

# ÖKK BIKE

## How to make a claim

Claim	What should I do?
<b>Accident or crash</b>  Your bike has been damaged/broken in an accident or crash.	<ol style="list-style-type: none"><li>1. Contact an official specialist workshop and make an appointment to get your bike repaired/inspected.</li><li>2. Register your claim online: <a href="http://www.erv.ch/okk-claims">www.erv.ch/okk-claims</a></li><li>3. Upload the following documents<ul style="list-style-type: none"><li>– Quote for repair costs over CHF 1,000</li><li>– Benefit provided by primary insurer (e.g. household goods)</li><li>– Repair invoice</li><li>– If your bike is a write-off, confirmation of this from an official specialist workshop</li><li>– Accident statement if a third party was involved</li><li>– Receipts for onward/return travel</li><li>– Photographs of the damage</li><li>– Initial purchase invoice for the bike incl. accessories</li></ul></li></ol> <p>European Travel Insurance (ERV) will process the claim.</p>
<b>Mechanical problems</b>  Your bike had a mechanical problem.	<ol style="list-style-type: none"><li>1. Continue your onward/return journey with another means of transport.</li><li>2. Register your claim online: <a href="http://www.erv.ch/okk-claims">www.erv.ch/okk-claims</a></li><li>3. Upload the following documents<ul style="list-style-type: none"><li>– Statement of benefits from primary insurer (e.g. household goods)</li><li>– Receipts for onward/return travel</li></ul></li></ol> <p>European Travel Insurance (ERV) will process the claim.</p>
<b>Theft</b>  Your bike has been stolen.	<ol style="list-style-type: none"><li>1. Contact the police and report the theft.</li><li>2. Register your claim online: <a href="http://www.erv.ch/okk-claims">www.erv.ch/okk-claims</a></li><li>3. Upload the following documents<ul style="list-style-type: none"><li>– Police report</li><li>– Initial purchase invoice for the bike incl. accessories</li><li>– Benefit provided by primary insurer (e.g. household goods)</li><li>– Receipts for onward/return travel</li></ul></li></ol> <p>European Travel Insurance (ERV) will process the claim.</p>

# ÖKK BIKE

## How to make a claim

Claim	What should I do?
<p><b>Vandalism or attempted theft</b></p> <p>Your bike has been damaged as a result of vandalism or attempted theft.</p>	<ol style="list-style-type: none"><li>1. Contact the police and report the incident.</li><li>2. Contact an official specialist workshop and make an appointment to get your bike repaired/inspected.</li><li>3. Register your claim online: <a href="http://www.erv.ch/okk-claims">www.erv.ch/okk-claims</a></li><li>4. Upload the following documents<ul style="list-style-type: none"><li>– Quote for repair costs over CHF 1,000</li><li>– Benefit provided by primary insurer (e.g. household goods)</li><li>– Receipts for onward/return travel</li><li>– Repair invoice</li><li>– If your bike is a write-off, confirmation of this from an official specialist workshop</li><li>– Police report</li><li>– Photographs of the damage</li><li>– Initial purchase invoice for the bike incl. accessories</li></ul></li></ol> <p>European Travel Insurance (ERV) will process the claim.</p>
<p><b>Important appointment</b></p> <p>You have to get to an important appointment, but your bike is broken/has been stolen.</p>	<ol style="list-style-type: none"><li>1. Continue your onward/return journey with another means of transport.</li><li>2. Contact an official specialist workshop and make an appointment to get your bike repaired/inspected.</li><li>3. Register your claim online: <a href="http://www.erv.ch/okk-claims">www.erv.ch/okk-claims</a></li><li>4. Upload the following documents<ul style="list-style-type: none"><li>– Evidence of claim (e.g. repair invoice, accident statement if a third party was involved or police report)</li><li>– Statement of benefits from primary insurer (e.g. household goods)</li><li>– Receipts for onward/return travel</li></ul></li></ol> <p>European Travel Insurance (ERV) will process the claim.</p>