

To report a claim, call



0344 381 4410



INSURANCE

0344 381 4465

Lines are open 24/7 all year round

UK manned call centre.

IMPORTANT

You must report all claims whether or not it is your fault and whether you intend to make a claim or not.

Failing to report an accident, claim or incident could result in charges or expenses that you would be personally liable for and could also result in your insurance being invalid.

Legal Cover

Your policy includes free legal cover. If you've had an accident that was not your fault, your legal cover could help you with;

- Repairs for your vehicle
- Arranging a hire motorcycle
- Compensation for injury
- Recovery of other losses, such as loss of earnings

Reporting Fraudulent Claims

If you suspect insurance fraud, you can call the Insurance Fraud Bureau's Cheatline on **0800 422 0421**.

You can also report insurance fraud online at www.insurancefraudbureau.org/report.

Motorcycle

Vehicle Insurance Document

BIKESURE
CLAIMS LINE
0844 888 8775



MOTOR INSURANCE

Member of Canopus Group

You must read this document in conjunction with your policy schedule and Certificate of Insurance. If any information contained in these documents is incorrect, please contact your Broker immediately. You must also notify your Broker of any other alterations required to your policy as soon as possible.

If you are involved in an incident likely to result in a claim under this policy, please refer to our claims procedure at the end of this booklet.

Contract of Insurance

Thank you for choosing to insure with KGM Motor Insurance. This document, together with your policy schedule and Certificate of Insurance, is a legally binding contract of insurance between you and us and does not provide anyone else with rights to enforce any part of this contract.

This contract is based on the information provided to us on the proposal form as signed by you or in the absence of a proposal form, the statement of fact declaration.

We have agreed to insure you subject to the terms, conditions and exclusions contained within this document and in any endorsements attached for the period for which you have paid our premium. This insurance applies within the territorial limits unless we specify otherwise.

This contract is subject to English law unless both parties agree otherwise. This contract is written in English and all communications about it will be conducted in English.

This document has been issued by KGM Motor Insurance under the authority granted by the Underwriting Byelaw (No. 2 of 2003).

A handwritten signature in black ink, appearing to read 'Colin Hart', with a stylized flourish at the end.

Colin Hart – Active Underwriter
Syndicate 260

Data Protection Notice

This Data Protection Notice explains how we may use your details. It tells you about the registers and databases that we and others have in place, which help to detect and prevent fraudulent applications and claims, and must be shown to any party related to this insurance.

All phone calls relating to applications and claims may be monitored and recorded and the recordings used for fraud prevention and detection, training and quality control purposes. Subject to the provisions of the Data Protection Act 1998, you are entitled, on the payment of a small fee, to receive a copy of the information we hold about you. Such requests should be made to:

The Data Protection Officer
Canopus Managing Agents Limited
Gallery 9
One Lime Street
London
EC3M 7HA

Any information you give us will be used by Canopus Managing Agents Limited and we may also share this information with other group companies.

For more information on the Data Protection Act you may also write to the Office of the Information Commissioner at:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 08456 30 60 60 or 01625 54 57 45
E-mail: mail@ico.gsi.gov.uk

Motor Insurance Database

Information relating to your insurance policy will be added to the Motor Insurance Database (MID) which is managed by the Motor Insurers' Bureau (MIB). MID and the data stored on it may be used by certain statutory and/or authorised bodies including the Police, the DVLA, the DVANI, the Insurance Fraud Bureau and other bodies permitted by law for purposes not limited to but including:

- i. Electronic Licensing;
- ii. Continuous Insurance Enforcement;
- iii. Law enforcement (prevention, detection, apprehension and/or prosecution of offenders);
- iv. The provision of government services and or other services aimed at reducing the level and incidence of uninsured driving.

If you are involved in a road traffic accident (either in the UK, the EEA or certain other territories), insurers and/or the MIB may search the MID to obtain relevant information. Persons (including their appointed representatives) pursuing a claim in respect of a road traffic accident (including citizens of other countries) may also obtain relevant information which is held on the MID.

It is vital that the MID holds your correct registration number. If it is incorrectly shown on the MID you are at risk of having your vehicle seized by the Police. You can check that your correct registration number details are shown on the MID at www.askmid.com.

Detecting and Preventing Fraud

In order to keep premiums as low as possible for all of our customers, we participate in a number of industry initiatives to aid the prevention and detection of crime, especially insurance related fraud. We pass information to the Claims and Underwriting Exchange Register operated by Insurance Database Services Ltd (IDS Ltd), the Motor Insurance Anti-Fraud and Theft Register operated by the Association of British Insurers, and the UK police. We may search these registers and any other relevant databases in order to make decisions regarding the provision and administration of insurance and, when you make a claim, to validate your claims history or that of any person or property likely to be involved in the claim.

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Definitions

The following words or phrases appear throughout this policy booklet and have the same meaning as described below. Therefore you must refer to this section where such words or phrases appear.

You/your – the person named as the ‘insured’ or ‘policyholder’ on the policy schedule and Certificate of Insurance.

We/us – KGM Motor Insurance; the Underwriters who will only pay their share of a claim and who form Lloyd’s Syndicate No. 260. If you would like to know all of their names and what percentage they will pay then please write to us quoting your policy number as shown on your policy schedule and the year that your policy started.

KGM Motor Insurance – a brand name for business written by Syndicate 260 which is managed by Canopius Managing Agents Limited.

Canopius Managing Agents Limited – a registered managing agent at Lloyd’s which is authorised and regulated by the Financial Services Authority.

Broker – a representative acting on our behalf that sells and administers our insurance policies.

Certificate of Insurance – a document which provides legal evidence that minimum insurance cover is in force by law. It also confirms who may ride the insured motorcycle, how they may use it and the period of time over which the policy cover applies.

Policy schedule – a document which states the details of you, your motorcycle, the insurance cover in force and any endorsements which apply to the policy.

Your motorcycle – any motorcycle which is stated on your policy schedule and for which we have issued a Road Traffic Act Certificate of Insurance. In Section 2 this also includes your motorcycle’s standard accessories and spare parts when permanently attached to your motorcycle or stored in your own locked private garage.

Accessories and spare parts – standard parts or products specifically designed to be fitted to your motorcycle. Some accessories may be classed as modifications therefore you must notify your Broker of any alterations to your motorcycle.

Civil partner – the person who you have entered into a legal civil partnership with as defined in the Civil Partnership Act 2004. A civil partnership is a formal arrangement that gives same-sex partners the same legal status as a married couple.

Definitions

Compulsory excess – the contribution which you must make towards a claim on this policy.

Endorsements – statements which are contained in your policy schedule which may change, replace or extend the terms of this policy.

Garage – a permanent enclosed four-sided structure comprising of three brick, stone, steel or concrete built sides with a roof and a securable door entrance which is your private property (i.e. not a communal parking facility).

Green Card – a document which is required by certain countries that are not part of the European Union and provides evidence that minimum insurance cover exists as required by law in order to drive in that country.

Market value – the cost of replacing your motorcycle with another of a similar make, model, age, mileage and condition as at the time of the loss or damage, up to the value stated in your policy schedule.

Minimum cover – the minimum level of cover provided to satisfy the current Road Traffic Act, or equivalent legislation, in respect of liability for the death of or injury to other people and damage to their property.

Partner – a relationship between two people who are not married but live together as a married couple.

Period of Insurance – the period of time specified in your policy schedule during which this policy is effective and for which you have paid or have agreed to pay the premium.

Pro-rata – where a calculation is made proportionately.

Road Traffic Act – the law which governs the driving or use of any motor vehicle within the United Kingdom.

Territorial limits – England, Northern Ireland, Scotland, Wales, the Isle of Man and the Channel Islands.

Voluntary excess – an amount which you have chosen to pay towards a claim on this policy in addition to the compulsory excess which applies.

Summary of Cover

The table below shows the sections of this policy booklet which apply in accordance with the level of cover stated in your policy schedule:

Section Description	Cover Applicable		
	Comprehensive	Third Party, Fire & Theft	Third Party Only
Section 1 - Liability to Others	Yes	Yes	Yes
Section 2 - Loss of or Damage to Your Motorcycle:			
A. Accidental Damage	Yes	No	No
B. Malicious Damage and Vandalism	Yes	No	No
C. Fire, Self-Ignition, Lightning or Explosion	Yes	Yes	No
D. Theft or Attempted Theft	Yes	Yes	No
Section 3 - Foreign Use	Yes	Yes	Yes
Section 4 - No Claim Bonus	Yes	Yes	Yes

The sections entitled 'General Exclusions' and 'General Conditions' within this booklet apply to the whole policy.

Section 1 – Liability to Others

What is covered under this section

1.1 Riding your motorcycle

We will insure you against the amounts that you are legally liable to pay, including legal costs and damages, in the event of:

- Death of or bodily injury to other people;
- Damage to their property;

as a result of an accident in which any of the following occurs:

- i. Whilst you are using, riding or in charge of your motorcycle;
- ii. Whilst any other person is using, riding or in charge of your motorcycle, provided that they are permitted to do so as shown on your current Certificate of Insurance and that they have your permission;
- iii. Whilst any passenger is travelling on or getting on or off your motorcycle;
- iv. Whilst you are towing a single trailer which is securely attached to your motorcycle;
- v. Whilst a side car is securely attached to your motorcycle.

The maximum amount we will pay under Section 1 in respect of property damage is £20,000,000 for any one claim, or a number of claims arising out of the one incident and £5,000,000 for all associated costs and expenses.

1.2 Riding other motorcycles

We will also insure you against the events shown in Section 1.1 as a result of an accident which occurs whilst you are using or riding any other motorcycle provided that all of the following applies:

- i. The motorcycle does not belong to you and is not hired, leased or rented to you;
- ii. This policy is not in the name of a company or partnership;
- iii. Cover to ride other motorcycles is specified on your current Certificate of Insurance;
- iv. Use of the motorcycle is restricted to that as shown on your current Certificate of Insurance;
- v. You have permission of the owner.

Please also refer to the exclusions shown below.

1.3 Legal personal representatives

We will insure the estate of anyone covered by this policy that dies against any claim that they are legally liable to pay provided that the claim is covered by this policy.

Section 1 – Liability to Others

1.4 Legal defence costs

Provided that an incident occurs which is covered by this policy and we agree in writing first, we will pay for the legal representation of you or any other person we insure under this policy:

- i. At a coroner's inquest, fatal accident inquiry or UK magistrates' court;
- ii. Against prosecution for manslaughter or for causing death by careless or dangerous driving.

What is not covered under this section

- Death of or injury to the person riding your motorcycle or in charge of your motorcycle for the purpose of riding;
- Loss of or damage to your motorcycle or any other motorcycle that is in your care, custody or control;
- Loss of or damage to any trailer or side car towed by or attached to your motorcycle;
- Loss of or damage to property owned by, or in the care, custody or control of, you or any other person insured by this policy;

Riding other motorcycles

- Loss of or damage to the motorcycle you are using or riding;
- Death of or injury to the person using, riding or in charge of the motorcycle;
- Use to secure the release of any motorcycle which has been seized by or on behalf of any government or public authority;
- Liability for any incident which occurs whilst you are using or riding the motorcycle outside of the territorial limits;
- Any liability if you no longer own the motorcycle you insure on this policy or if your motorcycle has been declared a total loss.

Section 2 – Loss of or Damage to Your Motorcycle

What is covered under this section

We will insure your motorcycle against damage or total loss caused by an event listed below, provided that the 'Summary of Cover' section shows such an event is covered:

- A. Accidental damage;
- B. Malicious damage and vandalism;
- C. Fire, self-ignition, lightning or explosion;
- D. Theft or attempted theft.

Please refer to your policy schedule for the level of cover shown and then to the 'Summary of Cover' section on page 9 for details of which events your cover includes.

If you need to report a claim to us, please refer to the section entitled 'Making a Claim' at the end of this booklet for further information.

Please note that an endorsement may apply to this policy regarding the storage of your motorcycle whilst at the declared parking address (your policy schedule will confirm if such an endorsement applies). If your policy schedule contains such an endorsement and it is not complied with then this policy will not cover your motorcycle for any loss or damage.

If your motorcycle has been stolen or damaged by attempted theft then you must notify the police immediately.

2.1 Damage

We will pay for the cost of repairing damage caused to your motorcycle as a direct result of an event shown above provided that all of the following applies:

- i. This policy covers the event (as above);
- ii. You adhere to the terms and conditions under the heading "Claims handling" in the General Conditions section of this policy booklet;
- iii. We deem the cost of repairing your motorcycle to be economical.

As an alternative to repairing your motorcycle, we may deem it appropriate to either replace your motorcycle with one of a similar specification or pay you a monetary amount equal to the cost of repairing the damage less any policy excess which is applicable (see Section 2.7).

If we choose to repair your motorcycle and a replacement for a damaged accessory or part is not available, we will pay you the most recent listed price of this as published in the UK.

We reserve the right to use accessories or parts that are recycled or that are not made or supplied by the manufacturer of your motorcycle, but are of a similar type and quality to those we are replacing. We will not be responsible for additional storage costs due to the unavailability of accessories or parts, or the cost of importing them from outside of the UK.

Section 2 – Loss of or Damage to Your Motorcycle

2.2 Total loss

We will normally declare your motorcycle a total loss:

- If we deem the cost of repairing your motorcycle as uneconomical; or
- If your motorcycle has been stolen and not recovered.

If your motorcycle is declared a total loss as a direct result of an insured event (as above), we will offer you a monetary amount as compensation. The maximum amount we will pay is the market value of your motorcycle, less any policy excess which is applicable (see Section 2.7). If you owe us an outstanding amount under this policy when the claim has been made, you must pay this amount in full before we can settle the claim.

Once you have accepted our offer, your motorcycle will become our property and at this point you must surrender your current Certificate of Insurance to us along with any other documentation we may request before we pay you the agreed amount. Unless we are insuring other motorcycles on the same policy, this insurance contract will cease upon settlement of your claim and the full annual premium will be retained.

We may give you, at our discretion and if the current regulations allow, the option of retaining the vehicle salvage subject to a deduction from the compensation amount we offer you.

2.3 Motorcycle service/repair

We will provide the same level of cover that your policy has under Section 2 whilst your motorcycle is in the custody or control of a member of the motor trade for the purpose of being serviced or repaired.

2.4 Motorcycle recovery

We will pay for the reasonable cost of transporting your motorcycle to a repairer near to its location if it is damaged following an accident and cannot be ridden provided that the damage is covered by this policy.

2.5 Ownership of your motorcycle

If your motorcycle is subject to a hire purchase or lease agreement and is declared a total loss, any payments we make will instead be made to the finance or leasing company as specified on your contract with them.

The maximum amount we will pay is the market value of your motorcycle, less any policy excess which is applicable (see Section 2.7). If there is still an amount owing to the finance or leasing company after we have settled your claim, then you are responsible for this amount.

Section 2 – Loss of or Damage to Your Motorcycle

2.6 New motorcycle replacement

We will, at your request, replace your motorcycle with another of a similar make, model and specification following an incident covered by Section 2 provided that all of the following applies:

- i. You are the first registered owner of your motorcycle from new;
- ii. Your motorcycle is no more than 6 months old from the date of first registration;
- iii. The repair costs exceed 60% of the market value of your motorcycle;
- iv. We have permission from any person that has a financial interest in your motorcycle;
- v. Your motorcycle is not subject to a lease or contract hire agreement or any other similar arrangement.

2.7 Compulsory and voluntary policy excess

If any claim is made under Section 2 you must pay a compulsory policy excess, the amount of which is shown in your current policy schedule. If no amount is stated, you must pay the first £150 towards any claim.

If you have chosen to pay a voluntary excess, this amount is in addition to the compulsory policy excess which applies.

What is not covered under this section

- The policy excess which applies under this section of the policy;
- Wear, tear and depreciation of your motorcycle;
- Failure, breakdown or breakage of mechanical, electrical, electronic or computer equipment;
- Damage to the tyres of your motorcycle caused by braking, punctures, cuts and bursts unless as a direct result of an accident covered by this policy;
- Damage to your motorcycle caused by filling its fuel tank with the incorrect fuel;
- Loss or theft of petrol or diesel fuel;
- Damage caused by the freezing of liquid in the cooling system of your motorcycle unless you have taken all reasonable precautions as recommended by your motorcycle manufacturer;
- Loss of or damage to any trailer or side car attached to your motorcycle;
- Loss of or damage to your motorcycle caused as a result of its legal impounding or destruction by order of any government or public authority;
- Loss of or damage to your motorcycle which was caused deliberately by you or any other person insured on this policy;
- Loss of or damage to your motorcycle if it is taken, used or ridden without your permission by a spouse or civil partner, partner, boyfriend or girlfriend, member of the family or household of a permitted driver;

Section 2 Exclusions continued overleaf..

Section 2 – Loss of or Damage to Your Motorcycle

- Loss of or damage to your motorcycle if it is involved in a theft or attempted theft and the incident has not been reported to the police;
- Loss of or damage to your motorcycle from deception by someone claiming to be a buyer or acting on behalf of a buyer or by accepting a form of payment which a bank or building society will not authorise;
- Loss of or damage to your motorcycle if it is unattended and any of the following applies:
 - i. If the steering lock has not been applied where fitted to your motorcycle;
 - ii. If the keys have not been removed from your motorcycle;
 - iii. If reasonable precautions have not been taken to protect it.
- Liability for any further damage which is caused by riding, or attempting to ride, your motorcycle if damaged or in an un-roadworthy condition;
- Any reduction in the value of your motorcycle following damage, whether repaired or not;
- The cost of repairing, replacing or improving any parts of your motorcycle if they have not been damaged;
- The cost of repairing or replacing any non-standard parts fitted to your motorcycle;
- The cost of repairing non-standard paintwork, finish or engravings on your motorcycle which exceeds that of standard paintwork repair;
- Loss of or damage to your motorcycle's accessories or spare parts unless they are stolen with the motorcycle itself or kept in your own locked private garage;
- The cost of repairing or replacing your motorcycle's accessories or spare parts in excess of £100;
- Loss of or damage to any type of audio or Satellite Navigation equipment;
- Loss of or damage to any personal belongings such as clothing, crash helmets or gloves;
- Compensation for any costs incurred as a result of not being able to use your motorcycle following loss or damage;
- Costs which exceed the market value of your motorcycle or the value declared on your policy schedule if the market value is more.

Section 3 – Foreign Use

What is covered under this section

3.1 Minimum cover

We will provide the minimum cover which is required by law in:

- Any country which is a member of the European Union; and
- Any other country which the Commission of the European Union approves as meeting the requirements of Article 7(2) of the European Community Directive on Insurance of Civil Liberties arising from the use of motor vehicles (number 72/166/CEE).

The following table shows which countries the above currently applies to:

Austria	Estonia	Italy	Poland
Andorra	Finland	Latvia	Portugal
Belgium	France	Liechtenstein	Romania
Bulgaria	Germany	Lithuania	Slovakia
Croatia	Greece	Luxembourg	Slovenia
Cyprus	Hungary	Malta	Spain
Czech Republic	Iceland	Netherlands	Sweden
Denmark	Ireland	Norway	Switzerland

A green card is no longer required if you travel to any of the above countries and you must instead take your current Certificate of Insurance with you as evidence of compulsory insurance cover.

We do not normally provide cover in any other country outside of those named above; however, we will consider doing so provided that all of the following applies:

- i. You refer this to your Broker in advance of travel;
- ii. We agree to cover you in the countries concerned;
- iii. You pay any additional premium we require for providing this cover.

If we agree to your request we will issue you with a Green Card as legal evidence of cover.

The cover provided under Section 3.1 is the minimum required by law in the country you are visiting from those stated above or any other country we agree to.

Please note that the above information may change, therefore you must check the latest information with your Broker before you travel.

Section 3 – Foreign Use

3.2 Extended cover

We will insure your motorcycle for the same level of cover as shown in your current policy schedule in any of the countries as set out in Section 3.1 provided that all of the following applies:

- i. That travel is for Social, Domestic and Pleasure purposes only;
- ii. That your permanent residence is within the territorial limits;
- iii. That your motorcycle is taxed and registered within the territorial limits and is also normally kept within the territorial limits;
- iv. That travel outside of the territorial limits is of a temporary nature (such as a holiday) and does not exceed 90 days in any one period of insurance.

3.2.1 Vehicle transportation

Cover also applies when your motorcycle is being transported between any of the countries stated above by rail or any recognised sea route by ferry (including loading and unloading) as long as transportation does not exceed 65 hours in any one journey.

Section 4 – No Claim Bonus

If a claim has not been made

If a claim has not been made against this policy by the expiry date of the current period of insurance, we will award a discount on your renewal premium for the next period of insurance. You must be entitled to five or more years no claim bonus (NCB) in order to qualify for our maximum level of discount. Your no claim bonus entitlement is not transferable to any other person.

If one or more motorcycles have been added to this policy at a reduced or flat rated premium, then only one single no claim bonus will apply to the whole policy.

If a claim has been made

If a claim has been made against this policy during the current period of insurance, we will reduce your no claim bonus entitlement as per the applicable scale below:

If your no claim bonus is NOT protected

NCB Level before a claim	NCB level at next renewal following:		
	1 claim	2 claims	3 claims or more
5+	3	1	0
4	2	0	0
3	1	0	0
2	0	0	0
1	0	0	0
0	0	0	0

Section 4 – No Claim Bonus

If your no claim bonus is protected

If you have paid for this option and it is shown in the endorsements section of your policy schedule, your no claim bonus entitlement is protected unless more than two claims are made against this policy within four continuous periods of insurance. If more than two claims have been made within this period then your no claim bonus will be reduced as per the scale below:

Current NCB level	NCB level at next renewal following:		
	3 claims in the last 4 years	4 claims in the last 4 years	5 claims or more in the last 4 years
5+	3	1	0
4	2	0	0
3	1	0	0

If a claim is made on your policy after we have confirmed your renewal premium but before the expiry date of the current period of insurance, we are entitled to take back any additional discount given to you and also reduce your no claim bonus entitlement in accordance with whichever of the above scales apply.

General Exclusions

Use and Riders

We will not pay for any loss, damage or liability caused in any of the following circumstances whilst your motorcycle is being used, ridden or in the charge of:

- i. For a purpose not specified or permitted on your Certificate of Insurance;
- ii. In any race, rally, competition, trial or similar motoring event;
- iii. On any race, rally, test circuit or on any off-road course or ground;
- iv. By any person who is not stated in the “persons or classes of persons entitled to drive” section on your Certificate of Insurance unless your motorcycle has been stolen;
- v. By any person who does not hold a driving licence or is disqualified from driving;
- vi. By any person who holds a driving licence but is not complying with any terms or conditions that may apply to that licence;
- vii. By any person who does not hold a valid Compulsory Basic Training (CBT) certificate when required to do so by law;
- viii. With a load or a number of passengers which is unsafe or illegal;
- ix. When carrying a load which is not secure.

Other Contracts

We will not pay for any liability you have under an agreement or contract unless you would be liable anyway if the agreement or contract did not exist.

War, Earthquake, Riot and Terrorism

We will not pay for any loss, damage or liability that is directly or indirectly caused by:

- i. War, invasion, act of foreign enemy, hostilities (whether war is declared or not), civil unrest, rebellion, revolution, insurrection or requisition, riot or similar event, confiscation or nationalisation by any government or other authority;
- ii. Earthquake;
- iii. Acts of terrorism as defined in the Terrorism Act 2000 or the equivalent legislation in any other country.

However, we will provide any liability that is required under the current Road Traffic Act.

Nuclear/Radioactive Contamination

We will not pay for any loss, damage or liability that is directly or indirectly caused by:

- i. Ionising radiation or contamination by radioactivity from nuclear fuel or nuclear waste;
- ii. Radioactive, toxic, explosive or other dangerous properties of any explosive nuclear equipment.

Pollution

We will not pay for any loss, damage or liability that is directly or indirectly caused by pollution or contamination.

General Exclusions

Hazardous Goods

We will not pay for any loss, damage or liability that is directly or indirectly caused by the carriage of explosive substances and articles, gases, flammable liquids, flammable solids, self-reactive substances and solid desensitised explosives, substances liable to spontaneous combustion, substances which emit flammable gases on contact with water, oxidising substances, organic peroxides, toxic substances, infectious substances, radioactive material or corrosive substances.

Airport Use

We will not pay for any loss, damage or liability arising while your motorcycle or any other motorcycle covered by this policy is in:

- i. Any place where aircraft take off, land or park including any associated service roads;
- ii. A refuelling area, ground equipment areas or the Customs examination areas of international airports.

Sonic Bangs

We will not pay for any loss, damage or liability caused directly or indirectly by pressure waves from aircraft or other aerial devices travelling at sonic or supersonic speeds.

Criminal Acts

We will not pay for any loss, damage or liability caused while your motorcycle is being used by you or any other insured person for any criminal activity.

General Conditions

Your duty

We will only provide the cover as set out in this policy if:

- i. You and any other person insured by this policy keep to the terms and conditions as set out in this document and with any endorsements that are stated in your policy schedule;
- ii. All of the information provided on the proposal form or statement of fact declaration on which this policy is based is complete and correct to the best of your knowledge and has not been misrepresented either intentionally or unintentionally.

If we discover that any information provided to us is incorrect or not truthful we will not be liable to pay any claim and we reserve the right to void or terminate this policy.

Safety and security of your motorcycle

You, and any other person insured by this policy, must take all reasonable precautions to:

- i. Keep your motorcycle in a safe and roadworthy condition;
- ii. Protect your motorcycle from loss or damage;
- iii. Ensure your motorcycle has a valid MOT test certificate if required to do so by law.

Other Insurance

If any other insurance covers you for the same loss, damage or liability covered under this policy, we will only pay our share of the claim.

Changes in circumstances

You must tell us of any change in circumstances which are relevant to this policy as soon as possible. Examples of such changes include but are not limited to:

- Changing or selling your motorcycle;
- Changing your motorcycle registration number;
- Modifying your motorcycle from the manufacturer's original specification;
- Changing the purpose that your motorcycle is used for;
- Changing the riders that are insured on this policy;
- If any of the riders insured on this policy are convicted of a motoring or criminal offence (including fixed-penalty notices);
- If any of the riders insured on this policy has their driving licence revoked;
- If any of the riders insured on this policy develops a medical condition that may affect their ability to drive;
- If any of the riders insured on this policy changes occupation or becomes unemployed;
- If you change your address or the address of where your motorcycle is kept overnight.

If you do not tell us about any relevant changes then we may not be liable to pay any claim and this policy may no longer be valid.

General Conditions

Administration fee

If you make a permanent change to your policy during the current period of insurance, or require a duplicate copy of your policy documents, we will charge you a fee of £10 excluding Insurance Premium Tax to cover our administration costs. If a permanent change is made this fee will be in addition to any alteration in your insurance premium. If the change results in a return premium which is below £25 after our administration fee has been applied, there will be no refund given.

Please note that our fee does not include any administration charge that your Broker may apply.

Cancellation

By us

We or our authorised Brokers may cancel this policy by sending you 7 days notice to your last known address. You must return the current Certificate of Insurance to us and upon receipt of this we will refund you the unexpired portion of the annual premium provided a claim has not been made in the current period of insurance. If a claim has been made in the current period of insurance then we will retain the full annual premium.

It is an offence under the Road Traffic Act not to return the current Certificate of Insurance to us if this policy is cancelled.

By you

You may cancel this policy at any time by returning the current Certificate of Insurance to us. If a claim has not been made during the current period of insurance, a refund will be given based on the annual premium in accordance with the following scale:

Period of cover elapsed (up to):	Refund
1 month	75%
2 months	60%
3 months	50%
4 months	40%
5 months	30%
6 months	25%
7 months	20%
8 months	10%
Over 8 months	No refund

General Conditions

Cooling-off period - your right of cancellation

Once you have entered into this insurance contract with us, you are entitled to 14 days to decide whether you wish to proceed. This 14 day period will commence from either the inception date of the contract or the day on which you receive the full terms and conditions of the contract, whichever is later.

If you wish to cancel this policy you must return the current Certificate of Insurance or current cover note to us or your Broker within this 14 day period. A pro-rata charge will be made for the period of cover we have provided plus an administration fee of £25 excluding Insurance Premium Tax.

Claims handling

- i. You must tell us without delay about any event that could lead to a claim.
- ii. You must immediately send us unanswered any letter, claim, writ or summons you receive together with a completed accident report form.
- iii. You must give us all the information and assistance we require to deal with the claim and you or the person driving must not accept responsibility for any claim against you or make any offer or promise to pay a claim.
- iv. You must fully co-operate with any third party service providers we (or anyone else who acts on our behalf) may instruct in order to assist in dealing with the claim.
- v. We are entitled to take over, defend or settle any claim under this policy in the name of you or any other person covered by this policy and we are entitled to take legal action in any such name to recover any payments we make.
- vi. Should we refuse indemnity in respect of an accident due to any omission, misstatement or non-disclosure, but have a liability to pay a claim under the Road Traffic Act, then we will reserve the right to settle such claims or judgments, without prejudice to our position under this policy, and seek reimbursement of all payments we make from you.
- vii. If we are required to pay a claim under the law of any country covered by this policy which we would not otherwise be liable to pay, we will seek reimbursement of any costs from you or the person who incurred the liability.

Fraudulent claims

We will not pay for any loss, damage or liability if you or any other person covered by this policy or anyone acting for you makes a claim that is fraudulent or exaggerated in any way, makes a false statement or provides false or stolen documents to support a claim. In such circumstances we will cancel this insurance contract without refunding any premium and will seek to recover any costs that we have incurred.

Financial Services Compensation Scheme

In the event that KGM Motor Insurance is unable to meet its liabilities under this insurance policy, you may be entitled to compensation from the Financial Services Compensation Scheme.

Further information about the scheme is available on the FSCS website at www.fscs.org.uk or you can contact them on 020 7892 7300.

Complaints

If you want to make a complaint about any aspect of your insurance policy, in the first instance please contact:

Complaints
KGM Motor Insurance
KGM House
George Lane
London
E18 1RZ

Tel: 020 8530 7351
Fax: 020 8530 7037

KGM Motor Insurance has produced internal complaints guidance for our customers and this is available in writing upon request.

In the event that you remain dissatisfied, you can refer your complaint to Policyholder & Market Assistance at Lloyd's. Please contact:

Policyholder & Market Assistance
Lloyd's Market Services
Fidentia House
Walter Burke Way
Chatham Maritime
Chatham, Kent
ME4 4RN

Tel: 01634 392000
Fax: 01634 830275
E-mail: **complaints@lloyds.com**

Complaints that cannot be resolved by Policyholder & Market Assistance may be referred to:

The Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London
E14 9SR

Tel: 0845 080 1800
E-mail: **complaint.info@financial-ombudsman.org.uk**

Further details will be provided at the appropriate stage of the complaint process.

The complaints procedure is without prejudice to your rights to take legal proceedings.

Making a claim

What to do in the event of an accident, fire or theft

- 1 Gather the details of any other party or parties involved (if applicable) including their name, address, vehicle registration number, insurance company, and contact number.
- 2 Contact our UK based 24/7 claims assist line on **0844 412 6412** (if calling from abroad please dial **+44 (0)1489 898 318**).
- 3 Please have your policy number ready when contacting us.

Please note: if your motorcycle has been involved in an incident involving theft or attempted theft then you must also notify the police immediately.

If you have Comprehensive cover and have been involved in an accident, we will arrange for the repair of your motorcycle with an approved repairer and:

- Collect and re-deliver your motorcycle to and from your home or place of work;
- Guarantee all repairs for three years.

Our approved repairer network includes 11 'Centres of Excellence' handling specialist repairs and frame alignment.

Important – the above features are only available in the UK through our approved repairer network.

Motorcycle

KGM Motor Insurance
KGM House
George Lane
London E18 1RZ

T 020 8530 7351
E enquiries.kgm@canopus.com
www.kgminsurance.co.uk

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