

## SUNDAYS STRAVA SUMMIT PERKS

Insurance cover

This Sundays Strava Summit Perks policy is only available to active Strava Summit Membership holders who are citizens or permanent residents of Australia. Sundays Insurance is a brand and registered business name of Velosure Pty Ltd ABN 81151706697 AR410026 who is the policy administrator. Hollard ABN 78 090 584 473 AFSL No. 241436 is the insurer and has appointed Velosure as its Authorised Representative to administer this policy.

### DEVICE

#### Cover Provided

We will cover your Device, up to the Cover Limit, for the lesser of the repair or Replacement Cost of your Device where it is damaged as the result of an Accident and your bicycle is damaged and/or you need medical treatment, occurring anywhere in Australia during the period of insurance.

- Cover is conditional that you were tracking a Strava cycling activity at the time of the Accident which causes damage to your Device.
- Accident is defined as a sudden, unforeseen and unintended event.
- Device is defined as a mobile phone, GPS cycle computer or GPS sports watch.
- Replacement Cost is defined as the lesser of recommended retail price (RRP) at the time of the Accident (including GST); or the market price that the Device was last advertised at, if it is no longer available to purchase as new.
- In the event of a claim you must provide us with a copy of your proof of purchase of the Device.

**Cover Limit** 1 claim per policy period up to a maximum of \$800 (inclusive of the excess) **Excess** : An Excess of \$100 is payable by you

#### Exclusions

##### Cover is Excluded where:

- Your Device is stolen or lost;
- Your Device damaged is caused by water, liquid or moisture;
- Damage does not prevent the Device from being used;
- Damage is only cosmetic (including scratches and dents to the Device and/or screen cover or case);
- Loss or damage is covered under warranty;
- At the time of the Accident the Device is older than 24 months from the date of purchase, when purchased new;
- You are unable to reasonably provide proof of purchase and confirmatory identification of the Device's serial number or other manufacturer's identifier;
- Any loss as a result of not being able to use the Device;
- You are unable to reasonably satisfy us that the damage to your Device was caused as a result of an Accident;
- You cannot provide us with reasonable satisfaction the location details of your Accident.

### TAXI

#### Cover Provided

In the event of an Accident or where your bicycle cannot be ridden due to mechanical failure (other than noted under Exclusions), we will reimburse you up to the Cover Limit for the cost of transporting you and your bicycle to a public transport station, bicycle repair shop or your home, whichever is the nearest and most reasonable at the time of the Accident or mechanical failure.

- Cover is conditional on you tracking this cycling activity on Strava at the time of the Accident/mechanical failure of your bicycle.
- You must provide us with a copy of the receipt/proof of payment for the trip. We may reasonably request additional information to verify your

**Cover Limit** 1 claim per policy period up to a maximum of \$65 **Excess** : \$0

#### Exclusions

##### Cover is Excluded where:

- The Accident or mechanical failure occurred within 2 kilometres of where you commenced your cycling activity;
- Costs incurred after you have been transported to either a public transport station, bicycle repair shop or your home;
- The mechanical failure is a flat tyre(s) or a puncture(s) and it can be repaired by replacing the tube;
- Where, during your cycling activity which is part of a race or an organised ride, club or otherwise, there are adequate recovery facilities made available by the organiser(s);
- You cannot reasonably provide us with the location details of your Accident;
- You cannot reasonably provide us with proof that you had an Accident or that your bicycle was mechanically damaged.

## RUNNING EVENT ENTRY FEE

### Cover Provided

If you have entered and paid an entry fee to participate in an organised running event and subsequently you are unable to participate in the event due to an unforeseen illness or injury, we will reimburse your entry fee up to the Cover Limit.

Any reimbursement claim will only be processed after the running event date and you have provided to us to our reasonable satisfaction;

- verification of the amount and payment by you of the entry fee; and
- a medical certificate from a registered health professional, verifying your illness or injury.

<b>Cover Limit</b>	1 claim per policy period up to a maximum of \$120	<b>Excess :</b> \$0
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### Exclusions

#### Cover is Excluded where:

- You were suffering from the injury or illness at the date of entering the running event or such illness was existing, sustained or diagnosed prior to entering the running event;
- You are unable to reasonably provide us with verification of the payment and entry of the running event;
- You are unable to provide us with a medical certificate from a registered health professional, verifying your illness or injury.
- You are able to claim a refund or were able to transfer your entry fee to another entrant.

## GENERAL EXCLUSIONS

### You will not have Cover under this policy where:

- Your Strava Summit membership has lapsed;
- You are unable to provide us to our reasonable satisfaction with sufficient verification (described above) to support your claim;
- Your claim is a result of an accident, incident, injury and/or illness that predates the policy issue date;
- Under any claim, under either Device Cover or Taxi Fare Reimbursement, a Strava cycling activity was not being logged when the incident occurred;
- Your claim is for any consequential loss or loss arising from warranty invalidation; or
- You are not an Australian Citizen or an Australian Permanent resident.

## IMPORTANT

### Period of Insurance/Policy period

Your Period of Insurance is also your policy period. This will be shown on your Insurance Certificate contained within your Welcome Email. Cover under this insurance will cease on the earlier of your Strava Summit membership ceasing/lapsing OR twelve (12) months from the Policy issue date also shown on your Insurance Certificate.

### Policy Holder

In this policy all references to 'you' or 'your' is the Policy Holder shown in the Insurance Certificate contained in your Welcome Email. The benefits covered under this policy are restricted to the named Policy Holder and are not transferrable.

### Making a claim

You can make a claim by lodging your claim online at [sundaysinsurance.com.au/claims](https://sundaysinsurance.com.au/claims) or you can email [stravaperks@sundaysinsurance.com.au](mailto:stravaperks@sundaysinsurance.com.au). You should lodge your claim with us within 30 days of the incident occurring. 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.

### Preferred repairer

In the event of a claim where we choose to repair your Device we will advise you of our preferred repairer to undertake repairs to your Device. Please note we reserve the right in all instances (acting reasonably) to have repairs undertaken at a repairer of our final choice.

### 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: [stravaperks@sundaysinsurance.com.au](mailto:stravaperks@sundaysinsurance.com.au)

When you make your complaint please provide as much information as possible. our aim is to resolve all complaints as soon as possible, however where we can't resolve your concern immediately we will try to resolve it within 15 business days.

#### 2. Escalate your complaint to our Internal Dispute Resolution Team

If we haven't responded to your complaint within 15 business days, or if you're not satisfied with how we've tried to resolve it, 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

## IMPORTANT

Mail: Sundays Insurance  
Internal Dispute Resolution Committee  
PO BOX 199 Chatswood NSW 2067  
Phone: 02 80740 7882 | Email: [hello@sundaysinsurance.com.au](mailto:hello@sundaysinsurance.com.au)

The Dispute Resolution Specialist will provide in writing our final decision within 15 business days of your complaint being escalated unless they've requested an extension from you and you've agreed to give us more time.

### 3. Seek an external review of Our decision

If You are not satisfied with Our response or if We've taken more than 45 days to respond to You from the date You first made Your complaint You may lodge a complaint 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](mailto:info@afca.org.au) | Website: [www.afca.org.au](http://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.

### Cancellation and Renewal

This policy will be cancelled automatically if your Strava Summit Membership is cancelled or has lapsed. This policy is not a renewable insurance cover. This policy will not be renewed.

### Who is the Insurer?

This policy is issued by 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.

### 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.

### Who is Sundays Insurance?

Sundays Insurance is a brand and registered business name of Velosure Pty Ltd (Velosure) ABN 81 151 706 697 of Level 12, 465 Victoria Ave Chatswood NSW 2067. Velosure is an Authorised Representative (AR No. 410026) of Hollard and acts on behalf of Hollard under a Binder arrangement.

### Cost of this policy and Remuneration

This policy of insurance is an annual policy and is provided to current members of Strava Summit Membership as a benefit, at no cost to members. Sundays Insurance, on behalf of the insurer, Hollard, has provided this insurance under a commercial arrangement it has with Strava. Sundays Insurance may, from time to time, market other insurance products to Strava Summit Members in accordance with this arrangement, but always with the agreement and consent of Strava.

### Privacy

Our Privacy Policy available on our website and sets out how we protect your personal information. We collect, store and use your personal information to provide you with, and inform you about insurance and insurance-related services. To do this we may communicate your personal information to our service providers. This will always be done as permitted by the relevant privacy legislation. If you wish to stop receiving information about new insurance and insurance related services you can call us at 02 8704 7882 during business hours or email us at [hello@sundaysinsurance.com.au](mailto:hello@sundaysinsurance.com.au).

### The General Insurance Code of Practice

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

The objectives of this Code are:

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

The Code Governance Committee (CGC) is the independent body that monitors and enforces our compliance with the Code. It also aims to drive better Code compliance, helping the insurance industry to improve its service to consumers.

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

### Extra Care Process

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

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

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

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

Phone: 1300 83 5678

Email: [customercare@velosure.com.au](mailto:customercare@velosure.com.au)

### Financial Claims Scheme and Compensation Arrangements

Hollard is authorised under the Insurance Act 1973 to carry on general insurance business in Australia by the Australian Prudential Regulation Authority (APRA). This Act contains prudential standards and practices designed to ensure that financial promises made by Hollard are met within a stable, efficient and competitive financial system. Because of this Hollard is exempted by The Corporations Act 2001 (Cth) from the requirement to meet the compensation arrangements Australian Financial Services licensees must have in place to compensate retail clients for loss or damage suffered because of breaches by Hollard or its representatives. Hollard has compensation arrangements in place that are in accordance with the Insurance Act 1973 (Cth). The protection provided under the Federal Government © Financial Claims Scheme applies to Hollard. If Hollard is unable to meet its financial obligations a person may be entitled to payments under this Scheme. Information about this Scheme can be obtained from the APRA website at [fcs.gov.au](http://fcs.gov.au) or their hotline on 1300558849. **This PDS was updated 18 March 2021.**