



Relax, we'll help you.

# INSURANCE CERTIFICATE

*Short-term insurance for e-scooter rental*

## Who and what is covered by the insurance

The insurance covers third party liability according to the Danish Road Traffic Act when using an e-scooter in Denmark rented from Bolt. The liability claim must be caused by the Bolt e-scooter when used as a motor vehicle and during the rental period, and the driver and renter must be the same person.

## The insurance does not cover

- Injury to the driver's person.
- Damage to things belonging to the driver.
- Damage that occurs if the vehicle is used for transporting goods for a fee regulated by the Danish CMR Law.
- Damages caused intentionally or by gross recklessness, cf. section 108 (2) of the Danish Road Traffic Act.
- Damage caused while the vehicle was driven by a person who was under the influence of alcohol or drugs, cf. section 20 of the Danish Insurance Contract Act.
- Damage that occurred while the vehicle was driven by a person who did not have a statutory right to drive the vehicle.
- Fines and costs of criminal proceedings.

## Compensation

The insurance covers in Denmark with the sums stipulated in the Danish Road Traffic Act. There is no deductible.

## What to do if the damage occurs

- You should, after the best of your abilities, try to stop or minimize the damage. Report the damage as soon as possible in the Bolt application or via [accident@bolt.eu](mailto:accident@bolt.eu). Bolt will forward legitimate claims to If Skadeforsikring who will handle the claims settlement.
- Do not throw out any damaged or replaced items or repair them until If Skadeforsikring have said OK. However, preliminary repair must be done if it is necessary to avert serious consequences. If you do not comply, you may lose the right to compensation in whole or in part.
- When an injury is reported, it is important that we get accurate information about what happened. This way, we can quickly and easily provide the correct treatment of the damage and find the right replacement and / or repair.

## Remedies

If you are not satisfied with a decision made by If Skadeforsikring, you can contact the department that handled your case. If after your application to the department, you are still not satisfied, you can within 6 months from the case has been finalized, contact If's Customer Representative, who will process your complaint at no cost. You can contact the If Customer Ombudsman directly via our website [if.dk](http://if.dk) or call +45 70 22 01 32. Should you after your inquiry with If Skadeforsikring still not be satisfied, you can complain to:

Appeals Board for Insurance  
Anker Heegaards Gade 2  
1572 København V  
[www.ankeforsikring.dk](http://www.ankeforsikring.dk)  
Telefon 33 15 89 00

A complaint to the Appeals Board must be submitted on a special complaint form, which you can get from If Skadeforsikring or the Appeals Board. It costs a small fee. The fee will be reimbursed if you are fully or partially successful in your complaint or the board declines to deal with the complaint.

## Personal information

See [www.if.dk](http://www.if.dk) to read about how If Skadeforsikring handle personal data.

## About the insurance certificate (this document)

The insurance certificate gives a summary of your insurance while using a rented e-scooter from Bolt. However, it is the terms and conditions agreed between Bolt and If Skadeforsikring that at all times regulates the insurance. The terms and conditions always prevail the conditions set out in this document in case of unintended inconsistency.