Case Study 2025

Insurance claim dispute over cosmetic bicycle accident repairs

Insurance

What happened

Johnny collided with another cyclist, damaging his high-performance bicycle. He got a crash report that called for a specialist check of the frame and forks.

The specialist found no structural damage but recommended fixing accident-related cosmetic issues.

Johnny's insurance policy didn't cover cosmetic repairs. The insurer only paid for repairs covered under the policy.

Johnny insisted the damage was not just cosmetic but needed repair to protect the bike's function and performance. He wanted **£4,500** or full repair costs, plus compensation for distress and inconvenience.

What we considered

- the nature and impact of the accident and resulting damage
- whether policy terms and exclusions were correctly applied
- the adequacy and fairness of the insurer's assessment and settlement offer
- whether the claim handling, including communications and delays, was reasonable

What we found

- the insurer fairly assessed the damage based on the experts' reports
- cosmetic damage was not covered unless it affected bike function, per the policy exclusions
- the insurer's settlement offer for the covered repairs was fair and reasonable
- there was no misrepresentation of liability by the insurer

COMPLAINT NOT UPHELD – the insurer was not required to pay any additional compensation beyond the covered repair costs

Key learning

Insurance claims are generally resolved by reviewing the policy terms and exclusions. The claimant must provide clear proof for their claim, using clearly stated policy terms, while the insurer must justify any exclusions. Policyholders should carefully review their documents to understand their coverage when buying insurance and when making claims.