



**OUR** Terms of Business

## About eBike

eBike is a trading style of Brightside Insurance Services Ltd which is authorised and regulated by the Financial Conduct Authority (Firm reference number 302216). Registered in England and Wales No 04137311. Registered office: Brightside Park, Severn Bridge, Aust, Bristol, BS35 4BL.

Brightside Insurance Services Ltd is an independent insurance broker, which is authorised and regulated by the Financial Conduct Authority. This can be checked on the Financial Services Register by visiting the FCA website or by contacting them on 0800 111 6768.

If you need to contact us you can call us on 0333 005 2451 or email [bike@brightsideinsurance.co.uk](mailto:bike@brightsideinsurance.co.uk). We recommend you keep copies of all communications from us for your records.

## Our Status and The Services Provided

We are an insurance intermediary and we arrange cover through a single insurer for bike insurance and a single insurer for motor legal expenses and breakdown assistance. Our service includes, but is not limited to, arranging your insurance cover and helping you with on-going changes. You will not be provided with advice but you will receive sufficient information on the product to enable you to make an informed decision as to whether it meets your needs.

We act on your behalf when sourcing and administering your policy.

## Claims

We have no authority to handle claims on behalf of insurers. In the event of an incident occurring which may give rise to a claim under your policy, you should call 0333 005 2454.

Please note that you must report all incidents as soon as reasonably possible as late notification could compromise your claim.

## Quotations

Quotations offered by us are only valid on the date they are issued. Your insurer has the right to decline your risk, increase the premium or restrict the policy if changes are made or if any errors or omissions are found in the Statement of Information.

## How we use your information

Brightside will need to collect and process your data in order to provide products and services. The Brightside Privacy Policy can be found here: <https://www.brightsideinsurance.co.uk/privacy-security> and explains how we collect and use your details, the laws and regulations that apply, the systems and services we use and how we detect and prevent crime such as fraudulent applications and claims.

# Your Responsibilities

## Answering questions

We expect you to provide complete and accurate information when you take out your insurance policy, throughout the lifetime of the policy and when you renew your insurance.

When purchasing, amending and renewing your insurance policy, you must take care to answer all questions honestly and to the best of your knowledge. If you don't answer the questions correctly, your policy may be cancelled or your claim rejected or not fully paid.

If you are unsure of your answer to a particular question, you should try to obtain the information required to answer it correctly. If you need help with any of the questions, please see the accompanying help text or the frequently asked questions. If you cannot find what you need, please contact us.

Before you purchase your policy, please carefully check your answers to ensure they are correct. If there are any inaccuracies, please correct them before you pay for your policy.

If the credit agreement requires you to pay an advance payment, you're required to pay that payment by the date specified by us or your policy may not be valid.

You are reminded that it is an offence under the Road Traffic Act to make any false statements or withhold any information to obtain a Certificate of Motor Insurance.

Please note that under the Rehabilitation of Offenders Act 1974 you're not required to disclose convictions regarded as spent.

## Awareness of policy terms

When you take out a policy we will send you a Statement of Information which shows the information you have supplied to obtain insurance cover. Please check this carefully and inform us immediately of any errors. You should also check the Schedule, Policy Wording and Certificate of Motor Insurance, as these documents form the contract of insurance with your insurer(s). If you make any changes to your policy, or add additional information we will send you a copy of the revisions. You will have the opportunity to correct any errors, but please be aware that this could result in an additional premium being charged by your insurer(s) and an administration charge by ourselves.

Breach of any terms, conditions or warranties may enable your insurer(s) to terminate your policy, or repudiate a claim under your policy. If there is anything you do not understand please call us on 0333 005 2451.

## Your cover

The Policy Wording will be sent to you either by post or by email, please check that the cover being provided to you is the cover you need.

It is your responsibility to provide accurate information when you take out, change or renew your insurance policy. If you make any changes to your policy during the period of cover you will be advised prior to making these changes of any revised policy terms and conditions that may apply.

If your existing Certificate of Motor Insurance has expired, no cover will exist until a replacement Certificate has been issued.

## Road Traffic Act

You're reminded that it is your personal responsibility under Road Traffic Act legislation to ensure that before using or permitting the use of a vehicle on the public highway, you're in possession of a current valid Certificate of Motor Insurance.

## Driving Licences

Please note that this insurance is subject to you providing us with a copy of the following for all riders on this policy within 23 days of the start date of your policy:

- a) A Copy of the front and rear of the Driving Licence Photo card
- b) Your My Licence check code

Note: We require both of the above for you and ALL riders named on the policy

Copy(ies) of the licence(s) can be sent to us via post to the below address:

Licence Dept, Brightside Park, Severn Bridge, Aust, Bristol, BS35 4BL

or by email to us at [bike@brightsideinsurance.co.uk](mailto:bike@brightsideinsurance.co.uk)

If you or any riders named on your policy have lost their licence please contact us on 0333 005 2451 or by emailing [bike@brightsideinsurance.co.uk](mailto:bike@brightsideinsurance.co.uk).

Please do not send the original licence. We cannot accept responsibility for any loss or non-return of original licences.

If on receipt of proof of your Driving Licence(s) we identify a discrepancy which does not correspond to the information you provided, we will apply the correct information. Where applicable, an additional premium will be charged by your insurer. We will also apply the charge(s) set out in the 'Policy and Administration Charges' section of this document.

**Failure to provide us with a copy of the Driving Licence(s) information for all riders on the policy within 23 days of the start date of your policy will result in your insurance policy being cancelled.**

Where as a result of us applying the correct information, your insurer withdraws cover we will calculate any refund of premium in accordance with the 'Cancelling your Insurance' section of this document.

## No Claims Discount

Please note that if you have taken out your policy on the basis of having earned a No Claims Discount (NCD) we require written proof within 23 days of the start date of your policy. We recommend sending written proof of No Claims Discount by recorded delivery to eBike. Alternatively you can also scan your written proof and email it to us at [bike@brightsideinsurance.co.uk](mailto:bike@brightsideinsurance.co.uk).

We are only able accept a No Claims Discount that is:

- Previously earned on a motorcycle policy only
- Less than 2 years old and must be in policyholders name
- Earned within the UK
- All No Claims Discount must be in years and not as a percentage
- Not being used on another policy, as No Claims Discount can only be used on one policy at a time

We cannot accept a No Claims Discount that does not meet the above criteria.

Please note that Classic Bike policies do not earn No Claims Discount.

If on receipt of proof of your No Claims Discount we identify a discrepancy which does not correspond to the information you provided we will apply the correct information. Where applicable an additional premium will be charged by your insurer. We will also apply the charge set out in the 'Policy and Administration Charges' section of this document.

If you do not provide us with valid proof of No Claims Discount within 23 days of the start date of your policy, we will reduce your no claims entitlement to 0 years. Where applicable an additional premium will be charged by your insurer. We will also apply the charge(s) as set out in the 'Policy and Administration Charges' section of this document.

Where as a result of a reduction in No Claims Discount, your insurer decides to withdraw cover; we will calculate any refund of premium in accordance with the 'Cancelling your Insurance' section of this document.

# Charges and Cancellation Process

## Payment of premiums

All annual insurance policies are arranged for a period of 12 months and you're required to pay the full amount stated on the day cover is arranged, the date the policy is due for renewal, or the date any mid-term adjustment is processed.

If you choose to pay for your insurance monthly, you will enter into a credit agreement with a third party premium finance company, which pays the insurance premium in full for your cover. Typically you will make an initial payment to us when you buy the policy which is followed by the setting up of a monthly Direct Debit with the finance provider that will take instalments directly from your bank.

If we arrange an instalment plan for you a Direct Debit arrangement fee will apply. The eBike instalment plan and finance is provided by Close Brothers Limited.

You'll be responsible for paying the instalments as they fall due. In the event that payment is not made your policy will be cancelled any premium returned to us by the insurer on claim or cancellation will be used to repay any outstanding premium finance before any refund can be issued to you.

## Administration and setup charges

In addition to any premium or charges requested by the insurer (which includes our commission for placing your insurance business), we will also charge you for setup, amending and cancelling the policy.

During the lifetime of your policy you may need to make changes to your cover. All amendments will be subject to a mid term adjustment charge.

Some changes will also result in a change to your premium, on occasion it could result in cancellation where the insurer cannot offer cover for your new circumstances.

Broker fee	£20.00
Mid-term adjustment	£15.00
Duplicate documents / Non-standard letters	£25.00
<b>Discrepancy</b>	
Where the additional premium is between £0-£100	£35.00
Where the additional premium is between over £100	£70.00
<b>Cancellation</b>	
Within the 14 day cooling off period	£25.00
Outside the 14 day cooling off period	£75.00

# Cancelling Your Insurance

## Your right to cancel

You have the right to cancel your policy during an initial cooling off period of 14 days either from the day of purchase or renewal of the contract or the day on which you receive your policy documentation, whichever is the later, unless there has been a total loss claim. You will be charged for the time you are covered and a cancellation fee.

When a policy is cancelled after the 14 day cooling off period we charge a cancellation fee and retain our commission in full and any fees and charges that you have already paid during the period of insurance. The insurer will charge for time on cover and return any unused premium if there hasn't been a claim or a claim made against you.

### **Standard Annual Bike product:**

If the insurance has commenced and provided that you have not made a claim or a claim has not been made against you, we will return to you the amount that you have paid us, after deducting:

- A pro rata deduction of the total premium for the time that you have been on cover.
- A £25 administration charge as set out in the 'Policy and Administration charges' section of this document

### **Classic Bike product**

If the insurance has commenced there will be no refund of premium.

## Outside The 14 Day Cooling Off Period

Annual insurance policies are arranged for a period of 12 months and you are required to pay the full amount stated.

Where the insurance policy is cancelled other than within the cooling off period and provided that you have not made a claim or a claim has not been made against you, we will return to you the amount that you have paid us, after deducting:

- A pro rata deduction of premium for the time that you have been on cover.
- A £75 administration charge as set out in the 'Policy and Administration charges' section of this document.
- Any commission and broker fee earned by us for arranging your insurance
- The full cost of all add-on products that you purchased.

Where the amount that you owe exceeds the amount that you have paid us, you will be required to make payment for the outstanding amount within 14 days. Failure to do so may result in eBike taking steps to recover the debt.

## Classic Bike Product

Classic Bike premiums are non-refundable. If you cancel the insurance after the 14 day cooling off period, there will be no refund of premium. If there are any unpaid monies when the policy is cancelled, we may withhold documents to which you are entitled, until full payment is made.

## Cancelling optional extras

If you have any additional optional insurances (eg Breakdown, Legal Expenses,) linked to your bike insurance, then these will be cancelled when your bike policy is cancelled. If you have not used the service they provide and you cancel within the initial 14 day cooling off period then you will not be charged for them. There will not be any refund if you cancel these optional extras after the 14 day cooling off period.

## How to cancel your insurance

If you wish to cancel your insurance contract, please call our customer service team on 0333 005 2451, we will explain how a refund is calculated and the cancellation charges that apply and whether there will be a refund due or any further payments required from you to settle the policy. Don't forget that it's an offence to drive a bike without insurance.

If you cancel your insurance following a claim or there has been an incident that will result in a claim you will have to pay the full annual premium. If this is settled as a non fault claim or the insurer is able to recover its loss then they may send us a refund.

If the insurance is cancelled before cover has even started we will give you your money back, we do not charge a cancellation fee in this situation.

If you set up your insurance using premium finance and the policy is cancelled you will be required to make payment for the outstanding amount immediately.

## Where we or the insurer may cancel your cover

eBike may cancel the policy if there is a good reason for doing so.

Some examples of situations where eBike would have a good reason for cancelling your policy include:

- 1) non-payment of the premium due; or
- 2) you have changed your vehicle during the policy to one the insurer cannot cover; or
- 3) you have failed to supply necessary documentation to support your application (such as evidence of No Claim Discount and copies of driving licences for all named riders); or
- 4) eBike or the insurer identify misrepresentation or fraud or any attempt to gain an advantage under this insurance to which you are not entitled.

Before eBike cancels your policy eBike or your insurer will send you seven days' notice to either the email address or postal address shown on your account.

# General Conditions

## How to make a complaint

It is our intention to provide you with a high level of service at all times. In the unlikely event that you should have cause for complaint, please write to: Customer Relations Manager, eBike insurance, Brightside Park, Severn Bridge, Aust Bristol BS35 4BL or email: [complaints@brightsideinsurance.co.uk](mailto:complaints@brightsideinsurance.co.uk)

We'll acknowledge receipt of your complaint in writing promptly and provide you with a timescale for a full response. We will provide you with a final response within 8 weeks. Full details of our complaints handling procedures are available upon request.

If you remain dissatisfied you have the right to refer your complaint to the Financial Ombudsman Service.

## Financial Ombudsman Service

If you remain dissatisfied with the response to your complaint you may be able to refer the matter to the Financial Ombudsman Service. To use their service you must be eligible and your complaint must be sent to them within 6 months of our final response letter. You may contact them at:

Financial Ombudsman Service, Exchange Tower, London E14 9SR.

Tel: 0800 023 4567 (from a landline) or 0300 123 9 123 (from a mobile)

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk) Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

## Client money segregation

The premiums that we collect from you will be held within a non-statutory trust client bank account. This account will be operated inline the FCA client money regulations and is governed under a trust arrangement where we "Brightside" hold these premiums on behalf of you "our client". This means that once a premium has been paid to us, it is segregated into a Client trust bank account on your behalf.

We will take commission earned from insurance companies in connection with your insurances, from the Non-Statutory Trust account, only after we have received your premium (or received it from a third party finance provider on your behalf). This may occur before payment of the premium to the insurance company and will take account of the Terms of Business we have agreed with the insurance companies.

If we "Brightside" were to become insolvent, and your client money has not been settled to the Insurer, then the client money that we hold is protected on behalf of you "our client". The terms of the trust would dictate that you would have a claim on this client money.

As Brightside operates a non-statutory trust and has in place systems and controls to operate and maintain the client money trust then we may agree to extend credit to other customers using money from the client money trust bank account.

## **Customer Money Passed To Another Person**

In accordance with Financial Conduct Authority Regulations we have to inform you that in managing and/or arranging your insurance requirements, we may transfer money that you have paid us in payment of an insurance premium, net of our commission, to insurance providers or another insurance intermediary. By accepting these Terms of Business, you are giving your consent for us to act in the manner described above.

## **Customer Money Passed To Another Person Outside The UK**

In managing and/or arranging your insurance requirements, we may transfer money that you have paid us in payment of an insurance premium, net of our commission, to insurance providers or another insurance intermediary operating outside of the United Kingdom. Unless you notify us that you do not wish your premiums to be transferred in the manner outlined above, by accepting these Terms of Business you are giving your consent for us to act in the manner described. You should note that the legal and regulatory regime applying to the insurance intermediary may differ from that in the United Kingdom and consequently, if the intermediary fails, the premium may be treated in a different manner from which would apply if the premium was held by an insurance intermediary in the United Kingdom.

## **Earning interest on customer premiums**

We hold premiums that you pay us in a non-statutory trust client bank account. Under Financial Conduct Authority Regulations we have to inform you that we may earn interest from money held in our Client Money Bank Account, which may exceed £20.00 for any one transaction that you make with us. Interest earned will not be held for the benefit of customers. By accepting these Terms of Business, you are giving your consent for us to act in the manner described above.

## **Other Taxes or Costs**

Please note that there is a possibility that other taxes and/or costs may exist in respect of products and services offered by us, which are not paid through or imposed by us.

## **Our Remuneration**

If you are regarded as a commercial customer (your policy has been purchased for your trade or profession) you're entitled, at any time, to request information regarding any commission which we may have received as a result of placing your insurance business.

## **Governing Law**

This agreement shall be governed by the laws of England and Wales and the parties agree herewith that any dispute arising out of it shall be subject to the exclusive jurisdiction of the English Courts.

## **Variations**

No variations to these terms are held to be valid unless in writing and signed by an authorised officer of Brightside Insurance Services Ltd. Our staff are not authorised to agree any variation. We may vary the terms of this agreement on renewal of your insurance policy. We will notify you of any change to these terms in your renewal invite. This will be sent to you 17 days before the expiry date of your insurance policy so that you can make an informed decision about whether to renew your policy on the new terms.

## **Statutory Rights**

Agreement to our Terms of Business does not affect your statutory rights.

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