

Combined Policy summary



This leaflet provides a summary of the significant features, benefits and limitations of the cover provided by Zurich Insurance plc Combined policy. For full details of the cover including complete terms, conditions and exclusions please refer to the policy document.

Type of insurance and cover

Provides cover for the main insurance needs of a business when relevant covers selected. A combination of Material Damage, Business Interruption, Book Debts, Employers' Liability, Public and Products Liability, Money, Goods in Transit, and Specified Items 'All Risks'.

Material Damage

This policy provides cover for a business's material property. Two basic levels of cover are available:

1. **'Defined perils'** – fire and additional perils of lightning, explosion, aircraft, theft, riot, malicious persons, earthquake, storm, flood, escape of water, impact by vehicles or animals.
2. **'All Risks'** – accidental loss, destruction or damage including all defined perils.

Optional subsidence cover, sprinkler leakage, glass and terrorism.

Business Interruption

Provides the business with financial compensation following an insured loss under the Material Damage cover and is designed to help the business return to a normal trading position as quickly as possible. Cover can be provided in conjunction with Material Damage or as part of our Combined policy.

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1. **'Defined perils'** – fire and additional perils of lightning, explosion, aircraft, theft, riot, malicious persons, earthquake, storm, flood, escape of water, impact by vehicles or animals.

Optional subsidence cover, sprinkler leakage, glass and terrorism.

2. **'All Risks'** – accidental loss, destruction or damage including all defined perils.

Optional subsidence cover, sprinkler leakage, glass and terrorism.

Book Debts Cover

(Optional extension to Business Interruption)

Cover is provided for outstanding debit balances, which cannot be collected as the records have been damaged or destroyed by an insured loss under the Material Damage cover.

Employers' Liability

This policy protects companies against damages and legal costs that arise as a result of claims from employees suffering an injury or disease due to, and during, their employment.

Public and Products Liability

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

- accidental death or personal injury to any person excluding employees
- accidental loss or damage to third party material property.

Cover can be taken with or without liability for products supplied.

Policy ref: ZCYP35A Defined Perils ZCYP36A 'All Risks'

Target company size

Small SME Corporate

Type of Policy

Retail Commercial

Money

This cover is provided for physical loss or damage of 'money' pertaining to the business, occurring within the UK.

Goods in Transit

This provides cover for property whilst in transit within Great Britain, Northern Ireland, the Channel Islands, the Isle of Man or the Republic of Ireland to the limits selected by the customer.

Specified Items 'All Risks'

This policy provides cover for loss of or damage to items specified by the customer, cover can apply at specific premises only or within the territorial limits of the UK, EU or world-wide as requested.

The standard duration of this non-investment insurance contract is 12 months.

Significant features and benefits

Material Damage

- Architects', surveyors' and legal fees.
- Newly acquired items or alterations to existing items for up to 10% of the sum insured (maximum £500,000).
- Removal of debris including boarding-up. Buildings and Contents only. Stock debris removal optional.
- Contents (other than stock) temporarily removed for cleaning or repair up to 10% of the sum insured.
- Additional costs incurred due to European Community and Public Authority requirements. Includes undamaged portions up to a maximum 15%.
- Computer systems records not exceeding £10,000 for the cost of materials and clerical labour in reproducing records (where contents are covered).
- Temporary removal of documents and computer records up to 10% of the value of such property or the limit of liability under the definition of contents.
- The contract price in the event of damage occurring to goods sold but not delivered where stock is covered.

- Loss of customer's goods where stock is covered (and not insured elsewhere).
- Loss of metered water up to a maximum of £10,000.
- Trace and access up to a maximum of £10,000.
- Replacement locks following theft of keys up to £500.
- Landscape gardens up to a maximum of £10,000.
- Sums insured may be automatically index-linked, providing protection against inflation.
- Sums insured may be automatically reinstated following a loss.
- Unauthorised use of metered electricity, gas or water up to a maximum of £10,000.
- Loss of rent whilst the buildings are unfit for occupation following damage.
- Completion of a proposal form is not required.

Business Interruption

- Cover available on the basis of:
 - gross profit
 - revenue
 - fees
 - rent receivable
 - increased cost of working.
- Cover normally includes:
 - declaration linked to profit, revenue or rent basis
 - professional accountants' charges
 - automatic reinstatement of loss
 - increased cost of working (where gross profit, revenue or fees are selected)
 - full payroll for gross profit and revenue.
- Extensions to the standard cover are available upon request, including public utilities denial of access and to include suppliers and customers.
- Completion of a proposal form is not required.

Employers' Liability

- Standard cover provides protection for legal liability world-wide for damages and legal costs of up to £10 million (restricted to £5 million in respect of terrorism).
- Indemnity limits of up to £25 million available upon request.
- Covers employees temporarily working overseas.
- Indemnity for any director or employee if a claim is made against them personally.
- Indemnity to principal.
- Covers private work carried out for directors or executives.
- Legal costs including those arising from criminal charges brought under the Health & Safety at Work Act 1974.
- A renewal bonus of up to 20% of the premium for eligible customers with a premium between £25,000 and £500,000, if the loss ratio is below 55%.
- Full protection against legal action world-wide.
- The policy cover is provided without any conditions.
- Completion of a proposal form is not required.

Public and Products Liability

- Cover applies world-wide (excluding products exported to USA/Canada).
- Contractual liability for both Public and Products Liability.
- Indemnity limit of up to £5 million is available.
- Cover includes liabilities incurred in connection with:
 - Health & Safety at Work Act 1974
 - Food Safety Act 1990
 - Consumer Protection Act 1987
 - Defective Premises Act 1972
 - Data Protection Act 1984.
- Indemnity for directors, employees and principals is included.

- Personal liability overseas applies.
- Compensation and claimants' costs against libel and slander by in-house and trade publications is automatic.
- Includes cover for cross liabilities.
- Contingent motor liability cover applies.
- Includes court attendance costs of:
 - any director or partner (£250 per day limit)
 - any employee (£100 per day limit).
- Completion of a proposal form is not required.

Money

- Loss of negotiable money, e.g. cash, postal orders.
- Loss in transit by person or registered post (unregistered post limited to £25 per packet).
- Loss from premises during business hours.
- Loss from a bank night safe.
- Whilst in a locked safe to an agreed limit.
- At home – £500 limit.
- Loss from the business premises when unattended.
- Unattended road vehicles – £100 limit.
- Gaming machines – £250 limit.
- Loss of non-negotiable money, e.g. crossed cheques – £250,000 standard and higher limits available.
- Loss of 'money' by the dishonest acts of employees – provided the loss is discovered within 14 days.
- Damage to safes, strong-rooms, franking machines caused by theft or attempted theft.
- Malicious attack benefits for any person during a theft or attempted theft of 'money':
 - death or loss of one or more limbs or permanent total disablement up to £10,000
 - temporary total disablement up to £100 per week
 - damage to personal effects up to £250.
- Completion of a proposal form is not required.

Goods in Transit

- Transit by hauliers or own vehicles, parcel post or rail (including loading and unloading).
- Cover for tarpaulin, sheets and ropes whilst carried on own vehicles.
- Personal effects up to £250.
- Expenses incurred in:
 - transferring goods to another vehicle due to fire, collision or overturning of the original vehicle
 - reloading of goods that have fallen off the vehicle
 - removal of debris and site clearance.
- Cover on sea crossings by 'roll-on, roll-off' vehicle ferries.
- Cover whilst temporarily housed in the course of carriage.
- Completion of a proposal form is not required.

Specified Items 'All Risks'

- Flexibility – we accept a selection of items, (excluding stock) territorial limits and excess levels.
- Completion of a proposal form is not required.

Significant and unusual exclusions or limitations

Exclusions for Material Damage – 'Defined perils'

- Excess as stated in the policy schedule.
- Damage caused by faulty or defective design or workmanship.
- Damage caused by wear and tear, fraud or dishonesty.
- Cover for the theft unless by violent and forcible entry or exit.
- Theft cover for property in the open.
- Storm and flood cover for movable property in the open, fences and gates.
- Damage to movable property in the open caused by storm or flood.
- Damage to property whilst in transit.

- Subsidence caused by the usual settlement or bedding down of structures or movement of made-up ground and damage to the land.
- Loss following accidental or malicious erasure or distortion of information on computer systems.
- Unoccupancy conditions.
- Damage from terrorism.
- E Risk.

Exclusions for Material Damage – 'All Risks'

All Risks' is a policy with a number of exclusions, to see a full list of exclusions applicable to this policy please refer to Exclusions – applicable to Sections A B1 and B2 of the policy document.

- Condition of Average.
- Excess as stated in the policy schedule.
- E Risk.
- Indemnity period as defined in the contract.

Exclusions for Business Interruption – 'Defined perils'

- Excess as stated in the policy schedule.
- Damage caused by faulty or defective design or workmanship.
- Damage caused by wear and tear, fraud or dishonesty.
- Cover for the theft unless by violent and forcible entry or exit.
- Storm and flood cover for movable property in the open, fences and gates.
- Damage to movable property in the open caused by storm or flood.
- Damage to property whilst in transit.
- Subsidence caused by the usual settlement or bedding down of structures or movement of made-up ground and damage to the land.
- Any loss caused by the deliberate withdrawal of the supply of water, gas, electricity, fuel or telephone system.

- Loss following accidental or malicious erasure or distortion of information on computer systems.
- Unoccupancy conditions.
- Damage from terrorism.
- E Risk.

Exclusions for Business Interruption – ‘All Risks’

All Risks is a policy with a number of exclusions, to see a full list of exclusions applicable to this policy please refer to Exclusions – applicable to Sections A B1 & B2 of the policy document.

- Condition of Average.
- Excess as stated in the policy schedule.
- E Risk.
- Indemnity period as defined in the contract.

Exclusions for Employers’ Liability

- Cover for any employee on any offshore installation or support or accommodation vessel for any offshore installation.
- Cover for any employee who is in transit to, from, or between any offshore installation or support or accommodation vessel for any offshore installation.

Exclusions for Public and Products Liability

- Damage to that part of any property where it’s the direct result of work carried out by the Insured.
- Damage to property held in trust except for:
 - personal effects
 - buildings temporarily occupied by the Insured
 - premises hired, leased, rented or lent to the Insured under agreement, which the Insured would not have been responsible for in the absence of such agreement.
- The first £250 of any claim for third party property damage.
- Product recall, replacement or guarantee.

- Products sold or supplied:
 - to USA or Canada unless specifically agreed
 - for use in aircraft or spacecraft.
- Liability for liquidated damages, fines or penalties which applies solely because of a contract.
- Professional Indemnity.
- Fines or penalties.
- Punitive damages awarded by a Court of Law outside of the UK.

Exclusions for Money

- Losses in excess of:
 - £100 from any unattended vehicle
 - £250 from any amusement or vending machine.
- Loss, destruction or damage caused by or due to:
 - clerical or accounting errors
 - dishonest acts of any employee not discovered within 14 days of occurrence.

Exclusions for Goods in Transit

- Depreciation, delay, wear and tear, consequential loss, defective packaging, vermin, contamination, breakdown of refrigeration.
- Loss by theft or attempted theft (unless the vehicle or trailer is stolen at the same time) or storm damage to:
 - open sided or curtain sided vehicles
 - soft topped or open topped vehicles.
- The carriage of explosives or other dangerous goods.
- The carriage of livestock, gold or silver articles, precious metals or stones, jewellery, watches, furs, wines, spirits, tobacco, cigars and cigarettes, radios, television sets, video recorders, tape recorders and the like, non-ferrous metals and scrap, coins, money, stamps, stamp collections, bonds, securities or computers, unless agreed specifically with ourselves.
- Loss following a breach of any agreed security provisions.
- An excess will normally apply.

Exclusions for Specified Items 'All Risks'

- Damage arising from wear and tear.
- Depreciation, electrical or mechanical breakdown.
- Damage arising from any act of dishonesty committed by an employee or servant of the Insured.
- Breakage of fragile items unless caused by accident to the vessel or conveyance in which such property is being carried.
- Loss or damage to deeds, bonds, contracts or other documents, business books, computer records or money.
- Loss of any liquid by leakage.
- Confiscation, destruction or detention by Customs or other authorities.
- Damage by terrorism.

Cancellation rights

This policy does not entitle you to a cooling-off period.

Claims

To notify a claim please call 08453 002 055.

Our complaints procedure

We value the opportunity to investigate any concerns *you* may have about any aspect of *our* service and are committed to handling all complaints fairly, thoroughly and promptly.

Who to contact in the first instance

Many concerns can be resolved straight away therefore in the first instance please get in touch with *your* usual contact as they will generally be able to provide *you* with an immediate response to *your* satisfaction.

Contact details will be provided on correspondence that *we* or *our* representatives have sent *you*. If *we* cannot resolve *your* complaint straight away *we* will aim to resolve *your* concerns as soon as possible and *we* will keep *you* informed of progress while *our* enquiries are continuing. The majority of complaints *we* receive are resolved within four weeks of receipt.

Next steps if you are not happy with the response provided

We are dedicated to *our* customers and seek to do what is right however sometimes *we* may not be able to reach an agreement with *you*. If this is the case and *you* remain dissatisfied once *you* have received *our* response to *your* complaint *we* will refer *your* complaint to *our* Customer Relations Team for a separate review.

The Customer Relations Team will contact *you* to let *you* know they have received *your* complaint and when their review is complete they will provide *you* with a final response on *our* behalf.

The Financial Ombudsman Service (FOS)

If *we* are unable to resolve *your* complaint to *your* satisfaction within eight weeks or if *you* remain dissatisfied following receipt of *our* final response letter *you* can ask the FOS to formally review *your* case. *You* must contact the FOS within six months of *our* final response.

The FOS contact details are as follows:

Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London
E14 9SR

You can telephone on 0845 080 1800 or e-mail complaint.info@financial-ombudsman.org.uk
This is a free and impartial service and will not affect *your* legal rights.

The FOS can help with most complaints if *you* are:

- a private individual
- a business with an annual turnover of less than £1,000,000
- a charity with an annual turnover of less than £1,000,000
- a trustee of a trust with a net asset value of less than £1,000,000.

If *you* are unsure whether the FOS will look at *your* complaint please contact them directly for further information. *You* are entitled to contact the FOS at any stage of *your* complaint.

The Financial Services Compensation Scheme (FSCS)

We are covered by the Financial Services Compensation Scheme (FSCS). *You* may be entitled to compensation should *we* be unable to meet *our* obligations. Further information is available on www.fscs.org.uk or *you* may contact the FSCS on 020 7892 7300.

Following this complaints procedure does not affect *your* legal rights.

Law applicable to the contract

UK law allows both *you* and *us* to choose the law applicable to the contract. The contract will be subject to the relevant law of the United Kingdom, the Isle of Man or the Channel Islands relating to your address as shown in the schedule. If there is any dispute as to which law applies it shall be English law.

The parties agree to submit to the exclusive jurisdiction of the English courts.

How we will use your data

Zurich Insurance plc holds data in accordance with the Data Protection Act 1998. It may be necessary for us to pass data to other organisations that supply products and services associated with this contract of insurance. In order to verify information, or to prevent and detect fraud, we may share information you give us with other organisations and public bodies, including the Police, accessing and updating various databases. If you give us false or inaccurate information and we suspect fraud, we will record this and the information will be available to other organisations that have access to the database(s). We can supply details of the databases we access or contribute to, on request.

Zurich Insurance plc

A public limited company incorporated in Ireland. Registration No. 13460.
Registered Office: Zurich House, Ballsbridge Park, Dublin 4, Ireland.
UK Branch registered in England and Wales Registration No. BR7985.
UK Branch Head Office: The Zurich Centre, 3000 Parkway, Whiteley,
Fareham, Hampshire PO15 7JZ.

Authorised by the Irish Financial Regulator and subject to limited regulation by the Financial Services Authority. Details about the extent of our regulation by the Financial Services Authority are available from us on request. FSA registration number 203093. These details can be checked on the FSA's register by visiting their website www.fsa.gov.uk/register or by contacting them on 0845 606 1234.

Communications may be monitored or recorded to improve our service and for security and regulatory purposes.

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