



Policy Booklet

Welcome to MotorCycle Direct

Thank you for purchasing a policy with us. This policy booklet contains information about your Motorcycle Insurance policy, how to claim and also how you can contact us. Make sure you keep this safe if you have received this by post. If you have received this electronically save this booklet to a safe and secure location, along with your statement of fact, certificate of motor insurance and any other accompanying documents.

At MotorCycle Direct we go that extra mile for bikers and we are confident that you will be happy with the level of service we provide.

Our aim is to continue to provide you with quality motorcycle insurance for years to come.

A handwritten signature in black ink, appearing to read 'Andy Powell', written over a horizontal line.

Andy Powell
Managing Director MotorCycle Direct

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How to make a claim

To make a claim, please call **MotorCycle Direct** on 0344 800 0988 (24 hours a day, 7 days a week), following these three steps:

1. **You** or **your** authorised representative should contact **MotorCycle Direct** as soon as possible after the accident, loss or damage to **your motorcycle** or if there is any third party damage or liability
2. Please have to hand **your** policy number and information about the claim
3. Contact **MotorCycle Direct** before **you** make any arrangements or agreements to replace or repair **your motorcycle**.

Claim Conditions

You must:

- Give **MotorCycle Direct** the full details of the claim as soon as possible
- Send **us** all communications including any letter, writ or summons, **you** may receive from other parties in relation to the claim
- Inform **us** of any pending prosecution, inquest or fatal inquiry in connection with any accident for which there may be liability under this policy
- Provide **us** with all information and assistance **we** may require.

You must not, without **our** consent:

- Make any offer, promise or payment
- Make any admission of liability to any third party.

We are entitled to:

- Have complete control to conduct, defend and to settle any claim
- Undertake proceedings in **your** name or in the name of the person claiming under this policy for **our** own benefit
- Prosecute in **your** name any claim for damages or associated costs
- Settle on **your** behalf or any person claiming under this policy
- Deduct any outstanding balance from the claim settlement if **you** are paying **your** premium by instalments.

Your Motorcycle Insurance

The following documents form the contract of insurance. Please read them and keep them in a safe place:

- **Your** insurance policy booklet.
- **Your** statement of fact.
- **Your schedule** together with any endorsements applicable
- **Your certificate of motor insurance**

In return for paying **your** premium, **we** will provide the cover shown in **your schedule** under the terms and conditions of this policy booklet during the **period of insurance**. Any changes agreed during the **period of insurance** will be treated as a continuation of the contract of insurance.

Our provision of insurance under this policy is conditional upon all persons who seek to benefit under this policy observing and fulfilling the terms, provisions, conditions and clauses of this policy.

Renewal of your Motorcycle Insurance

When **you** renew, **you** enter into a new contract of insurance with **MotorCycle Direct**, commencing on the date when **you** agree to renew the policy and pay the premium. Any changes to **your** insurance policy will be notified to **you** by **MotorCycle Direct** at renewal.

Customers with disabilities

This policy and other associated documents are also available in large print, audio and braille. If **you** require any of these formats please contact **MotorCycle Direct**.

Motorcycle policy definitions

These definitions will be in bold and will have the same meaning wherever they appear in this policy booklet:

Authorised repairer

A repairer approved by **us** or a repairer **we** have agreed that **you** can use in the event of a claim.

Certificate of motor insurance

A legal document that shows **your motorcycle** registration number, who can ride **your motorcycle**, what purpose it can be used for and whether **you** are permitted to ride other motorcycles.

Commencement date

The start date or renewal date of the policy.

Endorsement

Changes to the standard policy booklet that are contained in **your schedule**.

Excess

The amount **you** must pay for each claim following loss or damage to **your motorcycle** and may include any voluntary excess **you** have chosen. This will be displayed on **your schedule**.

Green card

A document required by non-EU countries to provide proof that **you** have the minimum compulsory insurance cover required to ride abroad.

Insured/you/your

The person or persons described in **your schedule**.

Insurer/we/our/us

The insurer described in **your schedule**.

Market value

The cost of replacing **your motorcycle** with one of the same make, model and specification, taking into account its current condition, age and mileage.

Motorcycle(s)

Your motorcycle(s) with or without a sidecar or trailer attached as detailed in **your schedule** and **certificate of motor insurance**.

MotorCycle Direct

The broker who provides the insurance policy on behalf of the **insurer**.

Period of insurance

The period from the commencement date to the expiry date shown in **your schedule**.

Schedule

This forms part of **your** contract of insurance that details, **you**, **your motorcycle**, premium, cover and the **insurer**.

Regulation

All insurers used by **MotorCycle Direct** are regulated by the Financial Conduct Authority and are also authorised and regulated by the Prudential Regulation Authority. Europa Group Limited, trading as **MotorCycle Direct** are authorised and regulated by the Financial Conduct Authority. **You** can confirm all registration details and find out more about the Financial Conduct Authority by visiting their website on www.fca.org.uk or by contacting them direct on 0800 111 6768.

Territorial Limits and EU (European Union) compulsory insurance

Territorial Limits

Except where **we** say otherwise **your** insurance applies in Great Britain, Northern Ireland, the Isle of Man and the Channel Islands. This includes whilst **your motorcycle** is being transported within and between them.

European Union (EU) compulsory insurance

Your motorcycle must be registered and kept in Great Britain, Northern Ireland, the Isle of Man or the Channel Islands. **We** will provide the minimum compulsory motor insurance for **your motorcycle** (including transport of **your motorcycle** by sea, rail or air) in:

- All member countries of the EU, or;
- Any country that has satisfied the requirements of the Commission of the European Community

The **certificate of motor insurance** is **your** proof of compulsory motor insurance in EU countries or countries that have been approved by the Commission of the European Community.

Policy Cover

Cover	Sections Applicable
Comprehensive	Sections I to VI of the policy are applicable
Third Party Fire and Theft	Sections I to VI are applicable except that Section I is operative only in respect of loss or damage caused directly by fire, self-ignition, lightning or explosion or by theft or attempted theft.
Third Party Only	Sections II to VI of the policy are applicable

Section I Loss of or Damage to your motorcycle

What we will cover	What we will not cover										
<p>We will cover you against loss of or damage to your motorcycle including its accessories and spare parts while they are on your motorcycle.</p> <p>We may at our own option repair, reinstate or replace your motorcycle or any part of it or its accessories or spare parts or may pay in cash the amount of the loss or damage.</p> <p>If to our knowledge your motorcycle is the subject of a hire purchase or leasing agreement such payment shall be made to the owner described whose receipt shall be a full and final discharge to us in respect of such loss or damage.</p> <p>The maximum amount payable by us in respect of any claim for loss or damage shall be the market value of your motorcycle or the cost of repair whichever is less, immediately prior to such loss or damage but not exceeding your estimate of value shown in our records.</p> <p>If your motorcycle is disabled by reason of loss or damage insured under this policy we will bear the cost of protection and removal to the nearest authorised repairer.</p> <p>We will also pay the cost of delivery to you after repair of such loss or damage not exceeding the cost of transport to your address in Great Britain, Northern Ireland, the Isle of Man or the Channel Islands stated in your schedule.</p> <p>New Motorcycle Replacement</p> <p>We will replace your motorcycle with a new motorcycle of the same make and specification (subject to availability) if, within 6 months of purchase new by you:</p> <ul style="list-style-type: none"> • any repair cost or damage covered by the policy exceeds 70% of its list price (including VAT) at the time of purchase; <p>or</p> <ul style="list-style-type: none"> • your motorcycle is stolen and not recovered. <p>Replacement is subject to:</p> <ul style="list-style-type: none"> • your motorcycle being owned by you or having been purchased under a hire purchase agreement (any motorcycle that is the subject of any type of leasing or contract hire agreement is not eligible for a new motorcycle replacement). • the agreement of any interested hire purchase company. • you being the first registered owner of your motorcycle. <p>If a replacement motorcycle which is the same make, model and specification as your motorcycle is not available, we will pay you the price of your motorcycle, fitted accessories and spare parts in the manufacturer's last United Kingdom price list, less any excess that may apply.</p>	<p>(a) Loss of use, indirect loss, depreciation, wear and tear, mechanical, electrical or electronic faults, breakdowns or malfunctions or breakages.</p> <p>(b) Damage to tyres by application of brakes or by punctures, cuts or bursts.</p> <p>(c) Loss or damage to accessories and spare parts by theft if your motorcycle is not stolen at the same time.</p> <p>(d) Loss or damage as a direct result of pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speed.</p> <p>(e) The total excess for each claim following loss or damage to your motorcycle as detailed in your schedule or the excess detailed below:</p> <table border="1" data-bbox="810 831 1238 981"> <thead> <tr> <th>Motorcycle Group Rating</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>1 to 4</td> <td>£100</td> </tr> <tr> <td>5 to 13</td> <td>£150</td> </tr> <tr> <td>14 to 16</td> <td>£250</td> </tr> <tr> <td>17 +</td> <td>£500</td> </tr> </tbody> </table> <p>These amounts do not include any voluntary excesses which you may have selected. For details of your total excess and the group rating of your motorcycle please refer to your schedule.</p> <p>(f) Loss of or damage to helmets and protective clothing and other personal belongings.</p> <p>(g) Loss of value following or because of repair.</p> <p>(h) Loss or damage by theft whilst the ignition keys have been left in or on your motorcycle.</p> <p>(i) Loss of your motorcycle by deception.</p> <p>(j) Loss or damage arising from your motorcycle being taken or ridden by a person who is not an insured rider but is a member of the policyholder's family or household.</p> <p>(k) Loss or damage caused deliberately by you or any person riding your motorcycle with your permission.</p> <p>(l) Loss or damage from repossessing your motorcycle and returning it to its rightful owner.</p> <p>(m) Any loss or damage from your motorcycle being confiscated, disposed of or destroyed as a result of any order by government, public or local authority.</p>	Motorcycle Group Rating	Amount	1 to 4	£100	5 to 13	£150	14 to 16	£250	17 +	£500
Motorcycle Group Rating	Amount										
1 to 4	£100										
5 to 13	£150										
14 to 16	£250										
17 +	£500										

Section II Liability to Third Parties

What we will cover	What we will not cover
<p>We will pay all sums you are legally responsible for in the event of an accident involving your motorcycle or any other motorcycle your certificate of motor insurance permits you to ride. These are:</p> <ul style="list-style-type: none"> any amount up to £20,000,000 in respect of damage to other people's property damages and claimant's cost and expenses in respect of death of or bodily injury to other people <p>We will only pay all costs and expenses incurred with our consent.</p> <p>Riding Other Bikes If the effective certificate of motor insurance permits you to ride a motorcycle not belonging to you and not hired to you under a hire purchase agreement, we will insure you subject to:</p> <ul style="list-style-type: none"> the cover being restricted to Third Party Only. Loss or damage to the motorcycle you are riding is not covered the motorcycle being ridden by you is registered and kept in Great Britain, Northern Ireland, the Channel Islands and the Isle of Man. you not being covered by any other insurance to ride the motorcycle your motorcycle not being declared a total loss or having been stolen. <p>Cover for Other Persons (including pillion) If your certificate of motor insurance allows other people to ride your motorcycle we will cover them providing that they:</p> <ul style="list-style-type: none"> are not covered under any other insurance and observe all terms, conditions and exceptions of the policy. <p>We will also cover the legal personal representatives of any person who has died if they would have been entitled to cover under this section.</p> <p>Legal Costs and Expenses Following a claim under this policy, we will pay legal costs and expenses relating to:</p> <ul style="list-style-type: none"> solicitor services and fees in respect of representation at any coroner's inquest or fatal inquiry and defending any proceedings in any Road Traffic Acts or equivalent European Union legislation Legal services up to £1,000 in respect of any one occurrence for defence in the event of proceedings being taken for manslaughter, reckless or dangerous driving causing death provided that at the time of the occurrence the rider is aged 21 years or over. <p>We will only cover these legal costs and expenses if they relate to a claim which is covered under this section.</p>	<p>We shall not be liable in respect of:</p> <p>(a) Death of or bodily injury to any employee arising out of and in the course of their employment by any person who is covered under this section other than liability to that person:</p> <p>(i) carried in or upon; or (ii) getting on or getting off</p> <p>any motorcycle insured by this policy only in so far as is necessary to meet the requirements of the Road Traffic Acts.</p> <p>Riding Other Bikes</p> <p>We shall not be liable in respect of:</p> <p>(b) Use of a motorcycle if there is no current and valid insurance in force for the vehicle being ridden under this section.</p> <p>(c) Riding without the owner's permission.</p> <p>(d) Use to secure the release of any other motorcycle which has been seized, or confiscated by any government or public authority.</p> <p>(e) Any person insured under this section who fails to observe the terms, conditions and exceptions of this policy as far as they can apply. The cover will also not apply if they can claim under another policy.</p> <p>(f) Damage to any motorcycle where cover in connection with the use or riding of that motorcycle is provided by this section.</p>

Section III No Claims Bonus

If **you** do not make a claim under this policy during a 12 month **period of insurance** **your** no claims bonus may be updated and will be displayed on **your** statement of fact, **your policy schedule** and on **your** renewal invitation. Please note that there are circumstances that can affect **your** no claims bonus with some examples listed below:

- Theft
- A collision
- Storm or weather damage
- Malicious or vandalism damage
- Uninsured third parties.

Claims that will not affect **your** no claims bonus are:

- A collision where the third party admits liability and **we** make a full recovery of all costs and expenses incurred
- Emergency treatment fees

Protecting your no claims bonus

Depending on **your insurer**, **you** may have paid an additional premium to protect **your** no claims bonus.

MotorCycle Direct will confirm to **you** on **your** statement of fact, **your policy schedule**, and when **we** issue **your** renewal invitation if **your** no claims bonus is protected or if **your** no claims bonus protection has been removed. **Your** no claims bonus protection may be affected if **you** have had a claim on **your** policy where **your insurer** is unable to recover the full costs and expenses incurred.

Section IV Compulsory Insurance Regulations

If under the law of any country **we** must make a payment which **we** would not otherwise have to make, **you** must repay that amount to **us**.

Section V Emergency Treatment

We will pay for any emergency treatment of injuries under the Road Traffic Acts, following an accident on **your motorcycle**. If **we** agree to pay this payment and if this is the only payment **we** are making, this will not affect **your** no claims bonus.

Section VI Riding your motorcycle abroad

Minimum insurance cover

If **you** are travelling in any EU country or any country that has satisfied the requirements of the Commission of the European Community, **we** will apply the minimum insurance cover applicable to the country **you** are travelling in or through.

All countries as displayed on **your certificate of motor insurance** have agreed that a **green card** is not necessary for cross border travel. **Your certificate of motor insurance** should therefore provide sufficient evidence that **you** are complying with the laws on the compulsory insurance of motorcycles in any of these countries that **you** visit.

We will cover **you** for 30 days per trip up to a maximum of 90 days in any one **period of insurance**. The cover **we** will provide will match the cover on **your schedule**. There is no cover for any country that is not displayed on **your certificate of motor insurance**.

In addition to the minimum cover, your policy includes:

- reimbursement of any customs duty **you** may have to pay after temporarily importing **your motorcycle** into any country displayed on **your certificate of motor insurance** subject to **your** liability arising as a direct result of a claim covered under this policy.
- salvage charges and sue and labour charges whilst **your motorcycle** is being transported by sea between any countries displayed on **your certificate of motor insurance** provided that **your motorcycle** is covered for loss or damage under this policy.

Extending your cover in EU countries

We may be able to extend cover to match the cover on **your schedule** within non EU Countries on request. A green card will be required for this and there may be an additional premium payable.

General Exceptions

We shall not be liable in respect of:

1. any accident, injury, loss, damage or liability caused, sustained or incurred while **your motorcycle** insured by this policy is being:

- (a) Used or ridden other than for the purposes allowed on **your certificate of motor insurance** or
- (b) Ridden by any person other than described under the appropriate sections of **your certificate of motor insurance** except that cover will not be withdrawn if the injury, loss or damage was caused as a result of **your motorcycle** being stolen or having been taken without **your** consent or other lawful authority or
- (c) Ridden by any person unless such person holds a licence, and is not disqualified for holding or obtaining a licence, to ride such **motorcycle** or
- (d) Ridden by or in the charge of anyone who does not meet the terms and conditions of their driving licence as required by DVLA/DVANI rules and regulations and any relevant law or
- (e) Ridden by, in the charge of or for the purpose of being ridden by any person to whom such **motorcycle** has been hired.

2. Any liability, which attaches by virtue of any agreement but which would not have attached in the absence of such agreement.

3. Loss or destruction of or damage to any property whatsoever or any loss or expense whatsoever or any indirect loss resulting or arising from the carriage of substances that require a licence or any legal liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from:

- (a) ionising radiation or contamination by radioactivity from any irradiated nuclear fuel or from any nuclear waste from the combustion of nuclear fuel or
- (b) the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.

4. Any consequence of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power except so far as is necessary to meet the requirements of the Road Traffic Acts. Except to the extent that **we** are liable under the Road Traffic Act, this policy does not cover any consequence whatsoever resulting directly or indirectly from or in connection with terrorism as defined in the UK Terrorism Act 2000, regardless of any other contributory cause or event.

5. Any accident, injury or damage (except under Section II) arising during or in consequence of:

- (a) Earthquake or
- (b) Riot or civil commotion occurring elsewhere than in Great Britain, Northern Ireland, the Isle of Man and the Channel Islands.

6. Any liability in respect of pollution except liability which **we** are obliged to cover by law.

7. Any accident, injury, loss, damage or liability when any **motorcycle** covered by this policy is being ridden or used in or on that part of an aerodrome, airport, airfield or military base provided for:

- (a) the take-off or landing of aircraft and for the movement of aircraft on the surface or
- (b) aircraft parking aprons including the associated service roads, refuelling and ground equipment parking areas and parts of passenger terminals of international airports which come within the customs examination area.

General Conditions

Misrepresentation

You must take reasonable care to provide complete and accurate answers honestly and to the best of **your** knowledge to the questions **we** ask when **you** take out, make changes to, and renew **your** policy. If **you** fail in this duty it may have adverse consequences on **your** policy including in worst case scenarios refusing all claims, cancelling the policy from the **commencement date** and retaining all premiums paid.

Changes we need to know about

Please tell **MotorCycle Direct** if there are any changes to the information set out in the statement of fact, **certificate of motor insurance** or on **your schedule**. **You** must also inform **MotorCycle Direct** of the following changes:

- A change to who is insured under this policy
- Motoring convictions (driving licence endorsements, fixed penalties or pending prosecutions for any motoring offences) for any riders named under this policy
- Criminal convictions for any of the riders named under this policy
- A change of **motorcycle**
- Any **motorcycle** modifications
- Any change affecting ownership of the **motorcycle**
- Any change in the way that the **motorcycle** is used
- A change of address
- A change of driving licence or conditions applicable to any driving licence for any rider named on the **certificate of motor insurance**
- A change in occupation
- Details of any accidents, claims, losses or damage to any motor vehicle whether or not a claim is made and regardless of blame of anyone that will ride the **motorcycle**
- Details of any medical conditions of anyone that will ride the **motorcycle**.

This is not an exhaustive list and if **you** are in any doubt, please contact **MotorCycle Direct** who will advise **you** of any revised terms or premium that may be applied to **your** policy.

If the information provided by **you** is not complete and accurate, **your** policy:

- may be cancelled and any claim refused
- may not pay any claim in full
- premium and **excesses** may be revised
- cover may be affected.

Your Duty to Prevent Loss or Damage

You shall take all reasonable steps to prevent loss or damage to any **motorcycle** described in the **schedule** and to ensure that any such **motorcycle** is kept or used with a valid Department of Transport (MOT) certificate, if one is needed, and **you** must maintain **your motorcycle** in a roadworthy condition. **You** must also keep to all legal regulations relating to your motorcycle and its ownership. **We** shall have at all times free access to examine **your motorcycle** or any **motorcycle** hired to **you** under a hire purchase agreement.

Contract (Right of Third Parties) Act

A person or company who is not party to this policy has no right under the Contract (Right of Third Parties) Act to enforce any term of this policy but this does not affect any right or remedy of a third party which exists or is available apart from that Act.

Your right to cancel in the cooling-off period

You will, for a period of 14 days from the date **you** receive **your** policy documentation, or the **commencement date** whichever is later, have the right to cancel this policy and receive a refund (unless **you** have made a claim). This refund will be subject to a charge for the period of cover **you** have received, plus a cancellation fee, details of which can be found in the **MotorCycle Direct** 'About Our Insurance Services' document.

Your right to cancel after the cooling-off period

Following the expiry of **your** 14 day cooling-off period, **you** can cancel **your** policy at any time. If **you** do so, **you** will be entitled to a refund of the premium paid (unless **you** have made a claim). This refund will be subject to a charge for the period of cover **you** have received, plus a cancellation fee, details of which can be found in the **MotorCycle Direct** 'About Our Insurance Services' document. There may also be a charge of up to £40 charged by **your insurer**. This amount may vary depending on **your insurer**. **We** advise **you** to contact **MotorCycle Direct** before deciding upon cancellation and to discuss any refund that may be due to **you**.

If **you** decide to cancel **your motorcycle** insurance policy, **you** must contact **MotorCycle Direct** by:

- Telephone on: 0344 800 0966
- E-mail at: customer.services@europa-group.co.uk
- Writing to **MotorCycle Direct** at; Europa House, Midland Way, Thornbury BS35 2JX.

If **you** are paying for **your motorcycle** insurance policy by monthly Direct Debit payments, it is important to remember that cancelling **your** Credit Agreement does not cancel **your motorcycle** insurance policy. For information on monthly Direct Debit payments, please refer to **your** Credit Agreement.

Cancellation by us or MotorCycle Direct

We or **MotorCycle Direct** may cancel this policy by sending 7 days' notice to **you** at **your** last known address (and in the case of Northern Ireland to the DVANI) or to **your** last known e-mail address if **you** have chosen to receive **your MotorCycle Direct** documents electronically. **You** will be entitled to a refund of the premium paid, subject to a deduction for the time for which **you** have been covered. If **we** or **MotorCycle Direct** do so, **you** will be entitled to a refund of the premium paid (unless **you** have made a claim). This refund will be subject to a charge for the period of cover **you** have received, plus a cancellation fee, details of which can be found in the **MotorCycle Direct** 'About Our Insurance Services' document. There may also be a charge of up to £40 charged by **us**. This amount may vary depending on **your insurer**.

We have listed below some examples of why **we** and **MotorCycle Direct** will cancel **your motorcycle** insurance policy. The list is not exhaustive but **we** and **MotorCycle Direct** will:

- Give 7 days' cancellation notice if **your motorcycle** is deemed a total loss in the event of a claim
- Give 7 days' cancellation notice if **you** do not pay the premium or instalment by the specified date
- Give 7 days' cancellation notice if **your** circumstances change and **we** can no longer insure **you**
- Void **your** policy (meaning policy never existed) and apply the appropriate administration charges where **we** identify misrepresentation or fraud or any attempt to gain an advantage under this insurance to which **you** are not entitled
- Give 7 days' cancellation notice if **you** have not taken reasonable care to provide complete and accurate answers to the questions that are asked
- Give 7 days' cancellation notice if **you** have not provided the documents that have been requested in the timescales that have been given

Fraud

In order to prevent and detect fraud **we** or **MotorCycle Direct**, may at any time check **your** information, or that of any named rider, against a range of anti-fraud or claims databases. **We** may also exchange information with

other insurers through various databases. **We** may also share **your** policy information with law enforcement agencies, other organisations and public bodies.

If **you** or anyone representing **you**:

- Deliberately provides **us** or **MotorCycle Direct** with inaccurate or misleading information to the questions asked when purchasing, amending or renewing this insurance
- Provides **us** with falsified documentation
- Makes a fraudulent, exaggerated or false claim
- Makes a fraudulent payment

We and **MotorCycle Direct** will:

- Reject a claim or reduce the amount paid in respect of the claim
- Void **your** policy (meaning **your** policy never existed) and apply the appropriate administration charges
- Retain all premiums paid
- Recover from **you** any claim payments and any further costs **we** have incurred
- Pass **your** details to law enforcement, money laundering, fraud prevention agencies and other organisations who may also access and use this information.

Other Insurances

If at the time any claim arises under this policy and there is any other existing insurance covering the same loss, damage or liability **we** will only pay **our** share.

Law Applicable

The law of England and Wales will apply to this contract unless:

- **you** and **we** agree otherwise; or
- **you** are a resident of Scotland, Northern Ireland, the Channel Islands or the Isle of Man, in which case the law of that country will apply.

Making a complaint

If **you** want to make a complaint **you** can do this in a number of ways:

- By phoning 0344 800 0966
- By emailing customer.services@europa-group.co.uk
- By writing to **MotorCycle Direct**, Europa House, Midland Way, Thornbury, Bristol, BS35 2JX.

Where **your** complaint relates to a claim, please contact **your insurer** directly. The contact details of **your insurer** can be found in **your schedule** or will have been given to **you** when the claim was notified.

Once a final response has been issued and **you** remain unhappy, **you** may be entitled to refer **your** complaint to the Financial Ombudsman Service within 6 months of receipt of the final response:

- By phoning 0800 023 4567
- By logging on to the website at www.financial-ombudsman.org.uk
- By emailing complaint.info@financial-ombudsman.org.uk
- By writing to Financial Ombudsman Service, Exchange Tower, London, E14 9SR.

This complaints procedure does not affect **your** rights to take legal proceedings.

Financial Services Compensation Scheme

MotorCycle Direct are members of the Financial Services Compensation Scheme (FSCS). This provides compensation in case any member goes out of business or into liquidation and is unable to meet any valid claims against its policies. **You** may be entitled to compensation if **we** cannot meet **our** obligations, depending on the circumstances of the claim.

Further information about the scheme is available from the FSCS website www.fscs.org.uk, or **you** can telephone freephone 0800 678 1100, or write to Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St. Botolph Street, London, EC3A 7QU.

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