



**Your Breakdown  
Assistance Policy**

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# Policy Summary

This policy summary does not contain the full terms and conditions of the cover. Full terms and conditions can be found in the policy document. Please note that this breakdown policy is only applicable if shown on Your Motor Policy Schedule.

## Duration of cover

This policy of insurance will run for the period shown on your Motor Policy Schedule. The breakdown assistance policy will run concurrently with your eBike motorcycle policy for a maximum of 12 months. If you arranged the breakdown assistance policy after the start date of your motorcycle insurance policy then cover will be provided from the date you bought it and will end on the expiry date of your motorcycle insurance policy as detailed on your policy schedule.

## Insurer

eBike is a trading style of Brightside Insurance Services Ltd who are authorised and regulated by the Financial Conduct Authority (Firm reference No. 302216).

This insurance has been arranged by Brightside Insurance Services Ltd with Collinson Insurance Services Limited which is authorised and regulated by the Financial Conduct Authority.

The policy is underwritten by Great Lakes Reinsurance (UK) SE which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority.

This can be checked on the Financial Services Register at [www.fca.org.uk/firms/systems-reporting/register](http://www.fca.org.uk/firms/systems-reporting/register) or by calling them on 0800 111 6768.

## Significant features and benefits

Your policy includes the following benefits which are explained in detail in the Policy Wording:

- Call out and up to one hour's assistance at your home or the roadside, and if necessary, transportation of you and your vehicle to the nearest suitable repairer
- If the vehicle cannot be repaired the same day, transportation of you and your vehicle to your home or your original destination or repairer of your choice, or up to £300 for overnight bed and breakfast accommodation

## Significant or unusual exclusions and limitations

There are some situations which You are not covered for. These generally involve anything You already know about or that is caused by deliberate or careless acts on Your part. Full details of these are given in the Policy Wording.

The most significant exclusions of this Policy are set out below. There may be other exclusions that are significant to You, so You need to check the Policy Wording for full details.

Cover does not include:

- Any labour charges incurred at the repairers premises – see Section 1 What is not covered –

item b

- The cost of replacement parts or other materials used in the repair – see Section 1 What is not covered - Item c
- More than six call-outs during each period of insurance – see Section 1 What is not covered – item f
- Vehicles which have not been maintained or are not in a roadworthy condition when cover is purchased – see Section 4 Items 1 & 6
- The use of specialist off-highway-recovery equipment or winching costs – see Section 4 Item 16
- The cost of draining or removing contaminated fuel or other fluids – see Section 4 – item 17
- Any costs incurred as a result of not carrying a spare tyre and wheel for your vehicle (unless it has been designed and built by the manufacturer not to carry a spare tyre) – see Section 4 – item 18
- Any incident occurring within 48 hours of your initial purchase of this policy – see Section 4 – item 21

## General Conditions

### Type of insurance and covered provided

This is motor breakdown insurance providing roadside assistance and vehicle recovery services in the United Kingdom.

### Eligibility requirements

Cover only applies to:

- Being motorcycle or trailers of proprietary make – see Eligible Vehicles
- Not used by You for Hire or Reward – see Eligible Vehicles
- registered in the Geographical Limits – see Eligible Vehicles
- In good roadworthy condition; maintained and operated in accordance with the manufacturer's recommendations and holds a current valid MOT Certificate if applicable – see Eligible Vehicles
- Carrying not more than the number of persons recommended by the manufacturer and for whom seats are available – see Eligible Vehicles
- A maximum of six assistances in any one year – see Insured Incident

### Your right to cancel

You have the right to cancel Your Policy of insurance within 14 days from the date of issue or receipt of Policy Terms and Conditions, whichever is the later. We will refund to You any premium You have paid and will recover from You any payments We have made.

### Making a claim under your policy

In the event of a Motor breakdown emergency please phone the following: For breakdown assistance please call: 01444 442188.

## **Making a complaint**

If you wish to register a complaint, please contact us:

### **...in writing**

The Quality Department, Intana, Sussex House, Perrymount Road, Haywards Heath, West Sussex RH16 1DN; or

### **...by phone**

01444 442010; or

### **...by e-mail**

[complaints@intana-assist.com](mailto:complaints@intana-assist.com)

If it is not possible to reach an agreement, you have the right to make an appeal to the Financial Ombudsman Service. This also applies if you are insured in a business capacity and have an annual turnover of less than € million and fewer than ten staff. You may contact the Financial Ombudsman Service at: The Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London, E14 9SR.

From a landline: 0800 023 4567 from a mobile: 0300 123 9123.

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

## **Financial Services Compensation Scheme**

Both Collinson Insurance Services Limited and Great Lakes Reinsurance (UK) SE are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the FSCS, if either are unable to meet their obligations. More information can be obtained from the [www.fscs.org.uk](http://www.fscs.org.uk) website.

# Your Breakdown Assistance Policy

Please note that this breakdown policy is only applicable if shown on Your Motor Policy Schedule.

Collinson Insurance Services Limited will provide the services and benefits described in this policy:

- during the Period of Insurance
- for the Insured Vehicle
- within the Geographical Limits
- following payment of the premium
- based on the details You have supplied and subject to the following terms, conditions and exclusions, together with any applicable endorsements.

You should read these documents carefully. If You are unsure whether something is covered or excluded, please contact the company who sold You this Policy. To ensure We are consistent in providing Our customers with quality service, We may record Your telephone call. This insurance is effected in England and is subject to the Laws of England and Wales.

eBike is a trading style of Brightside Insurance Services Ltd who are authorised and regulated by the Financial Conduct Authority (Firm reference No. 302216).

This insurance has been arranged by Brightside Insurance Services Ltd with Collinson Insurance Services Limited which is authorised and regulated by the Financial Conduct Authority.

This policy is underwritten by Great Lakes Reinsurance (UK) SE, Plantation Place, 30 Fenchurch Street, London EC3M 3AJ. Great Lakes Reinsurance (UK) SE is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority.

This can be checked on the Financial Services Register at [www.fca.org.uk/firms/systems-reporting/register](http://www.fca.org.uk/firms/systems-reporting/register) or by calling them on 0800 111 6768.

## Important vehicle health check

The insurance operates on the basis that You will have had Your vehicle properly serviced and maintained in accordance with the manufacturer's specifications, especially when preparing it for a journey.

**Will a routine service fall due before the end of Your intended journey? Or, Are there any parts on Your vehicle that You are aware may need replacing before the end of Your journey?**

If so, You should have Your vehicle regularly serviced to allow sufficient time to carry out any repairs necessary.

Keep proof of regular servicing in Your vehicle, with Your handbook or travel documents.

If You call Us for assistance, and Our mechanic reports to Us that it is evident You have not maintained Your vehicle in a state fit to complete Your intended journey, You will have to pay all the costs arising from Our intervention.

## Meaning of Words

Wherever the following words and phrases appear in this policy they will always have these meanings:

### Eligible Vehicles

Vehicles owned by or the responsibility of the Policyholder or his / her immediate family:

- being motorcycle or trailers of proprietary make;
- not used by You for Hire or Reward;
- registered in the Geographical Limits;
- in good roadworthy condition; maintained and operated in accordance with the manufacturer's recommendations and holds a current valid MOT Certificate if applicable;
- carrying not more than the number of persons recommended by the manufacturer and for whom seats are available.

### Geographical Limits

Comprising Great Britain, Northern Ireland, The Isle of Man and The Channel Islands. Excluding Territorial and International waters.

### Hire or Reward

Any public or private hire which includes any payment in cash or kind by (or on behalf of) passengers which gives them a right to be carried, excluding vehicle sharing schemes.

### Insured Incident

Mechanical breakdown, accidental damage, vandalism, fire, theft or attempted theft, flat battery, or accidental damage to tyres, occurring during the Period of Insurance within the Geographical Limits.

In the case of key breakage, keys locked within Your Insured Vehicle, lack of fuel, the use of incorrect fuel, flat tyre, or puncture, We will pay for the roadside assistance and local recovery if appropriate. However, You will be responsible for paying any incremental costs such as lock replacement, new keys, drainage of tank, disposal of wrong fuel, any replacement fuel, and any replacement or repair of tyres.

We do not cover undamaged tyres which have been allowed to run flat or those which are below the legal tread limit.

Please note: If We are called six times in any one 12 month Period of Insurance, any subsequent incident(s) shall not be insured.

## Insured Person(s)

The Policyholder whilst a rider of the Insured Vehicle, and/or any other authorised rider of the Insured Vehicle (other than a hitch hiker).

## Insured Vehicle

The Eligible Vehicle, details of which have been supplied to Us, normally kept at the Policyholder's address shown on the confirmation letter.

## Period Of Insurance

The 12 month period starting from the commencement date shown on the confirmation letter. Please note that there is no cover for an Insured Incident within the first 48 hours following Your initial purchase of this policy.

## Policyholder or You/Your:

The applicant who has applied for cover, and whose details have been supplied to Us.

## Replacement Parts

Those mechanical or electrical components that are essential to return the insured Vehicle to a roadworthy condition.

## We, Our or Us

Intana, a trading style of Collinson Insurance Services Limited, Sussex House, Perrymount Road, Haywards Heath, West Sussex RH16 1DN.

## Requesting Assistance

**In the event of an Insured Incident, first check the circumstances are covered by this Policy.**

Remember, to comply with the policy terms and conditions You must contact Us before incurring any expenses in order to obtain Our prior authorisation.

**In the event of a Motor breakdown emergency please phone Intana on 01444 442 188 stating your name and Policy details.**

## Section 1 - Doorstep & Roadside Assistance

If the Insured Vehicle is immobilised or rendered un-roadworthy as the result of an Insured Incident, We will arrange and pay for:

- 1.1 callout and up to one hour's labour for assistance at Your home or at the roadside;  
AND, if necessary
- 1.2 the transportation of the Insured Person(s) and the Insured Vehicle to the nearest repairer or Your home address.

The choice of repairer shall be at Our discretion. You will be responsible for paying any costs which are not covered, directly to the repairer, the toll authority or the sea transit Carrier as appropriate.



## What is not covered:

- a) roadside labour charges in excess of one hour;
- b) any labour charges incurred at the repairer's premises;
- c) the cost of Replacement Parts or other materials used in the repair;
- d) toll and sea transit charges for the Insured Vehicle;
- e) any winching costs or the use of specialist off-highway-recovery equipment;
- f) more than six call-outs during each Period of Insurance;
- g) anything mentioned in the general Exclusions.

## Section 2 - Message Relay

If We have been contacted in connection with an Insured Incident, We will relay up to two telephone messages to Your family members, friends or business associates to advise of unforeseen travel delays.

## Section 3 - Vehicle Recovery/Onward Transportation

In the event of loss of use of the Insured Vehicle caused by an Insured Incident, and it is apparent repairs cannot be effected by the end of the working day in which the Insured Incident occurred, then provided Our services were requested at the time of the Insured Incident EITHER:

- 3.1 We will arrange and pay up to a maximum of £300 for the transportation of the Insured Person(s), and if appropriate, the Insured Vehicle:
- i) to the Policyholder's home address. OR
  - ii) to the original destination within the Geographical Limits. OR
  - iii) to a repairer either in the vicinity of the above locations or to a repairer of Your choice.

The means of transport shall be at Our discretion.

OR

- 3.2 If the Insured Vehicle is not transported within the terms of Section 3.1, and repairs are effected locally, if necessary We will arrange and pay up to £300 in total for the cost of providing necessary bed and breakfast overnight accommodation for the Insured Person(s) in a local hotel whilst awaiting repairs and transportation to the bed and breakfast, when the Insured Incident has occurred at a late hour more than 25 miles from the Policyholder's home address shown on the confirmation letter.

## What is not covered:

- a) any costs which would have been incurred in the course of a journey, if the incident giving rise to a claim had not occurred.
- b) toll and sea transit charges for the Insured Vehicle.
- c) long-distance transport of the Insured Vehicle to the premises where the Insured Vehicle was purchased or previously repaired, solely to claim under a Warranty scheme, when a suitable alternative repairer is nearer to hand.
- d) fines, parking charges and any congestion charges arising from use of a replacement vehicle.
- e) anything mentioned in the General Exclusions.

## UK Annual Motoring Assistance

On motorways use the nearest Emergency telephone and provide the Police with Our Vehicle Assistance emergency number and Your Policy details. The Police may arrange for Your recovery from the motorway. In this case contact Us when You reach an ordinary phone or use a mobile. If the local Police call for a recovery vehicle to tow You from the motorway, and You are asked to pay on the spot for this service, You should send Us the original receipt.

Remember, to comply with the policy terms and conditions You must contact Us before incurring substantial expenses in order to obtain Our prior authorisation.

**In the event of a motor breakdown emergency please phone 01444 442 188.**

## Section 4 - General Exclusions

No Section of this Policy shall apply in respect of:

- 4.1 Vehicles which have not been maintained and operated in accordance with the manufacturer's recommendations; a previous inadequate repair; unsuccessful D.I.Y. dismantling and/or reassembly; and kit bikes.
- 4.2 Any recurring claim due to the same cause within the last 28 days, where a permanent repair has not been undertaken to correct the fault.
- 4.3 Assistance following a breakdown or accident attended by the police or other emergency services until they have authorised the vehicles removal.
- 4.4 Vehicles being used for Hire or Reward; or for motor racing (whether against the clock or other competitors), rallies, speed or duration tests and track days, or practicing for such events.
- 4.5 The provision of service to vehicles temporarily immobilised by floods, snow-affected roads, sand or mud, situated in areas to which Our agents have no right of access, or on Motor Traders' premises.
- 4.6 Vehicles not in a roadworthy condition at the time cover is effected.
- 4.7 Any deliberately careless or deliberately negligent act or omission by You.
- 4.8 Claims arising from loss of or damage to contents of the Insured Vehicle.

- 4.9 Notwithstanding any provision to the contrary within this insurance, or any endorsement thereto, it is agreed that this insurance excludes any loss or expense of whatsoever nature directly or indirectly caused by, resulting from, or in connection with any of the following regardless of any other cause or event contributing concurrently or in any other sequence to the loss: War, hostilities or warlike operations (whether war be declared or not); invasion; act of an enemy foreign to the nationality of the Insured Person or the country in, or over, which the act occurs; civil war; riot; rebellion; insurrection; revolution; overthrow of the legally constituted government; civil commotion assuming the proportions of, or amounting to, an uprising; military or usurped power; explosions of war weapons; release of weapons of mass destruction that do not involve an explosive sequence; murder or assault subsequently proved beyond reasonable doubt to have been the act of agents of a state foreign to the nationality of the Insured Person whether war be declared with that state or not; terrorist activity. For the purpose of this exclusion terrorist activity means an act, or acts, of any person, or group(s) of persons, committed for political, religious, ideological or similar purposes with the intention to influence any government and/or to put the public, or any section of the public, in fear. Terrorist activity can include, but not be limited to, the use of force or violence and/or the threat thereof. Furthermore, the perpetrators of terrorist activity can either be acting alone, or on behalf of, or in connection with any organisation(s) or government(s). Also excluded hereon is any loss or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, or suppressing any, or all, of the above incident's. In the event any portion of this exclusion is found to be invalid or unenforceable, the remainder shall remain in full force and effect.
- 4.10 Loss or destruction or damage, or any loss or expense whatsoever resulting from:
- ionising radiations or contamination by radioactivity from any nuclear waste from the combustion of nuclear fuel.
  - the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof or contamination or poisoning due to the effects of chemical or biological and/or radioactive substances.
- 4.11 Any expense which at the time of the incurring of such expense is insured by or would but for the existence of this policy be insured by any other existing policy or policies or under any motoring organisation's service or other service.
- 4.12 Immobilisation of, or damage to, the Insured Vehicle or any component, or travel delay or any subsequent loss, directly or indirectly caused by the actual or potential inability of any computer, data processing equipment or media, microchip, integrated circuit or similar device or any computer software or stored programme to correctly recognise any date as its true calendar date or to continue to function correctly in respect of or beyond that date.
- 4.13 The cost of telephone calls when contacting Us. Whenever possible We will call You back as soon as possible.
- 4.14 Any direct or indirect loss of any kind arising from the provision of, or any delay in providing, the services to which this policy relates, unless negligence on Our part can be demonstrated. An example of this would be the loss of wages as a result of an Insured Incident
- 4.15 Any tolls, fines, parking charges or congestion charges arising under this Policy.
- 4.16 Any winching costs or specialist off-highway-recovery equipment. Any vehicle or equipment used other than a standard recovery vehicle which is required to move a vehicle which has left the highway or is overturned or without wheels, would be considered as specialist. Once the

vehicle has been recovered to a suitable location, normal service will be provided.

- 4.17 The cost of draining or removing contaminated fuel or other fluids. We will arrange local recovery, but it will be Your responsibility to pay for any work carried out.
- 4.18 Any costs incurred as a result of not carrying a serviceable spare tyre and wheel for Your vehicle or trailer, except for those Eligible Vehicles that have not been designed and built by the manufacturer to support the carriage of a serviceable spare tyre. This applies equally to full size and/or space saver, alternatives.
- 4.19 Any costs for locksmiths, glass replacement or tyre specialists are Your responsibility.
- 4.20 Claims arising from faults which were known to You at the time of applying for this insurance or at any time prior to the commencement of the Period of Insurance.
- 4.21 Any Insured Incident occurring within 48 hours following Your initial purchase of this policy.
- 4.22 Costs which would have been payable if the event being the subject of a claim had not occurred (for example, the cost of meals which You would have paid for in any case).

## Section 5 - General Conditions

- 5.1 You must answer all questions about this policy honestly and fully at all times. You must also tell us straight away if anything that You have already told us changes. If You do not tell us, Your policy may be cancelled and any claim You make may not be paid.
- 5.2 You must take all ordinary and reasonable precautions to prevent or minimise any loss, damage or breakdown covered under this Policy. You must act as if You are not insured. You must take all steps necessary to expedite the completion of repairs, and You shall not abandon the Insured Vehicle or any of its parts to Us without Our authorisation.
- 5.3 We will not accept liability for expenses incurred without Our prior knowledge or consent and the Emergency Centre must be contacted when an incident arises that may be the subject of a claim. **Please telephone Us first,**
- 5.4 We cannot accept responsibility for the transportation of pet animals or livestock carried within the Insured Vehicle at the time of an Insured Incident. Any extra costs involved in the transportation of pets or alternative transportation requirements in the event of a breakdown, would not be covered by this Policy.
- 5.5 You must comply in full with all the terms and conditions of this policy before a claim will be paid. You must make no admission, offer, promise or payment without Our prior consent. In order to benefit from the cover, an Insured Person or member other than the Policyholder must agree to abide by all the relevant terms, conditions and exclusions of this Policy.
- 5.6 We will make every effort to apply the full range of services in all circumstances dictated by the terms and conditions. Remote geographical locations or unforeseeable adverse local conditions preclude the normal standard of service being provided. In all cases where such difficulties exist, the full monetary benefits of the insurance cover will apply.
- 5.7 We are entitled to take over Your rights in the defence or settlement of a claim, or to take proceedings in Your name for Our own benefit against another party and We shall have full discretion in such matters. This is to enable Us to recover any costs We have incurred from any third party who may have liability for the costs.
- 5.8 If any dispute arises as to policy interpretation, or as to any rights or obligations under the policy, We offer You the option of resolving this by using the Arbitration procedure We have arranged. Please see the details shown in the Complaints Procedure. Using this Service will not affect Your legal rights.

- 5.9 If any fraudulent claim is made or if any fraudulent means or devices are used to obtain any benefit under the insurance, this policy shall become void and the premium paid shall be forfeited. Any benefits so claimed and received must be repaid to Us.
- 5.10 You will be required to reimburse to Us, within seven days of Our request to You, any costs or expenses We have paid out on Your behalf which are not covered under the terms of the insurance.
- 5.11 At the time of a claim, at Our request You must provide evidence of proper servicing of Your vehicle.
- 5.12 A garage or specialist undertaking repair work on Your instructions and which is not specifically covered under this insurance will be acting as Your agent for such repair work.
- 5.13 This Policy is subject to the laws of England and Wales unless We agree otherwise. The courts of England and Wales alone shall have jurisdiction in any disputes.
- 5.14 Service will be provided only to the Insured Vehicle, details of which have been supplied to Us.
- 5.15 If You have a road traffic accident, You must supply Your motor vehicle insurance details to Us when We ask for this information. The incident must be reported to the insurer.

## **Section 6 - Complaints Procedure**

Our Promise of Service: We aim to provide a first class service at all times. However, If You have a complaint You should contact Us in the first instance at:

Quality Department, Intana, Sussex House, Perrymount Road, Haywards Heath, West Sussex RH16 1DN, alternatively telephone Us on 01444 442010 or email Us at [complaints@intana-assist.com](mailto:complaints@intana-assist.com)

We will aim to provide You with a full response within four weeks of the date We receive Your complaint and Our response will be Our final decision based on the evidence presented. If for any reason there is a delay in completing Our investigations, We will explain why and tell You when We hope to reach a decision.

In any event, should You remain dissatisfied or fail to receive a final answer within eight weeks of Us receiving Your complaint, You may have the right to refer Your complaint to an independent authority for consideration. That authority is the Financial Ombudsman Service (FOS) at: Exchange Tower, Harbour Exchange Square, London E14 9SR. Telephone: 0800 0234 567 or 0300 123 9 123.

Please note that if You wish to refer this matter to the FOS You must do so within 6 months of Our final decision. You must have completed the above Procedure before the FOS will consider Your case.

Your legal rights are not affected.

## **Section 7 - Cancellation Provisions**

Right to return the insurance document: You have the right to cancel any policy of insurance within 14 days of the date of issue or receipt of the terms and conditions, whichever is the later. We will refund to You any premium You have paid.

Cancellation by the Policyholder: If You subsequently give notice in writing or by telephone to Us to cancel this policy, such cancellation shall take effect on the date the notice is received or on the date specified in the notice, whichever is the later. No return of premium will be made.

Cancellation by Us: If You fail to satisfy the terms of Your Policy, We may choose to cancel Your Policy during the Period of Insurance by giving You 14 days written notice of cancellation to the last address You provided Us with. Examples of when We might do this includes You not paying a Premium instalment when due, Us discovering that Your vehicle is no longer eligible for cover, etc.

Premium position upon cancellation by Us: If premium has been paid for any period beyond the date of cancellation of this insurance, the relevant pro-rata portion of this premium will be refunded to You. If however, an incident has arisen during the Period of Insurance which has or will give rise to a claim, then no refund will be made.

Effective time of cancellation: This Policy shall cease at 00:01 hours Greenwich Mean Time on the day following the last day of the Period of Insurance for which premium has been paid.

## Section 8 - European Breakdown Assistance

Upon payment of the appropriate additional premium for European cover, Your policy extends breakdown assistance policy to the following countries providing your vehicle is no more than 10 years old:

### Territorial Limits For European Cover

Comprising the following countries: Albania, Andorra, Austria, Balearics, Belarus, Belgium, Bosnia Herzegovina, Bulgaria, Canary Isles, Channel Islands (not covered as a destination for Channel Islands residents), Corsica, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Italy, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, all European Mediterranean islands, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, San Marino, Sardinia, Serbia, Sicily, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, Turkey in Europe plus Üsküdar, Ukraine.

### European Assistance Insured Incidents

- 1 **Emergency Roadside Repairs** - Intana will pay the call-out charges and up to one hour's labour costs for one of our approved agents to attend the scene of the breakdown and, where possible, carry out emergency repairs.
- 2 **Vehicle Recovery** - If your vehicle cannot be repaired within one hour at the scene of the breakdown, Intana will pay for the cost of transporting your vehicle to a suitable repairer.
- 3 **Getting You to Your Destination** - if your vehicle cannot be repaired on the same day as the breakdown, Intana will:
  - (a) pay the cost of transporting your vehicle or insured person(s) or both to a destination within the territorial limits up to the value of the vehicle provided that the insured person(s) are transported to the same destination; or

- (b) pay the cost of hiring a replacement vehicle to allow the insured person(s) to continue their journey to a destination within the territorial limits, but the most Intana will pay for anyone claim is £750 and any replacement vehicle provided on the European mainland must remain within the territorial limits or the United Kingdom of Great Britain and Northern Ireland, the Isle of Man, the Channel Islands and the Republic of Ireland; or
- (c) arrange the transport for the insured person(s) to a hotel. You will have to pay for the costs of this, and the hotel costs, but Intana will reimburse you up to £50 per person per night for accommodation. The most Intana will pay for transport to the hotel and the cost of accommodation is £500 for any one breakdown. You must pay the hotel bill, but we will pay you back on receipt of the relevant bill(s) subject to the £500 limit for any one breakdown.

## European Assistance Conditions

1. At all times Intana decide on the best way of providing help.
2. The most Intana will pay for all claims arising from any one breakdown is £3,000.
3. You must send us all the relevant invoice(s) before Intana will reimburse you.
4. Your trip does not exceed 31 consecutive days in length, or 60 days in total during the period of insurance.

In the event of a breakdown in Europe (excluding the UK), please call +44 (0) 1444 442 475 and provide the following information:

Policyholder's name; registration number of your vehicle; make, model and colour of your vehicle; nature of the breakdown and location of your vehicle.

## Data Protection Act 1998 Notice

We collect and maintain personal information in order to underwrite and administer the policies of insurance that We issue. All personal information is treated with the utmost confidentiality and with appropriate levels of security. We will not keep Your information longer than is necessary.

Your information will be protected from accidental or unauthorised disclosure. We will only reveal Your information if it is allowed by law, authorised by You, to prevent fraud or in order that We can liaise with Our agents in the administration of this policy.

Under the terms of the Act You have the right to ask for a copy of any information We hold on You upon payment of an administrative fee and to require a correction of any incorrect information held. Any inaccurate or misleading data will be corrected as soon as possible.

The above principles apply whether We hold Your information on paper or in electronic form.

Enquiries in relation to data held by Us should be directed to the Customer Contact Centre Manager, Intana, Sussex House, Perrymount Road, Haywards Heath, West Sussex RH16 1DN.

## Standard of Workmanship

Intana will monitor the progress of Your assistance but cannot be responsible for the repair work provided by a garage, dealer or tradesman.

## Financial Services Compensation Scheme

Collinson Insurance Services Limited and Great Lakes Reinsurance (UK) SE are both covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the FSCS, if either are unable to meet their obligations. More information can be obtained from the [www.fscs.org.uk](http://www.fscs.org.uk) website.

## Get in touch

If you have any concerns with your policy, features and benefits, terms or conditions, please get in touch with eBike.

### Email

[bike@brightsideinsurance.co.uk](mailto:bike@brightsideinsurance.co.uk)

### Phone

Customer services: 0333 005 2451

Weekdays: 9am to 6pm

Weekends: Closed

5572EB0716





## Customer services

**0333 005 2451**

Weekdays: 9am to 6pm

Weekends: Closed

## Breakdown assistance

**01444 442 188**

Lines open 24/7