

THEFT & COMPENSATION PROCEDURE

Workflow for Stolen Bike Reporting and Compensation:

STEP 1: Customer Reports Stolen Bike:

Customer contacts WEDGETAIL to report the stolen bike.

WEDGETAIL provides the customer with their bike's serial number.

STEP 2: Police Registration:

Customer registers the bike theft with the local police, using the provided serial number.

Customer obtains the police registration number.

STEP 3: Bike Status on Bike Linc:

Customer submits the police registration number to WEDGETAIL.

WEDGETAIL registers the bike as stolen on Bike Linc (<https://bikelinc.com.au/>).

STEP 4: Assessment of Outstanding Amount:

WEDGETAIL assesses the outstanding amount based on factors like the bike's serial number (time in service) and the presence of liability reduction.

Liability Reduction

NO COVER: Customer is fully liable for all damage including theft. Maximum exposure is \$1,250 + Bond.

BASIC: Maximum exposure is \$900 + Bond. 25% discount on component damage (1 per month) - excludes wear and tear.

PLUS: Maximum exposure is \$600 + Bond. 50% discount on component damage (1 per month) - excludes wear and tear.

Customer is informed of the determined amount owed.

STEP 5: Payment Options and Plans:

Customer is given payment options:

- Full payment upfront.
- Split payment into 6 equal instalments.

Customized monthly payment plans if needed.

STEP 6: Payment Processing through SQUARE:

All payments or payment plans are processed securely through SQUARE.

Customer receives receipts and confirmation of payments.

STEP 7: Completion of Payments:

Customer completes payments within the agreed-upon timeframe.

WEDGETAIL monitors and records payments to closure of any outstanding debts.