



Bicycle Insurance

Combined Product Disclosure Statement (PDS)
and Financial Services Guide (FSG)

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PART A

Product Disclosure Statement including Policy Terms and Conditions

This document contains details of who we are, your cover (your policy), your responsibilities, the claims process and how and when to get in touch with us. You can download this PDS from sundaysinsurance.com.au or you can call us on 02 8074 7882 and we will send you a free copy.

Who we are

The Administrator

This insurance is promoted, distributed and administered by Velosure Pty Ltd (Velosure) ABN 81 151 706 697 of Level 12, 465 Victoria Ave Chatswood NSW 2067 acting as an Authorised Representative of Hollard (AR No. 410026) trading as Sundays Insurance.

Velosure, as agent for Hollard, is responsible for policy issuance, variation, renewal, cancellation and the assessment and payment of claims. Velosure is also authorised to provide general advice and answer any questions you may have about this cover. Any advice that Velosure may provide is general only and does not take into account your individual circumstances. Velosure's authority is subject to the limits of authority agreed with Hollard. Velosure does 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.

The Insurer

This insurance is underwritten by the insurer, The Hollard Insurance Company Pty Ltd (Hollard) ABN 78 090 584 473 AFSL No. 241 436 of Level 12, 465 Victoria Ave Chatswood NSW 2067. Hollard is responsible for this Product Disclosure Statement (PDS). This PDS was prepared on 23 August 2021.

We may need to update this PDS from time to time if certain changes occur, where required and permitted by law. We will issue you with a new PDS or a supplementary PDS or other compliant document to update the relevant information except in limited cases. Where the information is not something that would be materially adverse from the point of view of a reasonable person considering whether to buy this insurance, we may issue you with notice of this information in other forms or keep an internal record of such changes (you can get a paper copy free of charge by calling us).

Our commitment to you

We understand the risks you face as a cyclist, whether you're on a training ride, participating in a race, commuting to work, or just storing your bike overnight. That's because we're cycling enthusiasts, just like you. We've put our collective cycling experiences and understanding together to create a unique product tailored for cyclists and we back it up with service that only a specialist bicycle insurer can provide.

Things you should do before purchasing this insurance Read this booklet

Before you decide to purchase a Sundays Bicycle Insurance policy, you should read this booklet from cover to cover. As with all insurance policies, there are limits to the cover provided and there are also exclusions, including general exclusions that apply to all cover under this insurance (see page 14) and specific exclusions that relate to certain loss events (see Page 6). Certain words, also have defined meanings you need to understand (see Page 22).

A Summary of your cover

Protection for you and your bicycle

Sundays Bicycle Insurance provides cover anywhere in Australia and New Zealand for some of the most common risks faced by cyclists, such as theft, crashes and accidental damage.

Your bicycle cover

Sundays Bicycle Insurance covers you for loss or damage to your **bicycle** arising from the following perils:

- theft
- damage caused by attempted theft
- unintentional impact damage
- crashing including while participating in a cycling event or cycling race
- loss or damage in transit
- **malicious damage**

Additional covers

Sundays Bicycle Insurance covers you for these additional covers if as a result of one of the below perils:

- Personal Accident cover – Provides benefits in the event you suffer a personal injury while riding your **bicycle**. see Page 9 for more details on this cover.
- Bicycle Rack cover – Theft and damage cover is extended for when your **bicycle** is being transported on a motor vehicle bicycle rack.
- Worldwide cover – The geographic limits of your policy may be automatically extended to cover your **bicycle** when you take it overseas. See details on Page 6.

Optional Covers

If you have purchased a Sundays Bicycle policy, you can request us to extend your **policy** to include cover for:

- **custom parts** and **accessories** (such as bicycle computers) fitted to your **bicycle**;
- custom racing wheels and/or additional wheel-sets; and
- bicycle travel cases.

If we agree to add any of these optional covers to your **policy** they will be shown on your Insurance Certificate. Your **policy** does not cover custom parts or accessories that are not listed on 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**.

Types of bicycles we cover

We regard a bicycle as being made up of a frame with three wheels or less powered by human pedalling.

This includes:

- Road and Gravel bicycles
- Mountain bicycles
- E-bikes
- Tandem bicycles
- Time Trial and Triathlon bicycles
- BMX
- Track bicycles

We provide cover for e-bikes

This means an e-bike that is electric 'pedal assist' or 'pedalec' with a maximum power output of 250 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. Note: The motor may operate without the rider pedaling up to a speed of 6km/h.

Risks and restrictions on your cover

Your **policy** will not operate until you have paid your premium or provided us with valid, authorised bank account details from which to collect the premium or premium instalments. If your premium is dishonoured by your financial institution, this policy will not operate and you will not be covered in the event of a claim.

This **policy** condition is set out in detail on page 7. In the event that you fail to comply with this condition, we may cancel your **policy** and you will not have cover. Any premium paid, up to a maximum amount of \$50, may be retained by us to offset our policy administration expenses and we may refuse to pay any claim you lodge, either in whole or in part.

There are specific bicycle security conditions with which you must comply, including the use of an **approved lock**. Failure to comply with these security conditions will result in a claim for the theft of your **bicycle** being denied.

If you do not comply with your Duty to not Misrepresent or fail to adhere to the conditions set out in this **policy** we may refuse to pay a claim or reduce our claim payment to you. Coverage is limited to the included or selected cover options, **sums insured** (including sub-limits) and **bicycle** printed on your **Insurance Certificate**.

This **policy** will not cover bicycles:

- used to earn an income, such as but not limited to, delivering goods, parcels, packages or other types of courier service
- owned or ridden by **professional cyclists** or **sponsored cyclists**
- used for carrying passengers or
- being used by or in the care of a person under 18 years of age.

Geographical Limit and Worldwide Cover Extension

The **bicycle** must be in Australia at the time you apply for this insurance and when a policy is issued.

This **policy** only covers claims arising from **loss events** and losses that occur during the period of insurance and within the geographical limit. Your **bicycle** is not covered while it is outside the geographical limit or while it is in transit to or from destinations outside the geographical limit unless worldwide cover is shown on your **Insurance Certificate**. We will automatically extend your policy to cover your **bicycle** if you take it beyond the **geographical limit**, for a period not exceeding 90 days in aggregate during any continuous 12 month period. You must be able provide evidence of your trip duration at time of loss. You may be required to pay an additional premium for this cover. If you cancel your **policy** within 120 days of the policy start date after using it for overseas cover, we will charge you a cancellation fee equivalent to 50% of your annual premium. In the event that your travel arises in the first 120 days of insurance for the insured **bicycle**, you will be required to pay at least 50% of the annual premium on the **policy** in advance.

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 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@sundaysinsurance.com.au.

Your cover is subject to your proof of ownership and condition verification obligation

You may not claim under this **policy** unless you have complied with the policy's proof of ownership and condition verification requirement. This obligation must be completed within 14 days of you buying this policy. In the event that this condition is not complied with, we may cancel your policy from inception and you will not have cover.

To satisfy this condition, you must provide us with;

1. two (2) digital images showing the whole bicycle (left and right hand side images), and
2. one (1) digital image of the bicycle's serial number.

Each photo must be a clear high resolution image, with your policy number clearly visible and written on a piece of paper, that does not obscure your bicycle.

Each image must be taken in good light, be clearly focused and include within the image, your policy number clearly written on a piece of paper. For cameras with a resolution less than 5 megapixels, the image files for each photograph must be un-resized off the camera. For cameras with a higher resolution, we require a minimum file size of 1MB.

Alternatively, and provided you purchased your **bicycle** new less than 30 days prior to purchasing this insurance, you need only provide us with:

1. the **bicycle's** serial number and
2. a clear copy of the purchase receipt (scan or photograph) showing the purchase date and providing full details of the bicycle and all custom parts and accessories listed on the Insurance Certificate.

What happens if you are underinsured?

If you underinsure your **bicycle** and make a claim, your claim settlement may be reduced by us to reflect this. You are considered to be underinsured if the sum insured at the time of the loss is less than 80% of the **replacement cost** of the **bicycle** (or **depreciated value** in the case of bicycles over 2 years old). (see page 18 for underinsurance calculations).

Your insurance premium

When you buy your insurance we will tell you the premium you must pay and note it on your **Insurance Certificate**. In determining your premium, we consider factors such as the value of the insured **bicycle**, any listed custom parts or **accessories**, the **sum insured**, where the **bicycle** is kept and any relevant claims experience. Your premium includes our obligation to pay any relevant compulsory government charges, taxes or levies (e.g. stamp duty and GST) for your insurance. These are set out on your **Insurance Certificate**.

Your annual premium is due and payable on the day we issue your policy. You have the option, subject to our agreement, to pay your premium in 12 monthly instalments.

Cooling off period

We offer a 14-day 'Cooling off' period. If you decide that this **policy** isn't right for you and you have not exercised your rights under this policy, (which includes submitting a claim), you may request cancellation within 14 days of the start or renewal of this **policy** and you will receive from us a full refund of any premium paid.

Your Cover

Your Sundays Bicycle Insurance covers your bicycle (and other items listed on your Insurance Certificate) against any of the following loss events shown as 'selected' or 'included' on your Insurance Certificate. Insurance for custom parts and accessories or other items are optional covers that can be added by you.

Insured Loss Event	Exclusions See also General Exclusions on page 12
<p>If 'Damage Cover' is shown as 'selected' or 'included' on your Insurance Certificate, you are covered for:</p> <p>Accidental damage to your</p> <ul style="list-style-type: none"> - bicycle and - custom parts and accessories when selected as a optional cover <p>We will cover your bicycle and custom parts and accessories for damage caused by fire, storm, impact or a crash.</p> <p>The cover provided under this section also applies while you are training for or participating in a cycling event.</p>	<p>You are not covered for:</p> <p>Scratching or denting or any cosmetic damage that does not impair the function and performance of the bicycle or custom part or accessory.</p> <p>Loss or damage caused by or arising from:</p> <ul style="list-style-type: none"> • misuse or abuse • any process of cleaning, repairing or altering your bicycle or custom part or accessory • wear and tear, fading, gradual deterioration • rust or oxidation, rot, mildew, mould, corrosion • mechanical, electrical or electronic breakdown • structural or latent defects or flaws • manufacturing or assembly defects • faulty design, materials or workmanship • crushing, cracking or deformation arising from tightening and/or clamping • deformation and/or warping of carbon rims associated with braking and/or overheating • motor vehicle exhaust heat. <p>Damage arising from or caused whilst your bicycle is mounted or being transported on a motor vehicle mounted bicycle rack, unless 'Bicycle Rack Cover' is shown as 'selected' or 'included' on your Certificate of Insurance.</p> <p>Damage arising from the use of the bicycle in a cycling race unless the 'Racing Cover' option is shown as 'selected' or 'included' on your Certificate of Insurance.</p> <p>Damage too or loss of a custom part or accessory unless it is damaged or lost in the same loss event causing damage to or loss of your bicycle.</p>
<p>Malicious damage caused to your bicycle.</p>	<p>Malicious damage caused by you or a person acting with your express or implied consent.</p>

Your Cover

Your Sundays Bicycle Insurance covers your bicycle (and other items listed on your Insurance Certificate) against any of the following loss events shown as 'selected' or 'included' on your Insurance Certificate. Insurance for custom parts and accessories or other items are optional covers that can be added by you.

Insured Loss Event	Exclusions See also General Exclusions on page 12
<p>If 'Theft from home' is shown as 'selected' or 'included' on your Insurance Certificate, you are covered for:</p> <p>Theft of your bicycle from your home.</p>	<p>You are not covered for:</p> <p>Theft of your bicycle from your home;</p> <ul style="list-style-type: none"> • where you have failed to comply with the security conditions detailed on Page 12 & 13 of this PDS • by someone who lives at your home, or is at the site with your consent or the consent of someone who lives in your home (including your tenants) • if your home has been unoccupied for longer than sixty (60) consecutive days, unless you have told us about this beforehand and we have agreed in writing to provide cover while you were away • without clear, visible evidence of forcible entry to your home or forcible removal of the bicycle • unless you have reported the theft to the police and provided us a copy of the police report. <p>Theft of a custom part or accessory unless it is stolen together with the bicycle in the same loss event.</p>
<p>If 'Theft away from home' is shown as 'selected' or 'included' on your Insurance Certificate, you are covered for:</p> <p>Theft of your bicycle away from your home (including theft of your bicycle from a vehicle).</p>	<p>You are not covered for:</p> <p>Theft of your bicycle;</p> <ul style="list-style-type: none"> • where you or the person who you have entrusted your bicycle too has failed to comply with the security conditions detailed on Page 12 & 13 of this PDS • by someone who was using your bicycle with your implied or express consent • unless you have reported the theft to the police and provided us a copy of the police report. <p>Theft of a custom part or accessory unless it is stolen together with the bicycle in the same loss event. Theft of your bicycle from a bicycle rack fitted to a motor vehicle unless 'Bicycle Rack Cover' is shown as 'selected' or 'included' on your Insurance Certificate.</p>

Your Cover

Your Sundays Bicycle Insurance covers your bicycle (and other items listed on your Insurance Certificate) against any of the following loss events shown as 'selected' or 'included' on your Insurance Certificate. Insurance for custom parts and accessories or other items are optional covers that can be added by you.

Insured Loss Event	Exclusions See also General Exclusions on page 12
<p>If 'Transit Cover' is shown as 'selected' or 'included' on your Insurance Certificate, you are covered for:</p> <p>Loss or damage to your bicycle which occurs while it is in the care of or being transported to and from destinations within the geographical limit by a commercial passenger carrier (air, rail, sea or road) as part of your checked baggage for each journey or journey segment.</p>	<p>You are not covered for:</p> <p>Loss or damage sustained:</p> <ul style="list-style-type: none">• in transit, unless the bicycle is securely packaged in a container designed for the transportation of bicycles. The bicycle container must enclose the entire bicycle• while the bicycle is in the care of or during transportation by a commercial delivery, courier or freight company• while in transit to or from places outside the geographical limit unless:<ul style="list-style-type: none">- you have notified us and added the 'Worldwide cover extension' to your cover and- we have agreed in writing (shown on your Insurance Certificate) to extend cover for this risk and- you have paid any additional premium that may be applicable.

Additional Benefits

Insured Loss Event	Exclusions See also General Exclusions on page 14
<p>This cover applies exclusively to the person noted as the insured on the Insurance Certificate.</p> <p>If 'Personal Accident Cover' is shown as 'selected' or 'included' on your Insurance Certificate, you are covered for:</p> <ul style="list-style-type: none"> • death or • permanent and total loss of sight of one eye or • the amputation of a hand, or more than one thumb or finger or • the permanent loss of all function or the use of a limb, <p>caused directly and solely by a crash whilst you are riding the bicycle.</p> <p>We will pay:</p> <ul style="list-style-type: none"> • the Personal Accident sum insured noted on your Insurance Certificate for claims involving; <ul style="list-style-type: none"> - your death or - the permanent and total loss of sight in one eye or both of your eyes or - the permanent and total loss of the use of one or more, limbs, hands or feet. • A maximum of 20% of the Personal Accident sum insured noted on your Insurance Certificate for the permanent and total loss of use of one or more thumbs, fingers or toes. <p>If you are injured as a result of a crash whilst riding your bicycle, we will also pay your reasonable costs, up to a maximum of \$1,000 in the aggregate over the period of insurance, for non Medicare medical expenses (incurred within 12 months of the injury) after any reimbursement from a private health insurance policy. Examples of non Medicare medical expenses include ambulance, physiotherapy and dentistry.</p>	<p>Our payment is subject to the person claiming under this additional benefit obtaining medical attention for the injury from a registered medical practitioner and undergoing any medical examination we may reasonably request.</p> <p>You are not covered for:</p> <ul style="list-style-type: none"> • death, permanent and total loss of a thumb, finger, toe or the use of a limb, hand or foot or the permanent and total loss of sight of an eye occurring more than 1 year after the date of the loss event or • suicide or self-inflicted injury • any expense that may be claimed wholly or partly through Medicare (e.g. doctor's fees) or • any expense that you have not claimed but which you are entitled to claim whether fully or partly under a private health insurance policy, if you hold such insurance or • any excess or co-payment attributable to a claim made under a private health insurance policy. <p>We will not pay more than the Personal Accident sum insured noted on your Insurance Certificate for any single loss event regardless of the number of body parts or organs involved.</p>

Security Conditions

The following security conditions apply to this policy. If you fail to comply with these security conditions we may reduce or deny any claim you make in respect of theft or any attempted theft.

Your bicycle's location	Security Arrangements
While at your home	<ul style="list-style-type: none">You must ensure that when your bicycle is kept inside your home, that your home is securely locked whenever it is unoccupied.If your bicycle is left in a garage or storage area attached to your home which can be directly accessed via an external door and/or window, these doors and/or windows must be locked. We will not pay any claim for theft of your bicycle if either the bicycle itself is not locked by an approved lock to an immovable object or, if any external door and/or window is not locked (or securely latched if the window is not lockable) at the time of the theft/attempted theft.If your bicycle is left in an outbuilding on your property (such as a garage or a shed not attached to your home), it must be fully enclosed (i.e. with walls and a roof). The walls and doors must be of robust and secure construction and the doors and windows must be securely locked. The bicycle must not be visible from the outside. For the sake of clarity, D.I.Y assembly garden sheds are not regarded as robust and secure constructions under this policy.If your bicycle is left in a garage or storage cage, in a multi-residential property, restricted to the insured's sole use it must be fully enclosed with walls and a roof. The doors and windows must be securely locked. The bicycle must not be visible from the outside of the garage or cage.Under all other circumstances, or if your bicycle is left outside anywhere on your site, it must at all times be securely locked through the frame of your bicycle to an immovable object by an approved lock.
Away from your home	<p>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 by 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.</p>

Security Conditions

The following security conditions apply to this policy. If you fail to comply with these security conditions we may reduce or deny any claim you make in respect of theft or any attempted theft.

Your bicycle's location	Security Arrangements
While parked or kept in or on any common property or any publicly accessible area in a building	<p>The bicycle must be securely locked through the frame of the bicycle to an immovable object by an approved lock. If you are storing your bicycle for more than 24 consecutive hours on common property or public property that is not at the address noted on your Insurance Certificate, your bicycle is not covered for theft or damage caused by attempted theft, unless you have advised us and we have agreed in writing to extend cover.</p>
While being transported	<p>If your bicycle is left unattended during daylight hours while it is in, or attached to, any motor vehicle including while it is in transit, it must be:</p> <ul style="list-style-type: none"> • 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 • frame of the bicycle to a properly fixed vehicle bicycle rack with an approved lock or locked inside an enclosed boot. <p>If your bicycle is left unattended outside of daylight hours while it is in, or attached to, any motor vehicle including while it is in transit, it must be:</p> <ul style="list-style-type: none"> • securely locked through the frame of the bicycle with an approved lock to a properly fitted and secured vehicle bicycle rack or • locked inside an enclosed boot or • If your bicycle is visible from the outside of your vehicle, irrespective of window tinting, you must securely lock your bicycle through the frame using an approved lock to a secure point within your vehicle (i.e. child restraint anchor point, door handle etc.). <p>Note: Theft from a bicycle rack is only covered if 'Bicycle Rack Cover' is shown as 'included' or 'selected' on your Insurance Certificate notwithstanding you meeting the above security conditions.</p>

General Exclusions

Unless otherwise stated on your **Insurance Certificate** this insurance does not cover:

- Loss or damage to, or theft of:
 - tyres, wheels, **accessories**, **custom parts** or removable parts, unless the **bicycle** is stolen or damaged in the same **loss event**.
 - any riding gear/apparel like helmets, shoes, riding clothes, backpacks or their contents, etc.
- Theft or damage caused by attempted theft if you have not complied with the **security conditions** detailed on page 12-13 of this PDS;
- Loss, damage or theft caused:
 - by a deliberate action by you or anyone who you have entrusted your **bicycle** to;
 - by your **bicycle** or **custom part** or **accessory** being driven over by a motor vehicle other than if this occurs during, or as a direct result of a **crash**;
 - by the **bicycle** being used for hire, reward, courier services or the carriage of paying passengers;
 - 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;
 - by pollution or chemical contamination or corrosion (whether caused accidentally by chemical agents or not);
 - while your **bicycle** is outside the **geographical limit** unless you have advised us beforehand and selected the 'Worldwide cover extension' to your cover and we have agreed in writing to extend your cover
 - by electronic or mechanical derangement of electronic equipment, data, virus, electronic malfunction or processing error;
 - 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;
 - by your **bicycle** being left **abandoned**.
- Any legal liability for damage to another person's property or injury to another person;
- The cost of repairing:
 - Pre-existing or old damage; or
 - Faulty workmanship; or
 - Incomplete repairs which were carried out prior to a **loss event**.
- Any repairs carried out to your **bicycle** as a result of damage incurred in a claimable event without our consent, where those repairs are to rectify loss or damage arising from a loss event.
- Depreciation in the value of your **bicycle**;
- Any consequential loss or loss of profit. This includes but is not limited to; loss of manufacturer warranty, bicycle fitting, etc.;
- Your liability under a contract;
- Any amount more than the relevant **sum insured** less the applicable excess as shown on your **Insurance Certificate**;
- A **bicycle** that is used or owned by **professional** or **sponsored cyclists**;
- If you or someone else riding, or who has responsibility for the safe keeping of the **bicycle** is under the age of 18 years.

Making a claim

What happens if you need to make a claim?

We understand that it can be very stressful if you need to make a claim. Our claims team is here to help you with advice and assistance when you need it most. If a **loss event** occurs that is likely to result in a claim, the following checklist will help you ensure that you have done everything you need to do so that your claim can be assessed quickly. Not all may be applicable to your claim.

First you should:

- do what you can to prevent any further loss, damage or cost;
- report the incident or loss to the police if the event involves theft, attempted theft or **malicious damage**;
- if possible, provide photographs of the **accident**/incident scene and of the **bicycle** at the scene including any observable damage;
- Lodge your claim as soon as possible through our website sundaysinsurance.com.au/claims or calling us on 02 8074 7882. You must never, without our consent:
- approve any repairs or arrange replacements;
- dispose of any damaged property.

These actions may result in us reducing or denying your claim.

We will require you to;

- provide us with proof of ownership and value regarding any claimed loss or damage of your **bicycle** or **custom part** or **accessory**;
- provide us with proof, in the event of a theft or an attempted theft claim, that you complied with the **policy's** security conditions (as detailed on pages 12-13). Proof includes, but is not limited to, providing us with:
- confirmation of the lock's make and model, and/or
- the lock's key or the remains of the lock, and/or
- evidence of forcible and violent entry or removal of the **bicycle**;
- help us manage the claim, which may include us inspecting your bicycle or asking you questions, or you providing written statements to us under oath;
- make your damaged **bicycle** or **custom part** or **accessory** available to us for inspection by us or another representative nominated by us;
- keep the **bicycle** or **custom part** or **accessory** that has been damaged and allow us to inspect it or assess repair costs;
- allow us to take possession of damaged property that is the subject of a claim and retain that property if your claim or any part thereof is settled on a **total loss** basis;
- help us as we work to exercise, for our benefit, your legal right of recovery against any other party;
- tell us about any other insurance that may be relevant to the claim;
- 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. You can ask us to waive any requirement that you believe is unfair or unreasonable. We will consider your circumstances when deciding whether to waive any requirement.

How your claim is settled

If we accept a claim for a **bicycle** or **custom part** or **accessory** covered under this **policy** we will at our discretion (which we will exercise reasonably):

- repair it or
- replace it or
- pay you the amount that it would have cost us to repair or replace it.

If we elect to repair or replace your **bicycle** or **custom part** or **accessory** our liability will be limited to the cost required to repair or replace it as near as possible to its appearance and condition immediately prior to the claimed loss or damage, less any applicable **excess**.

If we elect to repair your **bicycle** or **custom part** or **accessory** or, alternatively cash settle part of, or your entire claim, our settlement will be calculated as follows:

For a **bicycle** or **custom part** or **accessory** purchased brand new by you that is:

- less than 2 years old at the time of a claim, the most we will pay for any repair or cash settlement will be the lesser of;
 - our replacement cost or
 - the recommended retail price or
 - our cost to repair or
 - your **sum insured**.

less any applicable **excess**.

- More than 2 years old at the time of a claim, the most we will pay for any repair or cash settlement will be the lesser of:
 - our replacement cost or
 - our cost to repair or
 - the depreciated value or
 - your **sum insured**.

less any applicable **excess**.

For a **bicycle** or **custom part** or **accessory** purchased second hand (used) by you, the most we will pay;

- in the event of a **total loss** of a **bicycle** or **custom part** or **accessory**, is the lesser of:
 - our replacement cost for an item of equivalent age, standard and condition or
 - its depreciated value or
 - its market value or

- our cost to repair or
- your **sum insured**.

less any applicable **excess**.

- In the event of a **partial loss** of a **bicycle** or **custom part** or **accessory**, is the lesser of:
 - our purchase cost for an item of equivalent age, standard and condition or
 - a percentage¹ of the **depreciated value**, or
 - its market value or
 - your **sum insured**.

less any applicable **excess**.

Note1: The percentage will be calculated by dividing the current recommended retail price of a new equivalent item (replacing the damaged item) by the current recommended retail price of an equivalent complete new **bicycle** (inclusive of any specified **custom parts**, where applicable).

We will never pay more than any relevant limit specified in this document or any relevant sum insured printed on your **Insurance Certificate**, less any applicable **excess**.

You may have to contribute towards the cost of repairing or replacing tyres, chains, clusters, chain rings, bearings, seals, shock absorbers, forks or other items that have been affected by wear and tear or rust and corrosion. The amount that you are required to contribute will be determined by the amount of wear and tear or rust and corrosion that is evident at the time of a claim.

We will only pay the cost of repair or replacement of those parts of your **bicycle** that were damaged or stolen under the insured event. We do not cover any additional costs to;

- replace or restore undamaged parts of your **bicycle** to create a uniform appearance, or
- cosmetically alter a replaced part to create a uniform appearance.

Preferred repairer

In the event of a claim where we choose to repair your bicycle we will advise you of our preferred repairer to undertake repairs to your bicycle. 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. See "How your claim is settled" for more information about cash settlements.

Replacement parts

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.

If your bicycle is a total loss

If there has been a **total loss** claim paid, your **bicycle** or other claimed **custom parts** or **accessories** will become our property and we will keep the proceeds of any salvage sold. No premium refund is due 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.

Your Excess

Each claim made for your **bicycle** or **custom parts** or **accessories** under this insurance will be subject to an **excess**. Your **excess** is the amount that you agree to contribute at the time that a claim is paid. Excesses selected for your **policy** will be clearly documented on your **Insurance Certificate**.

Accidental Damage or Theft

In the event of accidental damage or theft, a fixed **excess** of \$300 will apply to each event. In the event of accidental damage or theft whilst overseas, a fixed **excess** of \$600 will apply to each event.

At our option, your **excess** will be:

- paid by you to us when we request it or
- deducted from the amount we pay you.

Underinsurance

If you underinsure your **bicycle** or **custom part** or **accessory** and make a claim, your claim settlement may be reduced by us to reflect this. You are considered to be underinsured if;

- for a **bicycle** or **custom part** or **accessory** less than 2 years old, the **sum insured** at the time of the loss is less than 80% of its replacement cost or
- for a **bicycle** or **custom part** or **accessory** more than 2 years old, the **sum insured** at the time of the loss is less than 80% of its **depreciated value**.

Under these circumstances, any amount payable by us will be adjusted to the 'insured percentage' of the **bicycle** or **custom part** or **accessory**, less any applicable **excess**. The 'insured percentage' will be calculated as follows:

- For a **bicycle** or **custom part** or **accessory** less than 2 years old; by dividing the **sum insured** for the relevant **bicycle** or **custom part** or **accessory** by its **replacement cost**.

Example:

Bicycle replacement cost	= \$5,000
Total sum insured	= \$3,000
Insured percentage	= $\$3,000 \div \$5,000 = 60\%$

- For a **bicycle** or **custom part** or **accessory** more than 2 years old; by dividing the **sum insured** for the relevant **bicycle** or **custom part** or **accessory** by its **depreciated value**.

Example:

Recommended retail price when new = \$8,000

Age of **bicycle** = 2½ Years

Depreciated value

= \$8,000 - \$1,600 (20% for 1st year)

= \$6,400 - \$640 (10% for 2nd year)

= \$5,760 - \$576 (10% for part of 3rd year)

= \$5,184

Total **sum insured** = \$4,000

Insured percentage = $\$4,000 \div \$5,184 = 77.1\%$

Personal accident claims

We must be notified as soon as is reasonably practical of any **crash** that may cause disablement to, or has resulted in the death of the insured person.

We will require you to:

- Obtain and follow medical advice from a qualified medical practitioner
- Provide a certificate from a qualified medical practitioner confirming the nature and extent of the injury and disability or the time, cause and place of death
- Undergo any medical examination requested and arranged by us
- Provide us with copies of any non-Medicare medical invoices in support of any expenses claim submitted.

Goods and Services Tax (GST)

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.

Your ongoing responsibilities

Keep your bicycle in good condition and always protect it

You must maintain your **bicycle** in a good state of repair and condition. You must also make reasonable efforts to protect your **bicycle** from loss or damage. If you make a claim and knew about something that could have caused loss or damage to your **bicycle**, and you did not make reasonable efforts to avoid it before the loss or damage occurred, then your claim may not be paid.

Keep proof of ownership and value

When you make a claim for loss, damage or theft we will require proof that you owned the **bicycle** or **custom part** or **accessory** and of its value or your claim may not be paid. The easiest way to do this is by keeping receipts, invoices, bank or credit card statements or contracts of sale documents for the **bicycle** and all **custom parts** and **accessories** covered under this **policy**.

Ensure that your premiums are always paid

You are responsible for ensuring that your premiums are paid or your cover could be put at risk. If any monthly premium instalment remains unpaid for more than 14 days, any claim you make may not be paid. If your premium remains unpaid for more than 30 days, we may cancel your **policy** without notification. If you change your bank account or credit card details you must contact us and tell us the new details. Please call us if you are ever unsure about your premiums.

Tell us if you change your bicycle

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

- you tell us within 14 days of buying the replacement **bicycle** or **custom part** or **accessory** and we agree in writing to cover it and
- you pay any additional premium that may be payable and
- you comply with the **policy's** proof of ownership and condition verification requirement in respect of a replaced item.

Meeting other obligations

You will need to meet other obligations of the **policy**, such as the security requirements and claims conditions, or we may reduce or refuse to pay a claim and/or cancel the **policy**.

You can ask us to waive any obligation that you believe is unfair or unreasonable. We will consider your circumstances when deciding whether to waive the obligation.

Our obligations to you

Renewing your insurance

We will send you a renewal notice at least 14 days before your insurance expires. This notice outlines our renewing terms for your insurance or if we are not offering renewal, we will advise you. You should check the details in your renewal notice and inform us of any changes, such as your address or payment arrangements.

You should also check your **sum insured** and consider if your level of insurance is still appropriate. Unless you opt out of the automatic renewal process by notifying us in writing to the contrary, your cover will be automatically renewed for the following year.

Cancelling your insurance

You may cancel the **policy** at any time by giving us notice in writing of your intention to do so. The cancellation will be effective at the time the notice of cancellation is received by us. We will only accept notices of cancellation given in writing by you via email, mail or fax. We will not accept cancellation requests by telephone. If you have paid an annual premium, we will refund any premium you have paid, less an amount that covers the period for which you were insured. There is no refund if you have been paying monthly and no refund of any policy/administration fee (as shown on your Insurance Certificate). We can cancel your insurance to the extent permitted by law. For example, if you do not comply with the policy terms and conditions, fail to pay your premium, make a fraudulent claim, induce or coerce someone else to behave fraudulently or if you did not comply with your Duty to not Misrepresent or knowingly misrepresented information when you entered into this insurance. If we cancel your policy we will send you a cancellation email to the address shown on your **Insurance Certificate**.

How we resolve your complaints

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 8074 7882

Email: hello@sundaysinsurance.com.au

When you make your complaint please provide as much information as possible. We aim to resolve all complaints as soon as possible.

2. Escalate your complaint to our Internal Dispute Resolution Team

If your complaint is not satisfactorily resolved, you can ask for your complaint to be escalated for an Internal Dispute Resolution (IDR) review by a Dispute Resolution Specialist by contacting Our Internal Dispute Resolution Committee.

Mail: Sundays Insurance
Internal Dispute Resolution Committee
PO Box 199
Chatswood
NSW 2057

Phone: 02 9253 6600

Email: resolution@hollard.com.au

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

3. Escalate

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

Mail: Australian Financial Complaints Authority
GPO Box 3, Melbourne, Victoria 3001

Phone: 1800 931 678

Email: info@afca.org.au

Website: www.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.

Words with special meaning

Where the words listed below (including their plural forms) are used in this document they have the following 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 of equipment listed on the **Insurance Certificate** as an accessory.

approved lock means a keyed armoured cable lock, or a keyed chain lock set or a keyed D-lock, which is less than 2 years old when you first enter into this insurance and is listed on the 'approved locks' download page at sundaysinsurance.com.au/approved-locks and for which you are able to provide a least one key in the event of a theft claim.

bicycle means a bicycle (using three wheels or less) powered by human pedalling as identified by photographs provided to us in compliance with your proof of ownership obligation under this policy and which is shown on your **Insurance Certificate**. For the purposes of this **policy** this definition includes electric 'pedal assist' bicycles not exceeding 250watts 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 pedaling up to a maximum speed of 6km/h. For the sake of clarity, the bicycle is understood to include a standard set of components necessary to render the bicycle functional (i.e. frame, wheels, handle bars, saddle, group-set, etc.).

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.

Insurance Certificate means the latest Insurance Certificate we send you.

common property 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 event means an untimed cycling event organised by a third party for which participants are required to register.

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.

depreciated value means the recommended retail price of an item when first purchased (new) reduced by 20% after the 1st year and then reduced by a further 10% for each year (or part thereof) thereafter measured from its first purchase date (as a brand new item).

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

geographical limit means 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 any solid object made of steel or concrete (having a minimum diameter or cross section measurement of 40mm measured at the narrowest section) or wood (having a minimum diameter or cross section measurement of 200mm measured at the narrowest section), which;

- is fixed in or onto concrete or stone, and
- is not capable of being undone or removed (without the use of specialised cutting or security tools) with the bicycle still attached, and
- the **bicycle** cannot be manoeuvred over or under while the lock is secured.

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, or
- if it occurs at your **home**.

loss event means a single incident resulting in a claim under this policy see page 8 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.

partial loss means a loss that is not a **total loss**.

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 supplementary Product disclosure statements of which you have been notified.

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

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, while unoccupied, 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.

site 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.

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 cyclist means a cyclist who;

- receives direct or indirect financial support or assistance (excluding clothing and apparel) in excess of \$2,000 (measured over any consecutive 12-month period) from a another party (excluding a family member) in order to participate, train or otherwise engage in cycling or attend cycling events or compete in cycling races, or
- has entered into and is subject to a cycling sponsorship agreement (written or verbal) with a third party, regardless of whether financial transactions have actually arisen under the agreement, or
- 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** means Sundays Insurance a trading name for Velosure Pty Ltd in its capacity as administrator and agent for the insurer, The Hollard Insurance Company Pty Ltd.

you, your means the person or persons named on the Insurance Certificate as the insured.

Financial Claim Scheme

The protection provided under the Financial Claims Scheme legislation applies in relation to Hollard and the **policy**. If Hollard were to fail and were unable to meet their obligations under the **policy**, a person entitled to claim under insurance cover under the **policy** may be entitled to payment under the Financial Claims Scheme (access to the Scheme is subject to eligibility criteria). Information about the Financial Claims Scheme can be obtained from the FCS website at www.fcs.gov.au

Hollard is exempted from the requirement to meet the compensation arrangements Australian financial services licensees must have in place to compensate of breaches by the licensee or its representatives of Chapter 7 of the Corporations Act. Hollard has compensation arrangements in place that are in accordance with the Insurance Act 1973 (Cth).

General 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 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.

How we protect your privacy

In this section, “we”, “us” or “our” refers to Sundays, Velosure, 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 reference agencies, 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 8074 7882. You can also view the Privacy Policies at https://d3a6agorgwj4uy.cloudfront.net/Sundays_AU_Privacy_Policy.pdf and <https://hollard.com.au/privacy-policy.aspx>. 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.

How to contact us

Visit sundaysinsurance.com.au
Call 02 8074 7882 during office hours
Email hello@sundaysinsurance.com.au
Write PO Box 199 CHATSWOOD NSW 2057

PART B

Financial Services Guide (FSG)

Velosure Pty Ltd, (ABN 81 151 706 697, Authorised Representative No. 410026), trading as Sundays Insurance and The Hollard Insurance Company Pty Ltd (ABN 78 090 584 473, ASL 241436) are responsible for this FSG as it relates to the financial services provided by them. This FSG provides you with information about the financial services that they provide in relation to Sundays Insurance to help you decide whether or not to use those services as well as information on how they are remunerated in relation to the services, how they deal with complaints and how they can be contacted.

In this FSG references to:

- Hollard means The Hollard insurance Company Pty Ltd
- Velosure means Velosure Pty Ltd
- we, us or our collectively refers to Hollard, Velosure trading as Sunday Insurance
- you and your means the applicant for a Sundays Insurance policy and, if a policy is issued, the insured.

Sundays Insurance policies are promoted, issued and administered by Velosure, and insured by Hollard. Full details about these companies are given at the start of this booklet (inside front cover). The Sundays Insurance PDS including the Policy Terms and Conditions is set out in Part A of this booklet. The Sundays Insurance bicycle cover 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.

About Hollard, Velosure and Sundays:

Hollard is the insurer of this bicycle insurance. Velosure has been appointed by Hollard as an authorised representative and is authorised to deal in and provide general advice on behalf of Hollard regarding certain general insurance products issued by Hollard, including Velosure bicycle insurance on behalf of Hollard. Velosure administers Sundays Bicycle Insurance and determines whether a Sundays Bicycle Insurance policy can be issued to you by Hollard. Velosure has been given a binding authority by Hollard which authorises it to enter into, vary and cancel Sundays Bicycle Insurance policies on behalf of Hollard as if it were Hollard. Velosure's authority is subject to the limits of authority agreed with Hollard. Velosure does not act for you.

Important information you should know

In providing the above services, we have not and will not consider whether Sundays Bicycle 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 Sundays Insurance bicycle 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 Sundays Insurance policy if you purchase it. This amount is agreed with you before the product is purchased. Velosure 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 performance criteria (which can include sales performance) and the achievement of company goals.

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, we maintain adequate Professional Indemnity Insurance. This insurance cover extends to claims in relation to us acting as an Authorised Representative 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 24 of the PDS (Part A of the document) for information on Hollard and Velosure 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 19 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 25 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 27 of the PDS (Part A of this document) for our contact details.

Authorised for issue

This FSG was prepared on 25 February 2021 by Velosure (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.