

MORE TH>N® **BUSINESS**

## Business Policy Wording



YOUR BUSINESS INSURANCE

# Thank you for choosing MORE TH>N BUSINESS

We understand the cost and time pressures you're under as a business, which is why we set up MORE TH>N BUSINESS, building on our many years' experience insuring all kinds of companies. You'll find our tailored insurance products and services are specially designed to meet your needs, make your life easier, and bring you great value for money.

With us, as you're dealing directly with the insurance company we don't charge any commission fees. And more importantly we make sure your dealings with us are as quick and simple as possible.

Did you know we're part of the RSA Group, formerly known as Royal & Sun Alliance Insurance Group. So you'll benefit from our 300 years' insurance experience and our expertise in business insurance, such as Business Continuity Management, Risk Management and complex Claims handling. We're proud of our past but we're also a forward-looking company. We are continually striving to improve the service and products we offer our customers.

Whatever your insurance needs, our UK-based customer service teams are here to manage all your insurance queries and respond to your questions directly. These teams of highly trained Customer Managers will give you information on which type of insurance could be right for you. They'll explain the benefits of each policy, and can provide insurance quotes for vans, for business use and social and domestic pleasure use, business cars, offices, shops, public liability and professional indemnity.

We also offer specialist insurance for specific trades and professions – such as hotel and catering, florists, butchers, and hair and beauty. And we offer policies for different types of businesses such as start-ups or home-based businesses. Our landlord insurance is specially designed to protect the properties of both commercial and residential landlords. Just call our highly trained Customer Managers for expert guidance on any of these options.

If you need to make a claim, you'll benefit from the same level of service from our Claims team. They will take care of everything for you, ensuring you are kept informed of progress and that the whole claims process is as smooth as possible.

At MORE TH>N BUSINESS, we go beyond just insurance. We want to help you to support your business, which is why our website contains really useful information such as a Knowledge Centre. Here we keep you up to date with the latest business news, and provide valuable guidance and tips on a range of topics.

You can take advantage of our helplines to get free tax advice and if things are getting on top of you, you may benefit from our stress counselling. If you need confidential support in either of these areas, let us know.

You'll find all the important contact information on the next page, in the meantime we'd like to welcome you to MORE TH>N BUSINESS.

## Customer Care Services

As part of our commitment to customer care, we have provided additional services to help you when you need it most.

### Claims Helpline

We recognise that losses mean disruption to your business and that the ultimate test of any insurance policy is providing a fast, effective claims service. We also realise that running a business means that it might not be convenient for you to report a claim to us during normal office hours. That's why you can now notify us of any claim when it suits you – any time of the day or night. All you have to do is call!

### Emergency Repairs

Should emergency repairs be needed to your property, we will put you in touch with a tradesman from our carefully selected panel. You will have to pay the cost of any work done, but where the damage is caused by the insured event, you can of course submit the cost as part of your claim. Whatever the nature of the emergency, you just need to make a single phone call.

### Catastrophe Claim

If you are faced with a major catastrophe, such as a serious fire or flood, we recognise that you will need expert assistance immediately. We will send a representative to help you in a major crisis, 24 hours a day, 365 days a year.

### Advice Lines

Where do you turn to for answers to questions that affect your business? Our advice lines will put you in touch with highly qualified experts who can offer information and assistance on a wide range of issues:

- Legal Assistance (available 24 hours)
- Health and Safety issues (available 24 hours)
- Tax advice (available Monday to Friday, 9am to 5pm)
- Stress Counselling (available 24 hours)

## Helplines Card

**24 hour Claims Service**

**0330 102 4098\***

**Legal Assistance Helpline**

**01455 255 015\***

\* Calls may be recorded and monitored.

**MORE TH>N® BUSINESS**

### How to use the Helpline Services

Telephone the relevant number shown on your card, 24 hours a day, 365 days a year. Please quote code number 71113 for the Advice service.

# MORE TH>N® BUSINESS

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THIS POLICY (AND THE SCHEDULE WHICH FORMS AN INTEGRAL PART OF THE POLICY) IS A LEGAL CONTRACT. IT NEEDS TO BE EXAMINED THOROUGHLY TO ENSURE IT MEETS YOUR REQUIREMENTS. IF IT DOES NOT MEET YOUR REQUIREMENTS PLEASE CONTACT US WITHOUT UNDUE DELAY.

ANY FACTS WHICH MORE TH>N BUSINESS HAS TAKEN INTO ACCOUNT IN THE ASSESSMENT OR ACCEPTANCE OF THIS INSURANCE, AND ANY SUBSEQUENT CHANGES TO THOSE FACTS, NEED TO BE DECLARED. FAILURE TO DO SO MAY INVALIDATE THE POLICY OR RESULT IN CERTAIN COVERS NOT OPERATING FULLY. IF THERE ARE ANY DOUBTS AS TO WHETHER YOU NEED TO TELL US ABOUT SOMETHING OR NOT, PLEASE CONTACT US WITHOUT UNDUE DELAY.

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## About Your insurance Policy

Your insurance Policy is made up of this Policy wording, Your Statement of Fact and the Schedule which shows the sums insured, Our Limits of Liability, the premium You will pay and any other terms which apply to Your Policy.

You should read the Statement of Fact, Schedule and the Policy wording together, to tell You what is covered and what is not covered, how We settle claims and other important information.

Some words in this Policy have a special meaning. They start with a capital letter whenever they appear in the Policy, and are listed under "Definitions" within each section (as applicable).

There are also some special exclusions which apply to the whole of certain Insurances.

## The insurance contract

This insurance Policy is a legal contract between You and Us. The contract is based on the information You gave Us when You applied for the insurance and any subsequent information which You have supplied.

We will provide cover for the Insurances shown on Your Schedule for the Period of Insurance, subject to all the terms, conditions and exclusions of this Policy. You must pay the premium for the Period of Insurance and comply with all of the Policy conditions.

If You do not meet Your part of the contract, We may turn down a claim or reduce the amount We pay for a claim.

This Policy has been issued by Royal & Sun Alliance Insurance plc.

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## General Conditions

- 1 Your Policy may be declared void and you will not be entitled to any benefit or help if:
  - part of your application for this insurance; or
  - any further changes you ask for under this policy;
  - you falsely represent or fail to fully and accurately disclose the answers to the requested information
- 2 Failure to observe the terms of this Policy relating to anything to be done or complied with by the Insured except in so far as is necessary to comply with the requirements of any legislation enacted in Great Britain Northern Ireland the Channel Islands or the Isle of Man relating to compulsory insurance of legal liability to employees may result in a claim not being paid or payment reduced
- 3 The Insured at his own expense shall
  - A) take all reasonable precautions to prevent or diminish loss destruction or damage or any occurrence or cease any activity which may give rise to liability under this Policy and to maintain all buildings furnishings ways works machinery plant caravans and vehicles in sound condition
  - B) exercise care in the selection and supervision of employees
  - C) as soon as possible after discovery cause any defect or danger to be made good or remedied and in the meantime shall cause such additional precautions to be taken as the circumstances may require
- 4 This Policy shall be voidable by the Company if and when
  - A) the Business is wound up or carried on by a liquidator or receiver or permanently discontinued or
  - B) the Insured ceases to have an interest that is insurable For example for insurance for Premises (an example might be that the Premises have been sold to a third party) However this right to void the Policy does not apply in the event of the death of the Insured or
  - C) there are any significant alterations to
    - the Business or
    - the Premises or
    - property within the Premises or
    - the occupation of any Insured Person or
    - any other circumstances where the subject of the insurance such as the Premises changes and becomes a higher risk to insure at any time after the commencement of the Policy

unless such alteration is notified to the Company and we confirm that we are happy to accept the change
- 5 A person or company who was not party to this Policy has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this Policy but this does not affect any right or remedy of a third party which exists or is available apart from that Act
- 6 If any part of the Premium or Renewal Premium is based on estimates provided by the Insured the Insured shall keep an accurate record containing all relevant particulars and shall allow the Company to inspect such record
- 7 **Cancellation when the premium is paid annually**

This Policy may be cancelled by

the Insured giving written instruction to the Company

or

the Company sending 30 days written notice to the last known address of the Insured

Cancellation will be effective from

the receipt of valid instruction from the Insured provided that where a Certificate of Insurance has been issued as a statutory requirement to provide evidence of cover cancellation will only be effective from the date of receipt of the Certificate(s) of Insurance by the Company

or

the expiry of the 30 days written notice sent by the Company

The Insured will be entitled to a proportionate return of premium in respect of the unexpired portion of the current Period of Insurance provided that no claim has been made in that Period nor any incident occurred that might give rise to a claim

#### **8 Cancellation when the premium is paid monthly**

The Insured may cancel this Policy by giving written instruction to the Company and cancellation will be effective from the date of receipt of valid instructions provided that where a Certificate of Insurance has been issued as a statutory requirement to provide evidence of cover cancellation will only be effective from the date of receipt of the Certificate(s) of Insurance by the Company

The Insured will be responsible for cancellation of the relevant Direct Debit Mandate

The Company may cancel this Policy by sending 14 days written notice to the last known address of the Insured who will return to the Company any Certificate(s) of Insurance issued as a statutory requirement

#### **9 Cancelling the monthly premium payment instalment agreement**

Your policy has an insurance period of twelve months and your legal contract with us is for this period. We may have agreed to you paying your premium by monthly instalments. If you miss a monthly premium we will send you a notice to your last known business address, asking you to pay the premium you have missed. If you do not pay the premium you have missed by the date given in the notice, we will cancel all cover under your policy.

If you want to cancel the credit agreement, but not your policy, you must write to us. We will then send you a reply telling you how much you will have to pay for the rest of the insurance period. If this amount is not paid by the date given in our reply to you, then we will cancel all cover under your policy.

If you want to cancel the monthly premium instalment agreement, you should also tell your bank, building society or Girobank to cancel your direct debit arrangement

The Company may cancel this Policy by sending 14 days written notice to the last known address of the Insured who will return to the Company any Certificate(s) of Insurance issued as a statutory requirement

#### **10 Terminating the Policy**

The Company reserves the right to terminate the Policy in the event that there is a default in instalment payments due under any linked loan agreement

#### **11 All the Sums Insured Limits of Indemnity Limits of Liability and any other restrictions on the amount of the Company's liability stated in this Policy will apply as maximum limits to the Company's liability irrespective of the number of persons entitled to indemnity under this Policy**

For the purposes of the Sums Insured Limits of Indemnity Limits of Liability and any other restrictions on the amount of the Company's liability the Insured and all other persons entitled to indemnity under this Policy shall be treated as one party or legal entity so that there will be only a single contract of insurance between the Company as one party and the Insured and all other persons entitled to indemnity as the other party

#### **12 Under the laws of the United Kingdom (England Scotland Wales and Northern Ireland) both parties may choose the law which applies to this contract to the extent permitted by those laws Unless the parties agree otherwise in writing the Insurer has agreed with the Insured that the law which applies to this contract is the law which applies to the part of the United Kingdom in which the Insured is based or if the Insured is based in the Channel Islands or the Isle of Man the law of whichever of those two places in which the Insured is based**

The parties have agreed that any legal proceedings between them in connection with this contract will only take place in the courts of the part of the United Kingdom in which the Insured is based or, if the Insured is based in either the Channel Islands or the Isle of Man the courts of whichever of those two places in which the Insured is based

### 13 Financial or Trade Sanctions

We shall not provide coverage or be liable to provide any indemnity or payment or other benefit under this Policy if and to the extent that doing so would breach any prohibition or restriction imposed by law or regulation

If any such prohibition or restriction takes effect during the Policy period we or you may cancel that part of this Policy which is prohibited or restricted with immediate effect by giving written notice to the other at their last known address

If the whole or any part of the Policy is cancelled we will give you a full refund of premium for any unexpired period of cover We will do this only if you have not made a claim during the Period of Insurance

## How we use your Information

Please read the following carefully as it contains important information relating to the details that you have given us. You should show this notice to any other party related to this insurance.

### Who we are

MORE THAN BUSINESS is a trading style of Royal & Sun Alliance Insurance plc.

You are giving your information to Royal & Sun Alliance Insurance plc, which is a member of the RSA Group of companies (the Group). In this information statement, 'we' 'us' and 'our' refers to the Group unless otherwise stated.

### How your information will be used and who we share it with

Your information comprises of all the details we hold about you and your transactions and includes information obtained from third parties.

If you contact us electronically, we may collect your electronic information identifier e.g. Internet Protocol (IP) address or telephone number supplied by your service provider.

We may use and share your information with other members of the Group to help us and them:

- Assess financial and insurance risks;
- Recover debt;
- Prevent and detect crime;
- Develop our services, systems and relationships with you;
- Understand our customers' requirements;
- Develop and test products and services.

We do not disclose your information to anyone outside the Group except:

- Where we have your permission; or
- Where we are required or permitted to do so by law; or
- To fraud prevention agencies and other companies that provide a service to us, our partners or you; or
- Where we may transfer rights and obligations under this agreement.

We may transfer your information to other countries on the basis that anyone we pass it to, provides an adequate level of protection. In such cases, the Group will ensure it is kept securely and used only for the purpose for which you provided it. Details of the companies and countries involved can be provided on request.

We would like to keep you informed (by phone, post, e-mail or text) of selected products and services available from us and our carefully chosen suppliers. If you would prefer not to receive this information from us and have not previously advised us of this, please let us know when you contact us.



From time to time we may change the way we use your information. Where we believe you may not reasonably expect such a change we shall write to you. If you do not object, you will consent to that change.

We will not keep your information for longer than is necessary.

#### Sensitive Information

Some of the information we ask you for may be sensitive personal data, as defined by the Data Protection Act 1998 (such as information about health or criminal convictions). We will not use such sensitive personal data about you or others except for the specific purpose for which you provide it and to carry out the services described in your policy documents. Please ensure that you only provide us with sensitive information about other people with their agreement.

#### How to contact us

On payment of a small fee, you are entitled to receive a copy of the information we hold about you. If you have any questions, or you would like to find out more about this notice you can write to: Data Protection Liaison Officer, Customer Relations Office, RSA, Bowling Mill, Dean Clough Industrial Estate, Halifax HX3 5WA.

#### Employers' Liability Tracing Office

Certain information relating to your insurance policy including, without limitation, the policy number(s), employers' names and addresses (including subsidiaries and any relevant changes of name), coverage dates, employer's reference numbers provided by Her Majesty's Revenue and Customs and Companies House Reference Numbers (if relevant), will be provided to the Employers' Liability Tracing Office, (the "ELTO") and added to an electronic database, (the "**Database**").

This information will be made available in a specified and readily accessible form as required by the Employers' Liability Insurance: Disclosure By Insurers Instrument 2010. This information will be subject to regular periodic updating and certification and will be audited on an annual basis.

The Database will assist individual consumer claimants who have suffered an employment related injury or disease arising out of their course of employment in the UK for employers carrying on, or who carried on, business in the UK and who are covered by the employers' liability insurance of their employers, (the "**Claimants**");

- to identify which insurer (or insurers) was (or were) providing employers' liability cover during the relevant periods of employment; and
- to identify the relevant employers' liability insurance policies.

The Database will be managed by the ELTO.

The Database and the data stored on it may be accessed and used by the Claimants, their appointed representatives, insurers with potential liability for UK commercial lines employers' liability insurance cover and any other persons or entities permitted by law.

By entering into this insurance policy you will be deemed to specifically consent to the use of your insurance policy data in this way and for these purposes.

## Claims Conditions

- 1 If a claim is fraudulent in any respect or if fraudulent means are used by the Insured or any person acting on your behalf to obtain any benefit under this Policy or if any damage is caused by your wilful act or with your knowledge then all benefit under this insurance shall be forfeited.
- 2 On the discovery of any circumstance or event which may give rise to a claim under this Policy the Insured shall
  - (A) notify the Company in writing without undue delay
  - (B) give immediate notice to the Police Authority in respect of loss destruction or damage (other than by fire or explosion) caused by malicious persons or thieves if insured by this Policy and notify the Company of the crime reference number
  - (C) carry out and permit to be taken any action which may be reasonably practicable to prevent further loss destruction or damage and to minimise or check any interruption of or interference with the Business or to avoid or diminish the loss
  - (D) as soon as possible after discovery cause any defect or danger to be made good or remedied and in the meantime shall cause such additional precautions to be taken as the circumstances may require
  - (E) within 30 days (7 days in the case of Damage caused by riot civil commotion strikers locked - out workers persons taking part in labour disturbances or malicious persons if insured by this Policy) after the circumstances or event or of the expiry of the Indemnity Period or such further time as the Company may allow at his own expense deliver to the Company
    - (1) full information in writing of the claim
    - (2) details of any other insurance relating to the claim
    - (3) all such business books documents proofs information explanation and other evidence as may be reasonably required all of which information and details may be produced by the Insured's professional accountants or auditors who are regularly acting as such their report being verified evidence of such information and details
    - (4) if we ask, a statutory declaration of the truth of the claim and of any matter connected with it
- 3 No claim under this Policy shall be payable unless the terms of Claims Condition 2 have been complied with
- 4 If the Company elects or becomes bound to reinstate or replace any property the Insured shall at his own expense produce and give to the Company all such plans documents books and information as the Company may require The Company shall not be bound to reinstate exactly or completely but only as circumstances permit and in reasonably sufficient manner and shall not in any case be bound to expend in respect of any one of the items insured more than the sum insured thereon
- 5
  - (A) On the happening of any loss destruction or damage in respect of which a claim is or may be made under this Policy the Company and every person authorised by the Company may without thereby incurring any liability and without diminishing the right of the Company to rely upon any conditions of this Policy enter take or keep possession of the building or premises where the loss destruction or damage has happened and may take possession of or require to be delivered to them any of the property hereby insured and may keep possession of and deal with such property for all reasonable purposes and in any reasonable manner This condition shall be evidence of the leave and licence of the Insured to the Company so to do If the Insured or anyone acting on his behalf shall not comply with the requirements of the Company or shall hinder or obstruct the Company in doing any of the above - mentioned acts then benefit under this Policy shall be forfeited The Insured shall not in any case be entitled to abandon any property to the Company whether taken possession of by the Company or not
  - (B) No admission offer promise payment or indemnity shall be made or given by or on behalf of the Insured without the written consent of the Company which shall be entitled to take over and conduct in the name of the Insured the defence or settlement of any claim or to prosecute any claim in the name of the Insured for its own benefit and shall have full discretion in the conduct of any proceedings and in the settlement of any claim  
The Insured shall give all such assistance as the Company may require

- 6 If the Company or our third party service provider ask the Insured must at any time

- A) take or
- B) allow the Company or our third party service provider to take in the Insured's name

all the steps needed to enforce the Insured's rights against any other person including the defence or settlement of any claim or the pursuit of a claim in any person's name

We will pay any reasonable costs and expenses involved

**7 Contribution – applicable to Property Damage and Business Interruption Insurance**

If at the time of any claim there is any other insurance covering the Insured's interest in the property lost destroyed or damaged the Company's liability under this Policy shall be limited to its rateable proportion of such claim

**In respect of Property Damage Insurance only**

If any such other insurance is subject to any condition of average this Policy if not already subject to any condition of average shall be subject to average in like manner

If any other insurance effected by or on behalf of the Insured is expressed to cover any of the property hereby insured but is subject to any provision whereby it is excluded from ranking concurrently with this Policy either in whole or in part or from contributing rateably to the loss destruction or damage the Company's liability hereunder shall be limited to such proportion of the loss destruction or damage as the sum hereby insured bears to the value of the property

**8 Not applicable to Liability Personal Accident Personal Injury (Robbery) and Legal Expenses Insurance**

If any difference shall arise as to the amount to be paid under this Policy (liability being otherwise admitted) such difference shall be referred to an arbitrator to be appointed by the parties in accordance with the statutory provisions in that behalf for the time being in force Where any difference is by this condition to be referred to arbitration the making of an award shall be required prior to any right of action against the Company This procedure does not prejudice any right of the Insured Person to have recourse to any other complaints procedure to which the Company subscribes or to the courts

**9 Applicable only to Glass Breakage Damage to Neon and Illuminated Signs Electric Light Fittings and Sanitary Earthenware Insurance**

Notwithstanding Claims Condition 2 (A) of this Policy in the event of any breakage loss or damage the Insured shall give telephone notice to the Company without undue delay If such breakage relates to stained glass the Company shall only be liable for the cost of repairing the broken glass by stained glass artists of recognised repute and standing and shall not pay any loss arising from alleged inferior artistic merit

**10 Applicable only to Liability Insurance**

Every letter claim writ summons and process in connection with the event shall be forwarded to the Company without undue delay on receipt The Insured shall also give the Company written or telephone notice without undue delay after the Insured has knowledge of any prosecution or inquest in connection with any occurrence which may give rise to liability under this

**11 Applicable only to Personal Accident and Personal Injury (Robbery) Insurance**

All certificates information and evidence reasonably required by the Company shall be furnished free of expense to and in the form prescribed by the Company The Insured Person shall as often as reasonably required submit to medical examination on behalf of and at the Company's expense in connection with any claim The Insured's or the Insured's personal representative's receipt shall discharge the Company The Insured Person or the Insured Person's personal representative shall have no right to claim from or sue the Company If the Insured comprises more than one party having an interest in the Insured Person the Benefit shall represent the total amount payable in respect of that Insured Person for all interests covered by this insurance

THESE SERVICES HAVE BEEN ARRANGED TO PROVIDE ASSISTANCE IN EMERGENCIES AND WHEN PREMISES BECOME UNOCCUPIED LEGAL ADVICE AND GLASS REPLACEMENT WHICH MAY RESULT IN THE INSURED INCURRING COSTS AND EXPENSES WHICH ARE NOT RECOVERABLE UNDER THIS OR ANY OTHER POLICY OF INSURANCE

## Customer Care Service

Customer Care Service shall provide the Insured with the following 24 hour assistance service

The Insured can request arrangements to be made for a contractor to carry out emergency repair work at the Business Premises

The Insured can request arrangements to be made for a contractor to provide a specialist service for unoccupied premises

The Insured can seek legal advice on any commercial problem related to the Business

## Glass Replacement Service

Our Glass Replacement Service shall provide the Insured with the following 24 hour assistance service

The Insured can contact our Claims Helpline for glass replacement at the Business Premises

### Provisions

- 1) The Company cannot accept responsibility for the unavailability or standard of the services nor for any consequences resulting from the use of the service
- 2) The Insured is responsible for the payment of any charges fees or costs resulting from the use of these services although if a claim is subsequently made under this Policy some of the charges fees or costs may be recoverable
- 3) The 24 hour claims number is detailed on the Help Card provided with this Policy although these services are only available during any Period of Insurance for which the Insured has paid or agreed to pay the premium

# Property Damage Insurance

## THIS INSURANCE IS OPERATIVE ONLY IF SHOWN AS SUCH IN THE SCHEDULE

If any of the Property Insured other than Own Computer Equipment described in the Schedule suffers Damage at the Premises by any of the Covers insured the Company will in accordance with the provisions of the insurance pay to the Insured the amount of loss or at its option reinstate or replace such property

In respect of Own Computer Equipment as described in the Schedule if such Property suffers Damage at the Premises by any of the Covers insured the Company will in accordance with the provisions of the insurance pay to the Insured

- 1) in respect of Reinstatement of Data the amount of loss or at its option reinstate or replace such property up to the limit shown in the Schedule
- 2) in respect of Additional Cost of Working the amount of loss resulting from the interruption or interference with the Insured's Business at the Premises caused by the Damage up to the limit shown in the Schedule

provided that payment has been made or liability admitted for the Damage under an insurance covering the interest of the Insured in the property

or

payment would have been made or liability admitted for the Damage but for the operation of a proviso in such insurance excluding liability for losses below a specified amount

The Company's liability in any one Period of Insurance shall not exceed in the whole the total sum insured or in respect of any one item its sum insured or any other stated limit of liability

For the purpose of this insurance Damage shall mean loss destruction or damage

## Covers

The following are the Covers insured except as otherwise stated in the Schedule

- 1 A **Fire** excluding Damage
  - 1) by explosion resulting from fire
  - 2) to property caused by its undergoing any process involving the application of heat
- B **Explosion** excluding Damage
  - 1) caused by the bursting of any boiler economiser or other vessel machine or apparatus belonging to or under the control of the Insured in which internal pressure is due to steam only
  - 2) to any vessel machine or apparatus or its contents resulting from the explosion thereof but this shall not exclude Damage caused by explosion of
    - any boiler
    - gasused for domestic purposes only
- C **Lightning**
- D **Aircraft** or other aerial devices or articles dropped therefrom
- 2 **Earthquake** excluding Damage caused by fire
- 3 **Riot civil commotion strikers locked-out workers or persons taking part in labour disturbances or malicious persons** excluding Damage
  - 1) arising from confiscation requisition or destruction by order of the government or any public authority
  - 2) arising from cessation of work

- 3) A) in the course of theft or attempted theft  
B) in respect of any building which is empty or not in use  
directly caused by malicious persons not acting on behalf of or in connection with any political organisation
- 4 **Storm or flood** excluding Damage
  - 1) attributable solely to change in the water table (the level below which the ground is completely saturated with water)
  - 2) caused by frost subsidence ground heave or landslip
  - 3) to fences gates and moveable property in the open
- 5 **Escape of water from any tank apparatus or pipe** excluding Damage
  - 1) by water discharged or leaking from an automatic sprinkler installation
  - 2) in respect of any building which is empty or not in use
- 6 **Impact by any road vehicle** (including any fork lift truck or other industrial vehicle) or animal
- 7 **Accidental escape of water from any automatic sprinkler installation** excluding Damage
  - 1) by freezing in any building which is empty or not in use
  - 2) by heat caused by fire
- 8 **Theft** (which shall be deemed to include attempted theft) excluding Damage
  - 1) which does not involve
    - entry to or exit from that part of the building occupied by the Insured for the purpose of the Business by forcible and violent means
    - or
    - actual or threatened assault or violence or use of force at the Premises against the Insured or any employee of the Insured or any other person lawfully on the Premises
  - 2) from any part of the building not occupied by the Insured for the purpose of the Business
  - 3) from the open or from any outbuilding
  - 4) to property in transit
  - 5) to Money and securities of any description
- 9 **Subsidence ground heave or landslip** excluding Damage
  - 1) arising from the settlement or movement of made-up ground or by coastal or river erosion
  - 2) occurring as a result of the construction demolition structural alteration or structural repair of any property at the Premises
  - 3) arising from normal settlement or bedding down of new structures
  - 4) commencing prior to the granting of cover under this insurance
- 10 **Any other accident** excluding Damage
  - 1) by any of
    - A) the Covers
    - B) the causes expressly excluded from the Coversspecified in the paragraphs 1-9 or 12-13 (whether or not insured)
  - 2) to any property caused by
    - A) its own faulty or defective design or materials
    - B) inherent vice latent defect gradual deterioration wear and tear
    - C) faulty or defective workmanship operational error or omission on the part of the Insured or any of their employees but this shall not exclude subsequent Damage which itself results from a cause not otherwise excluded
  - 3) caused by
    - A) corrosion rust wet or dry rot shrinkage evaporation loss of weight dampness dryness marring scratching vermin or insects
    - B) change in temperature colour flavour texture or finish
    - C) joint leakage failure of welds cracking fracturing collapse or overheating of boilers economisers superheaters pressure vessels or any range of steam and feed piping in connection therewith

- D) mechanical or electrical breakdown or derangement in respect of the particular machine apparatus or equipment in which the breakdown or derangement originates  
but this shall not exclude
  - 1) such Damage which itself results from other Damage and is not otherwise excluded
  - 2) subsequent Damage which itself results from a cause not otherwise excluded
- 4) caused by
  - A) pollution or contamination
  - B) acts of fraud or dishonesty
  - C) disappearance unexplained or inventory shortage misfiling or misplacing of information
- 5) to
  - A) a building or structure caused by its own collapse or cracking
  - B) moveable property in the open fences and gates by wind rain hail sleet snow flood or dust
  - C) to property resulting from its undergoing any process of production packing treatment testing commissioning servicing or repair
- 6) to
  - A) property in transit
  - B) money and securities of any description
  - C) vehicles licensed for road use (including accessories thereon) caravans trailers railway locomotives rolling stock watercraft or aircraft
  - D) property or structures in course of construction or erection and materials or supplies in connection with all such property in course of construction or erection
  - E) property recoverable under any guarantee or Maintenance Agreement in force at the happening of the Damage

**11 A Accidental breakage of fixed Glass** by fracture extending through its entire thickness

- B Damage to neon and illuminated signs and electric light fitments
- C Accidental breakage of sanitary earthenware
- D Damage by impact or falling glass to
  - 1) the framework and fittings of the ground floor frontage
  - 2) goods on display in windows

excluding

- 1) breakage or Damage
  - A) consequent upon alterations to the framework or position of any of the Glass or to neon and illuminated signs and electric light fitments or to sanitary earthenware
  - B) consequent upon settlement or expansion or contraction of frames or fittings in buildings under construction and during a period of six months after the date of completion of the buildings
  - C) whilst the Premises are empty or disused unless specifically agreed
  - D) existing prior to the commencement of this insurance and not subsequently replaced
  - E) in respect of neon and illuminated signs and electric light fitments
    - 1) occasioned by or traceable to wear and tear or gradual deterioration mechanical or electrical breakdown or removal from the fixed position other than by theft or attempt thereat
    - 2) of bulbs or tubes unless consequent upon Damage to signs or fitments
- F) of
  - 1) Glass which is bent tinted stained and fired or incorporated in multiple glazed units
  - 2) lettering or decoration or protective film or alarm foil on Glass unless to comply with the quality recommended in the British Standard Code of Practice BS 6262
- 2) any consequence of fire or explosion unless more specifically insured under Cover 1

**12 Damage to Office Machines** if insured excluding

- 1) Damage by any of the Covers (or the causes expressly excluded from such Covers) specified in paragraphs 1 - 9 (whether or not insured)
- 2) Damage caused by
  - A) wear and tear moth vermin atmospheric or climatic conditions or any gradually operating cause

- B) alterations maintenance repairs or any process of cleaning or restoring
- C) delay confiscation or detention by order of any Government or Public Authority
- D) counterfeit substitute or foreign coins
- E) mechanical or electrical breakdown or derangement
- 3) breakage of electrical valves bulbs or tubes unless forming part of the property and fixed therein and happening as the result of Damage to such property
- 4) the contents of machines unless such contents are shown in the Schedule
- 5) depreciation contamination or any loss or damage not directly cover by the terms of this Policy
- 6) Damage consequent upon any person obtaining any property by deception

### 13 Mechanical or Electrical Breakdown or derangement in respect of Own Computer Equipment excluding Damage

- A) by any of
  - 1) the Covers
  - 2) the causes expressly excluded from the Covers specified in paragraphs 1 -9 or 11 (whether or not insured)
- B) to any property caused by or consisting of wear and tear or deterioration due to atmospheric conditions rust or corrosion faulty or defective workmanship operational error or omission on the part of the Insured or their employees but this shall not exclude subsequent Damage which itself results from a cause not otherwise excluded
- C) to moveable property in the open
- D) which would be covered by any guarantee or Maintenance Agreement whether or not in force at the happening of the Damage
- E) to property resulting from
  - its undergoing any process of production packing treatment testing commissioning servicing or repair
  - pollution or contamination
  - acts of fraud or dishonesty
  - the deliberate act of a supply undertaking in withholding the supply of water gas electricity fuel or telecommunications services
 but this shall not exclude
  - such Damage or subsequent Damage which itself results from other Damage and is not otherwise excluded

### Insured's Contribution

This insurance does not cover the Insured's Contribution (as shown below or as otherwise specified in the Schedule) being the first part of each and every loss to be borne by the Insured at each separate premises as ascertained after the application of all other terms and conditions of the insurance including the Underinsurance Provision

A	Cover 9 (Subsidence) if insured	£1,000
B	All other Covers	£ 250

### Exclusions

This insurance does not cover

#### A Marine Policies

Damage to property which at the time of the happening of the Damage is insured by or would but for the existence of this insurance be insured by any marine policy or policies except in respect of any excess beyond the amount which would have been payable under the marine policy or policies had this insurance not been effected



- B Sonic Bangs**  
Damage caused by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds
- C War and allied Risks**  
Damage occasioned by
- 1) riot or civil commotion except to the extent that it is specifically insured
  - 2) war invasion act of foreign enemy hostilities (whether war be declared or not) civil war rebellion revolution insurrection or military or usurped power
- D Pollution and Contamination**  
Damage caused by pollution or contamination except (unless otherwise excluded) destruction of or damage to the Property Insured caused by
- 1) pollution or contamination which itself results from any Cover insured (other than Cover 10)
  - 2) any Cover insured (other than Cover 10) which itself results from pollution or contamination
- E Radioactive Contamination**  
Damage to any property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any loss directly or indirectly caused by or contributed to by or arising from
- 1) ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
  - 2) the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof
- F Satellite Telecommunications**  
Additional Cost of Working arising from
- failure of any satellite prior to its obtaining its full operating function or while in or beyond the final year of its design life
  - atmospheric solar or lunar conditions causing temporary interference with transmission to or from any satellite
- G Computer Systems Records**  
Computer Systems Records unless at the time of the Damage a back-up copy is maintained either at a location other than the Premises or alternatively a back-up copy is kept in a fireproof safe or cabinet on the Premises
- H Maintenance Agreement**  
Additional Cost of Working incurred during the first 48 hours following Damage as provided by Cover 13 unless a Maintenance Agreement is in force at the time of the Damage

## Definitions of Property

### Property Insured

- |  |   |   |
|--|---|---|
| <ul style="list-style-type: none"><li>- Buildings</li><li>- General Contents</li><li>- Stock</li><li>- Other property or interests</li></ul> | } | at the Premises including within the open yards forming part of the Premises (subject to any specific exclusions) |
|--|---|---|

all as defined below or more fully described in the Schedule and all being the property of the Insured or for which they are legally responsible but excluding

- property which is more specifically insured
  - unless specifically notified to and accepted by the Company as insured
- A) land roads pavements piers jetties bridges culverts or excavations
- B) livestock growing crops or trees

## Buildings

- buildings (being built mainly of brick stone concrete or other non-combustible materials unless otherwise stated in the Schedule or Statement of Fact)
- landlord's fixtures and fittings in and on the buildings
- small outside buildings extensions annexes gangways
- walls gates and fences
- services which shall mean
  - telephone gas and water mains electrical instruments meters piping cabling and the like and the accessories thereon extending from the buildings to the perimeter of the premises or to the public mains (including those underground)

## Tenant's Improvements

- all tenant's improvements alterations additions and decorations belonging to the Insured or for which they are responsible

## General Contents (excluding Own Computer Equipment)

- machinery plant fixtures fittings and other trade equipment
- all Office Machines and other contents
- patterns models moulds plans and designs
- documents manuscripts and business books for an amount not exceeding £25,000 in respect of any one loss
- in so far they are not otherwise insured
  - directors' partners' and employees' personal effects including clothing pedal cycles tools instruments and the like for an amount not exceeding £500 per person
- but any cover granted under this insurance for Damage by Theft shall not apply to
  - personal effects partly or wholly of precious metal jewellery watches furs contact lenses portable electronic entertainment equipment cameras Money and securities of any description
- Money and securities of any description but for not more than £1,000 in total and subject to any specific exclusions in this insurance
- wines spirits cigarettes and tobacco held for entertainment purposes but for not more than £500 in total in respect of Damage by Theft (if insured)
- to the extent that they are not otherwise insured motor vehicles motor chassis and their contents
- closed circuit television and alarm system equipment
- Glass Sanitary Earthenware neon and illuminated signs and electric light fittings

## Money

- cash bank notes currency notes cheques bankers' drafts postal orders money orders current postage stamps and revenue stamps National Insurance stamps National Savings stamps and certificates holiday savings stamps luncheon vouchers credit company sales vouchers VAT purchase invoices Premium Bonds bills of exchange giro cheques and drafts gift tokens trading stamps unused units in franking machines consumer redemption vouchers and credit cards

## Stock

- stock and materials in trade work in progress and finished goods (including telephone cards lottery tickets scratch cards and postage stamps intended for sale)

## Designation of Property

Where necessary the item heading under which any property is insured shall be determined by the designation under which such property appears in the Insured's books

## Glass

Normal flat annealed glass including toughened and laminated glass unless otherwise shown in the Schedule

## Office Machines

Typewriters duplicators photocopying machines calculators accounting machines telephone installations public address systems dictating equipment postal and franking machines and similar office machinery belonging to the Insured or for which the Insured is responsible

## Own Computer Equipment

- Computer Equipment
- Ancillary Equipment
- Computer Systems Records
- programs and information stored upon fixed disks

as defined below and all being the property of the Insured or for which they are responsible but excluding property which is more specifically insured

## Computer Equipment

All Computer Equipment (including interconnecting wiring fixed disks and telecommunications equipment) used for the storage and communications of electronically processed data but excluding Computer Equipment used solely or in part for the control or monitoring of any manufacturing repair handling alteration or treatment process or plant machinery vehicles airborne or waterborne craft of any kind

## Ancillary Equipment

Ancillary Equipment solely for use with the Computer Equipment comprising air conditioning equipment generating equipment UPS voltage regulating equipment temperature and humidity recording equipment electronic access equipment heat smoke and water detection equipment lightning and transient overvoltage protection devices lockdown security devices gas flooding cylinders and pipework and computer room partitioning

## Computer Systems Records

All current and back-up Computer Records (excluding Fixed Disks and paper records of any description) incorporating stored programs and information thereon

## Sanitary Earthenware

Sanitary ware of every description

## Maintenance Agreement

A maintenance rental hire or lease agreement which provides a minimum service of on-call remedial or corrective maintenance at inclusive cost

# The Insurance Provided

The Company will pay

**In respect of Buildings and General Contents** (other than motor vehicles directors' partners' and employees' personal effects)

- A i) **the cost of reinstatement** being
- where the property is destroyed the cost of rebuilding or in the case of General Contents the cost of its replacement by similar property
  - where the property is damaged the cost of repairing or restoring the damaged portions to a condition substantially the same as but not better or more extensive than its condition when new

## In respect of Own Computer Equipment

- A ii) **the cost of reinstatement** being
- where the property is destroyed or damaged beyond economic repair replacement by new property of equal performance and capacity or if such be impossible replacement by property having the nearest higher performance and capacity to the property lost destroyed or damaged

- where the property is damaged the cost of repairing or restoring the damaged portions to a working condition substantially the same as but not better or more extensive than its condition when new

A iii) **the cost incurred by the Insured in taking reasonable but exceptional measures to avoid or mitigate Damage** provided that

- the impending Damage does not stem from any reasonably foreseeable cause and that Damage would be the natural outcome to be expected in the absence of such measures
- the Company is satisfied that Damage has been avoided or reduced in consequence of the measures taken

A iv) **the cost necessarily and reasonably incurred in the making of temporary repairs** upon or the expediting of the repair reinstatement or replacement of property consequent upon the Damage provided that the liability of the Company shall not exceed £5,000

B **the cost of complying with Public Authorities' requirements** being

such additional cost of reinstatement of the property as may be incurred with the Company's consent in complying with Building Regulations or local authority or other statutory requirements first imposed upon the Insured following the Damage provided that the reinstatement is completed within twelve months of the occurrence of the Damage or within such further time as the Company may in writing allow

C **the cost of removing debris** being

the cost incurred with the Company's consent in removing debris dismantling demolishing shoring up and propping portions of the property but excluding any costs or expenses

- 1) incurred in removing debris except from the site of such property damaged and the area immediately adjacent to such site
- 2) arising from pollution or contamination of property not insured by this Policy provided that the liability of the Company shall not exceed £5000 in respect of Own Computer Equipment

D **the cost of professional fees** being

those necessarily incurred in the reinstatement of the property but not for preparing any claims

E **reinstatement of Data** being

the costs necessarily and reasonably incurred by the Insured in the reinstatement of programs and information onto fixed disks

The undernoted provisions apply

1 **Public Authorities' requirements**

The Company shall not be liable in respect of cost B above for

- requirements relating to undamaged property or undamaged portions of property other than foundations (unless foundations are specifically excluded from the insurance)
- any rate tax duty development or other charge or assessment which may arise out of capital appreciation as a result of complying with any of the regulations or requirements referred to

2 **Partial Damage**

Where Damage occurs to only part of the property the Company's liability shall not exceed the amount which the Company would have been liable to pay had the property been wholly destroyed

3 **Reinstatement on Another Site**

The work of reinstatement may be carried out wholly or partially upon another site and in any manner suitable to the requirements of the Insured provided that it does not increase the Company's liability

#### 4 **Insurable Amount**

For the purpose of the Underinsurance Provision the Insurable Amount shall be the Day One Reinstatement Value

Day One Reinstatement Value shall mean

the total of the insured costs A B C and D in reinstating the Property Insured to a condition substantially the same as when new at the level of costs applying at the commencement of the period of insurance

#### 5 **Alternative Basis of Settlement (except Own Computer Equipment)**

The Company's liability shall be limited to the Alternative Basis of Settlement (as defined below)

- A) until the cost of reinstatement has actually been incurred
- B) if the work of reinstatement is not carried out as quickly as is reasonably practicable
- C) if at the time of its Damage the property is covered by any other insurance effected by or on behalf of the Insured and such other insurance is not on the identical basis of reinstatement defined in cost A i)
- D) if in the Schedule it is stated that the Alternative Basis of Settlement applies

Under the Alternative Basis of Settlement the Company will pay the value of the property at the time of its destruction or the amount of the damage including the cost of

- complying with Public Authorities' requirements
- removing debris
- professional fees

as defined in costs B C and D above and subject to the provisions and exceptions applying to those costs

For the purpose of the Underinsurance Provision the Insurable Amount shall be the total of the value at the time of the Damage of the Property Insured by the item and the additional costs B C and D

#### 6 **Alternative Basis of Settlement for Own Computer Equipment**

Under the Alternative Basis of Settlement the Company will pay the value of the property at the time of its destruction or the amount of the damage including the cost of

- minimising Damage and temporary repairs
- removing debris
- professional fees

as defined in costs A ii) A iii) A iv) C D & E above and subject to the provisions and exceptions applying to those costs

For the purpose of the Underinsurance Provision the Insurable Amount shall be the total of the value at the time of the Damage of the Property Insured by the item and the additional costs C D & E

#### **In respect of Computer Systems Records documents manuscripts and business books**

The Company will pay

- the value of the materials as stationery
- the clerical labour and computer time expended in reproducing such Computer Systems Records documents manuscripts and business books
- the costs necessarily and reasonably incurred in connection with the reproduction of any information to be recorded

but excluding the value to the Insured of the information

- the cost incurred with the Company's consent in removing debris dismantling demolishing shoring up and propping portions of the property but excluding any costs or expenses
  - 1) incurred in removing debris except from the site of such property damaged and the area immediately adjacent to such site
  - 2) arising from pollution or contamination of property not insured by this Policy

The undernoted provision applies

For the purpose of the Underinsurance Provision the Insurable Amount shall be the value at the time of Damage

### **In respect of Additional Cost of Working**

Subject to the provision below the Company will pay as indemnity the expenditure necessarily and reasonably incurred in order to minimise any interruption of or interference with the Business during the Indemnity Period in consequence of the Damage

The following is the provision referred to above

#### **Professional Accountants' charges**

The Company will pay the reasonable charges payable by the Insured to their professional accountants for producing information required by the Company under the terms of the Claims Conditions and for reporting that such information is in accordance with the Insured's accounts

### **In respect of Stock and other insured property not specifically provided for**

The Company will pay

- A) the value of the property at the time of its destruction or the amount of the damage
- B) the cost incurred with the Company's consent in removing debris dismantling demolishing shoring up and propping portions of the property but excluding any costs or expenses
  - 1) incurred in removing debris except from the site of such property damaged and the area immediately adjacent to such site
  - 2) arising from pollution or contamination of property not insured by this Policy

The undernoted provisions apply

#### **1 Seasonal Increase**

The sum insured in respect of Stock shall be increased by 25% for the months of November and December and for 31 days immediately preceding Easter Day or those months noted in the Policy Schedule  
This provision shall not apply to the Stock in Transit Extension

#### **2 Contract Price**

In respect only of goods sold but not delivered for which the Insured is responsible and with regard to which under the conditions of the sale the sale contract is cancelled by reason of any Damage insured under this Policy either wholly or to the extent of the Damage the Company's liability shall be based on the contract price

#### **3 Insurable Amount**

For the purpose of the Underinsurance Provision the Insurable Amount shall be the contract price of those goods to which provision 2 applies and the value at the time of Damage of all other property

### **In respect of Rent of Buildings which suffer Damage the Company will pay**

- A) if the loss relates to rent receivable by the Insured
  - the actual reduction in rent received solely in consequence of the Damage
- B) if the loss relates to rent payable by the Insured
  - the amount of rent which continues to be payable by the Insured in respect of the Buildings or portions of the Buildings whilst unfit for occupation in consequence of the Damage

but the Company's liability shall be limited to the loss suffered within the period of rent insured as specified in the Schedule which commences from the date of the Damage

The undernoted provision applies

#### **Insurable Amount**

For the purpose of the Underinsurance Provision the Insurable Amount shall be the annual rent receivable (or in the case of B) above the annual rent payable) at the commencement of the period of insurance such amount to be proportionately increased to correspond with the period of rent insured where that period exceeds twelve months

## Special Provisions

### Underinsurance

If at the time of the Damage

- the Declared Value by the relative item on Buildings or General Contents or Own Computer Equipment or
- the sum insured by the relative item on other property or interests

is less than the Insurable Amount the amount otherwise payable shall be proportionately reduced

Declared Value shall mean

the base value shown on the Schedule in brackets below the sum insured such value excluding any provision for inflation but if the loss is settled under the Alternative Basis of Settlement the Declared Value shall be 115% of the base value shown or if no base value is shown it shall be deemed to be the sum insured

### Reinstatement by the Company

The Company may at its own option reinstate or replace any property destroyed or damaged without being bound to reinstate exactly or completely but only as circumstances permit and in reasonably sufficient manner The Insured shall at their own expense produce and provide the Company with all such plans documents books and information as the Company may reasonably require

### Extinguishment Expenses

The Company will pay the reasonable costs incurred by the Insured in refilling fire extinguishing appliances and replacing used sprinkler heads solely in consequence of insured Damage to the Property Insured

### Glass Cover Extension

Any cover granted under this insurance in respect of Damage to fixed glass includes the reasonable cost of

- A) any necessary boarding up or temporary glazing pending replacement of broken glass
- B) removing and refixing window fittings and other obstacles to replacement

### Theft Cover Extension

Any cover granted under this insurance in respect of Theft includes

- A) the cost of repairing Damage to the Buildings (whether or not the Buildings are insured hereunder) if the Insured is responsible for the repairs and the Damage is not otherwise insured
- B) the reasonable expenses (not exceeding £1000) incurred in necessarily replacing locks to the Buildings or safes or strongrooms therein consequent upon the Theft (as insured) of keys from such building or from the residence of any of the authorised keyholding directors partners or employees of the Insured

### Theft Cover Extension (CCTV and Alarm System Equipment)

Any cover granted under this insurance in respect of Theft includes Damage (not exceeding £2500) to any closed circuit television and alarm system equipment externally fixed to the Premises the property of the Insured or for which they are responsible Exclusions 1 and 3 to Cover 8 – Theft do not apply

### Trace and Access and Repair or Replacement Extension

In the event of Damage resulting from escape of water or oil as covered by this Policy the Company will pay

- A) the costs necessarily and reasonably incurred in locating the source of such Damage and subsequently making good
- B) the cost of repairing or replacing tanks apparatus pipes or appliances which have been damaged by freezing

### Loss of Metered Water

The Company will pay the additional metered water charges incurred by the Insured as a result of Damage caused by any of the Covers insured under Property Damage Insurance except those in respect of any loss which has not been discovered and remedial action taken within 30 days of the occurrence of the Damage

The amount payable as indemnity shall be ascertained by comparing the charge made by the water suppliers on their account for the period during which the loss occurred with the normal charge adjusted for any relevant factors affecting the Insured's liability for metered water charges during such period subject to the Company's liability under this extension not exceeding £2500 any one loss

**Unauthorised Use of Electricity Gas or Water Extension**

The Company will pay the cost of metered electricity gas or water for which the Insured are legally responsible arising from its unauthorised use by persons taking possession keeping possession or occupying the Premises without the Insured's authority subject to the Company's liability not exceeding £25,000 any one claim

It is a condition of this Special Provision that such Premises have been inspected weekly by a responsible person on behalf of the Insured and that all practicable steps are taken to terminate such unauthorised use as soon as it is discovered Failure to comply with these conditions may result in a claim under this extension not being paid or payment reduced

**Stock in Transit Extension**

In the event of Damage by any cause to Stock while

- 1 being loaded upon carried by or unloaded from any vehicle owned or operated by the Insured anywhere in Great Britain Northern Ireland and the Republic of Ireland the Channel Islands or the Isle of Man
- 2 at exhibitions which do not exceed 7 days duration

the Company will by payment or at its option by repair reinstatement or replacement indemnify the insured in respect of such Damage provided that the liability of the Company in respect of any claim arising out of any one event shall not exceed the limit per vehicle (except as provided for in A B and C below) and in respect of property at exhibition premises shall not exceed £5000 in any one Period of Insurance

Limit per vehicle £10,000 or any limit otherwise stated in the Schedule

In addition the Company will indemnify the Insured in respect of

- A) additional costs reasonably incurred in
  - 1) transshipping Stock to another vehicle delivering it to the original destination or returning it to the place of despatch following Damage to the Stock or an accident to the conveying vehicle
  - 2) removal of debris following Damage to the Stock or an accident to the conveying vehicle
  - 3) reloading on to any vehicle any Stock if it falls from such vehicle

Limit of Liability in respect of all claims arising out on any one event £2,500

- B) Damage to sheets ropes packing materials dunnage securing chains and toggles owned by the Insured or in the charge or control of the Insured while carried on any such vehicle

Limit of Liability in respect of all claims arising out of any one event £2,500

- C) Damage to the personal effects belonging to the driver or attendant while carried by any such vehicle in the course of the employment of the driver or attendant with the Insured

Limit of Liability in respect of all claims arising out of any one event for any one person £2,500



## Exclusions

The Company shall not be liable in respect of

- 1 Loss of market delay or any losses which are not directly covered by the terms and conditions of the Policy
- 2 Loss resulting from dishonesty or insolvency of persons to whom goods are entrusted
- 3 Damage to glass china marble earthenware scientific instruments furniture antiques curios sculptures work of art pictures prints drawings engravings and goods of a brittle nature unless caused by fire theft or as a direct result of collision or overturning of the conveying vehicle
- 4 Loss of sheets ropes packing materials dunnage securing chains and toggles as a result of disappearance or shortage if such loss is only revealed when an inventory is made unless such loss is the result of an incident recorded by the Insured
- 5 Stock warehoused at a rental or under contract for storage and distribution
- 6 Money and securities
- 7 Jewellery watches furs cameras radios televisions record players cassette players and video equipment belonging to vehicle drivers or attendants
- 8 Stock carried by or dispatched by the Insured for hire or reward
- 9 Damage to Stock arising as a result of packing which was inadequate to withstand normal handling during transit
- 10 Damage to Stock
  - A) due to insufficient labelling or incorrect addressing
  - B) in any vehicle which is being used outside the normal course of the Business for social domestic or pleasure purposes
  - C) in open vehicles owned or operated by the Insured caused
    - 1) by atmospheric or climatic conditions unless the Stock is protected by vehicle sheets
    - 2) by theft unless the vehicle is individually attended
  - D) left in any vehicle for the night except where such vehicle is left closed and locked and either
    - 1) garaged in a building which is securely closed and locked or
    - 2) left in a compound secured by locked gates
- 11 Damage to Stock as a result of theft from any vehicle not individually attended except where
  - A) all doors windows and other openings are left closed securely locked and properly fastened and
  - B) entry or access to the vehicle has been effected by forcible and violent means
- 12 The first £100 of each and every loss

## Deterioration of Stock Extension

In the event of Damage by deterioration or putrefaction of Stock in the Cold Chamber of any refrigerating machine at the Premises

- A) due to the rise or fall in temperature resulting from any cause not hereunder excluded or
  - B) due to the action of refrigerant fumes which have escaped from the machine
- during any Period of Insurance at the commencement of which such machine does not exceed the age of fifteen years the Company will pay to the Insured the amount of such Damage but not exceeding £2,000 in any one machine or any limit otherwise stated in the Schedule

## Exclusions

The Company shall not be liable in respect of

- 1 Deterioration or putrefaction resulting from Damage at the Premises by fire lightning explosion flood earthquake aircraft or other aerial devices or articles dropped therefrom or by leakage from a sprinkler installation
- 2 Loss or damage resulting from the deliberate act of any public electricity supply authority or the exercise by any such authority of its power to withhold or restrict supply or from the wilful neglect of the Insured
- 3 Loss of goodwill or any other losses which are not directly covered by the terms and conditions of this Policy
- 4 The first £100 of each and every loss

## Interpretation

Stock in the Cold Chamber

The Term 'Stock in the Cold Chamber' shall be deemed to include Stock which at the time of the loss or damage giving rise to such deterioration or putrefaction is elsewhere on the Premises but which would in normal course be placed in the said Cold Chamber

# Property Damage Extensions

## Property at other locations

Subject to all the provisions and exclusions the cover granted by this insurance is extended to apply to the under noted Property Insured whilst removed from the Premises as indicated below

except that

- 1) the insurance applies only so far as the property is not otherwise insured
- 2) this extension applies to Damage to property by theft from a building occupied by the Insured for the purpose of the Business whether or not there has been forcible or violent entry or actual or threatened assault or violence
- 3) this extension applies to Damage to property by theft from any building not permanently occupied by the Insured for the purpose of the Business provided the building is securely locked
- 4) this extension applies to Damage to property in transit
- 5) this extension shall not apply to Damage to property by theft from any vehicle which is away from the site where the Insured is undertaking work between the hours of 1800 and 0800 unless such vehicle is contained in a securely locked building or guarded security park
- 6) any cover granted in respect of Damage by theft shall not apply in respect of theft from any unattended vehicle unless all doors windows or other points of access have been closed and locked security devices have been set and all keys removed or the vehicle is stolen at the same time
- 7) this extension applies only to Damage occurring anywhere in Europe except in respect of Specified Equipment when the extension applies world wide
- 8) the Company's liability for any one loss shall not exceed the limit stated

## Property and Location

- A Computer Systems Records documents manuscripts and business books at any location and whilst in transit

## Limit of Liability for any one loss

The limit stated in the General Contents definition

B	Specified Equipment at any location and whilst in transit	The sum insured subject to the Insured's Contribution all as shown in the Schedule
C	Other property (excluding vehicles licensed for road use) at any location to which the property has been temporarily removed for cleaning renovation repair or other similar reasons and whilst in transit for such purposes	15% of the relative sum insured

### **Buildings General Contents and Own Computer Equipment – Alterations and Additions**

If during the Period of Insurance

- alterations or additions are made to any Buildings insured or
- Buildings or General Contents or Own Computer Equipment are acquired or constructed

at any Premises covered by this insurance or elsewhere in Great Britain or Northern Ireland and such additional property is not otherwise insured it will be held covered under the relative items of this insurance from the time from which the Insured became responsible for it until the next renewal of the insurance at which date specific insurance shall be effected The sum insured (and declared value) by each item shall be deemed to be increased for that period only by the value of the additional Property Insured under the item but by not more than 10% and subject to the Company's liability not exceeding £500,000 in respect of additional property at any one Premises All the provisions and conditions of this insurance (including the Alteration Condition) apply to this extension except as expressly varied

### **Automatic Reinstatement after a Loss**

In the absence of written notice by the Insured or the Company to the contrary within 30 days of the occurrence of any Damage the Company's liability shall not be reduced by the amount of any loss and the Insured shall pay the appropriate additional premium for such automatic reinstatement of cover provided that in respect of Damage by Theft (if insured) the automatic reinstatement shall apply on the first occasion only in each Period of Insurance

### **Index Linking**

The Company will adjust the sum insured (and the declared value where appropriate) by each item on Buildings General Contents Own Computer Equipment Stock and Specified Equipment in line with suitable indices of costs and the premium for renewal will be based on the adjusted amounts

### **Transfer of Interest**

If at the time of any insured Damage to any building insured the Insured shall have contracted to sell their interest in the building and the purchase is subsequently completed the purchaser shall be entitled on completion of the purchase to the benefit of this Insurance in respect of such Damage if and so far as the property is not otherwise insured by the purchaser or on the purchaser's behalf against such Damage without prejudice to the rights and liabilities of the Insured or the Company under this insurance up to the date of completion

### **Misuse or Contamination of Computer Systems**

Insofar as this insurance covers loss resulting from Computer Misuse the Company's liability in respect of any such loss shall not exceed £100,000 (or the total sum insured or any other stated limit of liability if less) after the application of all the provisions of the insurance including any deductible

Computer Misuse shall mean the deliberate or accidental misuse or contamination of any computer system (including programs and data) from

- A) Any act executed through accessing the system
- B) Any infection of any kind within the system

### Additional Computer Rental

The Company will pay the additional rental arising out of the replacement of a lease/hire agreement in respect of the Property Insured by a new contract for similar property consequent upon Damage up to an amount not exceeding £7,500

### Incompatibility of Computer Records

The Company will pay

- A) the costs of modifying Own Computer Equipment  
or
- B) the costs of replacement of Computer Systems Records together with reinstatement of programs and information thereon

(whichever is less) to achieve compatibility in the event Damage to Own Computer Equipment has resulted in undamaged Computer Systems Records being incompatible with the replacement Computer Equipment subject to the Company's liability not exceeding £10,000

### Accidental Discharge of Gas Systems

The Company will pay the cost of refilling the cylinder(s) of any gas flooding systems installed solely for the protection of the Property Insured arising out of the accidental discharge of such system provided the liability of the Company shall not exceed £5,000 However the Company shall not be responsible for any costs incurred as a direct result of the gas system being installed commissioned or undergoing any form of testing

### Payments on Account

(Additional Cost of Working only)

Payments on account may be made during the Indemnity Period if desired)

### Special Condition

(Additional Cost of Working only)

Damage shall be extended to include

- A) accidental loss distortion corruption or erasure of program and information stored on Computer Systems Records caused by Damage as insured by this Policy
- B) Damage recoverable under any guarantee or Maintenance Agreement on the Property Insured
- C) Damage in respect of any item due to its own breakdown or derangement if a Maintenance Agreement is not in force on such item
- D) the accidental failure or fluctuation of the public supply of electricity at the terminal ends of the public supply authority's service feeders at the premises in which the Property is situated not occasioned by the deliberate act of any supply authority nor the exercise by any such authority of its power to withhold or restrict supply other than for the sole purpose of safeguarding life or the authority's property
- E) the accidental failure of the electricity supply in the distribution wiring within the premises in which the Property Insured is situated not occasioned by failure as in (C) above
- F) the accidental failure of any telecommunications system used in connection with the Property Insured not occasioned by
  - 1) the deliberate act of any telecommunications authority nor the exercise by any such authority of its power to withhold or restrict operation of the system nor the inability of any such authority to maintain the system due to industrial action by any of its employees
  - 2) the use by the Insured of machinery and equipment which is not acceptable to the telecommunications authority as properly installed and compatible with the telecommunications system
- G)
  - 1) physical loss of or damage to the premises in which the Property is situated or to any contents thereof or to property in the vicinity at the premises and
  - 2) the exercise by any public or police authority of its power for the sole purpose of safeguarding life which prevents the Insured access to or use of the Computer Equipment

# Special Conditions

## Risk Protections

### A Automatic Sprinkler and Fire Alarm Installations

(Applicable if a reduced premium rate is allowed on account of such an installation or if the insurance covers Damage by the accidental escape of water from a sprinkler installation)

The Insured shall

- 1) take all reasonable steps to
  - A) prevent frost and other damage to the installations and in so far as it is their responsibility
  - B) maintain the installations (including the automatic external alarm signal) in efficient condition
  - C) maintain ready access to the water supply control facilities
- 2) in the event that changes repairs or alterations to the installations are proposed notify the Company in writing and obtain its prior agreement in writing
- 3) allow the Company access to the Premises at all reasonable times for the purpose of inspecting the installations
- 4) carry out the routine tests laid down by the Company and remedy as soon as reasonably practical any defect revealed by a test In the event that alterations or repairs become necessary to the automatic sprinkler installation the Company may at its option suspend any cover which is granted against Damage by the accidental escape of water from the installation until the alterations or repairs have been carried out and approved by the Company Notice of any such action will be given by the Company in writing

### B Fire Extinguishing Appliances

It is a condition of the Policy that the Insured shall maintain all fire extinguishing appliances in efficient working order Failure to comply with this condition may result in a claim not being paid or payment reduced

### C Security Precautions

(Applicable to any cover granted in respect of Damage by Theft)

It is a condition of the Policy that

- A) in respect of any Intruder Alarm System installed at the Premises
    - 1) the Intruder Alarm System is maintained in full and effective working order under a contract to provide both corrective and preventative maintenance with the installer or such other contractor agreed by the Company in writing
    - 2) the Business Premises are not left unattended
      - A) unless the Intruder Alarm System is tested and set in its entirety and is together with the means of communication used to transmit signals in full and effective operation and where the equipment permits any Alarm Receiving Centre to which the Intruder Alarm System is connected has acknowledged the setting signal
      - B) if police response to alarm calls has been withdrawn without the written agreement of the Company
    - 3) where the Intruder Alarm System is required or approved by the Company as a condition of cover it is installed in accordance with a specification agreed in writing by the Company
    - 4) no alteration to or substitution of
      - A) any part of the Intruder Alarm System
      - B) the procedures agreed by the Insured for police or any other response to any activation of or other warning signal pertaining to the Intruder Alarm System
      - C) the maintenance contract
- shall be made without the written agreement of the Company

- 5) no structural alteration of or changes in layout to the Premises that could affect operation of the Intruder Alarm System shall be made without the written agreement of the Company
- 6) the Insured shall maintain secrecy of codes for operation of the Intruder Alarm System and shall not leave details of such codes at the Business Premises when the Business Premises are unattended
- 7) the Insured shall appoint at least two Keyholders and shall record details of the Keyholders with the police and any Alarm Receiving Centre to which the Intruder Alarm System signals
- 8) any change of Keyholder details shall be notified immediately to the police and any Alarm Receiving Centre to which the Intruder Alarm System signals
- 9) in the event of notification of any activation of the Intruder Alarm System or interruption of the means of communication during any period that the system is set a Keyholder shall attend and allow access to the Business Premises without delay
- 10) in the event that the Insured receives any notification
  - A) from the police alarm installer / maintenance contractor or Alarm Receiving Centre that response to alarm signals or line interruptions from the Intruder Alarm System may be withdrawn or the level of response reduced or delayed
  - B) from a Local Authority or Magistrate imposing any requirement for abatement of nuisance
  - C) that the Intruder Alarm System cannot be returned to or maintained in full working order the Insured shall advise the Company as soon as possible and in any event not later than 10am on the Company's next working day and comply with any subsequent requirements reasonably stipulated by the Company

B) whenever the Business Premises are left unattended

- 1) all locks bolts and other protective devices are in full and effective operation
- 2) all keys (including those relating to any part of the Intruder Alarm System) are removed from the Business Premises

Failure to comply with the above conditions may result in a claim under Property Damage Insurance not being paid or payment reduced

### Interpretations

Intruder Alarm System includes all lines and equipment used to transmit the signals to and from the Premises

Keyholder shall mean any person or keyholding company authorised by the Insured who is available at all times when the Intruder Alarm System is set to accept notification of faults or alarm signals or messages relating to the Intruder Alarm System

Business Premises shall mean that part of the Premises occupied by the Insured for the purposes of the Business described in the Schedule

### D Physical Security Standard

(Applicable to any cover granted in respect of Damage by Theft and shown as operative on the Schedule)

It is a condition of the Policy that the Insured shall have implemented the following security measures within 8 weeks of commencement of Theft cover Failure to do so may result in a claim under Theft cover not being paid or payment reduced

### Doors

In respect of all external doors (including wicket gates) and internal doors leading to other premises or part of premises not occupied by the Insured.

### Timber and Steel Doors

To be secured by either

- (i) a mortice deadlock conforming to BS 3621 together with a compatible boxed striking plate  
or
- (ii) a close shackle padlock with minimum shackle thickness of 10mm together with the manufacturer's corresponding locking bar  
or (for doors other than final exit)
- (iii) two key operated security bolts for doors one fitted approximately 300mm from the top of the door and the other approximately 300mm from the bottom

### Aluminium and UPVC Doors

To be secured by a cylinder operated mortice deadlock or deadlocking multi-point locking system

### Roller Shutter Doors

To be secured by either

- (i) two cylinder operated shutter locks with one lock fitted at each end of the shutter  
or
- (ii) a close shackle padlock with minimum shackle thickness of 10mm together with the manufacturer's corresponding locking bar

### Horizontal Sliding or Folding Doors

To be secured by either

- (i) a hook bolt mortice deadlock  
or
- (ii) a close shackle padlock with minimum shackle thickness of 10mm together with the manufacturer's corresponding locking bar

### Double Leaf Doors

The final closing leaf to be secured by the appropriate locks as detailed above the first closing leaf to be secured by flush bolts or key operated security bolts top and bottom throwing into the framework and sill

### Outward Opening Doors (applicable to timber and steel doors only)

In addition to the appropriate locks and bolts detailed above each outward opening door to be fitted with hinge bolts top and bottom

The above requirements do not apply to any door officially designated as a fire exit by the fire authority

## Windows

Each ground floor and basement opening window or skylight and other window or skylight accessible from decks roofs balconies canopies fire escapes or downpipes to be secured by a key operated lock fitted independently of the existing fastener unless the lock forms part of the original fastener design

This requirement does not apply to any window or skylight which is either

- (i) protected by solid steel bars grilles lockable gates expanded metal or weld-mesh  
or
- (ii) officially designated as a fire exit by the fire authority

## Electronic Office Equipment

Each item of electronic office equipment designed for mobile or portable use with a replacement value over £250 must whenever the Business Premises are left unattended be secured in locked cupboards cabinets or security containers the keys to which have been removed from the Business Premises. Subject otherwise to the terms and conditions of the Policy

## Portable Power Tools

In respect of portable power tools with a combined replacement value over £2,500

All portable power tools to be kept within either

- (i) a locked metal security container constructed of minimum 2.5mm steel plate or framed minimum 1.5mm sheet steel and securely anchored to the floor or structure of the building The container to be secured by a mortice deadlock conforming to BS 3621 together with a compatible boxed striking plate or a close shackle padlock with minimum shackle thickness of 10mm together with the manufacturer's corresponding locking bar or integral staple or
- (ii) kept within a storeroom having brick or block walls and a steel or steel-lined or solid timber door secured by a mortice deadlock conforming to BS 3621 together with a compatible boxed striking plate or a close shackle padlock with a minimum shackle thickness of 10mm together with the manufacturer's corresponding locking bar

Windows must be protected by solid steel bars grilles lockable gates expanded metal or weld - mesh

Keys to containers and storerooms must be removed from the Premises or alternatively held in a locked security safe the combination /keys to which must be removed from the Premises whenever the Premises are left unattended

### E Storage in Basements

It is a condition of the Policy that any General Contents or Stock or Own Computer Equipment kept in a basement that such property is racked and kept at least 6 inches above the floor of the basement Failure to comply with the above condition may result in a Property Damage claim not being paid or payment reduced

### F Storage of Flammable Solvents

It is a condition of the Policy that in respect of Damage caused by fire or explosion under this Insurance that all flammable solvents are kept in closed tins and are stored in a fire resisting compartment Failure to comply with the above condition may result in a claim for fire or explosion not being paid or payment reduced



# Money Insurance

## Section 1 Money

The Company will indemnify the Insured up to the Limit of Liability for any loss of or damage to the Money and property described in Items 1 to 5 below occurring during the Period of Insurance provided that

- A) as regards Item 3 the loss or damage is due to robbery or attempt thereof
- B) as regards Item 5 the loss or damage is due to theft or attempt thereof and
- C) the Company's liability in respect of any one occurrence or number of occurrences arising directly or indirectly from any one source or original cause shall not exceed the relevant Limit of Liability

Item No	Limit of Liability any one loss
1 Money as described in Interpretation 1A	
A) in the Business Premises during Working Hours or in transit or in a bank night safe and thereafter within bank premises until at the bank's risk or at any of the Insured's contract sites during Working Hours	As shown in the Schedule
B) in the Business Premises out of Working Hours	} As shown in the Schedule
1) in locked safes or strongrooms as shown in the Schedule	
2) in all other locked safes or strongrooms	
3) not in a locked safe or strongroom	£250
C) in the Insured's residence or that of any of the Insured's directors partners or employees	
1) while in a locked safe or while an adult is in the residence	£500
2) otherwise	£250
2 Money as described in Interpretation 1B	£250,000
3 Clothing and personal effects (not exceeding £25 per person in personal money) belonging to the Insured or any of the Insured's directors partners or employees while engaged in the Business	£250 per person
4 Stamped or impressed National Insurance Cards	Unlimited
5 Any postal franking machine safe strongroom or any container or waistcoat used for the carriage of Money belonging to the Insured or for which the Insured is responsible	Unlimited

### Exclusions

The Company shall not be liable for

- 1) loss by theft by any director partner or employee of the Insured not discovered within seven working days of the occurrence
- 2) shortage due to error or omission
- 3) loss from an unattended vehicle

- 4) loss due to the use of counterfeit Money
- 5) loss or damage arising from riot or civil commotion in Northern Ireland
- 6) loss or damage not within Great Britain Northern Ireland the Republic of Ireland the Channel Islands or the Isle of Man
- 7) loss destruction or damage directly occasioned by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds
- 8) loss or damage arising from war invasion act of foreign enemy hostilities (whether war be declared or not) civil war rebellion revolution insurrection or military or usurped power
- 9) loss or destruction of or damage to any property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any loss directly or indirectly caused by or contributed to by or arising from
  - 1) ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
  - 2) the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof
- 10) the first £50 of each and every loss or as otherwise shown in the Schedule

## Interpretations

- 1 Money shall mean
  - A cash bank notes currency notes uncrossed cheques (including uncrossed giro cheques giro cash cheques and travellers cheques but excluding pre - signed blank cheques) uncrossed bankers' drafts uncrossed postal orders uncrossed money orders current postage stamps intended for the Insured's own use current revenue stamps telephone cards intended for the Insured's own use National Insurance stamps (not fixed to cards) National Savings stamps bills of exchange luncheon vouchers consumer redemption vouchers Holiday with Pay stamps gift tokens and trading stamps
  - B crossed cheques (including crossed giro cheques and drafts but excluding pre - signed blank cheques) crossed bankers' drafts crossed postal orders crossed money orders unused units in franking machines National Savings Certificates Premium Bonds credit company sales vouchers VAT purchase invoices

belonging to the Insured or for which the Insured is responsible and pertaining to the Business
- 2 Working Hours shall mean
 

the period during which the Business Premises are actually occupied for Business purposes and during which the Insured or those of the Insured's employees who are entrusted with Money are in the Business Premises or on the Insured's contract sites

## Special Conditions

- 1 **Security Precautions**

It is a condition of the Policy that

  - A) in respect of any Intruder Alarm System installed at the Business Premises
    - 1) a maintenance contract is maintained in force during the currency of the Policy with the installing contractor or such other contractor as is agreed in writing by the Company
    - 2) the Business Premises are not left unattended unless
      - A) the Intruder Alarm System is tested and set in its entirety and where the equipment permits any Central Station to which the Intruder Alarm System is connected has acknowledged the setting signal and
      - B) as far as the Insured or his representative is aware the Intruder Alarm System is in full and efficient working order
    - 3) the agreement of the Company is obtained in writing before replacing extending or otherwise altering the Intruder Alarm System

- 4) the Company is notified immediately and in writing if
  - A) the Insured receives written notification from a Police Authority that they may be withdrawing response to alarm calls or
  - B) the Insured is required to abate a nuisance under the Code of Practice on Noise from Audible Intruder Alarms 1983 or by the Force policy issued by the Chief Constable
- B) whenever the Premises are left unattended
  - 1) all locks bolts and other protective devices are in full operation
  - 2) all keys (including those relating to any part of the Intruder Alarm System) other than keys to safes or strongrooms containing money are
    - A) removed from the Business Premises or
    - B) placed within a locked safe or strongroom the keys to which are themselves removed from the Business Premises
- C) out of Working Hours all keys and notes of combination lock letters and numbers of safes and strongrooms containing Money are removed from the Business Premises

Failure to comply with the above conditions may result in a claim under Property Damage Insurance not being paid or payment reduced

### Interpretation

Intruder Alarm System shall be deemed to include all lines and equipment used to transmit the signals to and from the Premises

## 2 Contribution

If at the time of any claim under this Section the Insured is or would but for the existence of this Policy be entitled to indemnity under any other policy or policies the Company shall not be liable except in respect of any excess beyond the amount which would have been payable under such other policy or policies had this Section not been effected

## Section 2 Personal Injury (Robbery)

In the event of the Insured or any director partner or employee of the Insured (hereinafter called the Insured Person) sustaining accidental Bodily Injury during the Period of Insurance which

- A) is sustained solely and directly as a result of robbery or attempt thereof while such Insured Person is engaged in the Business and
- B) within two years is the sole cause of Death Disablement or incurring Medical Expenses for which the Benefit is claimed

the Company will pay the appropriate Benefit to the Insured in accordance with the number of Units of cover as shown in the Schedule

Bodily Injury does not include sickness or disease or any naturally occurring condition or degenerative process or the result of a gradually operating cause

### Exclusions

The Company will not pay the Benefit if

- 1 Bodily Injury is sustained by any person before such person attains the age of sixteen years or after the expiry of the Period of Insurance during which such person attains the age of seventy years
- 2 Bodily Injury Death Disablement or Medical Expenses is the result of or is contributed to by the Insured Person having a physical or mental defect of any sort which was known either to the Insured or the Insured Person when the Policy was issued or at renewal  
However this exclusion shall not apply if the defect has been notified to the Company and accepted in writing

## Interpretations

- 1 Benefits shall mean
  - 1 Death  
Disablement
  - 2 Loss of one or more Limbs or Eyes
  - 3 Permanent Total Disablement other than by Loss of Limb or Eye from gainful employment of any and every kind
  - 4 Temporary Total Disablement from usual occupation
  - 5 Medical Expenses necessarily incurred in the treatment of the Insured Person
- 2 The amount payable for each Unit of cover shall be:  
Benefit
  - 1 £5000
  - 2 £5000
  - 3 £5000
  - 4 £50 per week for a maximum of 104 weeks in all and not necessarily consecutive
  - 5 Reimbursement up to 15% of the amount payable under Benefit 4
- 3 Loss of Limb shall mean
  - A) in the case of a leg loss by physical severance at or above the ankle or permanent total loss of use of a complete foot or leg
  - B) in the case of an arm loss by physical severance of the entire four fingers through or above the metacarpophalangeal joints or permanent total loss of use of a complete arm or hand
- 4 Loss of Eye shall mean permanent and total loss of sight which will be considered as having occurred
  - A) in both eyes if the Insured Person's name is added to the Register of Blind Persons on the authority of a fully qualified ophthalmic specialist
  - B) in one eye if the degree of sight remaining after correction is 3/60 or less on the Snellen scale (meaning seeing at 3 feet what the Insured Person should see at 60 feet)
- 5 Medical Expenses shall mean the cost of medical surgical or other remedial attention treatment or appliances given or prescribed by a qualified member of the medical profession and all hospital nursing home and ambulance charges

## Special Condition

### Benefits

- A) Benefit shall not be payable for any one Insured Person under more than one of the Benefits 1 to 3 in connection with the same occurrence of Bodily Injury
- B) On the happening of any occurrence giving rise to a claim under any of Benefits 1 to 3 this Section shall thereafter cease to apply to that Insured Person
- C) Total Disablement shall have lasted for 104 weeks and have been proved to the Company's satisfaction to be permanent and without expectation of recovery before Benefit 3 becomes payable
- D) The amount payable per week under Benefit 4 shall not exceed the Insured Person's pre-injury weekly earnings from the Business
- E) No sum payable shall carry interest
- F) No Benefit shall be payable due solely to inability to take part in sports or pastimes

# Business Interruption Insurance

## THIS INSURANCE IS OPERATIVE ONLY IF SHOWN AS SUCH IN THE SCHEDULE

If Damage by any of the Covers insured occurs at the Premises

- A) to property used by the Insured for the purpose of the Business which causes interruption of or interference with the Insured's Business at the Premises
- B) which prevents the Insured from tracing or establishing customers' Outstanding Debit Balances in whole or in part due to them

the Company will pay to the Insured

- 1) in respect of A) the amount of loss resulting from the interruption or interference caused by the Damage in accordance with the provisions of the insurance

provided that payment has been made or liability admitted for the Damage under an insurance covering the interest of the Insured in the property

or

payment would have been made or liability admitted for the Damage but for the operation of a proviso in such insurance excluding liability for losses below a specified amount

- 2) in respect of B) the amount of loss resulting from the Damage in accordance with the provisions of the insurance

The Company's liability in any one Period of Insurance shall not exceed in the whole

- 1) in respect of A) the total sum insured or in respect of any item its sum insured or any other stated limit of liability
- 2) in respect of B) the limit of liability stated in the Schedule

For the purpose of this insurance Damage shall mean loss destruction or damage

### Covers

The following are the Covers insured except as otherwise stated in the Schedule

- 1
  - A **Fire** excluding Damage
    - 1) by explosion resulting from fire
    - 2) to property caused by its undergoing any process involving the application of heat
  - B **Explosion** excluding
    - 1) Damage caused by the bursting of any vessel machine or apparatus belonging to or under the control of the Insured in which internal pressure is due to steam only
    - 2) loss resulting from the Insured being deprived of the use of any vessel machine or apparatus or its contents as a result of the explosion thereofbut this shall not exclude explosion of
    - any boiler used for domestic purposes only or of any other boiler or economiser on the Premises
    - gas used for domestic purposes only
  - C **Lightning**
  - D **Aircraft** or other aerial devices or articles dropped therefrom
- 2 **Earthquake** excluding Damage caused by fire

- 3 **Riot civil commotion strikers locked-out workers or persons taking part in labour disturbances or malicious persons** excluding Damage
  - 1) arising from confiscation requisition or destruction by order of the government or any public authority
  - 2) arising from cessation of work
- 4 **Storm or Flood** excluding Damage
  - 1) attributable solely to change in the water table (the level below which the ground is completely saturated with water)
  - 2) caused by frost subsidence ground heave or landslip
  - 3) to fences gates and moveable property in the open
- 5 **Escape of water from any tank apparatus or pipe** excluding Damage
  - 1) by water discharged or leaking from an automatic sprinkler installation
  - 2) in respect of any building which is empty or not in use
- 6 **Impact** by any road vehicle (including any fork lift truck or other industrial vehicle) or animal
- 7 **Accidental escape of water from any automatic sprinkler installation** excluding Damage
  - 1) by freezing in any building which is empty or not in use
  - 2) by heat caused by fire
- 8 **Theft or attempted theft** excluding theft
  - 1) which does not involve
    - entry to or exit from a building by forcible and violent meansor
    - actual or threatened assault or violence
  - 2) of property in transit
- 9 **Subsidence ground heave or landslip** excluding Damage
  - 1) arising from the settlement or movement of made-up ground or by coastal or river erosion
  - 2) occurring as a result of the construction demolition structural alteration or structural repair of any property at the Premises
  - 3) arising from normal settlement or bedding down of new structures
  - 4) commencing prior to the granting of cover under this insurance
- 10 **Any other accident** excluding Damage
  - 1) by any of
    - A) the Covers
    - B) the causes expressly excluded from the Covers specified in paragraphs 1-9 (whether or not insured)
  - 2) to any property caused by
    - A) its own faulty or defective design or materials
    - B) inherent vice latent defect gradual deterioration wear and tear
    - C) faulty or defective workmanship operational error or omission on the part of the Insured or any of their employeesbut this shall not exclude subsequent Damage which itself results from a cause not otherwise excluded
  - 3) caused by
    - A) corrosion rust wet or dry rot shrinkage evaporation loss of weight dampness dryness marring scratching vermin or insects
    - B) change in temperature colour flavour texture or finish
    - C) joint leakage failure of welds cracking fracturing collapse or overheating of boilers economisers superheaters pressure vessels or any range of steam and feed piping in connection therewith

- D) mechanical or electrical breakdown or derangement in respect of the particular machine apparatus or equipment in which the breakdown or derangement originates
  - E) the deliberate act of a supply undertaking in withholding the supply of water gas electricity fuel or telecommunication services
- but this shall not exclude
- 1) such Damage which itself results from other Damage and is not otherwise excluded
  - 2) subsequent Damage which itself results from a cause not otherwise excluded
- 4) caused by
- A) pollution or contamination
  - B) acts of fraud or dishonesty
  - C) disappearance unexplained or inventory shortage misfiling or misplacing of information
  - D) erasure or distortion of information on computer systems or other records
    - 1) whilst mounted in or on any machine or data processing apparatus or
    - 2) due to the presence of a magnetic flux
 unless caused by Damage to the machine or apparatus in which the records are mounted
- 5) to
- A) a building or structure caused by its own collapse or cracking
  - B) moveable property in the open fences and gates by wind rain hail sleet snow flood or dust
  - C) property resulting from its undergoing any process of production packing treatment testing commissioning servicing or repair
- 6) to
- A) property in transit
  - B) property or structures in course of construction or erection and materials or supplies in connection with all such property or structures
  - C) vehicles licensed for road use (including accessories thereon) caravans trailers railway locomotives rolling stock watercraft or aircraft
  - D) land roads pavements piers jetties bridges culverts or excavations
  - E) livestock growing crops or trees

## Exclusions

The Company shall not be liable for loss resulting from

### A War and allied Risks

Damage occasioned by

- 1) riot or civil commotion unless such Cover is specifically insured and then only to the extent stated
- 2) war invasion act of foreign enemy hostilities (whether war be declared or not) civil war rebellion revolution insurrection or military or usurped power

### B Sonic Bangs

Damage caused by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds

### C Pollution and Contamination

pollution or contamination but this shall not exclude loss resulting from Damage (not otherwise excluded) caused by

- 1) pollution or contamination which itself results from any Cover insured (other than Cover 10)
- 2) any Cover insured (other than Cover 10) which itself results from pollution or contamination

### D Radioactive Contamination

Damage occasioned by or happening through or occasioning loss or destruction of or damage to any property whatsoever or any loss or expense whatsoever resulting from or arising therefrom or any loss directly or indirectly caused by or contributed to or arising from

- 1) ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
- 2) the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof

## The Insurance Provided

### Gross Profit – if shown in the Schedule

Subject to the provisions below the Company will pay as indemnity –

- A) In respect of Reduction in Turnover**  
the sum produced by applying the Rate of Gross Profit to the amount by which the Turnover during the Indemnity Period falls short of the Standard Turnover in consequence of the Damage
- B) In respect of Increase in Cost of Working**  
the additional expenditure necessarily and reasonably incurred for the sole purpose of avoiding or diminishing the reduction in Turnover which but for that expenditure would have taken place during the Indemnity Period in consequence of the Damage  
but not exceeding the total of
- the sum produced by applying the Rate of Gross Profit to the amount of the reduction thereby avoided  
plus
  - 5% of the sum insured by the item (but not more than £250,000)

### Special Provisions

- 1 Alternative Trading**  
If during the Indemnity Period goods are sold or services rendered elsewhere than at the Premises for the benefit of the Business either by the Insured or by others on the Insured's behalf the money paid or payable in respect of such sales or services shall be taken into account in arriving at the Turnover during the Indemnity Period
- 2 Savings**  
If any of the charges or expenses of the Business payable out of Gross Profit cease or reduce in consequence of the Damage the amount of such savings during the Indemnity Period shall be deducted from the amount payable
- 3 Professional Accountants' Charges**  
The Company will pay the reasonable charges payable by the Insured to their professional accountants for producing information required by the Company under the terms of the Claims Conditions and for reporting that such information is in accordance with the Insured's accounts
- 4 Underinsurance**  
(Not applicable if the insurance is on the Declaration-Linked basis)  
If the sum insured is less than the Insurable Amount the amount payable shall be proportionately reduced

### Additional Cost of Working – if shown in the Schedule

Subject to the provision below the Company will pay as indemnity the additional expenditure necessarily and reasonably incurred in order to minimise any interruption or interference with the Business during the Indemnity Period in consequence of the Damage

The following is the provision referred to above



### Professional Accountants' Charges

The Company will pay the reasonable charges payable by the Insured to their professional accountants for producing information required by the Company under the terms of the Claims Conditions and for reporting that such information is in accordance with the Insured's accounts

Definitions Extensions and Clauses to this insurance are not operative

### Outstanding Debit Balances

Subject to the provisions below the Company will pay as indemnity –

- A) the difference between
  - 1) the Outstanding Debit Balances
  - and
  - 2) the total of the amounts received or traced in connection with such balances
- B) the additional expenditure incurred with the consent of the Company in tracing and establishing customers' debit balances after the Damage

The following are the provisions referred to above

- 1 Professional Accountants' Charges  
The Company will pay the reasonable charges payable by the Insured to their professional accountants for producing information required by the Company under the terms of the Claims Conditions and for reporting that such information is in accordance with the Insured's accounts
- 2 Limit of Liability  
The Company's liability in any Period of Insurance shall not exceed in the whole the limit of liability stated in the Schedule
- 3 Damage to Computer and Ancillary Equipment and Computer Systems Records  
Exclusion F does not apply to the insurance provided in respect of Outstanding Debit Balances

### Definitions

The following notes refer to the Definitions stated below

- 1 To the extent that the Insured is accountable to the tax authorities for Value Added Tax all terms in this insurance shall be exclusive of such tax
- 2 For the purpose of these definitions any adjustment implemented in current cost accounting shall be disregarded
- 3 The amounts of the opening and closing stocks and work in progress shall be arrived at in accordance with the Insured's normal accountancy methods due provision being made for depreciation
- 4 The Uninsured Variable Costs have the meaning usually attached to them in the Insured's accounts
- 5 In the definitions of Estimated Gross Profit and Insurable Amount the amount of Gross Profit shall be proportionately increased to correspond with the Maximum Indemnity Period where it exceeds twelve months

### Indemnity Period

the period beginning when the Damage occurs and ending when the results of the Business cease to be affected by the Damage but not exceeding the Maximum Indemnity Period (as shown in the Schedule)

### Turnover

the money paid or payable to the Insured for goods sold and delivered and for services rendered in course of the Business at the Premises

Gross Profit

the amount by which the sum of the amount of the Turnover and the amounts of the closing stock and work in progress shall exceed the sum of the amounts of the opening stock and work in progress and the amount of the Uninsured Variable Costs

Uninsured Variable Costs

- Purchases and related discounts
- Bad debts

unless otherwise stated in the Schedule

Estimated Gross Profit

the amount declared by the Insured to the Company as representing not less than the Gross Profit which it is anticipated will be earned by the Business during the financial year most nearly concurrent with the period of insurance (subject to the provision of Note 5 above)

Actual Gross Profit

the Gross Profit earned during the financial year most nearly concurrent with the period of insurance (subject to the provision of Note 5 above)

Rate of Gross Profit

the rate which Gross Profit would have borne to Turnover during the Indemnity Period

Standard Turnover

the Turnover which would have been obtained during the Indemnity Period

Insurable Amount

the Gross Profit which would have been earned in the twelve months immediately following the date of the Damage

had the Damage not occurred after account has been taken of the of the Business and of the variations in or other circumstances affecting the Business either before or after the Damage or which would have affected the Business had the Damage not occurred (subject to the provision of Note 5 above)

Outstanding Debit Balances

the total recorded under the provisions of Debit Recording adjusted for

- A) bad debts
- B) amounts debited (or invoiced but not debited) and credited (including credit notes and cash not passed through the books at the time of the Damage) to the credit accounts of the Business in the period between the date to which the last monthly record relates and the date of the Damage and
- C) any abnormal condition of trade which had or could have had a material effect on the Business so that the figures thus adjusted shall represent as nearly as reasonably practicable those which would have been obtained at the date of the Damage had the Damage not occurred

Extensions

The insurance is extended to include loss as insured in consequence of

- 1 Damage as insured at any premises not occupied by the Insured but used by them solely for storage purposes within the Territorial Limits
- 2 A) Damage as insured to computer systems or other records or

- B) Damage to machinery and plant (but not motor vehicles) removed for cleaning renovation repair or other similar purposes

whilst temporarily removed from the Premises and in transit by road rail or inland waterway to and from the Premises within the Territorial Limits

- 3 Damage as insured at any situations (or to property) as specifically mentioned in the Schedule
- 4 Damage as insured at any situation not in the occupation of the Insured where the Insured is carrying out a contract

in Great Britain Northern Ireland and the Republic of Ireland provided that the Company's liability after the application of all other terms and conditions of the Policy shall not exceed 10% of the sum insured by this insurance as stated in the Schedule

- 5 Damage as insured to any suppliers' or customers' premises within Great Britain Northern Ireland the Channel Islands or the Isle of Man up to a limit of 10% of the sum insured by this insurance as stated in the Schedule or £1,000,000 whichever is the less
- 6
- A) closure or restrictions placed on the Premises on the advice or with the approval of the Medical Officer of Health of the Public Authority as a result of a notifiable human disease manifesting itself at the Premises
  - B) injury or illness sustained by any customer or employee arising from a traceable to foreign or injurious matter in food or drink sold from the Premises
  - C) closing of the whole or part of the Premises by order of the Public Authority for the area in which the Premises are situate consequent upon defects in the drains and other sanitary arrangements at the Premises
  - D) murder or suicide occurring at the Premises
  - E) vermin and pests at the Premises
  - F) loss destruction or damage caused by any of the Covers to property in the vicinity of the Premises which prevents or hinders the use of the Premises or access thereto whether the Premises or the Insured's property therein shall be damaged or not but excluding Damage which prevents or hinders the supply of electricity gas water or telecommunications services

provided that the Company's liability after the application of all other terms and conditions of the Policy shall not exceed the sum insured by this insurance or £1,000,000 whichever is the less

- 7 Damage by any of the Covers insured to property at any generating station or substation of the public electricity supply undertaking land based premises of the public gas supply undertaking or of any natural gas producer linked directly therewith water works or pumping station of the public water supply undertaking from which the Insured obtains electricity gas or water shall be deemed to have resulted from Damage to property at the Premises

provided that the Company's liability after the application of all other terms and conditions of the Policy shall not exceed the sum insured by this insurance

- 8 Payments on Account  
Payments on account may be made during the Indemnity Period if desired
- 9 Automatic Reinstatement after a Loss  
(not applicable in respect of Outstanding Debit Balances or Loss of Liquor Licence)  
In the absence of written notice by the Insured or the Company to the contrary the Company's liability shall not be reduced by the amount of any loss the Insured undertaking to pay the appropriate additional premium for such automatic reinstatement of cover

## Special Conditions

### Index Linking

The Company will adjust the estimate of Gross Profit or Additional Cost of Working provided by the Insured and on which the premium for this Insurance is based in line with suitable indices of costs and the premium for renewal will be based on the adjusted amount

### Debit Recording Warranty

The Insured shall maintain a record elsewhere than in the building in which the original records are kept showing the total amount outstanding in the credit accounts of the Business at the end of each month and in the event of Damage giving rise to a claim shall supply that record to the Company

### Misuse or Contamination of Computer Systems

Insofar as this insurance covers loss of Outstanding Debit Balances resulting from Computer Misuse the Company's liability in respect of any such loss shall not exceed £50,000 (or any other stated limit of liability if less) after the application of all the provisions of the insurance including any deductible

Computer Misuse shall mean the deliberate or accidental misuse or contamination of any computer system (including programs and data) from

- A) Any act executed through accessing the system
- B) Any infection of any kind within the system

# Liability Insurance

THIS INSURANCE IS OPERATIVE ONLY IF SHOWN AS SUCH IN THE SCHEDULE

## Definitions

- 1

Person entitled to Indemnity shall mean

A) the Insured

B) the personal representatives of the Insured in respect of legal liability incurred by the Insured

C) at the request of the Insured

1) any principal

2) any director or partner of the Insured

3) any Person Employed

against legal liability in respect of which the Insured would have been entitled to indemnity under this Policy if the claim had been made against the Insured

4) the officers committees and members of the Insured's canteen social sports and welfare organisations and first aid fire ambulance medical and security services in their respective capacities as such but this shall not include medical or dental practitioners in relation to medical services provided

5) any director or partner of the Insured or Employee in respect of private work undertaken by any Person Employed for such director partner or Employee with the prior consent of the Insured each of whom shall as though the Insured be subject to the terms of this Policy so far as they can apply
- 2

Employee shall mean any individual under a contract of service or apprenticeship with the Insured
- 3

Person Employed shall mean any

A) Employee

B) labour master and individuals supplied by him

C) individual employed by labour only sub - contractors

D) self employed individual (not being in partnership with the Insured)

E) individual hired to or borrowed by the Insured

F) individual undertaking study or work experience while under the supervision of the Insured

while under the direct control and supervision of the Insured

4

Injury shall mean
- ### Section 1
- bodily injury death disease or illness
- ### Sections 2 and 3
- bodily injury death disease illness wrongful arrest or false imprisonment
- 5

Property shall mean material property

6

Business shall mean that which is specified in the Schedule and conducted solely from the premises in Great Britain Northern Ireland the Channel Islands or the Isle of Man and shall include

A) ownership repair and maintenance of the Insured's own property
- 43

- B) provision and management of canteen social sports and welfare organisations and first aid ambulance and medical services for the benefit of any Person Employed
  - C) fire and security services maintained solely for the protection of premises owned or occupied by the Insured
  - D) private work undertaken by any Person Employed for any director or partner of the Insured or Employee with the prior consent of the Insured
- but in respect of Section 1 shall not include any work undertaken Offshore
- 7 Offshore shall mean embarkation on to a vessel or aircraft for conveyance to an offshore rig or platform until disembarkation from the conveyance on to land upon return from such offshore rig or platform
  - 8 Event shall mean one occurrence or all occurrences of a series consequent on or attributable to one source or original cause
  - 9 Insured's Contribution shall mean the amount or amounts specified in the Schedule which the Insured agrees to pay
  - 10 Intellectual Property Rights shall mean any patent trade mark copyright registered design technical or commercial information or other intellectual property

The insurance provided by Section 1 is on a costs inclusive basis whereby the costs and expenses of the claimant and the costs and expenses (incurred by the Company or with the Company's written consent) of any Person Entitled to indemnity are included within the Limit of Indemnity stated in the Schedule

## Section 1 Employers' Liability

The Company will provide indemnity to any Person Entitled to indemnity

- 1 against legal liability for damages in respect of Injury of any Person Employed caused during any Period of Insurance
  - A) in Great Britain Northern Ireland the Channel Islands or the Isle of Man  
or
  - B) while temporarily outside these territoriesarising out of and in the course of employment by the Insured in the Business
- 2 against legal liability for claimant's costs and expenses in connection with 1 above
- 3 in respect of
  - A) cost of legal representation at
    - 1) any coroner's inquest or inquiry in respect of any death
    - 2) proceedings in any court arising out of any alleged breach of statutory duty resulting in Injury  
which may be the subject of indemnity under this Section
  - B) all other costs and expenses in relation to any matter which may form the subject of a claim for indemnity under 1 aboveincurred with the Company's written consent

Provided that in respect of any one Event

- 1 the total amount payable under this Section (including all Extensions and Memoranda) shall not exceed the Limit of Indemnity
- 2 the Company may at any time pay the Limit of Indemnity (less any sums already paid or incurred) or any less amount for which at the absolute discretion of the Company the claims arising out of such Event can be settled The Company will then relinquish control of such claims and be under no further liability in respect thereof

### Exclusions to Section 1

The indemnity will not apply to legal liability

- 1 of whatsoever nature directly or indirectly caused by or contributed to by or arising from
  - A) ionising radiations or contaminating by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
  - B) the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof  
where such legal liability is

- 1) that of any principal
  - 2) accepted under agreement and would not have attached in the absence of such agreement
- 2 in respect of Injury for which the Insured is required to arrange motor insurance or security in accordance with any road traffic legislation within the European Community

**Extensions to Section 1** (each of which is subject otherwise to the terms of this Policy)

### 1 Unsatisfied Court Judgements

In the event of a judgement for damages being obtained

- A) by any Employee or the personal representatives of any Employee in respect of Injury of the Employee caused during any Period of Insurance and arising out of and in the course of employment by the Insured in the Business
- B) against any company or individual operating from premises within Great Britain Northern Ireland the Channel Islands or the Isle of Man

in any court situate in the territories specified in B) above and

- C) remaining unsatisfied in whole or in part six months after the date of such judgement

at the request of the Insured the Company will pay to the Employee or the personal representatives of the Employee the amount of any such damages and any awarded costs to the extent that they remain unsatisfied

Provided that

- A) there is no appeal outstanding
- B) if any payment is made under the terms of this Extension the Employee or the personal representatives of the Employee shall assign the judgement to the Company

### 2 Compensation for Court Attendance

In the event of any of the undermentioned persons attending court as a witness at the request of the Company in connection with a claim in respect of which the Insured is entitled to indemnity under this Section the Company will provide compensation to the Insured at the following rates per day for each day on which attendance is required

- |   |      |
|---|------|
| A) any director or partner of the Insured | £500 |
| B) any Employee                           | £250 |

## Special Provision

### Index Linking

The Company will adjust the estimate of wages provided by the Insured and on which the premium for this Section is based in line with suitable indices of costs and the premium for renewal will be based on the adjusted amount



## Section 2 Public/Products Liability

The Company will provide indemnity to any Person Entitled to Indemnity

- 1 up to the Limit of Indemnity against legal liability for damages in respect of
  - A) accidental Injury of any person
  - B) accidental loss of or damage to Property
  - C) nuisance trespass to land or trespass to goods or interference with any easement right of air light water or way other than legal liability for damages which result from a deliberate act or omission of the Insured or which is a natural consequence of the ordinary conduct of the Business and which could reasonably have been expected by the Insured having regard to the nature and circumstances of such act or omission

happening during any Period of Insurance in connection with the Business

- 2 against legal liability for claimant's costs and expenses in connection with 1 above

- 3 in respect of

- A) costs of legal representation at
  - 1) coroner's inquest or inquiry in respect of any death
  - 2) proceedings in any court arising out of any alleged breach of statutory duty resulting in any occurrence specified in 1 above

which may be subject of indemnity under this Section

- B) all other costs and expenses in relation to any matter which may form the subject of a claim for indemnity under 1 above

incurred with the Company's written consent

Provided that in respect of

- A) any one Event
- B) all Events happening during any Period of Insurance in respect of products supplied
- C) all incidents considered by the Company to have occurred during any Period of Insurance in respect of pollution or contamination of buildings or other structures or of water or land or of the atmosphere

the following shall apply

- 1 the total amount payable by the Company in respect of 1 above and all Extensions and Memoranda shall not exceed the Limit of Indemnity
- 2 the Insured's Contribution in respect of damages and claimant's costs and expenses will be payable before the Company shall be liable to make any payment
- 3 the Company may at any time pay the Limit of Indemnity (less any sums already paid as damages) or any less amount for which at the absolute discretion of the Company the claims arising out of such Event can be settled The Company will then relinquish control of such claims and be under no further liability in respect thereof except for costs and expenses for which the Company may be responsible prior to the date of such payment

- 4 where the Company is liable to indemnify more than one person the total amount of indemnity in respect of damages shall not exceed the Limit of Indemnity

### Insured's Contribution

The indemnity provided by this Section is subject to an Insured's Contribution of £250 each event in respect of loss of or damage to Property arising from work away from the Insured's premises

### Exclusions to Section 2

The indemnity will not apply to legal liability

- 1 arising from or out of the ownership possession or use by or on behalf of the Insured or any Person Entitled to Indemnity of any
- A) mechanically propelled vehicle other than legal liability arising out of
    - 1) the use of plant as a tool of trade on site
    - 2) the use of plant at the premises of the Insured
    - 3) the loading or unloading of any vehicleexcept where the indemnity is provided by any motor insurance contract or where insurance or security is required by law
  - B) aircraft or other aerial device
  - C) aerospace device
  - D) hovercraft
  - E) water-borne craft (other than hand-propelled or sailing craft in inland or territorial waters)
- 2 for bodily injury to or death disease or illness of any Person Employed arising out of and in the course of employment by the Insured in the Business
- 3 for or arising from loss of or damage to any Property which at the time of the Event giving rise to such legal liability is owned by or held in trust by or in the custody or control of the Insured other than
- A) Employees' directors' partners' or visitors' personal effects including vehicles and their contents
  - B) premises and their contents not owned by or leased or rented to the Insured at which the Insured is undertaking work in connection with the Business
  - C) premises and their fixtures and fittings leased or rented to the Insured unless such legal liability
    - 1) has been accepted by agreement in which case the indemnity will only be provided to the extent that such liability would have attached in the absence of such agreement
    - 2) arises from an agreement to maintain in force insurance in respect of loss of or damage to such premises and their fixtures and fittings
- 4 caused by or arising out of pollution or contamination of buildings or other structures or of water or land or the atmosphere unless the pollution or contamination is caused by a sudden identifiable unintended and unexpected incident which takes place in its entirety at a specific moment in time and place during any Period of Insurance

Provided that all pollution or contamination which arises out of one incident shall be considered by the Company for the purpose of this Policy to have occurred at the time such incident takes place

- 5 A) in respect of loss of or damage to any
- 1) product supplied
  - 2) contract work executed
- } by the Insured

caused by any defect therein or the unsuitability thereof for its intended purpose

- B) for the costs of recall removal repair alteration replacement or reinstatement of any
- 1) product supplied
  - 2) contract work executed
- } by the Insured
- necessitated by any defect therein or the unsuitability thereof for its intended purpose

6 arising from or in connection with

- A) advice
  - B) design
  - C) specification
- } provided for a fee

7 arising from or in connection with any

- 1) product supplied
  - 2) contract work executed
- } by the Insured

where such legal liability has been accepted by agreement except to the extent that such liability would have attached in the absence of such agreement

8 for the costs of remedying any defect or alleged defect in premises disposed of by the Insured

9 for

- A) fines or penalties
- B) compensation ordered or awarded by a Court of Criminal Jurisdiction
- C) aggravated exemplary or punitive damages awarded by any court outside Great Britain Northern Ireland the Channel Islands or the Isle of Man

10 of whatsoever nature directly or indirectly caused by or contributed to by or arising from

- A) ionising radiations or contaminating by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
- B) the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof

11 arising from any consequence of war invasion act of foreign enemy hostilities (whether war be declared or not) civil war rebellion revolution insurrection or military or usurped power

**Extensions to Section 2** (each of which is subject otherwise to the terms of this Policy)

### 1 Cross Liabilities

If the Insured comprises more than one party the Company will provide indemnity to each in the same manner and to the same extent as if a separate Policy had been issued to each  
Provided that the total amount payable in respect of damages shall not exceed the Limit of Indemnity

### 2 Compensation for Court Attendance

In the event of any of the undermentioned persons attending court as a witness at the request of the Company in connection with a claim in respect of which the Insured is entitled to indemnity under this Section the Company will provide compensation to the Insured at the following rates per day for each day on which attendance is required

- |   |      |
|---|------|
| A) any director or partner of the Insured | £500 |
| B) any Employee                           | £250 |

### 3 Contingent Motor Liability

Notwithstanding Exclusion 1A) the Company will provide indemnity to the Insured against legal liability arising out of the use in the course of the Business by any Employee of any mechanically propelled vehicle not the property of nor provided by the Insured

The indemnity will not apply to legal liability

- A) in respect of loss of or damage to such vehicle or to property conveyed therein
- B) arising while such vehicle is being driven by the Insured
- C) in respect of which the Insured is entitled to indemnity under any other insurance
- D) arising outside Great Britain Northern Ireland the Channel Islands or the Isle of Man

#### 4 Overseas Personal Liability

The Company will provide indemnity to the Insured and if the Insured so requests any Employee or director or partner of the Insured against legal liability incurred in a personal capacity while temporarily outside Great Britain Northern Ireland the Channel Islands or the Isle of Man in connection with the Business

The indemnity will not apply

- A) to legal liability arising out of the ownership or occupation of land or buildings
- B) where indemnity is provided by any other insurance

#### 5 Data Protection Act 1998

The Business shall include the provision of any reciprocal arrangement for the storage or processing of computer data or for use of computer facilities

Provided that the indemnity will not apply to legal liability in respect of any loss or damage sustained by any party to such an arrangement

The Company will also provide an indemnity to the Insured and if the Insured so requests any Employee or director or partner of the Insured against legal liability to pay damages and claimant's costs and expenses for damage or distress as described in Section 13 of the Data Protection Act 1998

Provided that the Insured is registered in accordance with the terms of the Act or has applied for such registration which has not been refused or withdrawn and has taken all reasonable care to comply with the requirements of the Data Protection Act 1998

This Extension shall not apply in respect of

- A) the payments of fines or penalties
- B) the costs of replacing reinstating rectifying or erasing blocking or destroying any personal data
- C) liability arising from or caused by a deliberate or intentional act by or omission of any person eligible for indemnity by this Extension if the result thereof could reasonably have been expected by the Insured or any other person having regard to the nature and circumstances of such act or omission
- D) claims which arise out of circumstances notified to previous insurers or known to the Insured at the commencement of this Extension
- E) legal liability where indemnity is provided by any other insurance

## Special Conditions

### Application of Heat Away from the Premises

The Company will not provide indemnity in respect of Section 2 unless the following precautions are complied with on each occasion there is application of heat involving a naked flame open heat source or hot air paint stripper away from the Insured's premises

- A) The area of the work will be cleared of combustible material for a safe distance from or beneath the place where such work is being carried out A safe distance shall not be less than fifteen metres when welding or cutting operations are carried out

Where such precautions are impracticable such material will be covered with non - combustible blankets or screens Combustible parts of premises will be similarly protected

- B) At least one fire extinguisher of a type suitable for the combustible material and the premises will be kept immediately adjacent to the area of work in full working order an available for immediate use
- C) Equipment will be lit as short a time as possible before use and extinguished immediately after use
- D) Equipment which is lit or switched - on will not be left unattended
- E) A thorough examination for any signs of combustion will be made within or below the area in which work has been undertaken half an hour after the termination of each period of work

### Car Parks

It is a condition of Section 2 that at any garage or parking space owned by or under the control of the Insured that notices shall be displayed permanently in prominent positions stating that the Insured is not liable for any loss of or damage to any vehicle or anything in or about any vehicle and a similar notice shall be printed on every ticket issued in respect of the garaging or parking of any vehicle Failure to comply with the above condition may result in a claim for fire or explosion not being paid or payment reduced

### Special Provision

#### Index Linking

The Company will adjust the estimates of turnover and wages provided by the Insured and on which the premium for this Section is based in line with suitable indices of costs and the premium for renewal will be based on the adjusted amount

## Section 3 – Legal Defence Costs

The Company will provide indemnity to the Insured and if the Insured so requests any Employee or director or partner of the Insured

up to the Limit of Indemnity in respect of

- A) legal costs and other expenses incurred with the Company's written consent
- B) costs awarded against the Insured or any director partner or Person Employed

in connection with the defence of criminal proceedings brought or in appeal against a conviction arising from such proceedings relating to an offence alleged to have been committed during any Period of Insurance in the course of the Business but only in respect of proceedings brought as stated in Parts **A** and **B** below

### Part A

In respect of a breach of

- 1 the Health and Safety at Work etc. Act 1974 or the Health and Safety at Work (Northern Ireland) Order 1978 where the proceedings relate to the health safety and welfare of any Person Employed director or partner of the Insured

### Part B

In respect of a breach of

- 1 the Health and Safety at Work etc. Act 1974 or the Health and Safety at Work (Northern Ireland) Order 1978 where the proceedings relate to the health safety and welfare of any person other than a Person Employed director or partner of the Insured
- 2 Part II of the Consumer Protection Act 1987

Provided that in respect of Part **A** and **B**

- 1 the indemnity will not apply
  - A) to fines or penalties of any kind
  - B) to compensation ordered or awarded by a Court of Criminal Jurisdiction
  - C) where Injury of any person or loss of or damage to Property has occurred
  - D) where indemnity is provided by any other insurance
  - E) to proceedings consequent upon any deliberate act or omission by
    - 1) the Insured
    - 2) any partner or director of the Insured
    - 3) any Employee with any specific responsibility for compliance with the legislation specified in this Sectionwhich could reasonably have been expected to constitute a breach of the legislation specified in this Section
- 2 the indemnity will apply only where shown in the Schedule
- 3 the Company may at any time pay the Limit of Indemnity (less any sums already paid) or any less amount for which at the absolute discretion of the Company the claims arising can be settled but including any amount for which the Company may be responsible prior to the date of such payment The Company will then relinquish control of such claims and be under no further liability in respect thereof

- 4 where the Company is liable to indemnify more than one person the total amount of indemnity shall not exceed the Limit of Indemnity

#### Special Provision

The Company shall pass notification to an organisation in the UK which has an agreement for the provision of legal defence costs services and which shall thereafter administer claims settlement on the Company's behalf

## This is a 'claims made' insurance

This Insurance covers claims or circumstances notified to the Company during the Period of Insurance

# Legal Expenses Insurance

**THIS INSURANCE IS OPERATIVE ONLY IF SHOWN AS SUCH IN THE SCHEDULE**

## Cover

The Company will indemnify the Insured Person in respect of Legal Expenses which arise from the conduct of the Insured's Business and which relate to any Legal Proceedings made or brought by or against the Insured Person within the jurisdiction of a Court within the Territorial Limits and notified to the Company during the Period of Insurance in respect of

## Insured Incident 1 – Contract of Employment and Employment Awards

The defence of any Legal Proceedings brought in an employment tribunal arising from a dispute with an Employee or ex-Employee relating to

- A) the contract of employment with the Insured
- B) civil or criminal proceedings under the Race Relations Act 1976 or the Sex Discrimination Act 1975

provided that

- (i) the Insured has sought and followed advice from Our Legal Assistance Advice service (details of which are contained in the Customer Care page) before materially changing or attempting to change the particulars of an Employee's contract of employment or dismissing any Employee (whether or not by reason of redundancy)
- (ii) the Insured agrees to the appointment of the Appointed Representative in accordance with Special Condition 6 A)

## Insured Incident 2 – Prosecution Defence

the defence of any Legal Proceedings arising out of any act or omission or alleged act or omission by the Insured Person which leads to

- A) the service of an Improvement Notice or Prohibition Notice under the Health and Safety at Work etc Act 1974 or the Health and Safety (Northern Ireland) Order 1978 against which the Insured wishes to appeal
- B) the Insured Person's prosecution in a Court of criminal jurisdiction
- C) civil proceedings arising from the Race Relations Act 1976 or the Sex Discrimination Act 1975 or for compensation under Section 13 of the Data Protection Act 1998

## Insured Incident 3 – Taxation proceedings

- A) an investigation instigated by a government department into the Insured's liability to taxation on business income profits or gains and involving an official in-depth examination of the Insured's business books or records
- B) in appealing to the Value Added Tax tribunal in respect of a dispute relating to Value Added Tax with the Commissioners of Customs and Excise following a decision made by them which they refuse to reconsider

provided that such Taxation Proceedings shall be deemed to have commenced on the date the government department first demands the Insured's business books or records to be made available for examination or instigates any enforcement proceedings relating to Value Added Tax as the case may be



Exclusion Specific to Insured Incident 3

The Company will not pay Legal Expenses relating to any official in -depth investigation where the accounts submitted are being investigated because earlier accounts have been investigated or are already under investigation

Insured Incident 4 – Property Disputes

the pursuit or defence of Legal Proceedings relating to

- A) the possession of freehold or leasehold property owned or occupied by the Insured
- B) any negligent act omission or nuisance caused by a third party relating to property owned by the Insured or for which the Insured is legally responsible other than motor vehicles aircraft or watercraft provided that the Insured has suffered or could suffer a pecuniary loss if a claim or legal proceedings are not pursued or defended

Exclusions Specific to Insured Incident 4

The Company will not pay Legal Expenses arising from

- A) disputes which relate to mining subsidence or heave
- B) disputes relating to
  - 1) goods in transit
  - 2) goods lent or hired to third parties
  - 3) goods at premises other than those occupied by the Insured unless they are at such premises for the purpose of installation or use in work to be carried out by the Insured
- C) disputes under Insured Incident 4B) where a contract between the Insured and the third party exists at the time of the cause of action

Insured Incident 5 – Contract Disputes

the pursuit or defence of any dispute with a customer or supplier in respect of a contract for the sale purchase hire or supply of goods or services provided that the amount in dispute exceeds £1,000

Exclusions Specific to Insured Incident 5

The Company will not pay Legal Expenses relating to

- A) a contract of insurance insofar as the dispute is solely in respect of quantum
- B) a debt owed to the Insured Person
- C) the lease or tenancy of property

Limits of Indemnity

The maximum liability of the Company under this insurance in respect of each of the following shall not exceed

	Limit of Indemnity
A) Any One Event	As shown in Schedule
B) All claims and legal proceedings and Taxation Proceedings notified during any Period of Insurance	As shown In Schedule
C) Witness Attendance Allowance	£150 per day

D)	Witness Attendance Allowance in respect of all Events notified during any Period of Insurance	£10,000 in total
E)	Jury Service Allowance	£150 per person per day
F)	Any One Event for Legal Expenses arising out of Taxation Proceedings	£25,000
G)	Legal Expenses in respect of all Events notified during any Period of Insurance arising out of Taxation Proceedings	£100,000 in total

## Exclusions applicable to all Insured Incidents

This insurance does not cover

- 1 the defence of any civil claim or legal proceedings made or brought against the Insured Person arising from or relating to
  - A) bodily injury to or death disease or illness of any person
  - B) loss destruction or damage to or to any property including loss of use thereof
  - C) the breach or alleged breach of any professional duty
  - D) the breach or alleged breach of any duty owed in the capacity of director or officer of the Insured other than in respect of Insured Incident 3
- 2 Legal Expenses incurred in relation to non contentious matters
- 3 any Legal Expenses that are in excess of the Standard Legal Expenses where the Insured has nominated their own representative to act as the Appointed Representative
- 4 any Legal Proceedings made commenced brought or transferred outside the Territorial Limits or Legal Expenses incurred outside the Territorial Limits
- 5 any Legal Proceedings in respect of which the Insured is or but for the existence of this insurance would be entitled to indemnity under any other insurance
- 6 any act omission or dispute alleged or actual occurring prior to or existing at the commencement of this Insurance and which the Insured knew or ought reasonably to have known was likely to give rise to Legal Proceedings by or against the Insured
- 7 the defence of any Legal Proceedings arising from any actual or alleged dishonesty fraud or malicious conduct of the Insured If and to the extent that such Legal Proceedings are successfully defended the Company agrees to indemnify the Insured for Legal Expenses incurred
- 8 damages fines or penalties of any nature
- 9 any Legal Proceedings arising from or relating to the ownership possession hiring or use of a motor vehicle aircraft or watercraft
- 10 the pursuit or defence of any action alleging defamation
- 11 any dispute relating to patents copyrights design rights moral rights trade or service marks registered designs passing off or trade secrets and confidential information insofar as they relate to technical know how or any dispute in respect of the terms and conditions of a licence agreement for the exploitation of any form of intellectual property

- 12 a dispute with a government or local authority department concerning the imposition of the Uniform Business Rate except where an appeal is allowed within the regulations laid down at law
- 13 the defence of any Legal Proceedings arising from or relating to seepage pollution or contamination of any kind
- 14 any Legal Proceedings directly or indirectly caused by or contributed to or arising from
  - A) ionising radiations or contamination by radioactivity from an irradiated nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
  - B) radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof

## Definitions

### Insured Person

The Insured and at the Insured's request in like manner to the Insured the proprietors directors partners managers and all other Employees of the Insured

### We/Us/Our

A third party provider approved by Royal & Sun Alliance Insurance plc

### Appointed Representative

A solicitor consultant or any other appropriately qualified person nominated to act in a professional capacity for the Insured Person in accordance with the terms of this insurance

### Any One Event

All Legal Proceedings including any appeal against judgement consequent upon the same original cause event or circumstance shall be regarded as one event

### Employee

Any person under a contract of service or apprenticeship with the Insured or undergoing training under any government approved training scheme under the Insured's control in connection with the Insured's Business

### Territorial Limits

The full member states of the European Community the Channel Islands and the Isle of Man

### Court

A court tribunal or other competent authority

## Legal Expenses

### 1 Fees

- A) any fees expenses and other disbursements reasonably and properly incurred by the Appointed Representative in connection with any Legal Proceedings including costs and expenses of expert witnesses
- B) any fees expenses and other disbursements reasonably and properly incurred by the Appointed Representative in appealing or resisting an appeal against the judgement of a Court in connection with any Legal Proceedings

Where the Insured has chosen their own Appointed Representative the Company will not pay more than Standard Legal Expenses

### 2 Costs

Any costs payable by the Insured Person following an award of costs by any court and any costs payable following an out of court settlement made in connection with any Legal Proceedings

### 3 Witness Attendance Allowance

Witness Attendance Allowance payable when the Insured or any proprietor director partner manager or Employee of the Insured is absent from work consequent upon attending as a

- A) witness for the Insured at the request of the Appointed Representative or
- B) a defendant at any Court hearing of an admitted claim under this insurance

#### 4 Jury Service Allowance

The income salary or wages of the Insured or any proprietor director partner or manager or Employee of the Insured in respect of that individual's attendance for jury service insofar as it is not recoverable from the relevant Court

#### 5 Compensation Awards

Compensation for the holding loss or unauthorised disclosure of data as defined in Section 13 of the Data Protection Act 1998

#### 6 Awards of Compensation

All Basic and Compensatory Awards made against the Insured under the Legislation by Industrial Tribunals Employment Appeal Tribunals or Superior Courts or settlements agreed as a result of conciliation proceedings and to which Our prior consent has been given

#### Standard Legal Expenses

The usual fees that would be incurred by the Company in nominating an Appointed Representative of Our choice

#### Legal Proceedings

The pursuit or defence of legal or taxation disputes

#### Legislation

- A) Employment Protection Act 1975
- B) Sex Discrimination Act 1975
- C) Fair Employment (Northern Ireland) Act 1976
- D) Race Relations Act 1976
- E) Employment Protection (Consolidation) Act 1978 as amended
- F) Transfer of Undertakings (Protection of Employment) Regulations 1981
- G) Trade Union Act 1984
- H) Sex Discrimination Act 1986
- I) Wages Act 1986
- J) Employment Act 1990
- K) Data Protection Act 1998

together with all related statutory instruments and regulations (including relevant codes of practice issued by the Secretary of State for Employment or by the Health and Safety Commission) in force at the commencement of this Insurance including the Industrial Relations (Northern Ireland) Order 1976 Industrial Relations (No.2) (Northern Ireland) Order 1976 and the Sex Discrimination (Northern Ireland) Order 1976

The Company will not pay

- A) additional Awards made under Section 69 or 71 of the Employment Protection (Consolidation) Act 1978 (as amended) or under Article 31 or 32 of the Industrial Relations (Northern Ireland) Order 1976
- B) special Awards as defined in Section 72 or 75 of the Employment Protection (Consolidation) Act 1978 (as amended)
- C) protective Awards payable under Section 101 of the Employment Protection Act 1975 or Article 51 of the Industrial Relations (Northern Ireland) Order 1976
- D) interim relief as defined in Section 77 and quantified in Sections 78 and 79 of the Employment Protection (Consolidation) Act 1978 (as amended)
- E) a redundancy payment or an Award made against the Insured which the Insured has incurred by deliberately avoiding liability for a redundancy payment of money due under a contract of employment

- F) any award of pay specified in a reinstatement or re-engagement order
- G) any award of pay where the Insured has failed to provide written reasons for dismissal

## Acts of Parliament

All Acts of Parliament referred to in this insurance shall be deemed to include any subsequent amendments or re-enactments thereof and equivalent legislation (if any) enforceable within the Territorial Limits

## Special Conditions

### 1 Record Keeping

The insured must take all reasonable care in keeping business books records and accounts Tax returns are to be submitted without undue delay and accounts and related taxation computations are to be submitted to the proper government department within twelve months of the end of the relevant period of account

### 2 Notification of Claims

The Insured shall notify the Company on the discovery of any circumstance which may give rise to a claim in accordance with Claims Condition 2 The Company shall pass notification to our third party service provider which shall thereafter administer claims settlement

Where such notification has been given the Company agrees to treat any subsequent Legal Proceedings in respect of the circumstances notified as though the Legal Proceedings had been made or brought during the Period of Insurance

### Special Procedure

If a form ET1 (Originating Application) is received from an employment tribunal the Insured must forward it to Us as soon as reasonably practical with form ET3 (Notice of Appearance By Respondent) which should be left blank

In view of the 21 days' statutory time limit this must be done as soon as reasonably practical

### 3 Consent

Our consent to pay Legal Expenses must be obtained in writing Legal Expenses incurred before such consent is given will not be covered Consent will be given if the Insured Person can satisfy Us that

- A) there are reasonable prospects of successfully pursuing or defending the Legal Proceedings  
and
- B) it is reasonable for Legal Expenses to be provided in the particular case

In circumstances where We have chosen a representative to act on the Insured's behalf the Company will pay Legal Expenses incurred for providing the initial assessment of the claim irrespective of the prospects of success or whether the claim is covered under this Policy.

Where the Insured has chosen their own representative any Legal Expenses incurred in providing initial assessment shall only be covered once We are satisfied that there are reasonable prospects of successfully pursuing or defending the Legal Proceedings and the claim is covered under all other terms and conditions of the Policy.

The decision to grant consent will take into account the advice of the Insured's Appointed Representative as well as that of Our own advisers We may require at the Insured Person's expense an opinion of Counsel on the merits of the Legal Proceedings If the claim is subsequently admitted the Insured Person's costs in obtaining such an opinion will be covered under this insurance

If the Insured Person decides to commence or continue Legal Proceedings for which We have denied support and is successful the Company will pay Legal Expenses as if We had given Our consent in the first instance

#### **4 Minimising Claims or Legal Proceedings**

The Insured Person must take all reasonable measures to minimise the cost of Legal Proceedings

#### **5 Arbitration**

Any dispute between the Insured and Us in respect of this insurance may be referred to a single arbitrator who shall be either a solicitor or barrister agreed upon by both parties Failing agreement the arbitrator shall be nominated by the President of the appropriate Law Society, Bar Council or other professional body within the Territorial Limits

The party against whom the decision is made shall meet the costs of the arbitration in full If the decision is not clearly made against either party the arbitrator shall have the power to apportion costs If the decision is made in favour of Us the Insured's costs shall not be recoverable under this insurance This procedure does not prejudice any right of the Insured Person to have recourse to any other complaints procedure to which the Company subscribes or to the courts

#### **6 Conduct of Legal Proceedings**

##### **A) Nomination of Appointed Representative**

- (i) In respect of any and all claims where the Company may be liable to pay an award of compensation under Insured Incident 1 We have the right to choose the Appointed Representative
- (ii) In respect of all other claims covered by the policy:
  - At the point where Court papers need to be issued or have been received or where there is a conflict of interest the Insured is free to choose a suitably qualified Appointed Representative Where the Insured has selected an Appointed Representative of the Insured's own choice then We will only pay Standard Legal Expenses. Any amount in excess of the Standard Legal Expenses will be the responsibility of the Insured
  - If the Insured's choice of Appointed Representative has to undertake work to familiarise themselves with any work already undertaken on the case We will not pay for this work to be done
  - In selecting the Appointed Representative the Insured shall have a duty to minimise the cost of Legal Proceedings
  - If there is any disagreement as to whether Legal Proceedings are necessary the Insured can take the matter to an independent arbitrator as detailed in Special Condition 5
- (iii) In the period before We agree that Legal Proceedings are necessary We may seek to obtain a settlement on the Insured's behalf
  - The settlement will be subject to the Insured's agreement which the Insured will not unreasonably refuse

Any representative is appointed in the Insured's name to act for the Insured

##### **B) All Information to be given to the Appointed Representative**

The Appointed Representative must be given all information and assistance required This must include a complete and truthful account of the facts of the case and all relevant documentary or other evidence in the Insured Person's possession The Insured Person must obtain or execute all documents as may be necessary and attend any meetings or conferences when requested

##### **C) Access to the Appointed Representative**

We are entitled to obtain from the Insured Person's Appointed Representative any information document or advice relating to Legal Proceedings whether or not privileged On request the Insured Person will give any instructions necessary to ensure such access

##### **D) Instruction of Counsel or Appointment of Expert Witnesses**

If in the course of any Legal Proceedings the Appointed Representative wishes to instruct Counsel or appoint expert witnesses We will not unreasonably withhold consent The names of Counsel or the expert witnesses must be submitted to us together with an explanation of the necessity for such action

E) **Offer of Settlement**

The Insured must inform Us in writing as soon as an offer to settle Legal Proceedings is received or a payment into Court is made. The Insured will not unreasonably withhold consent to the Appointed Representative making an offer to settle the Legal Proceedings. The Insured must not enter or offer to enter into any agreement to settle without Our prior written consent. Any such agreement must take into account the Company's interest in the recovery of costs.

If the Insured unreasonably withholds agreement to a settlement, We reserve the right to withdraw Our support.

F) **Payment of Legal Expenses**

All bills relating to any Legal Proceedings which the Insured receives from the Appointed Representative should be forwarded to Us without delay.

Bills must be certified by the Insured to the effect that the charges have been properly incurred and that We are authorised to settle on the Insured's behalf. Gross sum bills must be accompanied by a breakdown setting out the work done and rates applied.

If requested, the Insured must ask the Appointed Representative to submit the bill of costs for assessment or certification by the appropriate Law Society or Court in accordance with the provisions of the Solicitors Act 1974 and/or the Solicitors Remuneration Order 1994.

The provision of indemnity for any Legal Expenses does not imply that all Legal Expenses will be paid. If the Insured is in doubt, We should be consulted.

The Insured must not, without Our written consent, enter into any agreement with the Appointed Representative as to the payment of Legal Expenses.

G) **Recovery of Costs and Expenses**

The Insured Person through its Appointed Representative shall be responsible for the repayment to the Company of any award of costs in favour of the Insured Person or any costs agreed to be paid to the Insured Person as part of any settlement.

## **7 Appeal Procedure**

Our consent must be obtained if the Insured wishes to appeal against the judgment of a court. A written application must be submitted to Us at least ten working days before the final date for lodging the appeal. The application must state the reasons for bringing the appeal. We will inform the Insured of Our decision.

The Insured must co-operate in an appeal against the judgment of a Court at Our request.

## **8 Insolvency of Insured**

If the Insured is insolvent when a claim is notified to Us or becomes insolvent during the course of any Legal Proceedings to which the Company has given support, the Company shall thereupon reserve the right to refuse to admit a claim or withdraw their support of a claim. The Insured shall be deemed insolvent upon the appointment in relation to that Insured of an office-holder within the meaning given by Section 233(1) or 372(1) of the Insolvency Act 1986.

## **Special Provision**

### **Index Linking**

The Company will adjust the estimate of wages provided by the Insured and on which the premium for this Insurance is based in line with suitable indices of costs and the premium for renewal will be based on the adjusted amount.

# Personal Accident Insurance

## THIS INSURANCE IS OPERATIVE ONLY IF SHOWN AS SUCH IN THE SCHEDULE

If during the Operative Time the Insured Person sustains accidental Bodily Injury which within two years is the sole cause of Death Disablement or incurring of Medical Expenses for which the Benefit is claimed the Company will pay the appropriate Benefit to the Insured

If the Insured Person suffers Death Disablement or incurs Medical Expenses as the result of exposure to the elements the Company will consider that as having been caused by accidental Bodily Injury

Bodily Injury does not include sickness or disease or any naturally occurring condition or degenerative process or the result of a gradually operating cause

### Exclusions

The Company will not pay the Benefit if

- 1 Bodily Injury results from
  - A) the Insured Person engaging in or practising for any of the Excluded Activities
  - B) the Insured Person committing or attempting to commit suicide
  - C) War or Terrorism
- 2 Bodily Injury or Death Disablement or Medical Expenses is the result of or is contributed to by the Insured Person
  - A) having taken a drug unless it is taken on proper medical advice and is not for the treatment of drug addiction or
  - B) having a physical or mental defect of any sort which was known either to the Insured or the Insured Person when the Policy was issued or at renewal  
However the exclusion shall not apply if the defect has been notified to the Company and accepted in writing
- 3 Death Disablement or Medical Expenses is the result of or is contributed to by the pregnancy (including childbirth) of the Insured Person
- 4 Bodily Injury is sustained by any Insured Person before such person attains the age of sixteen years or after the expiry of the Period of Insurance during which such person attains the age of seventy years

### Interpretations

- 1 The Insured Person shown in the Schedule shall have the following meanings

Clerical and Administrative staff	staff wholly engaged in clerical and /or administrative duties in the Business
Any other Employee of the Insured	staff NOT wholly engaged in clerical and /or administrative duties in the Business



2 The Operative Time shown in the Schedule shall have the following meanings

24 Hour	At any time
Occupational Accidents Only	While engaged on the Insured Person's occupation in the Business
Occupational Accidents plus Commuting Risks	While engaged on the Insured Person's occupation in the Business including daily travel directly between residence (normal or temporary) and place of work

3 Benefits shall mean

- 1 Death
- Disablement
- 2 Loss of two or more Limbs or both Eyes or one of each
- 3 Loss of one Limb or Eye
- 4 Permanent Total Disablement other than by Loss of Limb or Eye from gainful employment of any and every kind unless otherwise shown in the Schedule
- 5 Temporary Total Disablement from usual occupation
- 6 Temporary Partial Disablement i.e. disablement from a substantial part of usual occupation
- 7 Medical Expenses necessarily incurred in the treatment of the Insured Person

4 Excluded Activities shall mean

Aqualung diving

Flying other than

- A) as a passenger or
- B) as a member of the crew or
- C) in order to carry out work in the aircraft

Football other than association football (soccer) as an Amateur (Amateur shall mean a person who receives no financial gain from or payment for participation in that sport other than the reimbursement of reasonable travel and other out-of-pocket expenses)

Hang gliding

Hunting on horseback

Motor competitions

Motorcycling as a rider or passenger

Mountaineering or cliff or rock climbing

Parachuting

Pot-holing

Racing other than on foot or in dinghies

Using power driven woodworking machinery in connection with business or occupation

Winter sports other than curling or skating

5 Loss of Limb shall mean

- A) in the case of a leg loss by the physical severance at or above the ankle or permanent total loss of use of a complete foot or leg
- B) in the case of an arm loss by physical severance of the entire four fingers through or above the metacarpophalangeal joints or permanent total loss of use of a complete arm or hand

- 6 Loss of Eye shall mean permanent and total loss of sight which will be considered as having occurred
- A) in both eyes if the Insured Person's name is added to the Register of Blind Persons on the authority of a fully qualified ophthalmic specialist
  - B) in one eye if the degree of sight remaining after correction is 3/60 or less on the Snellen scale (meaning seeing at 3 feet what the Insured Person should see at 60 feet)
- 7 Medical Expenses shall mean the cost of medical surgical or other remedial attention treatment or appliances given or prescribed by a qualified member of the medical profession and all hospital nursing home and ambulance charges
- 8 Aircraft Accumulation Limit
- If a limit is shown in the Schedule this shall mean the maximum amount the company will pay under this Policy and any other Policy issued by the Company in the name of the Insured in respect of all Insured Persons travelling in the same aircraft In the event of the Aircraft Accumulation Limit being exceeded the Company's liability in respect of each Insured Person travelling in the aircraft shall be proportionately reduced until the total does not exceed that limit
- 9 Incident shall mean
- The duration and radius of any one incident shall be limited to
- A) 72 consecutive hours and
  - B) 100 miles
- no loss which occurs outside this distance or period shall be included in that incident
- 10 Incident Limit shall mean
- The maximum amount the Company will pay in the aggregate under this Policy and any other policy of Personal Accident Insurance issued by the Company in the Insured's name in respect of all losses arising out of one and the same Incident
- 11 Terrorism shall mean
- Any act including but not limited to use of force or violence or threat thereof of any person or group(s) of persons whether acting alone or on behalf of or in connection with any organisation(s) or government(s) committed for political religious ideological or similar purposes including the intention to influence any government or to put the public or any section of the public in fear
- 12 War shall mean
- War invasion act of foreign enemy hostilities (whether war be declared or not) civil war rebellion revolution insurrection or military or usurped power

## Special Conditions

### Disappearance

In the event of disappearance of the Insured Person if after a suitable period of time it is reasonable to believe that death has occurred as a result of accidental Bodily Injury the Death Benefit shall become payable subject to a signed undertaking that if the belief is subsequently found to be wrong such Death Benefit shall be refunded to the Company

### Benefits

- A) Benefits shall not be payable in respect of any one Insured Person under more than one of Benefits 1 to 4 in connection with the same accident
- B) on the happening of an accident giving rise to a claim under any of Benefits 1 to 4 this insurance shall thereafter cease to apply to that Insured Person
- C) Total Disablement shall have lasted for 104 weeks and have been proved to the satisfaction of the Company to be permanent and without expectation of recovery before Benefit 4 becomes payable

- D) If no Death Benefit is included in respect of the Insured Person no Benefit shall be payable for Loss of Limb or Eye until at least thirteen weeks after the date of the accident and such Benefit shall then only be payable if the Death Benefit would not if included have become payable during that thirteen weeks as a result of the accident If a Death Benefit is included but is less than the appropriate Benefit for Loss of Limb or Eye the amount payable for Loss of Limb or Eye shall not exceed the Death Benefit until thirteen weeks have elapsed from the date of the accident and the balance shall then only be payable if the Death Benefit has not in the meantime become payable as a result of the accident
- E) The amount payable under Benefit 7 shall be reimbursement up to the amount specified in the Schedule in respect of any accident to any one Insured Person
- F) no sum payable shall carry interest
- G) no Benefit shall be payable due solely to inability to take part in sports or pastimes
- H) Benefits 5 and 6 are payable per week for a maximum of 104 weeks in all not necessarily consecutive

### Other Interests

The Insured's receipt shall discharge the Company's liability to pay any amount in respect of a claim The Insured Person or the Insured Person's personal representatives shall have no right to claim from or sue the Company The total amount payable by the Company in respect of any benefits shown in the Schedule irrespective of the number of parties insured by this Policy having a claim under this Policy in respect of such benefits shall not exceed in the whole the total sum insured stated in the Schedule for the benefit claimed

### Special Provisions

The Company shall not automatically accept or be affected by any notice of any trust assignment or the like which relates to this insurance

### Contribution

Claims Condition 7 does not apply to this insurance

# Fidelity Insurance

THIS INSURANCE IS OPERATIVE ONLY IF SHOWN AS SUCH IN THE SCHEDULE

## Cover

The Company will indemnify the Insured

- 1 against direct loss of money or goods belonging to them or for which they are legally responsible caused by any act of Theft committed during the Period of Insurance by any Employee described in the Schedule normally resident within the Territorial Limits and discovered not later than 24 months after the termination of
  - A) this insurance
  - B) the insurance in respect of any Employee specified by name or positionwhichever occurs first
- 2 for auditor's fees incurred with the Company's written consent solely to substantiate the amount of the claim
- 3 for the reasonable cost of re-writing or amending the software programs or systems where such re-writing or amending is necessary to correct the programs or amend the security codes following the fraudulent use of computer hardware or software programs or computer systems the subject of a claim for which liability is admitted under the Policy

## Previous Insurance

If this insurance immediately supersedes a Fidelity Insurance effected by the Insured (the 'Superseded Insurance') the Company will indemnify the Insured in respect of any loss discovered during the continuation of this insurance but committed during the continuation of the Superseded Insurance if the loss is not recoverable thereunder solely because the period allowed for discovery has expired

Provided that

- 1 such insurance has been continuously in force from the time of the loss until the commencement of this insurance
- 2 the loss would have been insured by this insurance had it been in force at the time of the loss
- 3 the liability of the Company shall not exceed whichever is the lesser of
  - A) the amount recoverable under the insurance in force at the time of the loss or
  - B) the Limit of Indemnity under this insurance

In any event the total liability of the Company in respect of any One Claim continuing through both the term of the Superseded Insurance and the continuation of this insurance shall not exceed the Limit of Indemnity applicable under this insurance

## Non-Contribution – Legal Liability

If at the time of loss of money or goods for which the Insured is legally responsible or at the time a claim for such property arises the Insured is or would but for the existence of this insurance be entitled to indemnity under any other insurance or to recovery under any guarantee or indemnity fund the Company shall not be liable except in respect of any excess beyond the amount which would have been payable under such other insurance guarantee or fund had this insurance not been effected

### Application of Limitations

Irrespective of the number of Periods of Insurance during which this insurance (and any insurance issued in substitution therefore) shall remain in force the total liability of the Company in respect of any One Claim shall not exceed the Limit of Indemnity

### Limitations

The liability of the Company in respect of any One Claim caused by one employee shall not exceed the Limit of Indemnity applicable to that Employee. The liability of the Company in respect of all claims during any one Period of Insurance shall not exceed the Aggregate Limit of Indemnity specified in the Schedule

### Exclusions

The Company shall not be liable for

- 1 loss of interest or any other losses which are not directly covered by the terms and conditions of the Policy
- 2 the amount of the Insured's Contribution as shown in the Schedule
- 3 loss caused by any act of any Employee committed prior to the Commencement Date applicable to that Employee

### Interpretations

#### Theft

shall include any act of fraud or dishonesty by any Employee committed with the clear intent of obtaining an improper financial gain for themselves or for any other person or organisation intended by the Employee to receive such gain other than salaries fees commission or other employee benefit earned in the normal course of employment

#### Employee

shall mean any person

- A) under a contract of service or apprenticeship with the Insured or
- B) undergoing training under any Government approved training scheme under the control of the Insured

in connection with the Business whilst in the service of the Insured

The term **Employee** shall include

- A) any director of the Insured if such person
  - 1) is also employed by the Insured under a contract of service and
  - 2) controls no more than 5% of the issued share capital of the Insured company or of any subsidiary of the Insured company
- B) any person retired from full-time employment with the Insured who is working for the Insured as a consultant under the control or direction of the Insured

#### Commencement Date

shall mean the date from which insurance in respect of any Employee commenced

#### Whilst in the service of the Insured

shall include the period of 30 days immediately following the termination of service

### **Territorial Limits**

shall mean Great Britain Northern Ireland the Channel Islands and the Isle of Man

### **Insured's Contribution**

the first part of any One Claim borne by the Insured as specified in the Schedule or as otherwise provided for by this Policy

### **One Claim**

shall mean all acts of Theft throughout the continuation of this insurance (or any insurance issued in substitution therefore or for which this insurance is substituted) committed by one individual Employee or by two or more Employees Acting in Collusion

### **Acting in Collusion**

shall mean all circumstances where two or more Employees are concerned or implicated together or materially assist each other in committing the acts of Theft

## **Minimum Standards of Control**

### **Auditors**

The accounts of the Insured including all subsidiary companies shall be examined by external auditors every twelve months

All recommendations or alternatives acceptable to the auditors shall be implemented without delay

### **Cash receipts**

Employees receiving cash and cheques in the course of their duties shall be required to remit all monies received and bank in full on the day of receipt or next banking day

### **Reconciliation**

Independently of Employees responsible bank statements receipts counterfoils and supporting documents are checked at least monthly against cash book entries and the balance tested with cash and unpresented cheques

### **Cheque signing**

- A) all manually prepared cheques or other bank instruments drawn for more than £25,000 shall require two manually applied signatures to be added after the amount has been inserted  
No cheque or instrument shall be signed until one signatory has examined the supporting documentation
- B) in the case of computer or machine prepared cheques or other bank instruments the supporting documentation shall be examined and authorised before the requisition for the cheque or instrument is input All such cheques or instruments drawn for an amount in excess of £25,000 shall require one manually applied signature added after the cheque or instrument is prepared

The Insured's bankers shall be advised of the above requirements as to signatures

### **Cash and petty cash**

Cash in hand and petty cash shall be checked independently of Employees responsible at least monthly and additionally without warning every six months

### **Payroll**

In respect of Employees not paid by crossed cheque or credit transfer the cast of the payroll will be subject to an independent check before payment to ensure that the total amount drawn is correct

At least quarterly and independently of persons responsible the payroll will be checked to minimise the possibility that fictitious names and enhanced payments have been included

### Stocktaking

There will be a physical check on all stock and materials held against verified stock records independent of Employees responsible at intervals of not more than twelve months except where otherwise stated herein

In respect of the following stock or goods a physical check shall be carried out against verified records independently of Employees responsible at intervals of not more than six months

Non Ferrous Metals

Wines and Spirits

Cigarettes and Tobacco

### Ordering goods

Employees acting independently shall be responsible for the ordering of stock and materials the recording of receipt of such and the authorising of payment for them

### Statements of account

Statements of account for all amounts due will be issued at least monthly and direct to customers independently of Employees receiving or collecting monies

Action by management shall be taken if an account becomes three months overdue

### References Condition

The Insured shall obtain satisfactory references to confirm the honesty of each Employee who will be responsible for money goods accounts computer operations or computer programming engaged after commencement of this Policy

Such references shall be obtained directly from former employers for the three years immediately preceding engagement and before the Employee is entrusted without supervision

References need not be obtained in respect of Employees who have satisfactorily and continuously served the Insured for at least one year in another capacity before being entrusted with the duties referred to above

In respect of Employees joining directly from school or government sponsored youth training schemes one character reference shall be obtained

A written record of any verbal reference shall be made at the time it is obtained the original copy of each written reference and the record of any verbal reference shall be retained by the Insured and shall be made available for inspection by the Company on request

## Minimum Standards of Control Condition

The Insured shall operate or bring into force the Minimum Standard of Control and shall not make any change to any of the Minimum Standards of Control unless the Company is advised and its written approval obtained All Employees shall be instructed as to their duties or responsibilities in respect of the Minimum Standards of Control and shall be expected to comply.

Failure to comply with this condition may result in a claim under Fidelity Insurance not being paid

### 20/80 extension

In the event that any claim results from or is contributed to by the failure of any Employee or Employees to observe any part of the Minimum Standards of Control provided that the Insured can conclusively demonstrate

- A) that they had complied with the condition stated above and
- B) such failure was without their knowledge or consent or that of any Responsible Official

Then the Company will pay any claim resulting therefrom but subject to the Insured bearing

- A) in addition to the amount of the Insured's contribution 20% of the amount for which the Company would otherwise have been liable or
  - B) £2,500 in all
- whichever shall be the greater

If the Minimum Standards of Control are evaded by the actual Employee or Employees committing the Theft without the knowledge of some other person who is a Responsible Official or of the Insured the claim will be payable without deduction subject otherwise to the terms of the Policy

Responsible Official  
shall mean

- A) any director or executive officer or accounting or audit manager of the Insured or of any subsidiary company whose employees are insured by this Policy
- B) any internal auditor inspector accountant or other person responsible for overseeing compliance with standards of supervision accounting or security

## Temporary Agency Staff Extension

The term Employee shall include

any person furnished by a staff or employment agency who by arrangement with such agency is working for the Insured on a temporary or part-time basis in connection with the Business to perform the functions and duties of an Employee under the control or direction of the Insured but not including persons employed as drivers or in connection with warehouse duties or with computer operations or computer programming unless specifically stated as insured herein

Provided that

- 1 the Company shall not be liable for any loss caused by any such person if such loss is also covered for the benefit of the Insured by any insurance or guarantee held by the staff or employment agency furnishing the person concerned
- 2 the amount of wages and salaries declared shall include the total amount of fees paid to staff and employment agencies in respect of temporary agency staff described above
- 3 the References Condition shall not apply to the temporary agency staff described above

## Pension Fund Trustees Extension

At the request of the Insured the Company will indemnify the Trustees of any pension fund or other employee benefit scheme set up to provide benefit to the Insured's Employees in respect of any loss of money or goods which the Trust may incur as a result of any act of Theft as otherwise insured by this Policy committed by any Employee of the Insured

For the purpose of this extension all persons nominated as Trustees shall be deemed Employees

## Special Conditions

- 1 Immediately following the discovery by the Insured of any act of Theft by an Employee all indemnity for further acts of Theft by that Employee shall cease



- 2    A) Any money of the Employee in the Insured's hands upon discovery of any loss and any money which but for the Employee's Theft would have been due to the Employee from the Insured shall be deducted from the amount of the loss before a claim is made under this insurance
- B) Any further monies which are recovered less any costs incurred in recovery shall accrue
- 1) in the event that the Insured's claim has exceeded the Limit of Indemnity firstly to the benefit of the Insured to reduce or extinguish the amount of the Insured's loss (but not the Insured's Contribution)
- 2) thereafter to the benefit of the Company to the extent of the claim paid or payable
- 3) and finally to the benefit of the Insured where the Insured's Contribution had been deducted from the claim
- 3    Upon the termination of service of any Employee the Insured shall take all reasonable security precautions to prevent Theft by that Employee

## Special Provision

### Index Linking

The Company will adjust the estimate of wages provided by the Insured and on which the premium for this Insurance is based in line with suitable indices of costs and the premium for renewal will be based on the adjusted amount

## Terrorism Exclusion

Applicable to

- Property Damage Insurance
- Business Interruption Insurance
- Money Insurance
- Fidelity Insurance

in so far as they form part of this Policy

This insurance does not cover Damage or loss resulting from Damage occasioned by or happening through or in consequence directly or indirectly of

A) Terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss

and

B) in Northern Ireland civil commotion

This Policy also excludes Damage or loss resulting from Damage directly or indirectly caused by or resulting from or in connection with any action aimed in controlling preventing suppressing or in any way relating to an act of Terrorism

Terrorism means acts of persons acting on behalf of or in connection with any organisation which carries out activities directed towards the overthrowing or influencing by force or violence of Her Majesty's government in the United Kingdom or any other government de jure or de facto

In any action suit or other proceedings where the Company alleges that by reason of this exclusion any Damage or loss resulting from Damage is not covered by this Policy the burden of proving that such Damage or loss is covered shall be upon the Insured

# Guidance when making a claim

## Claim Notification

Conditions that apply to the policy and in the event of a claim are set out in your policy booklet. It is important that you comply with all policy conditions and you should familiarise yourself with any requirements.

Directions for claim notification are included under claims conditions. Please be aware that events that may give rise to a claim under the insurance must be notified as soon as reasonably possible although there are some situations where immediate notice is required. Further guidance is contained in the policy booklet.

Claims conditions require you to provide us with any reasonable assistance and evidence that we require concerning the cause and value of any claim. Ideally, as part of the initial notification, you will provide:

- Your name, address, and your home and mobile telephone numbers
- Personal details necessary to confirm your identity
- Policy number
- The date of the incident
- The cause of the loss or damage
- Details of the loss or damage together with claim value if known
- Police details where applicable
- Names and addresses of any other parties involved or responsible for the incident (including details of injuries) and addresses of any witnesses.

This information will enable us to make an initial evaluation on policy liability and claim value. We may, however, request additional information depending upon circumstances and value which may include the following:

- Original purchase receipts, invoices, instruction booklets or photographs
- Purchase dates and location of lost or damaged property
- For damaged property, confirmation from a suitably qualified expert that the item you are claiming for is beyond repair.

Sometimes we, or someone acting on our behalf, may wish to meet with you to discuss the circumstances of the claim, to inspect the damage, or to undertake further investigations.

## Preferred Suppliers

We take pride in the claims service we offer to our customers. Our philosophy is to repair or replace lost or damaged property, where we consider it appropriate, and we have developed a network of contractors, repairers and product suppliers dedicated to providing claim solutions.

Where we can offer repair or replacement through a preferred supplier but we agree to pay our customer a cash settlement, then payment will normally not exceed the amount we would have paid our preferred supplier.

# Complaints Procedure

## OUR COMMITMENT TO CUSTOMER SERVICE

At MORE THAN we are committed to going the extra mile for our customers. If you believe that we have not delivered the service you expected, we want to hear from you so that we can try to put things right. We take all complaints seriously and following the steps below will help us understand your concerns and give you a fair response.

### Step 1

If your complaint relates to your policy then please contact the Customer Service Line number shown on your cover letter. If your complaint relates to a claim then please call the claims helpline number shown on the inside of your policy booklet.

We aim to resolve your concerns by close of the next business day. Experience tells us that most difficulties can be sorted out within this time.

## Step 2

In the unlikely event that your concerns have not been resolved within this time, your complaint will be referred to our Customer Relations Team who will arrange for an investigation on behalf of our Chief Executive. Their contact details are as follows:

Post: MORE TH>N  
Customer Relations Team  
P O Box 255  
Wymondham  
NR18 8DP  
Email: crt.halifax@uk.rsagroup.com

## Our promise to you

We will:

- Acknowledge all complaints promptly
- Investigate quickly and thoroughly
- Keep you informed of progress
- Do everything possible to resolve your complaint
- Use the information from your complaint to proactively improve our service in the future.

Once we have reviewed your complaint we will issue our final decision in writing within 8 weeks of the date we received your complaint.

## If you are still not happy

If you are still unhappy after our review, or you have not received a written offer of resolution within 8 weeks of the date we received your complaint, you may be eligible to refer your case to the Financial Ombudsman Service (FOS). The FOS is an independent body that arbitrates on complaints.

They can be contacted at:

Post: Financial Ombudsman Service  
Exchange Tower  
Harbour Exchange Square  
London E14 9SR  
Telephone: 08000 234 567 (for landline users)  
0300 1239123 (for mobile users)

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

You have six months from the date of our final response to refer your complaints to the FOS. This does not affect your right to take legal action, however, the FOS will not adjudicate on any case where litigation has commenced.

## Thank you for your feedback

We value your feedback and at the heart of our brand we remain dedicated to treating our customers as individuals and giving them the best possible service at all times. If we have fallen short of this promise, we apologise and aim to do everything possible to put things right.

# CALL MORE TH>N BUSINESS FOR SAVINGS ON ALL OUR OTHER INSURANCE PRODUCTS –

VAN	0330 102 4556
BUSINESS CAR	0330 102 4519
LANDLORDS	0330 102 4519
OFFICE	0330 102 4508
SHOP	0330 102 4508
PUBLIC LIABILITY	0330 102 4526
HAIR & BEAUTY	0330 102 4509
CLUBS	0330 102 4514
PROFESSIONAL INDEMNITY	0330 102 4526
HOTEL	0330 102 4513

## WE ALSO PROVIDE PERSONAL INSURANCE:

HOME	0330 100 7822
CAR	0330 100 7823
PET	0330 100 7824

[www.morethanbusiness.com](http://www.morethanbusiness.com)

**MORE TH>N<sup>®</sup> BUSINESS**

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