

BICYCLE REPLACEMENT & REPAIR PROCESS

Who will repair your bicycle?

- **Old Mutual Insure** has partnered with Cycle Lab and Carbon Bike Repair to manage all bicycle claims
- Cycle Lab is a well-known bicycle retailer in South Africa, with a national footprint
- Carbon Bike Repair (CBR) is the most widely used bicycle repair service in South Africa. They have been operating successfully since 2017

Benefits:

- Qualified carbon fiber repair technicians
- Lifetime warranty on repairs
- With repair, we have included bicycle service of up to R3 000
- If the bicycle is irreparable, a competitive replacement option through Cycle Lab will be provided
- No excess is payable on repairs



YOU

- Register a claim by calling 0861 247 365 or log the claim on **MyOMinsure**

1



OM Insure

- Contacts you for the required information, i.e. location, photographs, and bicycle specifications, and will also advise you to drop off your bicycle at your nearest Cycle Lab (if there is a branch in your area)
- Arranges courier of the damaged bicycle to Carbon Bike Repair, if there is no Cycle Lab in your area

2



Supplier

- Provides **Old Mutual Insure** with a complete detailed inspection report and appropriate replacement/repair costs

3



OM Insure

- Informs you about the scope of work and sends you the replacement/repair quotation
- Sends the repair instruction to supplier

4



Supplier

- Repairs the bicycle, or services the bicycle, and returns it to you

5

For any questions, please contact Hendrik Uys on 081 305 9958 or send an email to Hendrik.Uys@ominsure.co.za

*Disclaimer:

Carbon Bike Repair will only effect repairs on components that they know once repaired, will be safe. Carbon Bike Repair is the most widely used bicycle repair service in South Africa, and they follow tried and tested techniques and strict processes from their sister company in the UK.

For more information, visit www.carbonbikerepair.co.za



INSURE

DO GREAT THINGS EVERY DAY

All products are underwritten by Old Mutual Insure, an Authorised Financial Services Provider (FSP 12).