

POLICY SUMMARY:

Some important facts about your Motorcycle Insurance are summarised below. This summary does not describe all the terms and conditions of your policy, so please take time to read the Insurance Policy Booklet to make sure you understand the cover it provides. All references below are to the relevant section of the Insurance Policy Booklet.

NAME OF INSURER:

Chaucer Insurance - a trading name of an authorised Lloyd's syndicate managed by Chaucer Syndicates Limited.

TYPE OF INSURANCE:

The policy protects your Motorcycle(s), comprising Comprehensive or Third Party Fire and Theft cover, as selected by you when requesting the quotation and itemised in your Schedule.

SIGNIFICANT FEATURES AND BENEFITS:

Your policy includes the following features, which are explained in detail in your Policy Booklet:

Cover	Comprehensive	Third Party Fire & Theft	Third Party Only
Legal liability for death or injury to any other person, including passengers	Included	Included	Included
Legal liability for damage to other people's property up to £20,000,000.	Included	Included	Included
Loss or damage caused by accident or malicious damage	Included	Excluded	Excluded
Loss or damage caused by fire, theft or attempted theft	Included	Included	Excluded
Foreign use	Comprehensive cover is provided for a maximum of 90 days in total in any period of insurance. You must notify your insurance adviser in advance of travel.	Third party Fire & Theft cover is provided for a maximum of 90 days in total in any period of insurance. You must notify your insurance adviser in advance of travel.	Legal minimum cover is provided under this insurance.
Riding other Bikes	Possibly included. Please refer to your insurance adviser for confirmation of cover and details.	Possibly included. Please refer to your insurance adviser for confirmation of cover and details.	Excluded

Voluntary work & 'indemnity to principal' cover	Included	Included	Included
Cover under the Corporate Manslaughter and Corporate Homicide Act 2007 up to £5m – only applies to policies in the name of a company.	Included	Included	Included

SIGNIFICANT AND UNUSUAL EXCLUSIONS OR LIMITATIONS:

Your policy excludes some situations. Please refer to your Policy Booklet for full details, but the most significant or unusual exclusions and limitations are outlined below.

You will be responsible for the first part of any claim – this is known as the “Excess”. The Excess will be shown on your Schedule and can be advised to you by your insurance adviser.

Loss or damage when your motorcycle is left unattended and the ignition key has not been removed. This applies even for short periods such as in petrol stations. Refer to, Exception to sections 3 & 4 (N).

Loss or damage caused by an inappropriate type or grade of fuel. Refer to, Exceptions to section 3 & 4 (S).

An amount of more than £100 for any one claim for spare parts and accessories fitted to your motorcycle. Refer to, Exceptions to sections 3 & 4 (L).

Any liability to others, or loss or damage to any motor cycle covered by this insurance when the motor cycle is being driven in an unsafe, unroadworthy or damaged condition or does not have a valid MOT certificate when needed. Refer to, General exceptions A (6)

Any liability to others, or loss or damage to any motor cycle covered by this insurance when the motor cycle is carrying an insecure load, or being driven with a number of passengers which is unsafe or towing a trailer which is unsafe or has an insecure load. Refer to, General exceptions A (7)(8)(9).

DURATION OF CONTRACT:

Your cover is valid for a twelve-month period.

CANCELLATION:

We hope you are happy with the cover this policy provides. However, you have the right to cancel it within 14 days of receiving the policy documents or the start of the policy, whichever is later without giving any reasons. If that happens, we will refund your premium, first deducting a charge for the cover provided from the beginning of the contract until the policy is cancelled.

CLAIMS ADDRESS:

You should report immediately any accident or loss under the policy to **Chaucer Insurance** at: Prospect House, Chaucer Business Park, Thanet Way, Whitstable, Kent, CT5 3FD

Claims Telephone Number - 0800 072 2050.

COMPLAINTS PROCESS:

If you have a complaint about the service provided to you by Chaucer Insurance under the policy, you may write to the person at the address shown in the Insurance Policy Booklet.

If you remain dissatisfied with the Chaucer Insurance response, you can refer the matter to the Complaints Department at Lloyd's (the address is shown in the Insurance Policy Booklet) and if you are still dissatisfied, the matter may be referred to the Financial Ombudsman Service (details will be made available at the appropriate stage of the complaints process).

COMPENSATION SCHEME:

Chaucer Insurance is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations.

You can get more information about compensation scheme arrangements from the FSCS.