



Optima Bike Policy

Contents

Introducing your Groupama Optima Bike Policy	1
Our contract with you	1
Choice of law	1
Cooling off period	1
Our customer care policy	2
Loss and damage	4
Loss of or damage of your motorcycle, its accessories or spare parts	4
Liability to others	6
Cover provided for you	6
Cover provided for other people	6
Cover for legal personal representatives	7
Hospital treatment	7
Use abroad	8
Additional benefits	9
No claim discount	9
Cover when your motorcycle is being serviced, overhauled or repaired	9
New motorcycle benefit	10
Overnight accommodation	10
General exceptions	11
Policy conditions	12
A guide to making a claim	14
What to do in the event of an accident	Back cover

What our terms mean

Any word or expression which is defined on this page is to have the same meaning wherever it appears in the policy documents irrespective of its typeface or colour.

You

The policyholder whose name is on the schedule or, in the event of your death, your legal personal representatives.

We, Us, Groupama Insurances

Groupama Insurance Company Limited.

Your Bike or Your Motorcycle

Any bike, motorbike or motorcycle for which you have a current certificate of motor insurance under this policy.

Certificate of Motor Insurance

Evidence that you have motor insurance as required by law.

Pollution or Contamination

All pollution or contamination of buildings or other structures or of water or land or the atmosphere.

All injury loss or damage directly or indirectly caused by the pollution or contamination.

Market Value

The cost of replacing your motorcycle with a motorcycle of the same make, model, specification, age, mileage and condition as your motorcycle was immediately before the loss or damage you are claiming for.

United Kingdom

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

Great Britain

England, Scotland and Wales.

Excess

The first amount of any claim which you will be responsible for if your motorcycle is lost, stolen or damaged.

Young Rider

A person under the age of 30 at the time of an event which you may be entitled to claim for.

Inexperienced Rider

A person who has a provisional licence or a person who has held a full licence for less than 12 months at the time of an event which you may be entitled to claim for.

The Schedule

The schedule attached to this policy. Please read the schedule carefully as it sets out the cover we will give you under this policy.

We will give you a replacement schedule whenever you renew the policy or if you make any changes to the policy during the period of insurance.

The terms used in the schedule to define the cover have the following meaning:

Comprehensive

All parts of this policy apply.

TPF&T

(Third party fire and theft)

All parts of this policy apply. Part A1 and Part B will only apply for loss or damage resulting from fire or theft or an attempted theft.

TPO

(Third party only)

All parts of this policy apply except for Part A1 and Part B.

F&T

(Fire and theft only)

Part A1 of this policy applies but only for loss or damage resulting from fire or theft or an attempted theft.

Accessories

Items which are permanently attached to your motorcycle. Helmets, gloves and other items you wear are not included.

Acts of Terrorism

The use or threatened use of any action, force or violence by any person or group of people whether acting alone or on behalf of any organisation or government committed for political, religious, ideological or similar purposes including the intention to influence any government or to intimidate and/or put in fear the public or any section of the public.

Introducing your Groupama Optima Bike policy

Our contract with you

This policy is a contract solely between you and us. It is not intended that the Contracts (Rights of Third Parties) Act 1999 should confer any additional rights under this policy in favour of any third party.

The proposal (or any statement of fact or statement of insurance prepared from information you have provided) and declaration you make are part of this contract. The schedule, any endorsements and the certificate of motor insurance are all part of this policy. You must read them all as one document. We will insure you against legal liability, loss or damage under the sections shown in the schedule during any period of insurance set out in the schedule. You must keep to the conditions of this policy.

The cover applies throughout Great Britain, Northern Ireland, the Isle of Man, Channel Islands and any other country which is a member of the European Union except when we say otherwise. Your motorcycle is also covered when in transit within these countries and between any of their ports.

On behalf of Groupama Insurance Company Limited.



François-Xavier Boisseau
CHIEF EXECUTIVE OFFICER

The law which applies to our contract

You and we can choose the law which will apply to this contract. We have decided the law which will apply will be the law of the country in which you live.

If you do not live in England, Wales, Scotland, Northern Ireland, the Channel Islands or the Isle of Man, the law which will apply is the law of England and Wales.

IMPORTANT

Please read this policy, schedule, any endorsements and certificate of insurance carefully and make sure that they meet your needs. If you have any queries please contact your broker or intermediary who will be glad to help you. Please keep this policy, schedule, any endorsements and certificate of insurance in a safe place. You may need to refer to them if you make a claim.

Cooling off period

We hope that you will be happy with your insurance policy. If, having examined your policy, you decide not to proceed, you have 14 days from the date you received your policy document to cancel this policy and receive a refund of premium. No refund of premium will be given if you have made a total loss claim or an incident has occurred that may give rise to such a claim.

To do this you should contact the intermediary or organisation that sold you your policy.

Any refund will be subject to the return of the policy document and any certificate of motor insurance or cover note.

Cancelling your cover

You can cancel this policy at any time by writing to us and at the same time sending to us your certificate of motor insurance. As long as you have not made a claim under the policy or an incident has not occurred which may give rise to a claim, we will refund part of your premium on a pro rata basis. The policy will only be deemed to have been cancelled from the date we receive the certificate of motor insurance.

We or our authorised agent may cancel this policy by giving you seven days' notice by letter. We will send this notice to your last known address (and in the case of Northern Ireland to the DVLNI). We will refund part of your premium on a pro rata basis. You must send us your certificate of motor insurance for us to proceed with the cancellation.

Our customer care policy

Groupama Insurances is committed to delivering the highest standards of customer care. However we realise that there may be times when things go wrong. In such circumstances please contact the department where the issue arose by using the numbers and addresses detailed. Please quote your name, claim or policy number and the reason for your complaint. Telephone calls may be recorded.

Claims

Claims Centre Manager
Personal Insurances Claims Centre
1 Port Way
Port Solent
Portsmouth
Hampshire PO6 4TY
Tel: 0870 240 1895* (*refer to page 3)
Fax: 023 9220 5495
Email: claims.care@groupama.co.uk

Policy administration and documentation

Operations Manager
Groupama House
60 Spring Gardens
Manchester M60 1HU
Tel: 0161 834 9888
Fax: 0161 839 9143
Email: underwritingcustomerservice@groupama.co.uk

Our commitment to you

- We will make sure all the information we give you will be clear and accurate.
- We will be fair and reasonable whenever you need the protection of this policy.
- We will act promptly to provide the protection you need.

If things go wrong

Whilst we will make every effort to maintain the highest standards, we recognise that there may be some occasions when we fail to satisfy the particular requirements of our customers. We therefore have in place procedures to investigate and remedy any area of concern. In such circumstances we promise:

- to acknowledge any formal complaint in 5 days or less;
- to have the issues reviewed by a person of appropriate seniority and authority;
- to identify the person managing your complaint in our original letter of response; and
- to respond fully to your concern or complaint within a maximum of 28 days. If for any reason this is not possible, we will write to you promptly to explain why we have been unable to finalise the

matter quickly. We will also let you know when we will contact you again.

If you still feel that we have been unable to resolve the matter to your satisfaction then please write to our Chief Executive, at:

Groupama Insurances
Groupama House
24–26 Minories
London
EC3N 1DE
Tel: 0870 850 8510* (*refer to page 3)
Fax: 020 7264 2860

Financial Ombudsman Service

If you are still unhappy following receipt of our final response, you can refer the dispute to the Financial Ombudsman Service who will review your case on an independent basis. The address is:

The Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London E14 9SR
Tel: 0845 080 1800

Financial Services Compensation Scheme

Groupama Insurance Company Limited is covered by the Financial Services Compensation Scheme (FSCS). This means that you may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim and would provide cover for 100% of the first £2000 and 90% of the remainder of the claim without any upper limit. Further information about compensation is available from the FSCS at www.fscs.org.uk or telephone 0207 892 7300.

If you take any of the action mentioned above, it will not affect your right to take legal action.

*Please note: Calls to Groupama 0870 numbers cost up to 8p a minute from a BT landline. Charges for other suppliers may be different.

Loss and damage

Loss of or damage to your motorcycle, its accessories or spare parts *(Part A1)*

What is insured:

If your motorcycle is lost, stolen, or damaged, we will either:

- repair the damage;
- replace what is lost or is damaged beyond economical repair; or
- pay you cash for the amount of the loss or damage.

We have the right to choose which action to take in the case of any claim.

Accessories and spare parts which are only for your motorcycle, and are on your motorcycle, at the time of the loss or damage, will be covered in the same way.

If a replacement for any damaged accessory or part of your motorcycle is not available we will pay the value of the accessory or part at the time of the loss. We will not pay more than the manufacturer's last quoted list price in the United Kingdom for the accessory or part. If such a list price is not available the

most we will pay is the manufacturer's last quoted list price in the United Kingdom for an equivalent accessory or part. We may use accessories or parts, including recycled parts, which are not made or supplied by the manufacturer of your motorcycle but are of a similar type and quality to the parts we are replacing. We will not be responsible for additional storage costs caused by the unavailability of an accessory or spare part nor the cost of importation of any accessory or part into the United Kingdom.

The most we will pay is the market value of your motorcycle, accessories and spare parts at the time of the loss or damage. We will not pay more than the amount for which you insured them. If your motorcycle is under a hire purchase or leasing agreement, we will pay any claim to the legal owner.

If your motorcycle cannot be ridden because of the loss or damage covered under this policy we will pay the reasonable cost of protecting your motorcycle and taking it to the nearest competent repairer. After it has been repaired we will pay the reasonable cost of delivering it to your address in the United Kingdom.

If your motorcycle is damaged by something covered under this policy you must:

- do whatever is necessary to protect your motorcycle and its accessories; and
- report the incident to us as soon as possible. Please refer to page 14 to 16 for full information on the reporting of claims.

For details relating to audio and satellite navigation equipment, please read your schedule.

For details relating to loss of keys and replacement of locks, please read your schedule.

What is not insured:

This applies to all claims under Part A1 of the policy.

We will not pay for any of the following:

- Any excess shown in the schedule.
- Loss of use, loss of value, wear and tear.
- Mechanical, electrical, electronic or computer failures or breakdowns.
- Damage to tyres from braking or by road punctures, cuts or bursts.
- Loss, destruction or damage caused directly by pressure waves caused by aircraft and other aerial devices travelling at or above the speed of sound.
- Any reduction in the market value of your motorcycle following any repair whether or not as a result of any claim under this policy.
- Loss of or damage to any trailer, sidecar or caravan whether or not it is being towed by or attached to your motorcycle.
- Loss or damage as a result of a deliberate act by anybody insured by this policy.
- Loss of your motorcycle by deception by someone who claims to be a buyer or a buying or selling agent.
- Any further damage caused after an accident due to your motorcycle being used under its own power.
- Loss of or damage to any telephone communication, satellite navigation equipment, radio, cassette, disc player or similar apparatus or accessories or parts of any such apparatus. This does not apply if there is an endorsement in the schedule saying otherwise.
- Loss of or damage to your motorcycle caused by any government or public or local authority legally taking, keeping or destroying your motorcycle.
- Loss or damage resulting from the repossession of the motorcycle or restitution to its rightful owner.
- Loss or damage to your unattended motorcycle if the keys (or any alternative electronic or mechanical device designed to operate the ignition systems of the motorcycle) are in or on your motorcycle.

Young riders: If your motorcycle or any of its accessories or spare parts are damaged while the motorcycle is being ridden by or in the charge of a person who is young, you will be responsible for the first part of the cost as shown in the schedule. You must pay this in addition to any other excess amounts shown in the schedule. You must pay the excess for each claim involving damage to your motorcycle. If we pay any of these amounts you will have to repay the same amount to us as soon as possible.

Liability to others

Cover provided for you (Part A2)

What is insured:

This policy covers you for:

- all you legally have to pay for the death of or personal injury to any person as a result of an incident involving your motorcycle; and
- damage to any property as a result of an incident involving your motorcycle, but the indemnity against liability including all costs, expenses and indirect losses other than those covered under legal expenses (Part A5) for such damage is limited to £20,000,000 in respect of any such incident or series of incidents arising out of one event.

The same cover will apply if you are riding in the United Kingdom any other motorcycle which the certificate of motor insurance allows you to ride providing you have the owner's permission to ride.

You must inform us immediately of the disposal of your motorcycle as shown on your certificate of motor insurance. All cover under this policy will cease unless a replacement motorcycle is acquired and details notified to us within seven days of the disposal of the originally insured motorcycle.

Cover provided for other people (Part A3)

What is insured:

If you ask, we will provide the same cover to the following people:

- anyone you allow to ride your motorcycle if allowed by your certificate of motor insurance;
- anyone you allow to use your motorcycle for social domestic and pleasure purposes (this does not include riding);
- anyone travelling on or getting on or off your motorcycle; and
- your employer for any motorcycle you or they use and which is covered by this policy. Your employer must have your permission and the rider and use must be allowed by your certificate of motor insurance. Except for your motorcycle any such motorcycle must not belong to or be hired to your employer.

What is not insured:

This applies to all claims under Parts A2 and A3 of the policy.

We will not pay for any of the following:

- loss of or damage to property belonging to, or in the custody or control of, any person insured under this part of the policy;
- anyone riding your motorcycle who has never held a licence to ride it or who is disqualified from holding or applying for such a licence;
- anyone who fails to keep to any of the terms, exceptions, conditions and endorsements of this policy;
- anyone entitled to cover under any other policy;
- liability for the death of or injury to any person arising out of their employment by any person insured under this policy except as required under the Road Traffic Acts; or
- loss of or damage to any motorcycle being used or ridden under this part of the policy.

Cover provided for legal personal representatives *(Part A4)*

What is insured:

If anyone insured under the policy dies we will transfer to their estate the protection we provide under this policy.

Legal expenses *(Part A5)*

What is insured:

General representation: If we give our prior written permission we will pay the fee for a solicitor to:

- represent any person insured under this policy at any coroner's inquest or fatal accident inquiry; and
- defend any person insured under this policy in a court of summary jurisdiction in connection with any accident which you may be able to claim for under Parts A2 or A3 of the policy.

Proceedings for manslaughter or causing death by dangerous driving or causing death while under the influence of drink or drugs: We will pay for legal services to defend anyone insured under this policy if proceedings are taken against them for manslaughter or causing death by dangerous driving or causing death while under the influence of drink or drugs. The following conditions apply to this cover:

- You must ask us to provide and we must agree to provide the cover.
- Liability for the death(s) giving rise to the proceedings must be covered under this policy.
- The event causing the death(s) must have happened in the United Kingdom.

Hospital treatment *(Part A6)*

What is insured:

We will pay hospital treatment fees as required under the Road Traffic Acts.

Use abroad

Foreign use (*Part A7*)

What is insured:

This policy provides cover to use your motorcycle in any country which is a member of the European Union.

This policy provides the minimum cover you need by law in any other country which agrees to meet European Commission Directives on motor insurance and satisfies the European Commission that it has made arrangements to meet the requirements of these Directives.

What is not insured:

Unless we have agreed to extend full policy cover for use of your motorcycle outside the European Union we will not pay for any of the following:

- loss of or damage to your motorcycle or its accessories and spare parts;
- any third party liability which is more than the minimum cover required by the European Commission Directives; or
- any claim arising out of the use of your motorcycle in any country outside the European Union that does not meet the European Commission Directives.

Extended cover

If we agree we will provide the wider cover shown in your schedule while your motorcycle is being used outside the European Union or while your motorcycle is in transit between the European Union and any other country which we have agreed to provide cover for.

For this wider cover to apply you must:

- request us to provide the cover before your departure;
- tell us which countries you are visiting;
- tell us your date of departure and return; and
- pay any required additional premium.

International motor insurance certificate (Green Card)

A Green Card is no longer required for travel within those countries which are members of the European Union or which meet the requirements of the European Commission Directives on motor insurance.

For travel outside these countries a Green Card will be issued showing the countries and dates for which the wider policy cover is being provided.

Customs duty/delivery costs

If your motorcycle cannot be ridden because of loss or damage covered by this policy and subject to prior agreement, we will pay the reasonable cost of delivering your motorcycle to your address in the United Kingdom and any customs duty you have to pay as a direct result of the loss or damage.

Riding of other motorcycles

Part A7 of the policy applies only to your motorcycle. If your certificate allows you to ride any other motorcycle, that cover does not apply outside the United Kingdom.

Additional benefits – all policies

No claim discount

1. If no claim is made you will qualify for a no claim discount. You cannot transfer your no claim discount to someone else. We will allow the maximum no claim discount if you do not claim for nine years.
2. If we pay emergency treatment fees under the Road Traffic Acts it will not affect your no claim discount.
3. You can ask us for information on how your no claim discount may be affected by a claim.

Cover when your motorcycle is being serviced, overhauled or repaired

The level of cover specified on your certificate of motor insurance continues to apply to your motorcycle when it is in the hands of a motor trader, carrying on a business from a motor trade outlet or premises for service, overhaul or repair.

On such occasions we will ignore the limitations about riding and use described in your certificate of motor insurance.

Additional benefits – comprehensive policies only

New motorcycle benefit *(Part B4)*

What is insured:

If your motorcycle is stolen and not recovered or is damaged and the cost involved in the repair will be more than 70% of the manufacturer's list price (including motorcycle tax and VAT) at the time of the loss or damage we will replace your motorcycle with a new motorcycle of the same make and model.

We will only do this if your motorcycle is less than six months old from the date of first registration as new in your name and a replacement motorcycle is available.

We will only replace your motorcycle if you and any other known interested parties agree. The motorcycle being replaced will become our property.

If we cannot obtain a replacement motorcycle of the same make and model we will pay you the market value of your motorcycle and its fitted accessories and spare parts at the time of the loss or damage.

Overnight accommodation *(Part B6)*

What is insured:

We will pay up to £40 for the rider and any passenger on your motorcycle towards the cost of staying in an hotel overnight if this is necessary if your motorcycle cannot be ridden as a result of loss or damage, covered under part A1 of this policy.

General exceptions – applicable to all of the policy

1. This policy does not apply when any motorcycle covered by it:
 - is being ridden by or is in the charge of any person not allowed to do so under your certificate of motor insurance;
 - is being used other than for the purposes shown in your certificate of motor insurance;
 - is being ridden with your permission by any person who you know has never held a licence or is disqualified from holding or applying for one;
 - is towing for reward a trailer or disabled mechanically propelled vehicle;
 - is towing more than one trailer or disabled mechanically propelled vehicle at any one time; or
 - is being ridden by you, if you do not hold a licence to ride that type of motorcycle or you are disqualified from holding or getting a licence.
2. This policy does not cover any liability incurred as a result of an agreement or contract unless that liability would have existed otherwise.
3. Except as required under the Road Traffic Acts, this policy does not cover any loss or damage caused by war, invasion, act of foreign enemy hostilities (whether or not war is declared), civil war, rebellion, revolution, insurrection, military or usurped power or acts of terrorism.
4. This policy does not provide cover except under Parts A2, A3, A4, A5, A6 for any accident, injury, loss or damage caused by:
 - earthquake; or
 - riot or civil commotion if it happens outside Great Britain, the Isle of Man or the Channel Islands.
5. This policy does not cover any loss, damage or legal liability directly or indirectly caused by:
 - ionising radiations or contamination by radioactivity from irradiated nuclear fuel or from any nuclear waste from the combustion of nuclear fuel; or
 - the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component of it.
6. We will not pay for any liability, injury, damage or accident while the motorcycle is parked or is being ridden in any part of an airport or airfield set aside for:
 - moving, taking off or landing of aircraft;
 - aircraft parking areas and associated roads, and ground equipment parking, maintenance and refuelling areas; or
7. We will not be liable for death of or bodily injury to any person or damage to property directly or indirectly caused by pollution or contamination unless the pollution or contamination is directly caused by a sudden, identifiable, unintended and unexpected event which happens in its entirety at a specific time and place during the period of insurance. We will treat all pollution or contamination which arises out of one event as having happened at the time the event took place.

This exception will not apply in circumstances where we have to meet any compulsory motor insurance laws.
8. We will not pay the claim and all cover under the policy is forfeited if you or anyone acting for you makes a claim under the policy knowing the claim to be false, fraudulently inflated or supported by fraudulent documents or if loss, damage or injury is caused by your wilful act or with your connivance.

Policy conditions – applicable to all of the policy

1. You or your legal personal representatives must give us in writing as soon as possible full details of any event which could lead to a claim under this policy. You must also send us unanswered any letters, notices, writs or summonses you receive to do with the claim. If you know of any possible prosecutions, inquests or fatal accident inquiries you must tell us immediately in writing.
 2. You must not admit responsibility or offer or promise anything without our written permission.
 3. If we wish we may take over and deal with your claim in your name. We may also pursue any claim to recover for our benefit any money we have paid out under this policy. Anyone claiming cover under this policy must give us whatever information and help we need.
 4. If at the time a claim is made under this policy any other policy exists that would cover the claim, we will pay only our share of the claim unless it says differently in this policy.
 5. You must do all you can to protect your motorcycle and keep your motorcycle in a road worthy condition.

If we ask you must let us examine your motorcycle at any reasonable time.
 6. Your motorcycle must have a current MOT certificate if applicable.
 7. The insurance cover this policy provides depends on the terms, exceptions, conditions and endorsements in this policy document and the schedule which must be read as one document. Everyone claiming cover must do everything the policy requires for it to stay in force.
 8. You can cancel this policy at any time by writing to us and at the same time sending to us your certificate of motor insurance. As long as you have not made a claim under the policy or an incident has not occurred which may give rise to a claim, we will refund part of your premium on a pro rata basis. The policy will only be deemed to have been cancelled from the date we receive the certificate of motor insurance.
- We or our authorised agent may cancel this policy by giving you seven days' notice by letter. We will send this notice to your last known address (and in the case of Northern Ireland to the DVLNI). We will refund part of your premium on a pro rata basis. You must send us your certificate of motor insurance for us to proceed with the cancellation.
9. If we accept a claim under Part A1 of this policy but cannot agree the amount to be paid we will pass the matter to an arbitrator.

The arbitrator will be appointed in accordance with the law in force at the time. The arbitrator must have made a decision before you can take legal action against us.
 10. If the law of any country in which you are covered by this policy says we must settle a claim which we would not otherwise have paid we can ask you or the person who incurred the liability to pay us that amount.
 11. If you do not pay a premium we will not provide cover from the date the premium was due.

- 12.** Under Part A2 of your policy, in respect of a claim(s) arising out of damage to property caused by or in connection with your motorcycle, we may at any time:
- pay to you the amount of indemnity provided by this policy to a maximum of £20 million (after deduction of payments already made); or
 - pay any less amount for such claim(s) to be settled.

From the date of such payment we shall relinquish control of the negotiations and legal proceedings in connection with such claim(s) and we shall be under no further liability except for costs and expenses incurred with our written consent prior to the date of such payment.

- 13.** If your motorcycle is damaged and is uneconomical to repair (written off) and we agree to settle your claim on that basis you will still owe us the full annual premium as we will have met all our responsibilities to you under this policy. All cover will cease unless we agree otherwise and you must send us any documentation that we require.

A guide to making a claim

If you are involved in an accident or your motorcycle is stolen

Call Claimline on **0870 240 1895*** as soon as possible after the incident has occurred. Assistance is available on this number 24 hours a day.

The information you will need to provide to us:

- your policy/certificate number;
- your personal details and those of the driver; and
- full details of the incident and any other parties involved.

The claim form

This will be completed over the telephone when you call Claimline. If necessary the claim form will be sent to you for checking and signing.

Getting your motorcycle repaired

If your motorcycle needs to be repaired we have a nationwide network of partnership repairers who can arrange to start work on your damaged motorcycle with minimum delay. Simply call Claimline and we will contact the nearest partnership repairer for you. Collection and redelivery to your home can be arranged if required. Under our partnership repairer scheme there is no need for you to obtain repair estimates.

Partnership repairers have been specially chosen by us to ensure a high standard of service and provide high quality repair work, with a three year warranty. Their quality is constantly under review by our own team of engineers.

When repairs are complete

The repairer will let you know when your motorcycle repairs are complete. When you collect your motorcycle or when it is delivered

to you, you will need to pay the repairer any policy excess or contribution which may be applicable.

If your motorcycle is a total loss

If your motorcycle cannot be repaired or the repair costs exceed the market value of the motorcycle it will be declared a total loss.

Once this is determined, we will immediately move your motorcycle to a place of free storage so please make sure that, wherever possible, all your personal effects are removed from your motorcycle.

You should be aware that all total loss claims are placed on an industry-wide register to guard against fraud, and that this information is shared between insurance companies.

Before a settlement can be made you will need to provide us with the following documents:

- your certificate of motor insurance;
- the vehicle registration document (V5);
- the MOT test certificate (if applicable);

Claimline 0870 240 1895*

(0044 23 9220 5450 if outside United Kingdom)

*Please note: Calls to Groupama 0870 numbers cost up to 8p a minute from a BT landline. Charges for other suppliers may be different.

- all sets of keys;
- the motorcycle purchase receipt;
- details of any outstanding finance relating to the motorcycle; and
- any other documentation that you may wish us to take into account when valuing your motorcycle such as the motorcycle's servicing history.

Sending the documents to us direct will avoid any unnecessary delay in issuing your settlement cheque.

An engineer will contact you to agree a valuation of your motorcycle subject to the deduction of any applicable policy excess, any outstanding finance and any premium yet to be paid. Please note that in such circumstances, you still owe us the full annual premium as we have met all our responsibilities to you under the policy.

Once you have accepted this amount and subject to all information and documentation being in order, we will issue you with a cheque within seven working days.

Please note that for reasons of safety and to prevent fraud, we actively discourage the retention of motorcycles declared a total loss, by policyholders. We are therefore unable to offer any further cover on such motorcycles and all such requests will be declined.

If your motorcycle is stolen

If your motorcycle is stolen and recovered with damage, it will either be repaired or a total loss payment made in the manner already described. If the motorcycle is not recovered this will also be treated as a total loss.

We may arrange for a Groupama Insurances representative to visit you to help us with our investigation of theft claims.

If a third party is involved

DO NOT ADMIT LIABILITY. Obtain names, addresses and telephone numbers of those involved (eg. drivers, passengers, pedestrians and witnesses). Please also obtain insurance details for any vehicle(s) involved and offer your insurance details to anyone

involved in the accident. Forward any third party correspondence to ourselves unanswered. Do not attempt to deal with any claim yourself unless agreed by us.

General information

Cherished or personalised number plates

If your motorcycle is stolen and not recovered or rendered a total loss you should contact the DVLA at the earliest opportunity to make the necessary arrangements to transfer the plate to a replacement motorcycle. Failure to do so could delay your claim.

Uninsured loss recovery

When making a claim any costs incurred which are not included under your policy, such as the excess, are known as 'uninsured losses'. If you are not at fault then you may be entitled to recover these from the known third party. You may have separate cover to assist in this recovery. Check your documentation or contact the third party or their insurers directly for reimbursement.

Claimline 0870 240 1895*

(0044 23 9220 5450 if outside United Kingdom)

*Please note: Calls to Groupama 0870 numbers cost up to 8p a minute from a BT landline. Charges for other suppliers may be different.

Data Protection Notice

Please take a few minutes to read the following paragraphs carefully as they contain important information relating to the details that you have given us. You should show this notice to any other party related to this insurance.

We are required to send you this information to comply with current data protection legislation. It explains how we may use your details and tells you about the systems we have in place that allows us to detect and prevent fraudulent applications and claims. The savings that we make help us to keep premiums and products competitive.

Motor Insurance Database

Your policy details will be added to the Motor Insurance Database (MID), run by the Motor Insurers Information Centre (MIIC). MID data may be used by the DVLA and DVLNI for the purpose of Electronic Motorcycle Licensing and by the Police for the purpose of establishing whether a driver's use of the motorcycle is likely to be covered by a motor insurance policy and/or preventing and detecting crime. If you are involved in an accident (in the UK or abroad), other UK insurers, the Motor Insurers' Bureau and MIIC may search the MID to obtain relevant policy information.

Persons with a valid claim in respect of a road traffic accident (including citizens of other countries) may also obtain relevant information which is held on the MID.

You can find out more about this from us, or at www.miic.co.uk.

Fraud prevention, detection and claims history

In order to prevent and detect fraud we may at any time:

- share information about you with other organisations and public bodies including the Police;
- check and/or file your details with fraud prevention agencies and databases, and if you give us false or inaccurate information and we suspect fraud, we will record this. We and other organisations may also search these agencies and databases to:
 - help make decisions about the provision and administration of insurance, credit and related services for you and members of your household;
 - trace debtors or beneficiaries, recover debt, prevent fraud and to manage your accounts or insurance policies;
 - check your identity to prevent money laundering, unless you furnish us with other satisfactory proof of identity;

- undertake credit searches and additional fraud searches.

We can supply on request further details of the databases we access or contribute to.

Claims history

- Under the conditions of your policy you must tell us about any insurance related incidents (such as fire, water damage, theft or an accident) whether or not they give rise to a claim. When you tell us about an incident we will pass information relating to it to a database.
- We may search these databases when you apply for insurance, in the event of any accident or claims, or at time of renewal to validate your claims history or that of any person or property likely to be involved in the policy or claim.

On payment of a small fee you are entitled to receive a copy of the information we hold about you. If you have any questions, or you would like to find out more about this notice you can write to the Data Protection Co-ordinator at Groupama Insurances, 28 Dingwall Road, Croydon CR0 2NH.

What to do in the event of an accident

If you are involved in an accident or your motorcycle is stolen call Claimline on 0870 240 1895* – assistance is available on this number 24 hours a day.

The following guidelines will help you to help you with your claim.

1. STOP

If you have an accident with:

- another vehicle;
 - a pedestrian;
 - an animal (livestock);
 - a dog; or
 - another person's property.
- You must STOP at once.

2. Exchange all details

Important information is:

- the names and addresses of all those involved (including those of any witnesses);
- insurance company details (including policy numbers if known); and
- registration numbers of the vehicles involved.

3. Show your certificate of motor insurance

- If someone is injured in the accident, you must show our certificate of motor insurance to anyone who has a good reason for asking to see it.
- You must also report the matter to the police within 24 hours of the incident, and also show them your certificate of motor insurance.

4. DO NOT admit blame or offer any payment

Accidents are stressful, but it is essential that you do not admit blame, or make any offer of payment. This is due to the fact that it could make it more difficult for us to manage your claim and may also affect your rights.

5. Record all the facts

Record all the facts of the accident as soon as possible, regardless of how trivial the incident may seem at the time – they may help prove your case.

- A rough sketch of the scene showing all the positions of the vehicles involved, the road signs, markings, width, skid marks, obstructions, where the incident happened and the road names can help.
- A note of the weather conditions, visibility and conditions of the road is also useful.
- If you have a camera handy, all the better – take a photograph of the accident scene and any damage.

6. Letters and documents

All letters and documents you receive to do with the incident should be forwarded to us unanswered.

7. Theft

If your motorcycle is stolen, you should report the matter to the police as soon as possible.

8. Note

It will help speed up your claim if you have all your documents to hand, such as:

- certificate of motor insurance;
 - driving licence;
 - registration document; and
 - MOT certificate (if applicable).
- We will then guide you through the claims process.

What happens next is on page 14 – entitled:

A guide to making a claim

CLAIMLINE

0870 240 1895*

NOTE: It is important that you only use these numbers in connection with a claim.

If phoning from outside United Kingdom

0044 23 9220 5450

*Please note: Calls to Groupama 0870 numbers cost up to 8p a minute from a BT landline. Charges for other suppliers may be different.

A GROUPAMA
COMPANY



Groupama

Groupama Insurance Company Limited
Registered Number 995253

Registered in England Registered Office:
Groupama House
24-26 Minorities
London EC3N 1DE
www.groupama.co.uk

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Authorised and regulated by the
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