

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 Cowboy bike. It is intended for natural persons aged 18 or over, individuals, companies or self-employed persons ordinarily resident in the UK. Professional use is permitted on condition that the bike is not used for commercial purposes such as bike rental or deliveries.



What is insured?

- ✓ **Theft:** covers the insured bike and all original fixed accessories of the bike (max. £100) against theft.
- ✓ **Material Damage Guarantee:** covers the cost of repairing material accidental damage and damage caused by external elements (such as vandalism, natural elements, fire, animals, etc.) to your bike and all original fixed accessories (max. £100). Please note that damage you cause to third parties is not covered by this policy.

Insured Amounts:

- ✓ **Theft guarantee:** In case of theft, the policy will cover:
 - the insured value of the bike (the original purchase price, subject to depreciation); plus the purchase price of the original fixed accessories up to a maximum of £100, minus a contractual excess of 10%, including non-recoverable VAT in the form of a voucher in the Cowboy online shop.
- ✓ **Material Damage Guarantee:**
 - If economically justifiable, we will pay for the cost of repair, minus an excess of 10%.
 - If repair is not possible or economically justifiable, we will pay:
 - the insured value of the bike (the original purchase price, subject to depreciation); and
 - the purchase price of the original fixed accessories up to a maximum of £100. minus an excess of 10%.



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 original 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.
- ✗ Theft (or material damage as a result of an attempted theft) by a person authorised to use the bike.
- ✗ Wheels, tires and batteries if they are stolen separately.
- ✗ Stolen accessories that are not fixed or original.
- ✗ Excess: 10% of the total insured value and 10% on all original fixed accessories (max. £100).

Material Damage Guarantee:

- ✗ Any damage other than that caused to the bike and its original fixed accessories.
- ✗ Aesthetic damage or wear and tear damage to the bike.
- ✗ Damage to the smartphone containing the mobile application used to unlock the insured bike.
- ✗ Damage as a result of apparent poor maintenance or failure to replace essential parts.



- ✗ Damage resulting from riding the bike while intoxicated.
- ✗ Damage to other objects (other than the bike and fixed original accessories) or injury to persons.
- ✗ Damage resulting from modification of the bike or a purely technical defect.
- ✗ Damage to tyres.
- ✗ Excess: 10% of the total insured value and 10% on all original fixed accessories (max. £100).



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 ordinarily resident in the UK.



Where am I covered?

- ✓ You are covered in the European Union, in the United Kingdom of Great Britain, the Principality 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 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 repairer 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 policy 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 start date will be the date you enter the activation code in the Cowboy's mobile application.

The contract is concluded for a period of one year and a renewal can be offered for a further period of one year two times.

The cover automatically ends if the bicycle is stolen (and not recovered) or destroyed, 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. 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 you are offered a renewal of the insurance contract, you may cancel the renewal by contacting us by email to 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.