

GNP Civil Liability Insurance

Policy 641956099

When using a Lime electric bicycle or scooter you have GNP Insurance,
with which you are backed by one of the most solid companies in the Mexican insurance sector for its extensive experience protecting the life, health and assets of millions of our clients.

What is it?

The Policy is a **Liability Insurance Civil GNP** for individuals who:

- **Rent a Lime Unit** through the Lime app or
- **Use a Lime Unit with the explicit consent of a user registered** in the Lime App (both referred to as Beneficiaries or Beneficiaries).

What coverage do you have?

Civil Liability Insurance **covers damages caused by users to third parties due to** the use and rental of bicycles and scooters.

Sum Insured	Limit per event	Deductible
$1,000,000 pesos MXN which operates as a Single and Combined Limit (SCL) for all insureds, subsidiaries, locations, and covered coverages, and covered events during the term of the policy.	**$250,000 pesos**	**$0 pesos**

Coverage period: November 6, 2026 to November 6, 2027.

How does the insurance apply?

- The insurance will only apply **if you are correctly registered in the application and the trip is registered.**
- Coverage begins **once a Lime unit is rented** through the Lime app and ends **when the tour ends.**
- **Users under the age of 18 are not covered.**

What does insurance not cover?

This policy includes general and particular exclusions indicated in the texts of **General Civil Liability of Grupo Nacional Provincial S.A.B.** The following are added:

- Fortuitous case.
- Punitive or exemplary damages.
- Any type of professional CR.
- Directors and officers.

- Pure financial loss.
- CR derived from cyber risk.
- Environmental responsibility.
- CR of any kind derived from activities other than those described as covered in this document.
- Quality assurance of the manufactured product or service provided.
- Moral damage and/or harm without physical damage, when covered for this type of compensation.

Additional exclusions:

- The users themselves.
- Damage to users' property.
- Damages to third parties for breaches of regulations.
- Damage to third parties when the user is in an inconvenient state.
- Damage to third parties due to the improper use of the bike or scooters.
- Damage to third parties by motor vehicles.
- Bike or scooter failures.
- Damage to third parties due to bicycle or scooter failures.
- Damage to third parties due to lack of maintenance on the bike or scooter.

What are the coverage locations?



The entire Mexican Republic

What to do in case of an accident?

Gather the following documentation according to the coverage you will make valid and send it to **accident@li.me** or via the Lime app.

- **Policy.**
- **Official identification.**
  Voter ID, passport or military card.
- **Letter of complaint to the company.**
  Addressed to GNP Seguros, indicating the date, full name of the insured, policy.
- **Letter of claim from third parties.**
- **Record of all trips.**

For more information, please consult our General Terms and Conditions.