

## Terms and Conditions

### Definitions

#### We

TRUE CYCLE ASSIST or TRUE SOLICITORS LLP

#### True Cycle Assist

A trading style of True Solicitors LLP

#### Claim

Your claim for compensation for the damage to your bike, biking accessories, personal injury and any other associated losses against the Third Party.

#### Acceptance Criteria

Your claim has reasonable prospects of success and the value of your claim exceeds the current Small Claims limit. Reasonable prospects of success means that it is more likely than not that a court would decide the legal action in your favour, or award you a more favourable settlement that has been offered by your opponent. The small claims limit is currently £10,000 for property damage claims and £1,000 for any personal injury claim.

#### Third Party / Opponent

The person and/or party whose negligence caused your accident.

#### TRUE 'No Win, No Fee' legal funding arrangement

If you instruct True Solicitors LLP, they will act for you under the terms of their Conditional Fee Agreement. The terms of the agreement mean that you pay nothing if your claim is unsuccessful, provided you comply with the terms of the agreement, and if you win you pay a success fee.

#### Legal Expenses Insurance

Legal Expenses Insurance protects you from the financial risks directly associated with pursuing a legal case. Without it, you could be liable to pay expenses (called disbursements) such as medical reports, barrister fees, and the legal costs of your opponent.

#### Participating bike shop

The bike shop that referred you to TRUE CYCLE ASSIST.

#### TRUE 'No Win No Fee' Legal Representation

If your claim meets our acceptance criteria, then TRUE Solicitors LLP will offer you a **TRUE 'no win, no fee'** funding arrangement, including legal expenses insurance. This means that if your claim is not successful, you will not pay any costs. If your claim is successful then we charge a success fee that will never exceed 25% of the damages you recover from your opponent.

#### \*Free Legal Expense Insurance

If TRUE Solicitors LLP agree to act for you under the terms of a Conditional Fee Agreement, then the funding arrangement will include **legal expenses insurance**. This insurance cover is supplied by an independent insurance company that is regulated by the Financial Conduct Authority. The terms, conditions and limitations of the policy shall be notified to you before the policy is taken out.

This offer is exclusive to clients referred to True Solicitors LLP under the **TRUE CYCLE ASSIST** scheme.

#### \*Free bike damage assessment

If your **claim** meets our **acceptance criteria**, then we will instruct and pay the **participating bike shop** to examine your damaged bike and prepare a bike damage report.

**PERSONAL INFORMATION**

We collect and process personal information that you give us when making a claim. This information includes your personal details e.g. your name, address, date of birth, occupation, email and telephone numbers, and information about your claim.

We use this information to record and process your accident compensation claim. When necessary we will share your personal information with other organisations such as insurance companies, government, legal representatives, the courts and any service providers including the **participating bike shop**.