

Ageas Insurance

Insurance Product Information Document

Company: Ageas Insurance - 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 Motorcycle 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 **Classic Bike** insurance policy that is underwritten by Ageas Insurance Limited. The cover that you have selected is **Accidental Damage, Fire and Theft** 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 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.
- ✓ We will cover an agreed value for your classic motorcycle, provided that you have sent us any photographs and valuations that we ask for.
- ✓ Damage to your classic motorcycle – we will cover accidental damage to your classic motorcycle and its accessories and spare parts.



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.
- ✗ General wear and tear - including any failure of the classic motorcycle's equipment, electrics or mechanics.
- ✗ Any excesses.
- ✗ We won't pay claims if you, or anyone allowed to ride your classic motorcycle under this policy, deliberately damages your motorcycle.
- ✗ We won't pay third party liability claims as you are not covered to ride your classic motorcycle on a public road.
- ✗ We won't cover any reduction in the market value of your classic motorcycle, even if resulted from any repair.



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.



Where am I covered?



You are covered at any storage address notified to and accepted by us in the UK, Channel Islands and Isle of Man. You are not covered to ride your classic motorcycle. You can only have this cover if your classic motorcycle is off the road; the motorcycle is not taxed; and you have made a Statutory Off Road Notification (SORN) to the Driver and Vehicle Licensing Agency (DVLA).



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 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?

Please check your most recent schedule for your cover start and end date.



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 after the start date of your policy we'll refund you for the time that is left on the policy, as long as you haven't made a claim, don't need to make a claim, or haven't had a claim made against you. You will not be entitled to any refund if a claim has been made on the policy.

Cancelling after the first 14 days

During the first year of the policy if you cancel after the first 14 days and, as long as you haven't made a claim, don't need to make a claim, or haven't had a claim made against you, 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

After the first year we'll refund you for the time that is left on the policy.

You will not be entitled to any refund if a claim has been made on the policy.

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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ageas[®]

Our information that you need to know about

How do I report a claim?

Call our 24 hour claims helpline

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

If you're calling to make a claim for damage to your windscreen or glass, call our glass helpline on **0800 174 764** (or **+44 800 174 174** 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**.

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