship or faulty design that caused the loss, nor any loss that is caused by the inherent defect, structural defect, faulty workmanship or faulty design that is not caused directly by an insured event.

Example

You purchased a new bicycle with faulty brakes and there was no way that you could have known about this. The faulty brakes causes you to crash the bicycle causing damage to the frame.

We would cover the damage to the bicycle frame caused by the crash. We would not pay to replace the faulty brakes. If you knew, or could have reasonably known that the brakes were faulty at the time of the crash, then we would not pay for loss or damage caused by the crash.

(g) Loss or damage to:

- Any electronic data caused by any computer or system malfunction, virus, Trojan horse, worm, logic or time bomb, trap door or back door or any other type of computer hacking or similar attack
- Any bicycle owned or ridden by any sponsored or professional cyclists unless we agree in writing prior to the Policy being issued
- Your bicycle if you left it unattended for more than 48 hours while it's away from the site
- Tyres, wheels, accessories, bicycle parts unless they are attached to the bicycle and the bicycle is damaged or stolen in the same insured event.

(h) Loss or damage to, or theft of or attempted theft of:

- your bicycle if you didn't comply with the security requirements set out in this Policy
- any cycling apparel, except where we've agreed to cover them.

Legal liability exclusion

There is no legal liability cover under this Policy. We do not cover any of your legal liability arising from or in connection with the use of your bicycle. We won't make any payments whatsoever in relation to any liability for any personal injury or damage to property for which you are found legally liable.

General conditions

There are conditions set out in this General conditions section, in the Claims section and under each particular cover and section. If any of these conditions aren't met, we may refuse a claim, reduce the amount we pay or in some circumstances we may cancel your Policy. When making a claim, you must have met and then continue to comply with the conditions of your Policy. Any person covered by your Policy, or claiming under it, must also comply with these conditions.

If you, or someone covered under your Policy, don't meet these conditions or make a fraudulent claim we may:

- Refuse to pay your claim or reduce what we pay for your claim
- Cancel your Policy.

Assistance and co-operation

At all times when you deal with us you must:

- Provide us with all reasonable assistance we may need
- Be truthful and frank
- Not behave in a way that's abusive, dangerous, hostile, improper or threatening
- Co-operate fully with us, even after we've paid a claim.

Care and maintenance

You must take reasonable care to prevent damage, injury or loss. We won't pay for damage, injury, loss or your liability to which your failure to take reasonable care is a contributing factor. At all times, you must:

- Prevent damage to property insured, as well as to others and their property
- Minimise the cost of any claim under your Policy
- Comply with all laws.

Changes to your circumstances

You must tell us as soon as possible if circumstances occur, or if changes or alterations are intended or made which increase the risk of loss, damage or injury.

Examples include:

- You replace your bicycle
- Your home is left vacant or unoccupied for a period exceeding sixty (60) days

Unoccupancy

If your home is unoccupied for more than sixty (60) consecutive days, you must tell us and obtain our written agreement for cover to continue.

If you do not do so, there is no cover under your Policy at the site for any items left at the site.

The period of sixty (60) consecutive days is calculated from the date when the home was last occupied (as defined in 'Words with special meanings') regardless of the commencement or renewal date of the Policy.

Other interests

You must not transfer any interests in your Policy without our written consent.

Any person whose interests you've told us about and we've noted on your Policy Schedule is bound by the terms of your Policy.

Other party's interests

You must tell us of the interest of all parties (eg financiers, lessors or owners) who'll be covered by your Policy. We'll protect their interests only if you've told us about them and we've noted them on your Policy Schedule.

Claims

This section describes what you must do, as well as conditions that apply when you make a claim and at the time loss or damage occurs which is likely to give rise to a claim

What to do after an incident

Prevent further loss or damage

Inform the Police if something was stolen or vandalised, or if you're required by law to do so.

Take details of other people involved in an incident or any witnesses to it

Call Aon as soon as possible

Complete a claim form, if we require it

Provide information in support of your claim, including letters or notices given to you by another party

Pay your excess

What not to do after an incident

Admit guilt or fault except in a Court or to the Police

Offer or negotiate to pay a claim or make repairs

Admit liability

Dispose of damaged items unless we've said you can

Authorise repairs, except for essential temporary repairs

Delay telling us about an incident, it may reduce the amount we pay for your claim

Give us false or misleading information

What we do

We may take over and conduct the defence or settlement of any claim or issue legal proceedings for damages. If we do this we will do it in your name. We have full discretion in the conduct of any legal proceedings and in the settlement of any claim. You must co-operate by giving us any statements, documents or assistance we require. This may include giving evidence in any legal proceedings.

What can affect a claim

We will reduce the amount of a claim by the excess shown in the Policy Wording or on the Policy Schedule. We may refuse to pay a claim if you are in breach of your duty of disclosure or any of the conditions of this Policy, including any endorsements noted on or attached to the Policy Schedule. We pay only once for loss or damage from the same event covered by this Policy even if it is covered under more than one section of the Policy.

We may be entitled to refuse to pay or to reduce the amount of a claim if:

- It is in any way fraudulent, or
- Any fraudulent means or devices are used by you or anyone acting on your behalf to obtain any benefits under this Policy.

Contribution

If at the time of any loss, damage or liability there's any other insurance (whether effected by you or by any other person) which covers the same loss, damage or liability you must provide us with any reasonable assistance we require to make a claim for contribution from any other insurer(s).

GST

If you're a business you must tell us if you're registered, or are required to be registered, for GST. When you do this, we need you to give us:

- Your ABN
- The percentage of any input tax credit you will claim, or will be entitled to claim, on your premium.

When we pay a claim, your GST status will determine the amount we pay you. Your claim settlement amount will be adjusted to allow for any ITC entitlement.

Unless we say otherwise, all amounts in your Policy are inclusive of GST. There may be other taxation implications affecting you, depending upon your own circumstances. We recommend you seek professional advice.

Other insurance

You must notify us of any other insurance which will or may, whether in whole or in part, cover any loss insured under your Policy.

Preventing our right of recovery

If you've agreed not to seek compensation from any person liable to compensate you for loss, damage or liability covered by your Policy, we won't cover you for that loss, damage or liability.

Providing proof

You must be able to prove to us you've suffered a loss covered by your Policy before we'll pay you for it. We may ask you for this proof if you make a claim under your Policy. So your claim can be assessed quickly, make sure you keep the following:

- Receipts or other confirmation of purchase
- Valuations
- Photographs of items.

Salvage

We're entitled to obtain and retain any items or materials salvaged or recovered after you make, and we agree, to pay a claim by replacing or paying to replace any items or materials. We may sell the items or materials and keep the proceeds. We may choose to sell the items or materials to you, provided you agree to pay market price

Subrogation, recovery action & uninsured loss

We may at any time, at our expense and in your name, use all legal means available to you of securing reimbursement for loss or damage arising under your Policy. In the event we do so, you agree to give all reasonable assistance for that purpose.

If you've suffered loss that wasn't covered by your Policy as a result of the incident, we may offer to attempt to recover this. You may also specifically ask us to recover this for you. You'll need to give us documents supporting your loss. Before we include any uninsured loss in the recovery action we'll also ask you to agree to the basis on which we'll handle your recovery action. You may need to contribute to legal costs in some circumstances.

Excesses

When you make a claim, we'll deduct an amount from what we pay you according to the excess type shown below. Excesses don't accumulate and you only have to pay the higher excess which would otherwise apply to your claim

If we elect to repair or replace your bicycle, you must pay us the excess before we settle your claim.

Excess type	Amount
If your bicycle contains any carbon fibre parts	\$500
Your claim is caused by, connected to or in relation to racing	\$500
Any other claim	\$300

You may also have a different excesses shown on your Policy Schedule.

Settling claims

If your bicycle is less than two (2) years old from when it was new, at our option we can either:

- Repair the damaged bicycle
- Replace the bicycle with a bicycle substantially the same as, but not better than when new
- Pay the reasonable cost of repair or reinstatement to a condition substantially the same as, but not better than when new, or
- Pay up to the sum insured.

If your bicycle is more than two years old, or if you claim for cycling apparel, at our option we can either:

- Repair the damaged items to a condition substantially the same as but no better than the condition of the items immediately before the damage occurred taking into account their age, wear and tear and remaining useful life
- Replace the items with items substantially the same as, but not better than the condition of the items immediately before the damage occurred taking into account their age, wear and tear and remaining useful life
- Pay the reasonable cost of repair or reinstatement to a condition substantially the same as, but not better than the condition of the items immediately before the damage occurred taking into account their age, wear and tear and remaining useful life, or
- Pay up to the sum insured for your items shown on your Policy Schedule.

If your bicycle is damaged beyond economic repair, we won't more than the reasonable cost of replacement when new even if you have insured it for an amount greater than the reasonable cost of replacement when new.

Your Policy will come to an end if we've paid a claim for the loss of all items insured under this Policy which are damaged beyond economic repair. This is because we would have fulfilled the terms of your Policy. If we do this there won't be any premium refunded to you.

Other terms

These other terms apply to how your Policy operates.

Cancelling your Policy

You can cancel your Policy at any time by telling us. If there are other people named as insured on your Policy, we only need a request to cancel it from one of you.

We may cancel your Policy in any of the circumstances permitted by law (eg failure to pay the premium by the due date) by informing you in writing.

We'll give you notice in person or send it to your address (including an electronic address) last known to us.

If you've paid your premium in advance, we'll refund you the proportion of the premium for the remaining period of insurance, less any administration fees.

Changing your Policy

Changes to this Policy only become effective when we agree to them and send you a new Policy Schedule detailing the change.

Joint and co-insureds

If more than one person is insured under your Policy, we'll treat a statement, act, omission, claim, request or direction by that person as having been made by all insured.

We only need a request from one person insured to cancel or change your Policy.

Notices

Any notice we give you will be in writing, and will be effective once it's delivered to you personally or to your last known address (including when it's an electronic one).

It's important for you to tell us of any change of address as soon as possible.
