



## RETAIL 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 Argo Direct Limited on behalf of ArgoGlobal SE, and Covea Insurance PLC.

Your Retail 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
- Business Interruption
- 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.

## Customer Service section

### Your 'Right to Cancel'

#### 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

#### 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.

Should the Insured cancel or fail to comply with the credit agreement relating to this Policy and fail to pay immediately to the Company the full amount of premium or fail to take the action specified in a default notice issued by the Company before the date shown therein the insurance by this Policy is thereupon cancelled.

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.

#### 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)

#### 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.

## 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 your business stock (Stock) against the following standard risks:		
Standard Covers:  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. <input type="checkbox"/> Impact.  <input type="checkbox"/> Theft.  <input type="checkbox"/> Accidental Damage.	<input type="checkbox"/> Some specific causes of damage may be excluded. <input type="checkbox"/> Some specific property may be excluded. <input type="checkbox"/> Excludes theft not involving forcible and violent entry or exit. <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 amount you must pay in the event of a claim is:  - £1,000 for subsidence  - £100 for stock in transit  - £50 for deterioration of stock and  - £250 for all other events.  Please note that these exclusions apply to cover for Buildings, Contents and Stock.	Property Damage
<b>Buildings</b> If you have selected Buildings and/or Tenants Improvements cover, the following will automatically be included:		
Standard Covers:  <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.  Reinstatement Cover is on an 'as new' basis.	Please see exclusions to the Standard Covers in your Policy Wording.          Excludes betterment.	Property Damage          Property Damage

Features & Benefits	Significant Exclusions or Limitations	Policy Section
<b>Contents</b>		
If you have selected General Contents the following will automatically be included:		
Standard Covers: <input type="checkbox"/> Equipment and contents at the specified premises <input type="checkbox"/> Directors', partners' and employees' personal effects. <input type="checkbox"/> Satellite dishes. <input type="checkbox"/> Neon and illuminated signs and electric light fittings.	<input type="checkbox"/> Please see exclusions to Standard Covers in your Policy Wording. <input type="checkbox"/> Cover is limited to a maximum of £500 per person.	Property Damage
Inflation Protection (Day One Basis of Cover) Provides an automatic 15% increase in the Contents value you declare for insurance during the policy period.	If the value you declare is less than the full amount that your Contents should be insured for, your claim may be reduced.	Property Damage
Reinstatement Cover is on an 'as new' basis.	Excludes betterment.	Property Damage
Computer records, documents, manuscripts and business books Cover applies at any location and while in transit.	<input type="checkbox"/> Excludes the value of the information. <input type="checkbox"/> Cover is only for loss, destruction or damage caused by the Standard Covers	Property Damage
<b>Property Damage Insurance</b>		
If you have selected General Contents or Stock, the following will automatically be included:		
Property at other locations. Covers <input type="checkbox"/> 1 Computer records, documents manuscripts and business books. <input type="checkbox"/> 2 Other property while temporarily removed from the premises for cleaning, renovation, repair or other similar processes. <input type="checkbox"/> 3 General Contents at any location and while in transit.	<input type="checkbox"/> Loss or damage by theft is excluded for covers 1 & 2 <input type="checkbox"/> Security restrictions apply to 3 <input type="checkbox"/> Cover is limited to within the United Kingdom <input type="checkbox"/> Limits apply to the amounts payable, please see your Policy Schedule.	Property Damage
<b>Stock</b>		
If you have selected Stock, the following will automatically be included:		
Standard Covers: <input type="checkbox"/> Stock and materials in trade. <input type="checkbox"/> Work in progress. <input type="checkbox"/> Finished goods at the business premises you have specified.  A 50% seasonal increase in the Sums Insured is provided for November, December and 30 days prior to Easter.	Please see exclusions to Standard Covers in your Policy Wording.	Property Damage
Indemnity Cover is based on: <input type="checkbox"/> The value of the property at the time of its destruction, or <input type="checkbox"/> The amount of any damage caused to it.	If the Sums Insured selected is less than the full Insurable Amount, your claim may be reduced.	Property Damage
Stock in Transit Covers stock while in transit, in any vehicle owned or operated by you and at exhibitions.	<input type="checkbox"/> Cover is limited to: - Great Britain - Northern Ireland - The Republic of Ireland - The Channel Islands, and - The Isle of Man. <input type="checkbox"/> Exhibitions may not exceed 7 days. <input type="checkbox"/> Cover is limited to £2,500, or £100 for any one person for personal effects.	Property Damage
Deterioration of Stock Covers loss or damage to chilled or frozen stock caused by a rise or fall in temperature, or by 'refrigerant' fumes.	<input type="checkbox"/> Excludes Wear & Tear. <input type="checkbox"/> Some specific causes of damage may be excluded, please see your Policy Wording.	Property Damage

Features & Benefits	Significant Exclusions or Limitations	Policy Section
<b>Business Interruption Insurance</b>		
This cover protects you against the financial consequences of damage to your insured property, caused by any event covered by our Standard Covers listed in the Property Damage section. The following will automatically be included:		
<p><b>Loss of Gross Profit:</b></p> <p>The Indemnity Period starts when the loss or damage occurs and ends when the business' trading position it is at the level it was before the accident.</p>	<p><input type="checkbox"/> Some specific causes of damage may be excluded, please see your Policy Wording.</p> <p><input type="checkbox"/> The Indemnity Period is 24 months</p> <p><input type="checkbox"/> The standard limit of cover is £500,000, which can be increased to up to £1,000,000 on request.</p> <p><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</p>	Business Interruption
<p>Cover can be extended to include losses resulting from:</p> <p><input type="checkbox"/> Notifiable diseases, food or drink poisoning, defective sanitation, murder, suicide, vermin &amp; pests.</p> <p><input type="checkbox"/> Prevention/Denial of Access to the business premises due to damage to adjacent buildings, as covered by the Standard Covers.</p> <p><input type="checkbox"/> Failure of Public Utilities.</p> <p><input type="checkbox"/> Damage caused by the Standard Covers at a supplier's premises within Great Britain, Northern Ireland, the Isle of Man or the Channel Islands</p>	<p>Cover for these extensions is limited to a maximum of 10% of the total Sum Insured, or £250,000 - whichever is the lesser amount.</p>	Business Interruption
<p><b>Outstanding Debit Balances</b> (also known as book debts)</p> <p>We will pay any outstanding debts that you are unable to trace, following damage caused by the Standard Covers.</p>	<p>Automatic cover is limited to £25,000 with an option to increase to up to £100,000.</p>	Business Interruption
<p><b>Loss of Liquor Licence</b></p> <p>Covers loss of gross profit, or a reduction in the value of the premises.</p>	<p><input type="checkbox"/> Standard limit is £100,000 with an option to increase to £200,000 on request.</p> <p><input type="checkbox"/> Some specific causes of loss may be excluded, please see your Policy Wording.</p>	Business Interruption
<b>Liability Insurance</b>		
The following will automatically be included:		
<p><b>Standard Covers:</b></p> <p><input type="checkbox"/> Employers' Liability.</p> <p><input type="checkbox"/> Public/Products Liability.</p> <p><input type="checkbox"/> Legal Defence Costs, in defending proceedings arising from a breach of the Health &amp; Safety at Work Act 1974, the Health &amp; 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.</p>	<p><input type="checkbox"/> Limit of Indemnity for Employers' Liability (Limit £10,000,000 with a £5,000,000 limit for terrorism), Public Liability, Products. Liability and Legal Defence Costs are shown in your Policy Schedule.</p> <p><input type="checkbox"/> Cover excludes any Public or Products Liability in connection with advice, design or specification provided for a fee.</p> <p><input type="checkbox"/> Damage to property means material property, but does not include electronic data.</p> <p><input type="checkbox"/> Some other specific events may be excluded, or cover may need to be qualified, please see your Policy Wording.</p>	Liability

Features & Benefits	Significant Exclusions or Limitations	Policy Section
<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 shop outside of business hours. <input type="checkbox"/> Money in your home, not 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, not in a locked safe, outside of business hours.	<input type="checkbox"/> £3,000 any one loss, but may be increased to £10,000. <input type="checkbox"/> £3,000 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"/> Damage to data is excluded. <input type="checkbox"/> The amount you must pay in the event of a claim is £50.	Money
<b>Personal Injury (Robbery)</b> 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 for 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.	

## Table 2 Optional Covers

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

Features & Benefits	Significant Exclusions or Limitations	Policy Section
<b>Terrorism Cover</b> Terrorism is excluded from the Property Damage, Money, Business Interruption and Fidelity Insurance Sections. You may choose to add 'All Risks' Terrorism Insurance to the Property Damage, Business Interruption and Computer covers.		
Cover is provided arising from acts of terrorism in Great Britain.	<input type="checkbox"/> Terrorism cover cannot be purchased selectively. If you require terrorism cover, it must apply to all your insured property. <input type="checkbox"/> Cover will be limited to the Sums Insured that you have selected. <input type="checkbox"/> The same exclusions as under the Property Damage and Business Interruption Sections will apply.	Terrorism Extension

### 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
<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.	All
<input type="checkbox"/> Nuclear Risks, War and Sonic Bangs are excluded.	Various
<input type="checkbox"/> Terrorism (part of which can be bought back), Northern Ireland terrorism and Civil Commotion are excluded.	Various
Excesses & Limits	Policy Section
<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.	All
<input type="checkbox"/> Limits may apply to your policy, please see your Policy Schedule.	
<input type="checkbox"/> Your policy is subject to The Minimum Standard of Security, this will be shown in your Policy Schedule and Policy Wording.	