

# Combined Product Disclosure Statement & Financial Services Guide



**BIKE  
INSURE**

# **Bike Insure Combined Product Disclosure Statement & Financial Services Guide**

This combined Product Disclosure Statement and Financial Services Guide (PDS & FSG) was prepared on 11 February 2026.

This insurance is issued by The Hollard Insurance Company Pty Ltd ABN 78 090 584 473 AFSL No. 241 436 of 100 Mount St, North Sydney, NSW, 2060.

This insurance is promoted and distributed by Bicycle Network Incorporated ABN 41 026 835 903 of 4/246 Bourke St, Melbourne, VIC 3000, acting as an Authorised Representative (AR No. 1284571) of TwoThreeBird AFSL 554438.

This insurance is administered by BIKEINSURE, a business name of TwoThreeBird AU Pty Ltd (TwoThreeBird) ABN 81 151 706 697, of PO Box 19, Alderley, QLD.

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# Part A: Product Disclosure Statement (PDS)

More info about the underwriter and administrator of this product.

This document contains details of **your** cover (**your policy**), **your** responsibilities, the claims process and how and when to get in touch with us.

This PDS uses words that have special meaning. Please refer to pages 25-28. References to the singular include the plural and vice versa.

**You** can download this PDS from [bikeinsure.com.au](https://bikeinsure.com.au), or **you** can call **us** on **02 9160 0219** and **we** will send **you** a free copy.

When we agree to enter into **your policy** **we** will issue **you** with an **Insurance Certificate**. **Your Insurance Certificate** gives **you** specific, detailed information about **your policy** cover. It may also vary the standard terms and conditions of the PDS depending on **your** specific circumstances. Please refer to pages 6-14 for more details about **your policy**.

Carefully read the PDS and **Insurance Certificate** together to understand the cover, **your** obligations and to compare and consider whether this product is right for **you**.

By entering into **your policy** **you** confirm that **you** have read or will read before the end of the cooling off period the PDS and **Insurance Certificate** when provided to **you**. Keep these documents in a safe place for future reference.

## Who we are and what we do

This PDS is issued by the insurer, The Hollard Insurance Company Pty Ltd (Hollard) (ABN 78 090 584 473, AFSL No. 241436). This insurance is administered by BIKEINSURE, a business name of TwoThreeBird AU Pty Ltd ABN 81 151 706 697, AFSL 554438, who is responsible for **policy** issuance and the assessment and payment of claims.

It is important to note that any advice that **we** may provide is general only and does not take into account **your** individual circumstances. **We** do not act on **your** behalf in providing these services. If **you** require personal advice, **you** need to obtain the services of a suitably qualified adviser.

To find out more about Bike Insure **policy**, Bicycle Network, TwoThreeBird AU or Hollard visit us at:

Email                    hello@bikeinsure.com.au

Telephone            02 9160 0219

[bikeinsure.com.au](http://bikeinsure.com.au) / [bicyclenetwork.com.au](http://bicyclenetwork.com.au) / [twothreebird.com](http://twothreebird.com) / [hollard.com.au](http://hollard.com.au)

# Your Cover Explained

Insurance policies are all different, so make sure **you** know exactly what **you** are and are not covered for. In addition, there are General Exclusions on pages 10-12 which may apply.

## 1. Theft from home

**We** provide cover for **your bicycle** if **your bicycle** is stolen from **your** home and **you** have complied with the Security Conditions (pages 12-13).

## 2. Theft away from home

We will provide cover for **your bicycle** if **your bicycle** is stolen away from **your** home and **you** have complied with the Security Conditions (pages 12-13).

## 3. Accidental damage to your bicycle

**We** will provide cover for **your bicycle** if the damage is caused by a specific incident, **crash, impact** or **road hazard**.

## 4. Malicious damage

**We** will cover **your bicycle** against malicious damage caused to **your bicycle**.

## 5. Transit

**We** will provide cover for loss and/or damage to **your bicycle** which occurs while it is in the custody of or being transported to and from destinations within Australia and New Zealand by a commercial passenger carrier (air, rail, water or road) and it is part of **your** checked in luggage.

## 6. Bicycle Rack

**We** will provide cover for loss and/or damage to **your bicycle** while **you** are transporting it by using a **bicycle** rack fitted to **your** vehicle or trailer. Due care must be taken in fitting the **bicycle** to the **bicycle** rack per the **bicycle** rack manufacturer's guidelines. The **bicycle** must be secured as per the Security Conditions on pages 12-13.

## 7. Personal gear

**We** will provide cover of up to \$500 for damage to **your** cycling clothes, shoes and helmet if they are damaged as a result of a **crash** involving **your bicycle**.

## 8. Racing (Optional\*)

If **you** participate in a timed **cycling race** and you have selected **racing** cover and it is displayed on **your insurance certificate**, **we** will provide cover if **your bicycle** is damaged as a result of a **crash** in the race.

## 9. **Accessories, Custom Parts and Extra Wheelsets (Optional\*)**

If you have selected to cover **accessories, custom parts** and/or wheelsets and it is displayed on **your Insurance Certificate**, we will cover them if they are damaged or stolen in the same event as **your bicycle**.

## 10. **Worldwide travel (Optional\*)**

If **you** have selected worldwide cover and it is displayed on **your Insurance Certificate**, we will cover **your bicycle** for up to 90 days if **you** are travelling overseas. The same Security Conditions (pages 12-13) apply for international travel.

*\*Optional: **You** need to select this cover and it needs to be displayed on **your Insurance Certificate**.*

# Your Policy Explained

A quick guide on how **your Insurance Certificate** is set out, where to find information on the items **you** have insured and how changes are reflected.

When **we** agree to enter into **your** policy, **you** will be issued with welcome documentation, the welcome documentation will include the below and should be read in conjunction with one another:

## This document (PDS & FSG)

This combined PDS & FSG contains details of **your** cover (**your policy**), **your** responsibilities, the claims process and how and when to get in touch with **us**.

## Your Insurance Certificate

This contains important information about **your** cover provided by your BIKEINSURE **bicycle** insurance **policy** and indicates the items **you** have elected to insure.

It is important that **you** carefully consider the information on **your** Insurance Certificate to ensure it is correct and complete. Any **custom parts, accessories** and/or extra wheels used on or in conjunction with **your bicycle** need to be listed on **your Insurance Certificate** in order for them to be covered, **we** will not provide cover for an item that is not listed on **your Insurance Certificate**.

**Your Insurance Certificate** is set out in the following way:

- The first page of **your Insurance Certificate** sets out a summary of the cover included, **your excess**, important information and provides **your policy** number as well as a summary of the total annual premium of all the items **you** have elected to

insure on **your policy**.

- Following the first page is the “**Bicycle** Details” section which sets out the insured value and the specific premium for **your** bike, as well as the details of **your bicycle** such as the make and model, custom parts listed, and optional covers selected. A unique **bicycle** identification number (Bike ID) is displayed on this page and **you** may use this number to easily identify your **bicycle** when **you** contact **us**. If **you** have elected to take out cover for more than one **bicycle**, then each **bicycle** will be assigned a unique Bike ID and the details for these additional **bicycle(s)** will be set out separately under this section.
- The last section of **your Insurance Certificate** is the “Extra Wheelsets and **Accessories**” section and contains the details of the extra wheelsets and/or **accessories you** have elected to insure together with **your bicycle(s)**. This section will display the insured value of each item, as well as the premium for each item. The type of accessories we can provide cover for are **bicycle** locks, **bicycle** lights, **bicycle** pumps, **bicycle** travel cases, **bicycle computers**, **bicycle** touring racks and saddlebags.

## Types of bicycles we cover

A list of all the different types of bicycles **we** cover.

**We** regard a **bicycle** as being made up of a frame with three or less wheels powered by human pedaling. This includes:

- Road bicycles
- Mountain bicycles
- Tandem bicycles
- Tri/TT bicycles
- BMX
- Track bicycles
- E-bikes

### **We provide cover for e-bikes.**

This means an e-bike that is electric ‘pedal assist’ or ‘pedelec’ with a maximum power output of 500 watts and a maximum assisted speed of 25 kilometres per hour, and excludes **bicycles** fitted with an internal combustion engine or other source of powered assistance. The e-bike must be a pedal assist e-bike configured as per the original **bicycle** manufacturers specifications. This means that the rider must pedal to obtain assistance from the auxiliary motor(s) and cannot be propelled by the motor alone.

**You** can extend **your policy** to include cover for:



- **custom parts** and **accessories** (such as **bicycle** computers) fitted to **your bicycle**;
- custom wheelsets and/or extra wheelsets; and
- **bicycle** travel cases.

If **we** have agreed to cover **your** extra wheelsets and/or **accessories**, then these items will be displayed on **your** Insurance Certificate under the Extra wheelsets and **accessories** section. If **we** have agreed to cover **your custom parts**, then these items will be displayed on **your Insurance Certificate** under the Custom Parts section of each listed **bicycle**.

**Your policy** does not cover **custom parts**, accessories or extra wheelsets which are not listed in **your Insurance Certificate**. The cover provided for these items is restricted to loss or damage when they are either attached to, or being used in conjunction with your **bicycle** at the time of a **loss event** which is covered by this **policy**. There is no cover under this **policy** for these items unless the **bicycle** is stolen or damaged in the same **loss event**.

## Eligibility for the cover

A person over 18 years of age who permanently resides in Australia may apply for this cover. This means that **you** are planning to stay in Australia for a minimum period of 12 months. The **bicycle** and the rider must be in Australia at the time of taking out the insurance.

## Professional and/or Sponsored riders or Brand Ambassadors are not eligible for the cover.

**A Professional Rider** is a person who rides or races **bicycles** as their primary source of Income.

**A Sponsored Rider or Brand Ambassador** means the person or rider who receives a greater than 50% discount off the Recommended Retail Price of the **bicycle**. The cover will be limited to **your** financial interest relevant to **your** circumstances.

**Professional Riders** and **Sponsored Riders** may wish to contact Bike Insure for further clarification and individual case reviews.

# General Exclusions

Learn more about what is covered and what is not. No insurance covers everything so it is important to understand the exclusions of **your policy**.

Please take the time to read through the list of exclusions. **We** cannot cover everything, so it is important to understand when **you** are covered and when **you** are not.

## You are not covered for the following:

1. Theft from or away from **your** home or from a vehicle and **you** have not complied with the Security Conditions [\(pages 12-13\)](#) of the **policy**.
2. Loss, damage or theft of, tyres, wheels, **accessories** and/or **custom parts**, riding gear & apparel, unless the **bicycle** is stolen or damaged in the same event and the optional cover for **accessories**, **custom parts** and/or wheelsets are displayed as selected and included on **your Insurance Certificate**.
3. Scratching, denting or any cosmetic damage that does not impair the function or performance of the **bicycle**, **accessory** or part.
4. Any repairs not approved by **us**.
5. Any legal liability for damage to another person's property or injury to another person.
6. The cost of repairing pre-existing or old damage, faulty workmanship or incomplete repairs that were carried out prior to a **loss event**.
7. Depreciation in the value of **your bicycle**.
8. Any consequential loss or loss of profit. This includes but is not limited to: loss of manufacturer warranty, **bicycle** fitting, etc.
9. **Your** liability under contract.
10. Any amount more than the relevant sum insured less the applicable excess as shown on **your Insurance Certificate**.
11. A **bicycle** that is used or owned by a **professional** or **sponsored rider**.
12. If **you** or someone else riding, or who has responsibility for the safekeeping of the **bicycle** is under the age of 18 years.

13. Any loss or damage to the battery/battery pack if not a direct result of a crash or the theft of the complete **bicycle**.
14. Loss or damage caused by, or arising from:
- 14.1. Theft of **your bicycle** from **your** home or vehicle where there are no signs of forcible entry;
  - 14.2. If **your bicycle** is being transported as part of **your** check-in luggage and it is not securely packed in a **bicycle** travel case or box;
  - 14.3. being in the care of or during transportation by a commercial delivery, courier or freight company;
  - 14.4. using the **bicycle** outside of the manufacturer's specification;
  - 14.5. any process of cleaning, repairing or altering **your bicycle** or **custom part** or accessory;
  - 14.6. wear and tear, fading, gradual deterioration, rust or oxidation, rot, mildew, mould, corrosion;
  - 14.7. mechanical, electrical or electronic breakdown;
  - 14.8. structural or latent defects or flaws, faulty design, materials or workmanship, manufacturing or assembly defects;
  - 14.9. crushing, cracking or deformation arising from tightening and/ or clamping;
  - 14.10. deformation and/or warping of carbon rims associated with braking and/or overheating; or
  - 14.11. motor vehicle exhaust heat.
15. Loss, damage or theft caused:
- 15.1. by a deliberate action by **you** or by anyone **you** have assigned the responsibility (either implied or provide actual consent) of **your bicycle** to;
  - 15.2. by a vehicle driving over **your bicycle**, custom part, wheelset and/or **accessories**, other than if this occurs during, or as a direct result of a **crash**;
  - 15.3. by the **bicycle** being used for hire, reward, delivery or courier services or the carriage of paying passengers;
  - 15.4. by war, invasion, acts of foreign enemies, hostilities (whether war is declared or not), civil war, rebellion, revolution, insurrection or military or usurped power or an act of Terrorism;
  - 15.5. by pollution or chemical contamination or corrosion (whether caused accidentally by chemical agents or not);
  - 15.6. while **your bicycle** is outside the **geographical limit** unless **you** have advised us beforehand and selected the 'Worldwide cover';
  - 15.7. by electronic or mechanical derangement of electronic equipment, data, virus, electronic malfunction or processing error;

- 15.8. by any modification of **your bicycle** from the manufacturer's specifications unless **you** have advised **us** and **we** have agreed to extend cover in writing; or
- 15.9. by your **bicycle** being left abandoned, meaning the **bicycle** is left unattended at a location other than **your home** for more than 24 consecutive hours.

## Security Conditions

**We** require **you** to comply with certain security conditions in terms of how **you** store, leave and transport **your bicycle**.

Please make sure that **you** understand the Security Conditions. **We** will only pay out claims if **you** have complied with the following:

### At home

1. When **your bicycle** is kept inside **your** house, garage or outbuilding, and **you** are not **home**, all the doors and windows of **your** house, garage and outbuildings must be locked.
2. When **your bicycle** is in the garage or outbuilding, and **you** are **home**, the garage door windows must be locked if **you** are not in the garage or outbuilding. For example: if **you** are busy in the house and **your bicycle** is in the garage, the garage door must be locked.
3. If **your bicycle** is left outside somewhere on **your premises**, it must be securely locked by an **approved lock** to an **immovable object**.
4. If **you** lock **your bicycle** in a common area, like a parking garage or foyer of **your** building, the **bicycle** must be securely locked by an **approved lock** to an immovable object.

### Away from home

If **your bicycle** is left unattended while away from **your** home it must be securely locked through the frame of the **bicycle** to an immovable object with an **approved lock**.

**Unattended** means whenever **your** entire **bicycle** is out of your direct line of sight or more than five (5) metres away from **you**.

For example: if **you** are stopping for a coffee after a ride, **you** don't have to lock **your bicycle** if it is less than 5m from **you** and in **your** direct line of sight the entire time. If **you** can't see it, even if it is just for a few moments, it must be locked as specified above.

## Transporting your bicycle with your car

If **your bicycle** is left **unattended** while it is in, or attached to, any motor vehicle including while it is in transit, it must be:

- kept inside a **securely locked** vehicle; or
- locked and secured to a properly fixed **bicycle** rack via the lockable security provision of the **bicycle** rack;
- or locked through the frame of the **bicycle** to a properly fixed **bicycle** rack with an **approved lock**; or
- locked in an enclosed vehicle boot, trunk, utility canopy or aluminium tray; or
- kept inside a fully enclosed trailer which is **securely locked** by a closed shackle padlock or by the lockable security provisions of the trailer.

Outside of **daylight hours**:

- If outside of **daylight hours** and **your** bike is left inside **your** vehicle or canopy in the ute tray, **your** vehicle must be
- locked and your **bicycle** must be locked through the frame to a secure anchor point by an **approved lock**.
- If outside of **daylight hours** and **your** bike is fitted to a **bicycle** rack it must be secured through the frame to the **bicycle** rack by an **approved lock**.

## Making a claim

If **you** need to make a claim, it's good to know what **you** need to do as there are some specific steps **you** need to take and details **you** will need at hand, so it's good to understand how this works.

### What happens if my bicycle is damaged or stolen?

**You** must take steps to minimise further damage and notify **us** right away. If **your bicycle** is stolen, please report it to the police immediately.

### How do I notify you of my claim?

**You** can call **us** on **02 9160 0219** or lodge **your** claim online.

### What information do I need to provide you?

**We** will ask **you** to provide **us** with information about the incident and might request items like **your bicycle's** purchase receipt, photos of the damage to **your bicycle** and/or

photos of the incident **area**. If **your bicycle** was stolen, **we** will require proof that **you** complied with the Security Conditions ([page 13](#)) of the **policy**. This might be a purchase receipt for the lock, the lock key and/or evidence of forcible entry.

## Our claims process

If **your bicycle** is damaged, **we** will review all the information provided to us and decide on the best course of action. **We** might send **your bicycle** to a carbon specialist for a specialist carbon assessment to determine the exact extent of the damage. Depending on the damage, **we** might repair **your** frame or replace **your bicycle** or offer **you** a cash settlement, at **our** discretion.

## Important things you need to be aware of

- **You** must make **your bicycle** available to us for inspection, otherwise, **we** might not be able to process **your** claim.
- Please note **we** reserve the right in all instances to have repairs undertaken at a repairer of **our** final choice. If **you** do not agree with **our** choice of repairer, **you** may elect to receive a cash settlement (of the estimated repair cost) instead of having **your bicycle** repaired.
- If any part of **your bicycle** requiring repair or replacement is not available in Australia at the time of **your** claim, the most **we** will pay in relation to any such part will be the lesser of the manufacturer's most recent Australian price list or the list price of the closest equivalent part available in Australia.
- **You** must tell **us** of any other insurance that might be relevant to **your** claim, like home and contents insurance.
- There is a standard \$350 excess payable by **you** for each claim.
- **We** will deduct it from **your** settlement or request **you** to pay it to **us**.
- **We** might require **you** to help **us** as **we** work to exercise, for **our** benefit, **your** legal right of recovery against any other party. **You** may not agree to pay, negotiate or accept payment from any other party on **our** behalf without **our** consent, or otherwise infringe on **our** right under this **policy** to exercise recovery against any other party.
- After **we** have settled **your** claim, **we** reserve the right to take possession of the damaged property.
- Any claim payments made under this insurance will be based on GST inclusive costs, up to the relevant **sum insured** or maximum amount that **we** pay. However, if **you** are or would be entitled to claim any input tax credit for the repair or replacement of insured property, **we** will reduce any claim under this insurance by the amount of such input tax credit.
- **You** must answer all questions honestly and completely and provide us with any information a reasonable person under the circumstances would expect us to want to

know. **We** may refuse payment of **your** claim and/or cancel **your policy** if you or any person who is acting with **your** express or implied consent, misrepresents, deliberately omits, avoids providing or falsifies any information provided to **us** in relation to a claim.

**We** may reduce or deny **your** claim in the event that **you** fail to meet or comply with the above claim requirements.

## How your claim is settled

**We** will at **our** option:

1. repair **your bicycle** or standard/**custom part** or accessory or extra wheelset ;
2. replace **your bicycle** or standard/**custom part** or accessory or extra wheelset with a new item of at least equal specification;
3. cash settle **you** based on the lesser of:
  - a. **your sum insured**, or
  - b. the cost **we** can purchase a new **bicycle** or standard/**custom part** or accessory or extra wheelset of at least equal specification, or
  - c. the estimated cost **we** can repair the **bicycle** or standard/**custom part** or accessory or extra wheelset, or
  - d. the original recommended retail price of the **bicycle** or standard/**custom part** or accessory or extra wheelset when it was first sold as new; or
  - e. the **depreciated value** of any **bicycle** or standard/**custom part** or accessory or extra wheelset that is (1) purchased second-hand or (2) first purchased **new** and not insured within a year of the purchase date.

**Depreciated value** means the original recommended retail price of an item when it was first sold as new reduced by 10% per full year up to the date of **policy** inception. **We** will not apply any further depreciation after the inception of **your** policy.

The above settlement will be paid less applicable **excesses** and, in the event of a **total loss**, any uncollected premium.

## Underinsured

If **you** choose to underinsure **your bicycle** or standard/**custom part** or accessory or extra wheelset, **we** could reduce **your** claim payment. **You** are considered to be underinsured if the **sum insured** at the time of the loss is less than 80% of the minimum expected value. **We** regard the minimum expected value for this purpose to be:

- a. the original recommended retail price of **your bicycle** or standard/**custom part** or accessory or extra wheelset if **your policy** first inception within 12 months from purchasing the item as **new** or
- b. the **depreciated value** of **your bicycle** or standard/**custom part** or accessory or extra wheelset if **you** purchased the item second-hand or **your policy** first inception more than 12 months from purchasing **new**

For claims other than total loss claims, if **you** are underinsured then **your** settlement will be calculated in the following way: (value of loss or damage x sum insured) divided by (80% x minimum expected value)

## If your bicycle is a total loss

If there has been a **total loss** claim paid, **your bicycle** or other claimed standard/**custom parts** or **accessories** will become **our** property and **we** will keep the proceeds of any salvage sold. If **you** have no other **bicycles** scheduled on **your policy**, then **your policy** comes to an end and there is no refund of any portion of **your** premium if **you** have paid **your** premium annually. If **you** are paying your premium monthly, **we** will deduct the balance of the uncollected yearly premium from **your** claim settlement. **You** will need to contact us if **you** want to apply for new insurance cover for a replacement **bicycle**.

If **you** have other **bicycles** scheduled on **your policy** and there has been a total loss claim paid, then **we** will remove the claimed total loss **bicycle** from **your policy**. If **you** are paying **your** premium monthly, **we** will deduct the balance of the uncollected yearly premium for the specific **bicycle** claimed on from **your** claim settlement. **You** will need to contact **us** if you want to add a replacement **bicycle** to **your policy**.

## If your bicycle is a partial loss

If **you** have a **partial loss** claim on **your bicycle** or standard/**custom parts** or **accessories**, the claimed item/s will become **our** property and **we** will keep the proceeds of any salvage sold. **Your policy** remains active during and after the claim being processed and **your** premium obligations remain unchanged.



# Important Information

There are things **you** need to do to make sure **your policy** stays current. The most obvious one is paying **your** premiums, but there are others too, and it's important that **you** know what they are. **You** will find more details about **your policy**, including definitions and how **we** protect **your** privacy.

## 14 day cooling off period

If **you** decide that this **policy** is not for **you** and **you** have not made a claim, **you** may cancel this **policy** within 14 days of it starting (this also applies to each renewal).

If **you** cancel within the cooling off period, **we** will refund any premiums **you** have paid for the **policy** less any government levies, taxes or duties that **we** cannot recover, along with an administration fee of up to \$50 (if applicable). Even after this cooling off period ends, **you** still have cancellation rights – see [page 21](#).

## Your policy premiums

**Your policy** premium is the amount that **you** agree to pay. This is an annual **policy** which **you** can choose to pay monthly or annually. This is also confirmed on **your Insurance Certificate**.

**Your policy** premium is affected by a number of things including:

- The level of cover **you** choose
- The value of **your bicycle**

**Your** premiums will include amounts like government charges like GST and Stamp Duty. Please refer to **your Insurance Certificate** for more detail.

**You** need to make sure **your** premium payment (s) are up to date or **your** cover could be at risk. If any premium instalments remain unpaid for 14-days or more, **we** may refuse to pay a claim. If **your** premium remains unpaid for more than a month **we** will cancel **your** policy.

In the event of a **total loss** claim where **you** were paying **your** premium by instalments, **we** will deduct the remaining balance of the yearly premium from the claim settlement. If **you** have other **bicycles** scheduled on **your** Insurance Certificate, then **we** will deduct the balance of the uncollected yearly premium for the specific **bicycle** claimed on from **your** claim settlement.

## Your duty to take reasonable care not to make a misrepresentation

Before **you** enter into this contract of insurance, **you** have a duty to take reasonable care not to make a misrepresentation. **You** have a similar duty when you ask us to vary or extend the insurance and when **we** offer **you** the opportunity to renew **your** insurance. What that means is that **you** need to take reasonable care to provide honest, accurate and complete answers to any questions that **we** ask.

Specifically, when **you** ask us to vary or extend **your** insurance or before **you** renew **your** insurance, **you** need to take reasonable care to review any information that **we** provide to **you** for **your** confirmation and to inform us of any changes, where the information is no longer honest, accurate and complete.

If **you** are not sure of the answers to any of **our** questions, or whether the information **you** previously provided remains honest accurate and complete, **you** should take the time to check and find out. It is also important to understand that, in answering the questions and checking the information, **you** are answering for yourself and anyone else to whom the questions apply.

As **we** use **your** answers to decide what insurance **we** will offer, to calculate **your** premium, and to assess any claim **you** make, it is essential that **you** contact us if **you** have any doubts. If **you** do not take reasonable care in answering **our** questions, or to inform us of any changes, **you** may breach **your** duty.

If that happens, **your policy** may be cancelled or treated as if never existed, and any claim may be denied or not paid in full. If **your** circumstances make it difficult for **you** to work out how to answer any of **our** questions, or **you** are not clear on how to explain **your** situation to us, **you** should contact us to discuss **your** queries either via **our** online chat or call or email us at [hello@bikeinsure.com.au](mailto:hello@bikeinsure.com.au)

## If you want to cancel

**You** may cancel **your policy** at any time by contacting us. If **you** paid an annual premium, **we** will refund the full amount, less:

- the amount covering the period **you** were insured for;
- government or statutory charges **we** are unable to recover;
- **policy** administration expenses up to a maximum of \$50.00 (if applicable).

If **you** pay **your** premium by monthly instalments no refund is due to **you**, **we** may charge a fee for **policy** administration expenses up to a maximum of \$50.00.

## When we may cancel your policy

**We** may cancel **your policy** where permitted by and in accordance with the law. For example: if **You**:

- do not comply with the **policy** terms and conditions;
- do not pay **your** premium as agreed;
- make a fraudulent claim;
- did not comply with **your** Duty to not Misrepresent; or
- misrepresented information when **you** entered into **your policy**.

If **we** cancel **your policy**, **we** will send **you** a cancellation notice to the email or mailing address shown on **your** Insurance Certificate. If **you** have no other **bicycles** scheduled on **your** policy, and **we** pay a claim for a total loss, then **your policy** comes to an end and there is no refund of any portion of **your** premium.

## Renewing of your insurance

**We** will send out a Renewal Notification at least 14 days before the renewal date. This notice outlines **our** renewing terms for **your** insurance. Once received, **you** should review **your** information, make changes to your **policy** or cancel it should **you** wish not to renew. Otherwise unless **you** notify us in writing, **your** insurance will be automatically renewed for the following year to make sure **you** have continuous coverage. If **we** do not offer to renew **your policy**, **we** will send you a notice telling **you** this.

## Your bicycle value and sum insured

**You** need to make sure that the amount **you** give us as the sum insured is correct. Please take into account any modifications and or upgrades you make to **your bicycle** in determining the value. If **your bicycle** is within 2 years of its purchase date, the **sum insured** should reflect the replacement value. If it is older than 2 years, the value should reflect its **depreciated value**. Please take into account any upgrades that **you** might have made in the 2 years since the purchase date.

## Proof of condition

**We** need to determine if **your bicycle** is in good condition prior to taking out the insurance. This means that there are no damage or cracks on the frame, wheels, **parts** and or **accessories**. **We** ask that **you** send **us** two clear and in-focus photos of **your bicycle** within 14 days of taking out the **policy** and to include **your policy** number on a piece of paper in the photos. The paper should not obstruct any part of the **bicycle**. Should **you** not provide **us** with these photos, it might delay the claims process as **you**

will have to provide **us** with other proof that the **bicycle** was in good condition at the time of taking out the policy. If **you** are unable to prove to **us** the condition in which **your bicycle** was at the time of taking out the **policy**, **you** may not have cover or **we** may reduce **your** settlement.

## Proof of ownership

When **you** make a claim for loss or damage to an item **we** will require satisfactory proof that **you** owned the item and of its value or **your** claim may not be paid. The easiest way to do this is by keeping documents related to the item or sending us a copy to keep it for you.

## Changes to your bicycle

If **you** sell **your bicycle** or **custom part** or **accessory** and replace it with a similar type of item and value during the **period of insurance** **we** will automatically cover the replacement item from the date of purchase, provided that:

- **you** tell **us** within 14 days of buying the item and **we** agree to cover it;
- **you** pay any additional premium that may be payable; and
- **you** comply with the **policy's** proof of ownership and condition requirements in respect of the replaced items.

## How to resolve a complaint

**We** welcome every opportunity to resolve any concerns **you** may have with **our** products or service.

### 1. Let us know about your concerns

If **you** have a complaint concerning the financial product or services provided to **you**, please contact **us** and **we** will do **our** best to resolve them.

Phone 02 9160 0219

Email [hello@bikeinsure.com.au](mailto:hello@bikeinsure.com.au)

When **you** make a complaint, please provide as much information as possible. If we are unable to resolve your complaint or if **you** are still not satisfied, our Dispute Resolution Team will review your complaint and provide you with a response

Email [resolution@cycleinsurance.com.au](mailto:resolution@cycleinsurance.com.au)

The Dispute Resolution Specialist will provide our final decision to you in writing.

### 2. Escalate

If **you** are not happy with the decision, **you** may seek an external review with the Australian Financial Complaints Authority (AFCA) at:

Phone 1800 931 678

Mai PO Box 3 Melbourne VIC 3001

Website [afca.org.au](http://afca.org.au)

Email [info@afca.org.au](mailto:info@afca.org.au)

The AFCA service is provided to **you** free of charge. A decision by AFCA is binding on us but is not binding on **you**. **You** have the right to seek further legal assistance.

## How we protect your privacy

In this section, “we”, “us” or “our” refers to BIKEINSURE, TwoThreeBird, the insurer, Hollard and their related entities. **We** value **your** privacy. This notice explains how and why **we** collect, use and disclose personal information and how **you** can obtain a copy of **our** Privacy Policy. **We** collect personal information for the purpose of providing insurance, including arranging insurance, **policy** administration and claims handling. **We** may also use **your** personal information for the purposes of providing **you** with information about insurance and related services that may be of interest to **you** and to conduct research to determine what insurance products or services might suit **you**. **We** usually collect personal information from **you** or a person acting with **your** consent or otherwise where permitted or required by law.

**We** disclose personal information to reinsurers, insurance intermediaries, insurance reference bureaux, credit reporting bodies, **your** broker and those involved in the claims handling process, for the purposes of assisting us and them in providing relevant services and products, and for the purposes of litigation. **We** limit the use and disclosure of any personal information provided by us to them to the specific purpose for which **we** supplied it.

**Your** personal information may also be disclosed to dispute resolution providers, government bodies, regulators, law enforcement agencies and any other parties where required by law. It may happen that **we** disclose personal information to related companies or service providers located in countries other than Australia. These arrangements may change from time to time.

**You** can find further details about these disclosures in **our** Privacy Policy. By providing personal information to us or **our** agent, **you** consent to us making these disclosures. Without this information, **we** may not be able to provide **you** with the services **you** require, including dealing with **your** claims. When **you** give us personal information about other individuals, **we** rely on **you** to have made or make them aware that **you** will or may provide their information to us and the types of third parties **we** may provide it to, the relevant purposes **we** and the third parties will use it for, and how they can access it. If **you** have not done or will not do either of these things, **you** must tell us before **you** provide the relevant information.

If **you** would like a copy of **our** Privacy Policy or opt out of receiving materials **we** send, please contact us on **02 9160 0219**. **You** can also view the Privacy Policies at <https://bikeinsure.com.au/privacy-policy>

Our Privacy Policies contain information about how **you** may access and correct **your**

personal information or complain about a breach of **our** privacy obligations and how **we** will deal with such a complaint.

## Claim payments and Goods and Services Tax (GST)

Any claim payments made under this **policy** will be based on GST inclusive costs, up to the relevant amount covered, or maximum amount that **we** pay. However, if **you** are, or would be entitled to claim any input tax credit for the repair or replacement of insured property or for other things covered, **we** will reduce any claim under the insurance by the amount of such input tax credit.

**You** are required to tell us **your** entitlement to an input tax credit. If **you** fail to disclose or understate **your** entitlement, **you** may be liable for GST on a claim **we** pay.

## Financial Claims Scheme

This Policy is a 'protected policy' under the Federal Government's Financial Claims Scheme (FCS). The FCS provides protection to policies issued by an insurer, in the unlikely event that the insurer fails and cannot meet its financial obligations, such as claim payouts. The FCS entitles certain persons, who have valid claims connected with certain protected policies issued by that insurer to be paid certain amounts by APRA. The FCS is administered by the Australian Prudential Regulation Authority (APRA). Information about the FCS can be obtained from [www.fcs.gov.au](http://www.fcs.gov.au)

## The General Insurance Code of Practice

Hollard is an Australian insurance company and is a signatory to the General Insurance Code of Practice.

The objectives of this Code are:

- to commit us to high standards of service;
- to promote better, more informed relations between us and **you**;
- to maintain and promote trust and confidence in the general insurance industry;
- to provide fair and effective mechanisms for resolving complaints **you** make about us; and
- to commit insurers and the professionals they rely upon to higher standards of customer service.

The Code Governance Committee (CGC) is the independent body that monitors and enforces

our compliance with the Code. It also aims to drive better Code compliance, helping the insurance industry to improve its service to consumers.

For more information about the CGC, or to obtain a copy of the Code please visit [insurancecode.org.au](https://insurancecode.org.au) or phone (02) 9253 5100.

## Extra Care Process

**We** recognise that **our** customers may find themselves in difficult circumstances, particularly when a claim event occurs. **We** have developed an Extra Care Process to provide additional support to **our** customers who may be experiencing vulnerability due to their circumstances, including personal circumstances that are not directly related to insurance. The Code provides the following examples that may contribute to someone needing Extra Care:

- age
- disability
- mental health conditions
- physical health conditions
- family violence
- language barriers
- literacy barrier;
- cultural background
- Aboriginal or Torres Strait Islander status,
- remote location, or
- financial distress.

Our Extra Care Process and the additional support it provides is available to any customer and can be requested at any time using the contact details below.

More information about **our** Extra Care Process and how **we** support customers in difficult times is available on request. Please contact us on the details set out below if **you** would like a copy of **our** policy: Supporting Customers Experiencing Vulnerability Policy.

Phone 02 9160 0219

Email [hello@bikeinsure.com.au](mailto:hello@bikeinsure.com.au)

## Updating the PDS

If **we** change anything about this insurance in the future, the PDS may also change. If the change is relatively small and will not affect **your** decision to buy or renew this cover, **we** will list the details at [bikeinsure.com.au](https://bikeinsure.com.au). A paper copy of any updated information will be given, or an electronic copy made available, to **you** without charge on request. If **we**



make a substantial update to the product, **we** will send **you** a new PDS or Supplementary PDS, explaining the changes **we** have made.

## Definitions

Words with special meaning.

**abandoned** means the **bicycle** being left **unattended** at a location other than **your home** for more than 24 consecutive hours.

**accessory** means an item used in conjunction with **your bicycle** that is listed on the **Insurance Certificate** as an accessory. For example: a **bicycle** light, computer etc.

**approved lock** means a lock that is approved by Bikeinsure, please see the list at [bikeinsure.com.au/approved-locks](https://bikeinsure.com.au/approved-locks).

**bicycle** means the **bicycle** as specified on **your Certificate of Insurance** and which is made up of a frame with two wheels powered by human pedalling. The **bicycle** is understood to include a standard set of components necessary to render the **bicycle** functional (i.e. frame, wheels, handlebars, saddle, group-set, etc.). For the purposes of this **policy** this definition includes electric 'pedal assist' bicycles not exceeding 500watts and with a maximum assisted speed of 25 km/h but excludes bicycles fitted with an external combustion engine or other source of powered assistance. An e-bike must be pedal-assist and configured as per the bicycle manufacturer's original specification. The motor may operate without the rider pedalling up to a maximum speed of 6km/h.

**bicycle computer** means a purpose built computer mounted to **your bicycle** to measure and/or track GPS coordinates, speed, distance, heart rate etc. It does not include personal computers, tablets, smart phones, heart rate transmitters, or wrist worn devices that may be used in conjunction with cycling.

**common property or common area** means an area (e.g. stairs, driveways, car parks, shared lockup facilities and the like) within a Strata or Company Title complex which may be accessed by persons unknown to **you** or who do not reside with **you**.

**custom part** means a part fitted to **your bicycle** that replaces a manufacturer supplied part on **your bicycle** or which **you** have specifically selected in lieu of a manufacturer supplied part and is listed on **your Insurance Certificate**.

**crash** means a collision of the **bicycle** with another object whilst it is being ridden or, a fall caused by the rider losing control of the **bicycle** whilst it is being ridden.

**cycling race** means a timed cycling competition organised by a third party for which participants are required to register.

**daylight hours** means the time between sunrise and sunset at the location where the **bicycle** is at the time of a loss event.

**excess** means the first amount **you** must pay when a claim is accepted under this **policy**.

**geographical limit** means the Commonwealth of Australia and New Zealand.

**home** means the fully enclosed building (or share of a building) defined by permanent walls and a roof, owned or leased by **you** for domestic dwelling purposes and is located at the address noted on **your Insurance Certificate**.

**immovable object** means a solid object which is permanently fixed to concrete or stone and the object itself is made of concrete or steel. It must not be possible to remove the object without the use of power tools. It must not be possible to maneuver the **bicycle** over or under the object while the **bicycle** is secured to the object by the use of an **approved lock**.

**impact** means the action of an object striking **your bicycle** other than;

- as a result of a collision or **crash** while cycling, or
- as a result of an action by **you** or someone known to **you**.

**Insurance Certificate** means the relevant **Insurance Certificate we** send **you**.

**loss event** means a single incident resulting in a claim under this **policy**. See pages 6-7 for loss events covered by this **policy**.

**malicious damage** means damage caused by attempted theft or, a wrongful act motivated by malice, vindictiveness or spite with the intention of damaging the **bicycle**.

**market value** means **our** best estimated price that a buyer would pay and a seller would accept for an item in an open and competitive market for a **bicycle** or **custom part** or accessory of similar make, model, quality, material, condition, function, type and age.

**new** means any **bicycle** purchased as new from a recognised **bicycle** retailer. **You** will be the first and only owner of this **bicycle**. This will in most instances be the current year

model of **bicycle** unless this is previous year models being sold as **new**. **You** need to be able to provide a purchase receipt to confirm this.

**partial loss** means a loss that is not a total and only part of **your bicycle** is damaged. Meaning **your bicycle** only has partial damage.

**period of insurance** means the period during which this **policy** is current. The **period of insurance** is stated on **your Insurance Certificate**. If this **policy** is cancelled, the **period of insurance** ceases when the cancellation becomes effective.

**policy** means this document together with the **Insurance Certificate** and any applicable endorsements and any updates that **we** tell **you** form part of the PDS such as Supplementary Product Disclosure Statements of which **you** have been notified.

**premises** means the land at the address on the **Insurance Certificate** on which **your home** is located and includes the yard or garden situated within the legal boundaries of that land. It does not include the nature strip outside **your home** or any **area** that is **common property** within a multi-residency property.

**professional rider** means a person who rides or races **bicycles** as his/her primary source of income.

**recommended retail price** means the selling price of a product suggested by a manufacturer to a retailer.

**replacement cost** means the lowest amount at which **we** are able to purchase the same item or an item of similar make, model, type, function, quality and material.

**road hazard** means any;

- kerb, gutter, drain, speed hump, fixed or temporary traffic control object, permanent or temporary road barrier, or
- unexpected road surface defect, object, material or chemical, that is in the path of the **bicycle** whilst **you** are cycling.

**securely locked** means:

- the **bicycle** is locked by an **approved lock** through the frame of the **bicycle** to an **immovable object**; or
- the vehicle or building at **your home** in which **your bicycle** is left, has - all external doors locked, and - all external windows securely latched and locked (where locks are fitted to the latching mechanism), and - any security devices (such as an alarm system) are set to active when **unoccupied**.

**sponsored bicycle** means a **bicycle** where;

- a party other than **you** has contributed (either directly or by way of a discount) towards more than 50% of the **recommended retail price** of the **bicycle**, or
- the **bicycle** has been provided to **you** under a loan or deferred payment arrangement.

**sponsored rider/Brand Ambassador** means the person or rider who;

- receives a greater than 50% discount off the Recommended Retail Price of the **bicycle**. The cover will be limited to your financial interest relevant to your circumstances.
- is using a **sponsored bicycle** at the time of a **loss event**.

**sum insured** is the amount shown on **your Insurance Certificate** for each section of cover and/or each specified item covered by the **policy**. The most **we** will pay (inclusive of taxes) for a **loss event** will be the relevant **sum insured** less the applicable **excess**, less any other amount **we** are entitled to recover under this **policy**.

**total loss** means the loss of **your** entire **bicycle**, or damage to **your bicycle** or a **custom part** or an **accessory** which **we** determine at **our** sole discretion to be uneconomical to repair.

**unattended means** whenever **your** entire **bicycle** is out of **your** direct line of sight or more than five (5) metres away from **you**.

**unoccupied** means that neither **you**, nor any other person (with **your** consent) is present in **your home**.

**we, our** or **us** (even if it not in bold) means TwoThreeBird AU Pty Ltd in its capacity as administrator and agent for the insurer The Hollard Insurance Company Pty Ltd.

**you, your** (even if it not in bold) means the person or persons named on the **Insurance Certificate** as the insured.

## Part B: Financial Services Guide (FSG)

TwoThreeBird AU Pty Ltd (ABN 81 151 706 697), trading as BIKEINSURE, and The Hollard Insurance Company Pty Ltd (ABN 78 090 584 473, AFSL 241436) responsible for this FSG as it relates to the financial services provided by **us**. Bicycle Network is an authorised representative (No. 1284571) of TwoThreeBird. This FSG provides **you** with information about the financial services that **we** are authorised to provide in relation to Bike Insure **bicycle** insurance (to help **you** decide or whether not to use **our** services) as well as information on how **we** and other associates are remunerated in relation to the services, how **we** deal with complaints, how **we** protect **your** privacy and handle **your** personal information and how **we** can be contacted. The Bike Insure **bicycle** insurance PDS including the Policy Terms and Conditions is set out in Part A of this booklet. The Bike Insure Insurance **bicycle** PDS contains information on the benefits and significant characteristics of the product and is aimed to assist **you** in making an informed decision about whether to buy it or not. Before **you** acquire the product, **you** should read the PDS carefully and use it to decide whether to purchase the product.

### FSG references:

- **Bicycle Network** means Bicycle Network Incorporated (ABN 41 026 835 903) authorised representative No. 1284571
- **Hollard** means The Hollard insurance Company Pty Ltd (Hollard)
- **TwoThreeBird** means TwoThreeBird AU Pty Ltd (TwoThreeBird)
- **we, us** or **our** refers to TwoThreeBird, trading as BIKEINSURE, and
- **you** and **your** means the applicant for a Bike Insure **bicycle** insurance **policy** and, if a
- **policy** is issued, the insured.

### About Bicycle Network

Bicycle Network has entered into an agreement with TwoThreeBird (trading as BIKEINSURE) to promote and arrange Bicycle Network/BIKEINSURE branded **bicycle** insurance underwritten by Hollard. Bicycle Network is not authorised to provide personal advice however may promote and arrange **bicycle** insurance coverage by providing general advice. If **you** have any questions on the **bicycle** insurance coverage promoted by Bicycle Network, TwoThreeBird is authorised to provide general advice and answer any question **you** may have on the policy(ies) offered. Only Hollard can issue, vary and cancel Bike Insure policies which it does through an arrangement with TwoThreeBird, explained in this FSG.

## About Hollard, TwoThreeBird and Bike Insure

Hollard is the insurer of this **bicycle** insurance. TwoThreeBird is an agent of Hollard and is authorised to deal in and provide general advice on behalf of Hollard regarding certain general insurance products issued by Hollard, including **bicycle** insurance products. TwoThreeBird administers Bike Insure insurance and determines whether a Bike Insure **policy** can be issued to **you** by Hollard. TwoThreeBird has been given a binding authority by Hollard, which authorises it to enter into, to issue, vary and cancel Bike Insure policies on behalf of Hollard, as if it were Hollard. TwoThreeBird is also authorised to promote and distribute insurance, arrange **your** application for insurance or issue policies and handle claims. TwoThreeBird's authority is subject to the limits of authority agreed with Hollard. TwoThreeBird does not act for **you**.

## Important information you should know

In providing the above services, **we** have not and will not consider whether Bike Insure insurance is appropriate for **your** personal objectives, financial situation or needs as **we** do not provide such services to **you**. Therefore, **you** need to consider the appropriateness of any information given to **you**, having regard to your personal circumstances before buying Bike Insure insurance. **You** need to read the PDS including the Policy Terms and Conditions (Part A of this booklet) to determine if the product is right for **you**. If **you** require personal advice, **you** need to obtain the services of a suitably qualified adviser.

## Remuneration

Hollard as the issuer is paid the premium for this Bike Insure **policy** if **you** purchase it. This amount is agreed with **you** before the product is purchased. Bicycle Network may receive a commission of the premium for promoting Bike Insure policies. TwoThreeBird may be compensated for the services provided by them by receiving a portion of the underwriting profit, if any. Their compensation is included in the total amount **you** pay. **Our** staff receive an annual salary that may include bonuses based on achievement of company goals. TwoThreeBird will in some cases pay a pre-agreed fee and/or commission which is a percentage of the premium **you** pay, to persons who distribute or refer **you** to **us** to buy the insurance. This payment is to cover expenses incurred by them and this amount is included in the total amount **you** pay. **You** may request particulars about the above remuneration or other benefits from **us**. However, the request must be made within a reasonable time frame after **you** have been given this document and before the relevant financial service has been provided to **you**.

## Compensation Arrangements

In accordance with s912B of the Corporations Act, TwoThreeBird and Bicycle Network both maintain adequate Professional Indemnity insurance. This insurance cover extends to claims in relation to us acting as an agent of Hollard and if **our** employees and representatives, past and present are negligent in providing financial services on behalf of Hollard. Please see the Financial Claims Scheme section on page 23 of the PDS (Part A of the Document) for information on Hollard's compensation arrangements.

## How we resolve your complaints

**We** will do **our** best to work with **you** to resolve any complaints **you** may have in relation to the financial services provided by **us**. For information on how **we** resolve your complaints please refer to page 21 of the PDS (Part A of this document).

## Your Privacy

**We** are committed to ensuring the privacy and security of **your** personal information. **We** adhere to the Privacy terms set out in the 'How **we** protect your privacy' clause on page 22 of the PDS (Part A of this document).

## How to contact us

If **you** have any questions or need to update or change **your** cover **you** can contact us. Please refer to Page 5 of the PDS (Part A of this document) for **our** contact details.

## Authorised for issue

This FSG was prepared on 1 November 2024 by TwoThreeBird (as it relates to the financial services provided by them) and Hollard has authorised the distribution of this FSG by the other parties who are its authorised representatives.