

## OFFICE POLICY SUMMARY OF COVER

Some important facts about your insurance are summarised below. This summary does not describe all the terms and conditions of your policy, so please take time to read the policy document to make sure you understand the cover it provides.

This policy is underwritten by Covea Insurance PLC.

Your Office policy is an annual contract which may be renewed each year subject to your needs and our terms & conditions.

This policy includes the following covers as standard:

- Property Damage
- Employers' Liability
- Public/Products Liability and
- Money

You may also add further covers as shown overleaf to suit your needs.

Full details of what you have chosen are shown in your Policy Schedule and Statement of Fact.

The following tables provide a summary of the main policy features & benefits and any significant limits or exclusions. For full policy details and our full terms & conditions, please read your Policy Wording, a copy of which will be provided on completion of your contract or at any time on request.

### Important Information

The Customer Service section of this Policy Summary gives you important information on the following:

- Your 'Right to Cancel'
- Making a claim
- Our complaints procedure
- The Financial Services Compensation Scheme

### Data Privacy Notice

Choice Insurance Agency is the trading name of Choice Insurance Agency Ltd. We are the data controller of any personal information you provide to us or personal information that has been provided to us by a third party. We collect and process information about you in order to arrange insurance policies and to process claims. Your information is also used for business purposes such as fraud prevention and detection and financial management. This may involve sharing your information with third parties such as insurers, brokers, insurance intermediaries such as Managing General Agents, reinsurers, claims handlers, loss adjusters, credit reference agencies, service providers, professional advisors, our regulators, police and government agencies or fraud prevention agencies.

We may record telephone calls to help us monitor and improve the service we provide. For further information on how your information is used and your rights in relation to your information please see <http://www.choiceinsuranceagency.co.uk/privacy-policy>. If you are providing personal data of another individual to us, you must tell them you are providing their information to us and show them a copy of this notice.

## Customer Service section

### Your 'Right to Cancel'

This Policy may be cancelled by You 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. You 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

### Making a claim

To report a claim, please contact:

Claims Telephone Number - 03330 107 190

Claims Email Address - [uk.newclaims@penunderwriting.com](mailto:uk.newclaims@penunderwriting.com)

### Our complaints procedure

If you have a Complaint which relates to either Your Policy or to a claim which you have submitted under Your policy then please raise this in the first instance with Your broker who will aim to resolve Your concerns by close of the next business day.

If Your broker is unable to deal with your concerns the matter will be forwarded onto Your Insurer via your Insurance provider, who is:

Choice Insurance Agency Ltd, Suite 3, 4a Southchurch Road, Southend-on-Sea, Essex, SS1 2NE

Whilst reviewing your complaint Your Insurer will:

- Acknowledge Your complaint promptly
- Investigate Your complaint quickly and thoroughly
- Keep You informed of the progress of your complaint
- Do everything possible to resolve Your complaint

Your Insurer is obliged to provide You with a written offer of resolution within 8 weeks of the date Your complaint was received.

If You are unhappy with the final decision made by Your Insurer, You may be eligible to refer Your case to the Financial Ombudsman Service (FOS). The FOS is an independent body that arbitrates on complaints.

The FOS can be contacted at the following address:

The Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Tel: 0800 023 4 567

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 the final response from Your Insurer to refer Your complaint(s) 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.

### The Financial Services Compensation Scheme

The providers of this insurance as defined in this Policy are covered by the Financial Services Compensation Scheme (FSCS). If they cannot meet their obligations You may be entitled to compensation under this scheme depending on the type of insurance and the circumstances of the claim

You are covered for 90 per cent of the claim without any upper limit. However, for compulsory classes of insurance You are covered for 100 per cent of the claim without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS

You can visit the website at [www.fscs.org.uk](http://www.fscs.org.uk)

## Table 1 - Standard Features & Benefits

The following will automatically be included in your policy, according to the cover you have selected:

Features & Benefits	Significant Exclusions or Limitations	Policy Section
<b>Property Damage Insurance</b> You may choose to cover your business premises (Buildings), your business equipment (Contents) and rent received or payable (Rent) in addition to other property or interests against the following standard covers:		
<b>Standard Covers:</b> Loss or damage caused by: <input type="checkbox"/> Fire, Lightning, Explosion, Aircraft, Earthquake. <input type="checkbox"/> Riot, Civil Commotion, Malicious Damage. <input type="checkbox"/> Storm, Flood, Escape of Water (including sprinklers). <input type="checkbox"/> Impact. <input type="checkbox"/> Theft, not limited to theft involving forcible & violent entry or exit. <input type="checkbox"/> Accidental Damage. <input type="checkbox"/> Subsidence.	<input type="checkbox"/> Some specific causes of damage may be excluded - please see your Policy Wording. <input type="checkbox"/> Some specific property may be excluded - please see your Policy Wording. <input type="checkbox"/> Damage to data is excluded. <input type="checkbox"/> The amount you must pay in the event of a claim is specified in the Schedule.	Property Damage
<b>Inflation Protection (Day One Basis of Cover)</b> Provides an automatic 15% increase in the value you declare for insurance during the policy period (other than Rent).	If the value you declare is less than the full amount that the property should be insured for, your claim may be reduced.	Property Damage
<b>Reinstatement</b> Cover is on an 'as new' basis (other than Rent).	Excludes betterment.	Property Damage
<b>Buildings</b> If you have selected Buildings cover, the following will automatically be included:		
<b>Standard Covers:</b> <input type="checkbox"/> Buildings. <input type="checkbox"/> Landlord's Fixtures & Fittings. <input type="checkbox"/> Small Outside Buildings. <input type="checkbox"/> Walls, Gates, Fences and Services.	Please see exclusions to the Standard Covers in your Policy Wording.	Property Damage
<b>Contents</b> If you have selected General Contents, the following will automatically be included:		
<b>Standard Covers:</b> You are covered for office machinery equipment and contents at the specified premises, excluding computer equipment.	<input type="checkbox"/> Please see exclusions to Standard Covers in your Policy Wording. <input type="checkbox"/> The limit for Deeds & Documents, Transparencies and Specified Equipment (if appropriate) will be the Sum Insured shown in your Policy Schedule.	Property Damage
Cover may be extended for Specified Equipment (excluding laptops or other computers) to anywhere in the world.	<input type="checkbox"/> Security restrictions apply to theft from unattended vehicles. <input type="checkbox"/> The Sum Insured is specified in your Policy Schedule.	Property Damage

Features & Benefits	Significant Exclusions or Limitations	Policy Section
<b>Liability Insurance</b> The following will automatically be included:		
<b>Standard Covers:</b> <input type="checkbox"/> Employers' Liability. <input type="checkbox"/> Public Liability. <input type="checkbox"/> Products Liability. <input type="checkbox"/> Legal Defence costs-in defending proceedings arising from a breach of the Health & Safety at Work Act 1974, the Health & Safety at Work (Northern Ireland) Order 1978 or Part II of the Consumer Protection Act 1987 where there has been no actual injury or damage.	<input type="checkbox"/> Limits of Indemnity for Employers' Liability (Limit of £10,000,000 with a £5,000,000 limit for terrorism). Limits for Public Liability, Products Liability and Legal Defence Costs are shown in your Policy Schedule. <input type="checkbox"/> Cover excludes any Public or Products Liability arising out of any breach of professional duty. <input type="checkbox"/> Damage to property means material property, but does not include electronic data. <input type="checkbox"/> Some other specific events may be excluded, or cover may be qualified, please see your Policy Wording..	Liability
<b>Money Insurance</b> The following will automatically be included:		
<b>Standard Covers:</b> <input type="checkbox"/> Money in transit, on premises during business hours or in a bank night safe. <input type="checkbox"/> Money kept in a locked safe or strongroom, in the office, outside business hours. <input type="checkbox"/> Money in your home which is not kept in a locked safe, when occupied by an adult. <input type="checkbox"/> Crossed cheques, crossed money orders and crossed postal orders. <input type="checkbox"/> Any other money at your premises, which is not kept in a locked safe, outside business hours.	<input type="checkbox"/> £4,000 any one loss, but may be increased to £10,000. <input type="checkbox"/> £2,000 any one loss but may be increased for specified safes. <input type="checkbox"/> £500 <input type="checkbox"/> £250,000 <input type="checkbox"/> £250 <input type="checkbox"/> Some specific causes of loss may be excluded - please see your Policy Wording. <input type="checkbox"/> The amount you must pay in the event of a claim is £50. <input type="checkbox"/> Damage to data is excluded.	Money
<b>Personal Injury (Robbery)</b>		
Covers you or any director, partners or employees sustaining bodily injury during a robbery for: <input type="checkbox"/> Death Benefit £10,000. <input type="checkbox"/> Loss of one or more limbs or eyes £10,000. <input type="checkbox"/> Permanent Total Disablement from gainful employment of any and every kind £10,000. <input type="checkbox"/> Temporary Total Disablement from usual occupation £100 per week. <input type="checkbox"/> Clothing and Personal Effects. <input type="checkbox"/> Medical Expenses necessarily incurred.	<input type="checkbox"/> Please see your Policy Wording for specific interpretations of these benefits. <input type="checkbox"/> Payable up to 104 weeks. <input type="checkbox"/> Up to £250 per person. <input type="checkbox"/> Limited to a maximum of 15% of the Temporary Total Disablement benefit.	Money

## Table 1a - Additional Features & Benefits

The following will automatically be included in your policy, according to the cover you have selected:

Features & Benefits	Significant Exclusions or Limitations	Policy Section
<b>Property Damage Insurance</b>		
Property removed from the premises - cover will automatically be included		
Cover applies to property (excluding certain items specified in your Policy Schedule) while temporarily away from the premises, anywhere in Europe.	<input type="checkbox"/> Security restrictions apply to theft from unattended vehicles. <input type="checkbox"/> Limit of Liability for Deeds, Documents and Transparencies is £10,000, for any one package. <input type="checkbox"/> Limits for other property is 15% of the relative Sum Insured, subject to a maximum of £250,000.	Property Damage
<b>Property Damage Insurance</b>		
Rent		
Cover applies to loss of rent received or continuing rent payable following damage caused by the Standard Covers.	The insurable amount must correspond to the period of rent insured shown in your Policy Schedule.	Property Damage

## Table 2 - Optional Covers

You may choose to add the following covers to your Office Policy:

Features & Benefits	Significant Exclusions or Limitations	Policy Section
<b>Business Interruption Insurance</b>		
You may choose to protect your business from the effect of damage to the property insured caused by the Standard Covers listed in the Property Damage Section, including:		
Covers you for: <b>Loss of Revenue</b> occurring during the Indemnity Period as a consequence of interruption to the business caused by a Standard Cover.  OR  Additional Cost of Working occurring during the Indemnity Period as a consequence of interruption to the business caused by a Standard Cover.   The Indemnity Period is chosen by you. This starts when the loss or damage occurs and ends when the business' trading position ceases to be affected by the interruption.	<input type="checkbox"/> Some specific causes of damage may be excluded - please see your Policy Wording. <input type="checkbox"/> Some specific events are excluded - please see your Policy Wording. <input type="checkbox"/> Excludes losses arising from damage to computer equipment (cover would be provided under the Computer Insurance Section).  <input type="checkbox"/> If the Sum Insured does not represent the full insurable amount, your claim may be reduced. <input type="checkbox"/> Cover does not include loss or damage to computer data, or information arising from viruses, hacking, denial of service attacks, malicious damage, accidental damage or omission.  <input type="checkbox"/> The maximum Indemnity period is 24 months.	Business Interruption

Features & Benefits	Significant Exclusions or Limitations	Policy Section
Cover extends to include loss resulting from: <ul style="list-style-type: none"> <li><input type="checkbox"/> Specified diseases, food or drink poisoning, defective sanitation, murder, suicide, vermin &amp; pests.</li> <li><input type="checkbox"/> Prevention/Denial of Access to the business premises due to damage to adjacent buildings, as covered by the Standard Covers.</li> <li><input type="checkbox"/> Failure of Public Utilities.</li> <li><input type="checkbox"/> Damage caused by the Standard Covers at storage premises, or while property is temporarily removed from your own premises within Great Britain, Northern Ireland, The Isle of Man or The Channel Islands.</li> </ul>	Cover for these extensions is limited to a maximum of 10% of the total Sum Insured, or £25,000, whichever is the lesser amount.	Business Interruption
<b>Computer Equipment Insurance</b> You may choose to protect your computer and ancillary equipment (including laptops) in addition to related losses of revenue or additional costs of working.		
<ul style="list-style-type: none"> <li><input type="checkbox"/> Cover includes the Standard Covers (detailed in the Property Damage Section) plus mechanical or electrical breakdown.</li> <li><input type="checkbox"/> Cover applies anywhere in the world.</li> <li><input type="checkbox"/> Inflation Protection (Day One Basis of Cover) Provides an automatic 15% increase in the material value you declare for insurance during the policy period.</li> <li><input type="checkbox"/> Reinstatement Cover for loss or damage to material property is on an 'as new' basis.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Mechanical or electrical breakdown cover is limited to cover for items that could not be provided by any guarantee or maintenance agreement.</li> <li><input type="checkbox"/> Cover does not include loss or damage to computer data, or information arising from viruses, hacking, denial of service attacks, malicious damage, accidental damage or omission.</li> <li><input type="checkbox"/> Some other specific causes of damage may be excluded - please see your Policy Wording.</li> <li><input type="checkbox"/> Some specific property may be excluded - please see your Policy Wording.</li> <li><input type="checkbox"/> Security restrictions apply to theft from unattended vehicles.</li> <li><input type="checkbox"/> The amounts you must pay in the event of a claim are specified in the Schedule.</li> </ul>	Computer Equipment
If the Business Interruption Section has been selected, we automatically provide the same Sum Insured for Loss of Revenue or Additional Costs of Working.	There is no option to vary the Sum Insured from that selected under the Business Interruption Section.	Computer Equipment
<b>Terrorism Cover</b> Terrorism is excluded from the Property Damage, Money, Business Interruption and Computer & Fidelity Insurance Sections. You may choose to add All Risks Terrorism Insurance to the Property Damage, Business Interruption and Computer covers.		
Cover is provided for events arising from acts of terrorism in Great Britain.	<ul style="list-style-type: none"> <li><input type="checkbox"/> Terrorism cover can not be purchased selectively. If you require Terrorism cover it must apply to all your insured property.</li> <li><input type="checkbox"/> Cover will be limited to the Sums Insured that you have selected.</li> <li><input type="checkbox"/> The same exclusions as under the Property Damage, Business Interruption and Computer Sections will apply.</li> </ul>	Terrorism Extension

Features & Benefits	Significant Exclusions or Limitations	Policy Section
<b>Personal Accident Insurance</b>		
Covers you, partners and directors or all other employees, subject to an age limit of 16 to 70		
<p><b>Cover is for:</b> Occupational Accidents Only, or Occupational Accidents and Commuting Cover, or Any personal accident (24-hours-a-day).</p> <p>The following benefits are for 1 unit of cover (available per person).  <input type="checkbox"/> Death £10,000.  <input type="checkbox"/> Loss of one or more limbs or eyes £10,000.  <input type="checkbox"/> Permanent Total Disablement from gainful employment of any and every kind £10,000.  <input type="checkbox"/> Temporary Total Disablement from usual occupation £50 per week.  <input type="checkbox"/> Temporary Partial Disablement from a substantial part of usual occupation £20 per week.  <input type="checkbox"/> Medical Expenses £2,500.</p>	<p><input type="checkbox"/> Cover is limited to a maximum of 5 units of cover (per person).  <input type="checkbox"/> Please see your Policy Wording for specific interpretations of these benefits.  <input type="checkbox"/> Some specific events and activities are excluded - please see your Policy Wording.  <input type="checkbox"/> Payable up to 104 weeks.  <input type="checkbox"/> Payable up to 104 weeks.  <input type="checkbox"/> £2,500 is the maximum payable regardless of number of units (per person).</p>	Personal Accident
<b>Fidelity Insurance</b>		
<p><input type="checkbox"/> Cover is provided for loss of money or goods caused by fraud or dishonesty of an employee.  <input type="checkbox"/> Minimum Standards of Control form part of your policy wording.</p>	<p><input type="checkbox"/> Limit of Indemnity is either £50,000 or £100,000.  <input type="checkbox"/> Damage to data is excluded.</p>	Fidelity

### Table 3 General Conditions & Exclusions and Excesses & Limits

The following apply to the policy as a whole, regardless of the specific cover you have selected. For full details of these and other exclusions & limits, please read your Policy Wording.

General Conditions and Exclusions	Policy Section
<p><input type="checkbox"/> If there are any changes to your business, the premises, the property therein, or any other circumstances whereby the risk is increased, you must inform us immediately. Failure to do so could invalidate your policy, or result in a claim being rejected.</p> <p><input type="checkbox"/> Nuclear Risks, War and Sonic Bangs are excluded.</p> <p><input type="checkbox"/> Terrorism (part of which can be bought back), Northern Ireland terrorism and Civil Commotion are excluded.</p>	<p>All</p> <p>Various</p> <p>Various</p>
Excesses & Limits	Policy Section
<p><input type="checkbox"/> Any excesses applicable to your policy are detailed in your Policy Wording. These amounts must be paid in the event of each and every claim.</p> <p><input type="checkbox"/> Limits may apply to your policy, please see your Policy Schedule.</p> <p><input type="checkbox"/> Your policy is subject to The Minimum Standard of Security, this will be shown in your Policy Schedule and Policy Wording.</p>	All