



# Machinery Loss of Profits

## Policy summary



**This leaflet provides a summary of the significant features, benefits and limitations of the cover provided by Zurich Insurance plc Machinery Loss of Profits policy. The full terms, conditions and exclusions are shown in the policy document. If you want to see full details of the cover, please refer to the policy document.**

### Type of insurance and cover

The policy provides cover for profits lost and increased working costs following damage to machinery.

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

### Significant features and benefits

- A flexible policy to cover a wide range of businesses.
- Protection against Business Interruption following breakdown by accidental damage.
- Failure of the public utilities (such as electricity, gas and water for more than 30 minutes).
- Ability to protect expanding businesses – cover extends to pay up to 133.3% of the estimated annual gross profit sum insured.
- Choice of indemnity periods.
- Complementary cover – dovetails with the cover provided under a Property Business Interruption policy.
- Completion of a proposal form is not required.

### Optional cover available

- Pressure plant – additional protection can be arranged to cover explosion of pressure plant equipment.

### Significant and unusual exclusions or limitations

- Cover for fire and additional perils of aircraft, lightning, explosion, riot, malicious persons, earthquake, storm, flood, escape of water and impact by vehicles or animals.
- Breakdown of new machinery within 30 days.
- Deliberate act of the public utility supplier.
- Normal wear and tear.
- Damage caused during testing or maintenance.
- Damage to renewable parts, fuses, brickwork, masonry or foundations.
- Damage caused by burn through of molten material in a furnace or damage to linings or brickwork caused by heat.
- Cover for any loss of profits for the first 24 hours.
- 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**.

Policy ref: ZCYE411

Target company size

Small

SME

Corporate

Type of Policy

Consumer

Commercial

## Our complaints procedure

We want to provide a first class service. If you have any cause for complaint you should, in the first instance, contact either the intermediary who arranged the policy for you, or the branch that issued your policy. Please quote the details of your policy (your surname and initials, policy number, departmental reference, etc).

If you remain dissatisfied with the response, we will refer your complaint to our Customer Relations Team for a separate review. They will notify you once they receive your complaint and will provide you with a final response when they have completed their inquiries.

If we are unable to resolve your complaint to your satisfaction within 8 weeks, or if we have provided you with a final decision letter, you may be able to refer your complaint to the Financial Ombudsman Service (FOS). This is a free and impartial service.

You can telephone for free on:

**08000 234 567** for people phoning from a "fixed line" (for example, a landline at home)

**0300 123 9 123** for mobile-phone users who pay a monthly charge for calls to numbers starting 01 or 02

Or e-mail: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

The FOS will only consider your complaint if, at the time of notification, you are a consumer, a business employing fewer than 10 persons that has an annual turnover or balance sheet that does not exceed €2 million, a charity with an annual income of less than £1 million or a trustee of a trust with a net asset value of less £1 million.

Following the Complaints Procedure does not affect your legal rights.

### Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation should we be unable to meet our obligations. You may contact the FSCS on 0800 678 1100 or further information is available at [www.fscs.org.uk](http://www.fscs.org.uk)

### 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 will be 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.



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### 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](http://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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