



Your Business Insurance

Small Business Product

Policy Summary
May 2018



Important

The Small Business product is designed to meet the demands and needs of self-employed persons and small businesses (including limited companies) undertaking a variety of manual, clerical and professional trades who wish to protect their business. The policy can provide cover for:

- Material Damage
- Business Interruption
- Employers, Public and Products Liability
- Money and Assault
- Goods in Transit
- All Risks
- Professional Indemnity

This document is a policy summary for information only and does not contain the full terms and conditions of the insurance contract. The full terms and conditions of the insurance contract may be found in the policy wording, a specimen copy of which is available on request.

The summary below outlines the full scope of the coverage available under this policy. The coverage provided under any policy purchased will relate only to the benefits of the insurance which you request and which we agree to insure. A schedule will be attached to your policy giving full details of those covers that are operative.

Your Business Insurance

Small Business Product - Policy Summary

Commercial Combined Section

Section A, Part A – Material Damage

This insurance provides cover for loss or damage to material property.

Significant Features & Benefits included as standard

- “All Risks” basis.
 - Day One basis of settlement
 - Cover includes debris removal (including stock debris, drain clearance and professional fees)
 - Up to £25,000 cover for computer system records, documents, manuscripts and business books
 - Patterns, models, plans and designs can be included within contents cover
 - Up to £500 per person for personal effects
 - Up to 10% of the sum insured towards temporary removal costs of computer systems records, documents and property removed for the purposes of cleaning or renovation
 - Automatic reinstatement of cover following a loss (subject to payment of additional premium)
 - Up to 10% of sum insured cover (maximum £250,000) for newly acquired property or alterations to existing property
 - Up to £10,000 in respect of refilling gas flooding systems following accidental discharge
 - Costs incurred to restore or repair the grounds, landscape gardens, pavements and road surfaces following damage by emergency services attending in relation to an insured event
 - Up to £25,000 for reasonable measures taken to avoid or mitigate impending damage
 - Up to £10,000 for trace and access
 - Up to £500 for changing locks following the theft of keys
 - Up to £10,000 for additional metered water charges
 - Up to £5,000 for machinery or stock at exhibitions
 - The contract price is payable in the event of damage occurring to goods sold but not delivered (where stock is covered)
 - Theft by or in collusion with your directors or employees discovered within 14 days and involving forcible and violent entry and/or exit to or from the premises.
- ##### Significant Exclusions
- Boiler Explosion (unless boiler is used for domestic purposes only)
 - Damage attributable solely to changes in the water table level
 - Wear, tear, frost, wet or dry rot, dampness or dryness or any other gradually operating cause
 - Corrosion, rust, shrinkage, evaporation, loss of weight, marring, scratching
 - Change in temperature, colour, texture or finish
 - Moth, vermin, insects, fungal attack,
 - Inherent vice, latent defect, faulty design or materials
 - Faulty or defective workmanship, operational error or omission
 - Joint leakage, failure of welds, cracking, fracturing, collapse or overheating of boilers, etc
 - Mechanical or electrical breakdown or derangement of the particular machine, apparatus or equipment
 - Pollution and/or contamination
 - Storm, wind, rain, hail, sleet, snow, flood or dust cover for moveable property in the open, fences and gates
 - Theft
 - which does not involve forcible and violent means
 - from any part of the buildings not occupied by you for the purposes of the business
 - Acts of fraud or dishonesty (other than theft in collusion with employees)
 - Property in Transit (though this shall not apply in respect of either the Temporary Removal or Exhibitions extensions)
 - Money and Securities
 - Subsidence damage to roads, car parks, pavements, outdoor swimming pools, outdoor tennis courts, walls gates and fences unless the buildings are damaged at the same time or resulting from demolition, groundworks, excavation, etc
 - Normal settlement, bedding down, etc and river or coastal erosion
 - Disappearance or unexplained or inventory shortage
 - Damage to a building or structure caused by its own collapse or cracking
 - Damage to any property arising from its undergoing any process of production, packing, treatment, testing, commissioning, servicing, alteration, cleaning or repair
 - Damage to fixed glass or sanitaryware occurring during installation or removal, or which was cracked at inception of this insurance
 - Damage by fire to any property undergoing any process involving the application of heat.
 - Property or structures in course of construction or erection (including materials and supplies in connection with the construction or erection)
 - Maintenance and routine alteration or decoration
 - Delay, loss of market or any form of consequential loss.
 - Damage to livestock, growing crops, trees, vehicles licensed for road use, caravans, trailers, railway locomotives or rolling stock, water or aircraft, piers, jetties, bridges, culverts or excavations
 - Property more specifically insured or which is (or would be but for the existence of our policy) insured under a Marine insurance
 - Whilst any building is empty or not in use:
 - glass breakage by any cause or
 - damage to the buildings by riot, civil commotion, etc or by escape of water from any tank, apparatus or pipe.

Your Business Insurance

Small Business Product - Policy Summary

Section A, Part B – Business Interruption

This insurance provides financial compensation following an insured loss under Section A - Material Damage, and is designed to help the business return to a normal trading position as quickly as possible.

Significant Features & Benefits

- Cover is available on the basis of gross profit (declaration linked); gross revenue (declaration linked) rent; increased cost of working; or advance profits
- Automatic reinstatement of cover following a loss (subject to payment of additional premium)
- Cover includes auditors or professional accountants charges for the purpose of investigating or verifying any claim
- Up to £50,000 following damage to your property whilst stored at any premises in Great Britain, Northern Ireland, the Channel Islands or the Isle of Man
- Up to £50,000 in respect of Prevention of Access to your property following damage to premises in the vicinity.
- Failure of public utilities (for at least three hours) at the terminal ends, gas authority meters or water authority's stopcock or telecommunication supplier's equipment within your premises
- Extensions to the standard cover are available on request, including infectious diseases or other closure, "non damage" prevention of access or damage at the premises of your suppliers and customers that leads to interruption in your business

Significant Exclusions

- Losses excluded under the material damage section or where no material damage cover is in force
- Pollution and/or contamination
- Fines and damages for breach of contract, or late or non-completion or orders or for any penalties.

Section B – Employers' Public and Products Liability

Part A – Employers Liability

Cover is provided for liability to pay damages and legal costs that arise as a result of claims from employees suffering injury due to, and during, their employment.

Part B – Public Liability

Cover is provided in respect of liability to pay compensation including legal costs for:

- Injury to any person (excluding employees)
- Damage to tangible third party property
- Nuisance, trespass or interference with any easement right of air, light, water or way
- Wrongful arrest, false imprisonment or false eviction

But not arising in connection with any products.

Part C – Products Liability

Cover is provided in respect of liability to pay compensation including legal costs for:

- Injury to any person (excluding employees)
- Damage to tangible third party property

But only arising in connection with products.

Cover may be taken with or without all of the above Parts being included.

Significant Features & Benefits

- The definition of injury includes death and disease
- Employers Liability includes employees normally resident in the UK whilst on temporary business trips overseas.
- Public Liability covers employees normally resident in the UK whilst temporarily working within the EU. Whilst on temporary business trips elsewhere overseas, cover only applies whilst working in a non-manual capacity
- Products Liability applies anywhere in the world in respect of goods sold or supplied from the UK.
- Court attendance costs
- Unsatisfied Court Judgements
- Indemnity to Principals
- Cross Liabilities
- Cover includes liabilities incurred in connection with:
 - The Health and Safety at Work Act 1974
 - Consumer Protection Act 1987
 - Defective Premises Act 1972
 - General Data Protection Regulations (in respect of Sub Sections 2 and 3)
- Motor contingent liability (in respect of Part B)
- Overseas Personal Liability
- Employers Liability cover is "Costs Inclusive" – i.e. the most we will pay for damages and costs combined is the limit of indemnity
- Public Liability & Products is "Costs inclusive" in respect of occurrences in the USA & Canada; otherwise the Limit of Indemnity applies to Damages and we pay costs in addition
- In the event of a single incident leading to a claim under both Public Liability and Products subsections, our total liability is limited to the higher of the applicable Limits of Indemnity.

Significant Exclusions

- Road Traffic Act (Employers', Public & Products Liability)
- Contractual Liability (Employers', Public & Products Liability)
- Offshore (Employers' Liability)
- Motor Vehicles (Public Liability)
- Aircraft, watercraft or hovercraft (Public Liability)
- Care, custody, control (Public Liability)
- Defective work or materials (Public Liability)
- Professional Advice & Design (Public Liability)
- Pollution unless caused by a sudden, identifiable, unintended, unexpected occurrence (Public & Products Liability)
- Asbestos (Public & Products Liability)
- Claims brought in any court outside the EU (Public & Products Liability)
- Fines or penalties (Public & Products Liability)
- Goods known to be exported to the USA or Canada (Products Liability)
- Products known to be intended for manufacturers of aircraft or safety critical aircraft components. (Products Liability)

Your Business Insurance

Small Business Product - Policy Summary

Section C – Money Non Negotiable Documents and Assault

This insurance provides cover for loss of money and assault suffered in connection with the business within the UK.

Significant Features & Benefits

- Covers loss of non-negotiable documents (e.g. crossed cheques)
- Covers loss of money from the premises, whilst in transit, or in the private residence of employees and collectors
- Covers damage by thieves to franking machines, safes and strong rooms
- Provides compensation for death or injury arising from Assault.

Significant Exclusions

- Losses due to clerical or accounting errors
- Losses due to the fraud and dishonesty of any employee if not discovered within 14 working days
- Loss of money from vending machines or unattended vehicles
- Loss arising from the use of counterfeit, false or fraudulent payment which you are unable to collect or recover.

Section D – Goods in Transit

This insurance provides cover for property whilst in transit within the UK and Republic of Ireland.

Significant Features & Benefits

- Cover for loading and unloading to point of final siting (but not installation)
- Cover whilst temporarily housed in the course of transit (for up to 72 hours)
- Up to £1,000 cover for sheets, tarpaulins and ropes
- Up to £250 per person for personal effects
- Up to £2,500 in aggregate for reloading or transfer to another vehicle and cost of debris removal following an accident.

Significant Exclusions

- Certain high value items such as jewellery and precious metals and stones
- Theft from unattended vehicles unless the vehicle is properly secured. In addition, between the hours 22:00 - 06:00 unless the vehicle is garaged or parked in a secure yard.
- Transit in refrigerated vehicles (due to deterioration)
- Inadequate or inappropriate packing or incorrect addressing
- Property carried by you for Hire & Reward.

Section E – All Risks

This insurance covers property as specified by you whilst elsewhere than at the insured premises.

Significant Features and Benefits

- Cover is provided anywhere in the United Kingdom as standard and will be extended to cover any additional territories you have declared to us

- Automatic reinstatement of cover following a loss (subject to payment of additional premium).

Significant Exclusions or Limitations

- Specific security requirements in respect of laptop computers whilst left unattended
- Wear and tear; frost; wet or dry rot; dampness or dryness; any gradually operating cause
- Corrosion; rust; shrinkage; evaporation; loss of weight; marring or scratching
- Change in temperature, colour, texture or finish
- Moth; vermin; insects; fungal attack
- Inherent vice; latent defect; faulty or defective design or materials
- Faulty or defective workmanship; operational error or omission by you or your employees;
- Mechanical or electrical breakdown or derangement
- Pollution or Contamination
- Storm, wind, rain, hail, sleet, snow, flood or dust cover for property in the open
- Theft of property in the open or in outbuildings
- Theft from unattended vehicles
- Acts of fraud, dishonesty or deception
- Disappearance, unexplained or inventory shortage, misfiling or misplacing of information
- The contents of machines unless specified in the schedule
- Delay, confiscation or detention by any government or public authority
- Damage to property caused by its undergoing any process of production, packing, treatment, testing, commissioning, servicing, alteration or repair
- Damage by fire to any item undergoing a process involving application of heat
- Routine maintenance, alteration or decoration
- Property more specifically insured or which is (or would be but for the existence of our policy) insured under a Marine insurance.

Professional Indemnity Section

Significant Features and Benefits

Indemnity provided for:

- Claims made in respect of any negligent act error or omission arising out of the conduct of the business;
- Costs incurred in defending a claim;
- The costs of replacing/restoring documents in your custody or control which may be lost or damaged;
- Acts of self employed persons or former employees;
- Claims made due to dishonesty of your employees.

Note:

The maximum we will pay for the total of all claims and defence costs during the period of is the single limit of indemnity shown on your policy schedule.

Your Business Insurance

Small Business Product - Policy Summary

Significant Exclusions or Limitations

Significant exclusions relate to:

- Your self insured excess (applicable to both claim and defence costs)
- Cover provided by more specific insurances such as Employers or Public Liability
- Claims made by entities in which you have a controlling interest
- Liability assumed under an agreement
- Supply of goods
- Bodily injury or property damage
- Fines or penalties
- Nuclear or war risks
- Asbestos and/or pollution
- Financial Services
- Claims or circumstances that should have been reported to a previous policy
- Business conducted or claims made outside Great Britain, Northern Ireland, the Channel Islands and the Isle of Man (unless we have agreed otherwise)
- Business conducted prior to any retroactive date applicable.

General Exclusions Applicable to the Whole Policy

- Radioactive Contamination
- Sonic Bangs
- War & Similar Risks
- Electronic Risk (damage or liability for damage to electronic data, programs, software, etc)
- Terrorism
- Date Recognition Exclusion (failure of any computer or data processing equipment to recognise any date as its true calendar date or to capture or retain or interpret data as a result of treating any date other than as its true calendar date)

Customer Information

Duration

The policy will be valid for one calendar year from the start date as noted on your schedule.

Registration and Regulatory Information

This insurance cover is provided by Covea Insurance plc, Norman Place, Reading, Berkshire RG1 8DA. Registered in England and Wales No. 613259.

Covea Insurance plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Its Firm Reference Number is 202277. You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk/register or by contacting the FCA on 0800 111 6768.

How To Cancel Your Policy

If you do not want to accept the Policy you have the right to cancel it within 14 days from the date of purchase of your Policy or the day you receive your Policy documentation, whichever is later.

To do this you must return the Policy documentation to Simply Business when giving your instruction to cancel.

If cover has not yet started a full refund will be given. If cover has started we will refund the premium for the exact number of days left on the Policy, less any additional charge per Simply Business's Terms of Business. No refund will be given if a claim has been submitted or there have been any incidents likely to give rise to a claim during the current Period of Insurance.

We will also do this if you want to cancel the Policy within 14 days after the renewal date. You may cancel the Policy at any other time by contacting Simply Business.

If you cancel your Policy after 14 days and a claim has been submitted or there have been any incidents likely to give rise to a claim during the current Period of Insurance, we will not refund any part of the premium. If you have a Loan Agreement with us, all outstanding monies must be paid to us as described in your Loan Agreement.

If no claims have been submitted and there have been no incidents that are likely to give rise to a claim during the current Period of Insurance, we will refund the premium for the exact number of days left on the Policy, less any additional charge per Simply Business's Terms of Business.

For our rights to cancel your Policy please refer to the General Conditions section, Item 3 – Our Rights to Cancel the Policy in the Policy wording.

Your Business Insurance

Small Business Product - Policy Summary

Making a claim

If you wish to make a claim please contact:

Simply Business Claims Team PO Box 76 Cardiff CF11 1JX

Alternatively notify Simply Business at

Email: simplybusiness@cl-uk.com

Telephone: 0333 207 0560

Website: www.simplybusiness.co.uk/insurance-claims/

You should:

Provide Simply Business with full details of your claim as soon as possible after the event and always within 30 days.

Immediately notify the Police following loss or Damage by theft, attempted theft or malicious damage and obtain the Crime Reference Number.

Take all steps necessary to reduce further loss, damage or injury.

Please have your policy number to hand when phoning.

How to make a complaint

It is always our intention to provide a first class standard of service. However, we do appreciate that occasionally things go wrong. In some cases Simply Business will be able to resolve any concerns, particularly if your complaint relates to the way the policy was sold, and you should contact them directly.

Alternatively, please contact Simply Business using the following details, quoting your Policy or claim number:

Customer Relations, Covéa Insurance, Norman Place, Reading, Berkshire RG1 8DA.

Telephone: 0330 221 0444

Website: www.coveainsurance.co.uk

Email: customer.relations-rdg@coveainsurance.co.uk

Full details of the Covéa Insurance Internal Complaints Procedure are detailed in our leaflet 'Complaints Procedure' which is available on request or may be downloaded from our website at www.coveainsurance.co.uk/complaints.

You may be eligible to refer your complaint to the Financial Ombudsman Service. There are a few instances where they will not be able to assist and they will confirm if your complaint is eligible when you contact them. Their contact details are:

Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London E14 9SR

Website: www.financial-ombudsman.org.uk

Email: complaint.info@financial-ombudsman.org.uk

Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to receive compensation from the scheme if We cannot meet Our obligations. Further information is available from the Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU www.fscs.org.uk.

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To make a claim on your policy please

Call us on:

0333 207 0560



Email us at:

simplybusiness@cl-uk.com



Write to us at:

Simply Business Claims Team, PO Box 76, Cardiff CF11 1JX

Covea Insurance plc Registered Office: Norman Place, Reading, Berkshire, RG1 8DA.

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