

Updated: April 2017

**PLEASE RETAIN THIS DOCUMENT FOR FUTURE REFERENCE**

This is a Policy Summary only and does not contain the full terms and conditions of the contract. Full terms and conditions can be found in our Policy Document. This Policy Summary does not form part of the Policy Document.

You may need to review and update your cover periodically during the term of your policy to ensure that it remains adequate.

SUMMARY OF COVER – 12 MONTH CONTRACT	POLICY SECTION	COMP	TPF&T	TPO
Unlimited indemnity in respect of any claims by a third party for personal injury	1	Yes	Yes	Yes
£20,000,000 indemnity in respect of any claims by a third party for property damage	1	Yes	Yes	Yes
Riding other motorcycles – provided the insured motorcycle has an engine size of 501cc or over, we may extend cover to allow you to ride other motorcycles not owned by you nor hired, leased or rented to you subject to certain terms and conditions (please refer to your Broker for further details). The maximum cover provided is Third Party Only (TPO)	1	Yes	Yes	No
Legal defence costs with our written consent	1	Yes	Yes	Yes
Loss of or damage to your motorcycle caused by Accidental Damage, Malicious Damage or Vandalism	2	Yes	No	No
Loss of or damage to your motorcycle caused by Fire, Theft or attempted Theft	2	Yes	Yes	No
Replacement keys/locks – cover up to £300 if lost or stolen (please see our Policy Document for further details)	3	Yes	No	No
Foreign travel – the minimum cover required by law is provided in any EU country. Full policy cover can be provided free of charge for up to 90 days per period of insurance in EU countries subject to certain terms and conditions (please see our Policy Document for further details)	4	Yes	Yes	Yes
No Claim Bonus	5	Yes	Yes	Yes

**Riding**

Named and approved riders only, subject to Underwriters' approval. It is your responsibility to ensure that all riders hold a valid driving licence and/or a CBT certificate (if applicable) for the motorcycle(s) you insure. Failure to hold a valid licence will render this insurance null and void, with all cover being invalid from inception. We reserve the right to request a copy of any riders' driving licences and/or CBT certificates at any time.

**Vehicle Use**

Social, Domestic and Pleasure purposes only. Commuting and Business use can be included subject to Underwriters' approval.

Please note this insurance does not cover any form of hiring, racing, pacemaking, speed testing or competitions, performance testing, track days, use on any race track or test circuit, use on any off-road course or ground, the carriage of goods or passengers for hire or reward (including despatch, courier or food delivery services), or any purpose in connection with the motor trade.

**Security**

Discounts are available when certain Thatcham approved security devices are fitted to your motorcycle. Your Broker can tell you what approved devices qualify for a discount. Details of the exact device along with proof of purchase (and proof of fitment for immobilisers and alarms) must be supplied.

**No Claim Bonus**

If a claim has not been made during the current period of insurance then you will be awarded a discount on your renewal premium for the next period of insurance. If a claim has been made during the current period of insurance then we will reduce any no claim bonus entitlement you have in accordance with the current scale contained in our Policy Document. 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.

**Please note that a No Claim Bonus discount is not given on certain specialist policies.**

**Protected No Claim Bonus**

This is available subject to certain terms and conditions if you have earned three or more years no claim bonus (an additional premium is applicable). Your existing no claim bonus entitlement will be protected provided there are no more than two claims in any four consecutive years that would have affected the bonus entitlement.

## Mid-Term Adjustments

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 to cover our administration costs. Please refer to our Policy Document for further details.

## 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 date on which you receive the full terms and conditions of the contract, whichever is later. Provided a claim has not been made, a pro-rata charge will be made for the cover we have provided plus an administration fee as detailed in our Policy Document. Further information regarding the procedure for cancelling your policy is contained in our Policy Document under 'General Conditions'.

## Policy Cancellation

You may cancel the policy at any time by contacting your Broker (please see our Policy Document for further information). Provided a claim has not been made, a proportionate return of premium will be given in accordance with the following scale:

Period not exceeding	One Month	Two Months	Three Months	Four Months	Five Months	Six Months	Seven Months	Eight Months	Over Eight Months
Proportion of premium refunded	75%	60%	50%	40%	30%	25%	20%	10%	No Refund

**Where a claim has occurred, no refund of premium will be allowed if the policy is cancelled.**

## Garaging

Please note that an endorsement may apply to the policy regarding the storage of your motorcycle whilst at the declared parking address. 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. Your Broker will be able to advise you whether this endorsement will apply.

## Significant Exclusions

The following is a brief list of significant exclusions and is not the full list. This insurance does not cover you for:

- Any compulsory or voluntary policy excess which applies as shown in the policy schedule (Section 2 Exclusions);
- Wear and tear, depreciation and any mechanical or electrical failures or breakages (Section 2 Exclusions);
- Loss or damage if your motorcycle is taken or ridden without your permission by a spouse/civil partner, partner, boyfriend or girlfriend, member of the family or household of a permitted driver (Section 2 Exclusions);
- Loss or damage from fraud, trickery or deception e.g. someone claiming to be a buyer, a buying or selling agent or by accepting a form of payment a bank or building society will not authorise (Section 2 Exclusions);
- Loss or damage to your motorcycle if the steering lock has not been applied where fitted to your motorcycle, if the keys have not been removed from your motorcycle, if the keys have been left in the vicinity of your motorcycle or if reasonable precautions have not been taken to protect it (Section 2 Exclusions);
- Compensation for any costs incurred as a result of not being able to use your motorcycle following loss or damage (Section 2 Exclusions);
- Loss or damage to personal belongings such as clothing, crash helmets or gloves (Section 2 Exclusions);
- Costs which exceed the market value of your vehicle or the value declared on your policy schedule if the market value is more (Section 2 Exclusions);
- Loss or damage caused by acts of war, riot, earthquake or terrorism (General Exclusions Section).

## Claims

In the event of a claim please call our claims notification line on **0333 555 5909**.

## Complaints Procedure

If you wish to make a complaint about any aspect of your insurance please contact: Complaints, KGM Motor, St James House, 27-43 Eastern Road, Romford RM1 3NH. Tel: 020 8530 7351; Fax: 020 8530 7037; E-mail: [compliance.kgm@kgmus.co.uk](mailto:compliance.kgm@kgmus.co.uk). In the event that you remain dissatisfied you can refer the matter to the Complaints Team at Lloyd's. Please contact: Complaints Team, Lloyd's, One Lime Street, London, EC3M 7HA. Tel: 020 7327 5693; Fax: 020 7327 5225; E-mail: [complaints@lloyds.com](mailto:complaints@lloyds.com) Website: [www.lloyds.com/complaints](http://www.lloyds.com/complaints). Details of Lloyd's complaints procedures are set out in a leaflet "Your complaint - How We Can Help" available at [www.lloyds.com/complaints](http://www.lloyds.com/complaints) and are also available from the above address. If you remain dissatisfied after Lloyd's has considered your complaint, you may have the right to refer your complaint to the Financial Ombudsman Service. The Financial Ombudsman Service is an independent service in the UK for settling disputes between consumers and businesses providing financial services. You can find more information on the Financial Ombudsman Service at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk). The Financial Ombudsman Service, Exchange Tower, London, E14 9SR. Tel: 0800 023 4567 or 0300 123 9 123; E-mail: [complaint.info@financial-ombudsman.org.uk](mailto: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.

## Financial Services Compensation Scheme

In the event that KGM Motor is unable to meet its liabilities and pay a claim 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](http://www.fscs.org.uk) or you can contact them on 0800 678 1100 or 020 7741 4100.