



PRECAUTIONARY MEASURES

You are covered against theft and material

However, in order to benefit from this cover, a few precautionary measures are required:

- You must use the lock provided (if applicable), whenever you park your bicycle. The insured bicycle must be secured to an immovable object. If you are using your own lock, you must provide the receipt for this lock. The lock you use must be an Abus Granit + 470 / Abus Granit X Plus 540 or Abus Bordo Granit X Plus 6500 type of lock or any lock with a minimum value of €70 VAT excl.
- The exception to the non-use of the lock (provided or personal) is the storage of the bicycle in a fully enclosed, covered and locked private room. A locked car meets this definition.
- The keys for the lock must be kept in a safe place.
- If the lock is subject to theft, loss or damage, the insured party must contact Ubike immediately.
- If the keys to the lock are subject to theft, loss or damage, the insured party must contact Ubike immediately.
- The cyclist is required to maintain and use the insured bicycle in a proper manner.

The insurance doesn't cover accidents that have:

- been caused or worsened intentionally;
- occurred as a result of alcohol intoxication, drunkenness or a similar state;
- occurred while the cyclist involved was riding the bicycle without the owner's permission;
- occurred while intentionally committing an offence;
- occurred during participation in a professional and/or remunerated competition;

What should you do if your bicycle is stolen?

- Inform Ubike immediately, by sending an email to insurance@ubike.be, giving details about the accident, its circumstances and the known or presumed causes within five days at the latest.
- Immediately inform the police, or within 48 hours at the very most. This concerns theft, attempted theft as well as vandalism.
- Send the following elements of proof to Ubike:
 - > The damage declaration form;
 - > the two keys from the referenced lock;
 - > the report issued by the competent authorities following the complaint en the report of hearing;
 - > proof that the vehicle or place where the bicycle was kept was broken into.
- Immediately inform Ubike if the bicycle is found.



IN THE EVENT OF PARTIAL OR COMPLETE ACCIDENTAL DAMAGE

Please fill in the declaration form and contact Ubike which, after determining the nature of the damage, will follow up the claim

CONTACT Ubike :
insurance@ubike.be