



Cycleguard Theft Claim Guidance Notes

Please complete and return the claim form to us, together with your supporting documentation as appropriate. You should not make any attempt at replacement or repair, without our written authorisation. Any receipts, estimates, photographs or valuations should be obtained at your own expense.

Please note we cannot commence dealing with a claim until we are in receipt of ALL the necessary documentation. This claim form should be returned to us **within 30 days** of issue together with the appropriate documentation outlined in the following notes, otherwise the file **will be closed**. Not receiving all of the information required, will delay the handling of your claim.

Dependent upon the circumstances of the claim the underwriters reserve the right to request any additional documentation or information in addition to that detailed here, in order to verify a claim.

JLT | Online, will be responsible for handling your claim with the authority of your insurers, and in respect of all aspects of the assessment and processing of your claim, we will be acting at all times on the insurers behalf.

Please note the information contained in this document is for guidance only and does not indicate acceptance of a claim. The contents do not form part of the contract of insurance.

Contact details

Claims hotline: 02476 851050
Claims fax: 02476 851055
Claims email: claims@jltonline.co.uk

JLT | Online Claims Department

Pavilion House
Mercia Business Village
Westwood Business Park
Coventry
CV4 8HX

Address

Claims department opening hours: 9.00am to 5.30pm

(Monday to Friday)

Important notice for customers who pay by Direct Debit:

Do not cancel your direct debit. Not paying your premium could affect your claim and future cover.

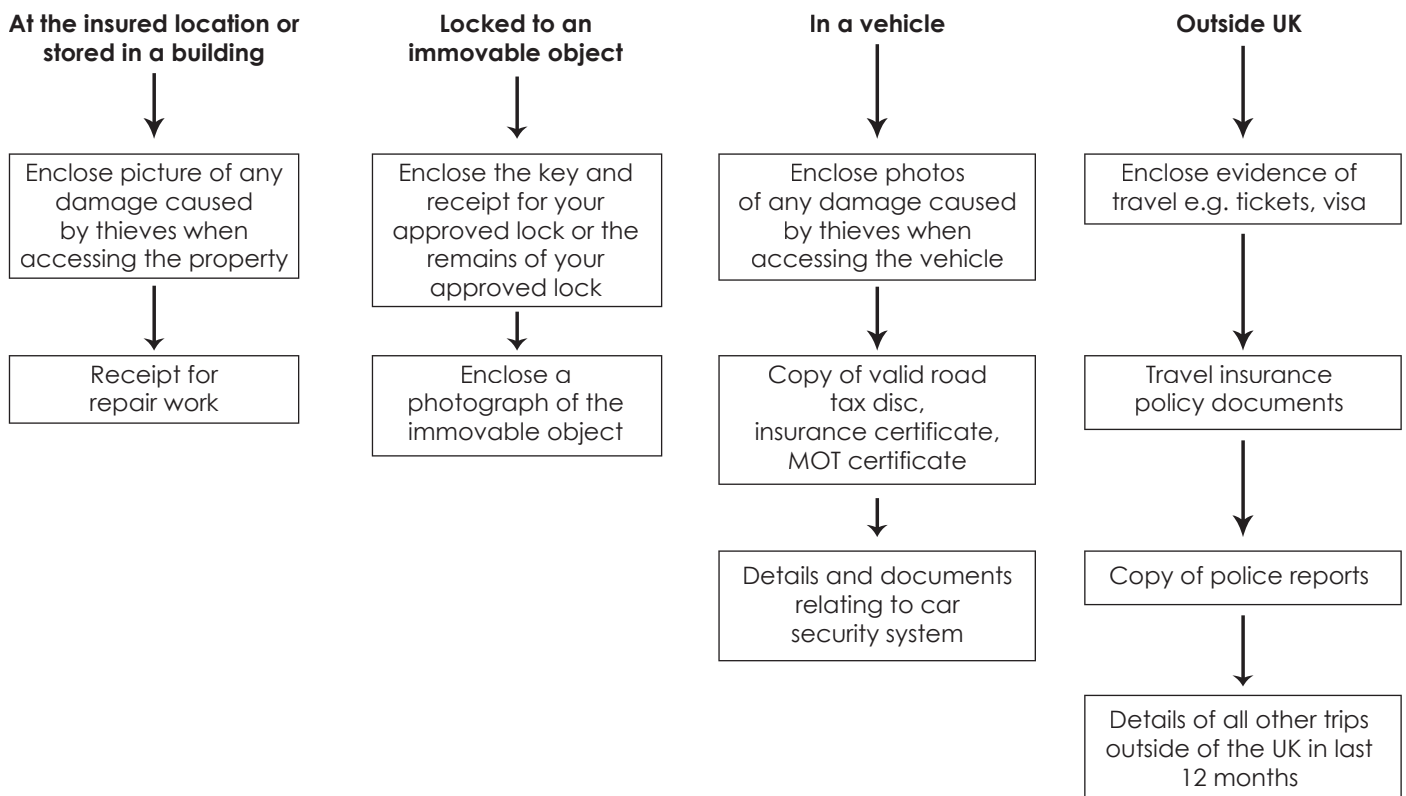
What you need to send us

For **all cycle theft** - make sure you have enclosed the following:

- Completed claim form
- Original purchase receipt for bicycle or bank/ credit card statement showing purchase
- Details of previous insurers
- Details of previous claims/ incidents
- Details of household insurers
- Details of any witnesses
- Please provide copies of proof of ID e.g. passport, driving licence
- Please provide copies of verification of address e.g. utility bill, bank/ credit card statement with account number details blanked out
- All details from relevant section below

In addition - where applicable

Was the bike:



cycleguard[™] Property Theft Claim Form

Office use only

Policy no _____

Claim ref _____

Issue date _____

PLEASE READ THE GUIDANCE NOTES PROVIDED BEFORE COMPLETING THIS CLAIM FORM

Section 1 - Your details

Title: _____

Full name: _____

Sex: Male / Female

Occupation: _____

Home address: _____

Postcode: _____

Insured location (if different): _____

Postcode: _____

Home telephone: _____

Work telephone: _____

Mobile number: _____

E-mail: _____

Fax number (if available): _____

1. Have you made any cycle related claims (whether paid or not) or suffered any events that may have given rise to a claim, within the last three years?
Yes / No
If yes please provide details

2. Have you ever been convicted of any offence involving dishonesty, fraud, arson, or have prosecutions pending?
Yes / No
If yes please provide details

3. If your claim is for theft from a vehicle, do you have a motor insurance policy which may also cover all or part of the incident?

Yes / No

If yes:

Policy number: _____

Name of insurers: _____

Contact details: _____

4. If your claim is for theft from outside of the UK, do you have a travel insurance policy which may also cover all or part of the incident?

Yes / No

If yes:

Policy number: _____

Name of insurers: _____

Contact details: _____

5. If your claim is for theft from your home/ premises, do you have a home/ premises insurance policy which may also cover all or part of the incident?
Yes / No

If yes:

Policy number: _____

Name of insurers: _____

Contact details: _____

6. Have you had previous insurance other than with JLT | Online / Cycleguard for your cycle?

Yes / No

If yes

Policy number: _____

Name of insurers: _____

Expiry date: _____

Contact details: _____

If no

what prompted you to take out cover?

Section 4 - Theft when locked to an immovable object (complete if applicable)

21. Where was the bike locked?

- Bike store / rack
 - Railing
 - Fence
 - Sign post
 - Other (please specify) _____
- _____
- _____

22. Confirm the details of the lock(s) used to secure your bike:

- Make: _____
- Model: _____
- Cost: _____
- Place of purchase: _____
- Date of purchase: ____ / ____ / _____

23. How was access gained to your bike?

24. Was there any additional security protecting your bike at the time of the incident?

Yes / No
If yes please provide details: _____

25. If the bike was in a bike store / rack was anyone responsible for the store / rack?

If yes please provide details:
Name: _____
Contact details: _____

Section 5 - Theft from a vehicle (complete if applicable)

26. Please confirm the make, model and year of manufacture of the vehicle.

- Make:** _____
- Model:** _____
- Year:** _____

27. How was access gained to the vehicle?

28. Were any security devices fitted and in operation at the time of the incident?

Yes / No
If yes, please provide details

Section 6 - Police Information

29. Date & time the incident was reported to the police:
Time: _____ am/pm Date: ____ / ____ / _____

30. How was the incident reported?

- By phone
- Online
- In person

31. Address of the police station where the incident was reported: _____

32. Telephone number of the police station where the incident was reported: _____

33. Crime reference number given by the police: _____

34. Did the police attend the scene of the crime?

Yes / No

35. If the police were not advised immediately the incident was discovered please confirm the reason for any delay: _____

Section 7 - Item details

Total value of the claim as estimated by you: £

Bike	Make	Model	Colour	Frame number	Date of purchase (dd/mm/yy)	Place of purchase	Original purchase price £	Estimated replacement cost £
1								
2								
3								

Any other accessories

If you have any more items, or if you have any additional information which may be of assistance, please provide details below

Additional information

DECLARATION

I/we declare that the information provided in this claim form is true to the best of my belief and knowledge. I/we have not withheld any information within my/our knowledge connected with this claim. I/We accept that if I/We exaggerate any part of this claim, or make any false declaration or statement, I/We shall not be entitled to receive any benefit under this policy in respect of this claim. Furthermore, I/We accept that any such action on My/Our part may render Me/Us liable to prosecution. I/We further agree to provide any further information or documentation as may be reasonably required. I/We understand that you may seek information from other insurers to check answers that I/We have provided.

Signed by the policyholder(s):

Dated:

IMPORTANT NOTICE: Insurers and their agents share information with each other to prevent fraudulent claims and for underwriting purposes via the Claims Underwriting Exchange register operated by Insurance Datatype Services Ltd. A list of participants is available upon request. The information you supply on this form, together with the information you have supplied on your insurance and any other information related to the claim, will be supplied to participants.

Please return this form to: JLT | Online Claims Dept, Pavilion House, Mercia Business Village, Westwood Business Park, Coventry, CV4 8HX