

Laka Fee Agreement

1. About this agreement

This is an agreement between you and Laka. It is separate to your Bicycle Insurance Policy and Policy Schedule.

This agreement sets out the terms on which Laka will provide services to you or on your behalf.

2. Laka's role

Laka is the administrator of your policy.

That means that Laka is responsible for providing you with support relating to your Bicycle Insurance Policy, as set out below.

As administrator, Laka will:

- arrange your Bicycle Insurance Policy with Zurich
- administer changes to your policy
- govern the policy conditions on Zurich's behalf
- handle and settle your claims; and
- host the Laka platform to support the administration of your policy.

If your Bicycle Insurance Policy is terminated, this agreement will terminate automatically. you will still be liable for any outstanding Laka fee.

3. The Laka Fee

You must pay the Laka fee for Laka's role as Administrator.

Laka fee is 27.5% of your personal cap.

You must pay the Laka fee each month. The Laka fee is a separate charge to the share Laka will collect from you on Zurich's behalf.

Your share plus the Laka fee will never exceed the personal cap stated in your Policy Schedule.

Laka will attempt to collect payment of your Laka fee on the 3rd business day of the calendar month after your period of insurance.

If Laka cannot collect your payment successfully, your cover will be paused retroactively to the last day of the previous month and you will not be able to submit a claim.

Laka will attempt to get in touch with you to continue your cover. If Laka receives your payment before the 7th business day of the new month, Laka will reactivate your cover retrospectively. If not, Laka will cancel your policy.

If you cancel your policy within 14 days of first taking out the policy, unless you have made a claim, you will not be required to pay your Laka fee for the period of insurance.

4. Sanctions

Notwithstanding any other terms of this agreement, Laka will be deemed not to provide any service to you to the extent that such service and / or any business or activity of you would violate any applicable trade or economic sanctions law or regulation.

5. Law that governs this agreement

This policy is governed by English law and any disputes will only be dealt with in the courts of England or other relevant countries within the United Kingdom.

6. Personal data

This section gives you a summary of how Laka will deal with your personal information. More information about this can be found here: <https://laka.co/gb/privacy-policy>

Laka will collect and process personal information about you in order to provide you with quotations or a contract of insurance, or to meet Laka's legal or regulatory obligations, or for the legitimate interests of providing you with Laka's products and services.

Please note that Laka may have to provide such information to third parties and / or send information for processing to other companies which may or may not be located within the European Economic Area. At all times Laka will do it's best to treat your information with respect and confidentiality and that safeguarding is in line with the requirements of European data protection laws.

Laka may seek your permission to obtain personal data from Social Media platforms as part of the on-boarding journey (Strava / Facebook login) and subsequently. Laka may further enrich your profile with additional data that is publicly available or, with your explicit permission, access more detailed information on alternative platforms (Instagram, Twitter etc).

Laka will hold your personal data for as long as necessary but you have the right to ask for a copy of the information Laka holds about you, to request that your information is corrected if it is inaccurate and to ask for your personal data to be deleted or transferred. If you want to know more about how Laka uses personal information or have any data protection questions, please contact the Data Protection Officer, Laka Limited, 20 St Thomas St, London SE1 9RS.

7. How Laka handle your complaints

Laka wants to do its best to deal with you fairly and to your satisfaction.

If you have any concern or complaint about the services provided under this agreement, please contact Laka via web chat on the Laka platform or by email (support@laka.co). Laka will aim to resolve your concerns as soon as possible.

If your complaint relates to your contract of insurance, please refer to the complaints procedure detailed in your Policy Wording.

Words underlined in this document have the same meaning as defined in the policy wording Bicycle Insurance Policy v2.5 (May 2026)