

This document is a summary of the insurance cover provided by the Office Policy and as such it does not contain the full terms and conditions of the insurance policy. You can find the full terms and conditions of the product in the policy document. This summary is provided to you for information purposes only and does not form part of your insurance contract.

### **What is the Office policy and what can it cover?**

The Office Policy is an annual insurance contract. Section 1 - 7 are underwritten by AXA Insurance UK Plc.

These Sections are Buildings, Contents of the Office, All Risks, Business Interruption, Loss of Accounts Receivable, Business Liability, Computer Breakdown, Terrorism, Section 8 is Legal Expenses (underwritten by DAS) and Section 9 is Loss Recovery (underwritten at Lloyd's).

### **Sums Insured**

The correct values at risk must be advised to us. If the Sums Insured you request are not adequate this will result in the amount paid in the event of a claim being reduced.

### **Law Applicable**

You are free to choose the law applicable to this policy. Your Policy will be governed by the law of England and Wales unless you and we have agreed otherwise.

### **How do I notify a claim under the Office policy?**

In respect of cover provided under Sections 1 - 7 of the policy all claims must be notified as soon as reasonably possible to your insurance broker and/or the claims helpline on 0871 200 0014

The claims line is managed by Cunningham Lindsey, Loss Adjusters.

In respect of Section 8 of the policy advice on potential legal expenses claims can be sought by calling the legal advice line - 0117 934 2111 or 0117 976 2030

In respect of Section 9 of the policy you should contact your insurance broker.

### **How do I make a complaint about my Office policy?**

Any complaint you may have should in the first instance be addressed to your insurance broker.

If you are not satisfied with the way in which your complaint has been dealt with you may write to the Head of Customer Care Department of AXA Insurance in respect of complaints regarding Sections 1 - 7 of the policy.

In respect of Section 8 of the policy please write to the DAS Head Office for the attention of the Managing Director

In respect of Section 9 of the policy please write to the LOREGA Head Office for the attention of the Operations Director.

If the complaint is still not resolved, you can approach the Financial Ombudsman Service (FOS). The Ombudsman will only consider complaints if:

- You have written confirmation the internal complaints procedure has been exhausted.
- Your business has a turnover of less than £1,000,000

Referral to the FOS will not affect your right to take legal action.

Full details of addresses and contact numbers are available at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

### **Will I receive compensation if AXA, DAS or Lloyd's are unable to meet their liabilities?**

They are all covered by the Financial Services Compensation Scheme (FSCS), which is triggered when an authorised firm goes out of business. In this unlikely event you may be entitled to compensation from the scheme. Compensation under the scheme for:

- Compulsory Insurance is covered in full
- Non compulsory insurance is protected in full for the first £2,000 and 90% of any amount above the threshold.

Full details are available at [www.fscs.org.uk](http://www.fscs.org.uk)

Cover applies to Great Britain, Northern Ireland, the Isle of Man and Channel Islands and additionally in respect of Business Liability to temporary visits abroad excluding off-shore.

### Cover provided if Section 1 - The Building of the Office is insured

The building of the Office including landlords fixtures and fittings therein and thereon walls gates and fences yards car parks and pavements piping ducting cables wires and associated control gear and accessories on the premises and extending to the public mains but only to extent of the Insured's responsibility.

Cover Provided	Standard Cover	Optional Cover	Policy Ref
"All Risks" cover being subject to certain exclusions	✓		Page 13 - 15
Automatic Reinstatement of Sum Insured following loss	✓		Page 27
Replacement values of Buildings (including Debris Removal, Architects and Surveyors' fees)	Up to the amount nominated by the Insured	Increased inflation protection up to a nominated amount	Page 25 - 26 Page 52 (Inflation Protection)
Damage to cables, drains and underground pipes	✓		Page 15
Subsidence Cover subject to acceptable underwriting criteria	✓		Page 53
Cover for tracing and making good leaking underground pipes, drains and cables	£25,000 any one office any one period of insurance		Page 15

### Cover provided under Section 2 - Contents of the Office

Within Item 1 Trade Contents are those contents for which the Insured is responsible including landlords fixtures and fittings and interior decorations insofar as they are not otherwise insured, plans deeds briefs manuscripts books documents and office records limit any one document £1,000, computer disks and tapes limit any one item £1,000, personal effects limit any one person £500, wines spirits cigarettes and tobacco held for entertainment purposes

Provided they are not insured more specifically in the schedule under Item 2 and 3

Cover Provided	Standard Cover	Optional Cover	Policy Ref
"All Risks" cover being subject to certain exclusions	✓		Page 16 - 18
Automatic Reinstatement of Sum Insured following loss	✓		Page 27
Replacement values on Contents and Stock on market value basis	Up to amount nominated by the Insured		Page 25 - 26
Loss of or damage to documents, computer disks and tapes	£1,000		Page 16
Accidental Glass Breakage of fixed glass and sanitaryware	Unlimited		Page 19
Damage to signs (including neon signs)	£1,000		Page 19
Loss of or damage to goods in transit in your own vehicle	£5,000		Page 20
Replacement of locks and keys following theft	£1,000		Page 20
Loss of money <ul style="list-style-type: none"> <li>Premises during business hours, in transit and in a Bank Night Safe</li> <li>Premises out of Business Hours</li> <li>Business owner or Authorised Employee residence</li> <li>Crossed Cheques and non negotiable money</li> <li>Gaming, amusement or vending machines</li> </ul>	£7,500  £2,000 in safe/ £500 out of safe  £1,000  £500,000  £300		Page 21

Cover Provided	Standard Cover	Optional Cover	Policy Ref
Loss or Damage to documents while temporarily removed from the Office but still within Great Britain	£1,500		Page 23
Loss or Damage to Contents while temporarily removed from the Office but still within Great Britain	15% of Contents Sum Insured Maximum £5,000 any one item		Page 23
Loss or Damage to contents while at an exhibition within Great Britain	£5,000		Page 23
Loss of metered water	£2,500		Page 23
Rent while premises are untenable for up to 104 weeks	Maximum of £25,000 or 30% of the contents sum insured		Page 23
Damage to landscaped gardens caused by Emergency services	£1,000 in any one period of insurance		Page 23
Assault to your employees following robbery or attempted robbery <ul style="list-style-type: none"> <li>• Death</li> <li>• Total loss or permanent and total loss of use of one or more limbs</li> <li>• Total and irrecoverable loss of all sight in one or both eyes</li> <li>• Temporary total disablement from engaging in usual occupation</li> <li>• Damage to clothing and personal effects</li> <li>• Maximum compensation for 1 incident 1 person (in respect of temporary total disablement)</li> </ul>	£25,000 £25,000 £25,000 £150 per week for up to 104 weeks £1,000 £15,600		Page 22 - 23
Other covers available			
Theft by Employees		£10,000	Page 56



**Cover provided if Section 3 - All Risks is insured**

This section shall indemnify the Insured or any member of his family permanently residing in the Offices against loss or damage to their property specified in the schedule

Cover Provided	Standard Cover	Optional Cover	Policy Ref
"All Risks" on specified items (subject to certain exclusions) anywhere in Great Britain, Northern Ireland the Channel Islands the Isle of Man elsewhere within the European Community and for up to 14 days consecutive days anywhere else in the world		✓	Page 29

### Cover provided if Section 4 (A) - Business Interruption is insured

This section covers loss of business income resulting from damage as a result of the cover provided under Section 2 of this policy

Cover Provided	Standard Cover	Optional Cover	Policy Ref
Loss of Business Income resulting from damage covered under contents	3 times the Contents sum insured or £500,000 whichever is the greater - up to 24 months period	Up to 36 months period	Page 31
Loss of Business Income as a result of damage at Suppliers premises	10% of the Sum Insured or £50,000 whichever is the greater		Page 33 - 34
Loss of Business Income as a result of damage at Public Utility Suppliers premises	Up to the Sum Insured		Page 33
Loss of Business Income resulting from denial of access to premises as a result of damage to other premises in the vicinity	Up to the Sum Insured		Page 33
Loss of Business Income as a result of murder/suicide at the premises or a human notifiable disease (excluding AIDS) being manifested within a 25 mile radius of the premises	Up to the Sum Insured		Page 33
Automatic Reinstatement of Sum Insured following a loss	✓		Page 33

**Cover provided if Section 4 (B) - Loss of Accounts Receivable is insured**

This section covers destruction or damage of any of the Insured's books of account or other business books or records at the Office or elsewhere within Great Britain Northern Ireland or the Isle of Man as a result of the cover provided under Section 2 of this policy

Cover Provided	Standard Cover	Optional Cover	Policy Ref
Cover for outstanding debts where business accounts are lost due to damage as defined above	£50,000		Page 36

### Cover provided if Section 5 - Business Liability is insured

Cover Provided	Standard Cover	Optional Cover	Policy Ref
Employers Liability	£10million		Page 38
Public Liability	£2million	£5million	Page 39 - 40
Products Liability	£2million any period of insurance	£5million any one period of insurance	Page 39 - 40
Cover for legal costs in respect of prosecutions under the Health and Safety at Work etc. Act 1974/Part II Consumer Protection Act 1987	✓		Page 40
Legal Liability incurred under the Defective Premises Act	✓		Page 42
Personal Liability whilst abroad on business	✓		Page 43 - 44
Legal liability incurred as tenants	✓		Page 43
Indemnity to principal	✓		Page 44 - 45
Compensation for required Court Attendance	£250 per day per employee £500 per day per Director/Partner		Page 45

### Cover provided if Section 6 - Computer Breakdown is insured

Cover Provided	Standard Cover	Optional Cover	Policy Ref
Computer Breakdown		✓	
Breakdown or failure of computer equipment, or loss/damage to computer records	Up to nominated limit for equipment and £10,000 for computer records		Page 46 - 47
Additional expenditure incurred to <ul style="list-style-type: none"> <li>minimise the interruption to work normally carried on using the damaged computer equipment</li> <li>recompile or restore damaged data as a result of damage as covered by the contents section</li> </ul>	£10,000 any one period of insurance		Page 49
Costs to modify equipment or computer records to ensure compatibility with replacement computer equipment following insured damage	£10,000 any one period of insurance		Page 49
Costs incurred through additional rental of computer equipment arising out of the replacement of a hire agreement following insured damage	£10,000 any one period of insurance		Page 49



**Cover provided if Section 7 - Terrorism is insured**

Cover Provided	Standard Cover	Optional Cover	Policy Ref
Terrorism Cover		✓	Page 50 - 51



### Significant or Unusual Exclusions or Limitations applying to Sections 1 - 7 of the policy

Significant or Unusual Exclusions or Limitations	Applies to	Policy ref
£250 Excess for Storm, Flood, Escape of Water, Riot, Civil Commotion, Theft and Accidental Damage	Buildings & Contents	Page 13 - 14
£100 Glass Excess	Contents	Page 19
£250 Computer Breakdown Excess (optional cover)	Computer	Page 47
£250 All Risks Excess (optional cover)	All Risks	Page 29
£1,000 Subsidence Excess	Buildings & Contents	Page 53
£250 Theft by Employees Excess (optional cover)	Contents	Page 56
£100 Public Liability Property Damage Excess	Business Liability	Page 42
£100 Tenants' Liability Excess	Business Liability	Page 43
Minimum Security conditions apply to this policy	Buildings, Contents & Business Interruption	Page 61 - 62
Keys must be removed from the office when closed for business unless the Insured or an employee live on the premises	Buildings, Contents & Business Interruption	Page 20
Special terms apply to empty buildings - you must advise your broker immediately if any premises become unoccupied	All covers	Page 28
Money in transit limited to £2,500 per person	Contents	Page 21
Computer or data processing equipment - Date Recognition Exclusion/ operator error, virus or hacking	All covers except Employers Liability	Page 60
Terrorism Exclusion (although some cover available if Section 8 is selected)	All covers	Page 58 - 59
Theft of goods while in transit unless the vehicle is securely locked (and is garaged in secure and enclosed premises at night)	Contents & All Risks	Page 20

Significant Exclusions/Limitations	Applies to	Policy ref
Gradually operating causes e.g. rust, rot, corrosion and gradual pollution	Buildings, Contents, Business Interruption & Public Liability	Page 18
Mechanical or electrical breakdown of machinery	Buildings, Contents & Business Interruption	Page 18
Fines and penalties imposed	Business Liability	Page 40
Liability assumed by agreement	Public Liability	Page 42
Liability for which compulsory motor insurance is required	Employers' and Public Liability	Page 43
Damage to property in your custody/cost of remedying defects in products supplied	Public Liability	Page 41 - 42
Products knowingly exported into USA/Canada	Public Liability	Page 42
Punitive/exemplary/aggravated/additional/compensatory damages awarded in USA and Canada	Public Liability	Page 44
Acts committed prior to commencement of cover	Theft by Employee optional cover	Page 56
Loss or damage to property resulting from a process involving heat application	All covers	Page 57

### Cover provided if Section 8 - Commercial Legal Protection is insured

This section will pay legal costs up to £100,000 including solicitors' and barristers' fees, court costs, expenses for expert witnesses, attendance expenses and accountants' fees. DAS will also pay the costs of appealing or defending an appeal. In all instances, it must be more likely than not that any action taken will be successful.

Cover Provided	Policy Ref
Employment Disputes & Employment Compensation Awards	Page 71
Legal Defence	Page 73
Property Protection and Bodily Injury	Page 75
Debt Recovery	Page 74
Tax Protection	Page 76

### Significant or Unusual Exclusions or Limitations

Significant or Unusual Exclusions or Limitations	Policy ref
Personal Injury, Loss/Damage to property. In respect of compensation awards, the advice of DAS must be sought and followed. Total awards payable shall not exceed £1,000,000 in any period of insurance	Page 71 - 72
Prosecutions for motoring offences	Page 73
Contracts entered into by you. Goods in transit, lent or hired out by you. Goods not at your premises unless you are using them. Damage to, or caused by, motor vehicles unless your business is selling them	Page 75
The debt must exceed £250. You must have exhausted your credit control procedures. Debts due within the first 90 days of the policy where the agreement was in place prior to inception are excluded. Disputed debts are excluded	Page 74
Incidents where a specific or sudden accident is not the cause. Any injury caused by a motor vehicle	Page 75
Tax avoidance schemes are excluded. A £2,000 limit and £200 excess applies for each aspect enquiry	Page 76 Page 77
Costs and Expenses incurred before written acceptance of a claim by DAS	Page 77
Any claim reported more than 180 days after the date the insured person should have known about the insured incident	Page 77
Any claim prior to written acceptance of it by DAS	Page 77

**Cover provided if Section 9 - Loss Recovery is insured**

Cover Provided	Standard Cover	Optional Cover	Policy Ref
To cover claims handling fees in order to provide Claims assistance	Applicable where claims value exceeds £5,000 or policy excess, whichever is the greater		Page 83

**Significant or Unusual Exclusions or Limitations**

Significant or Unusual Exclusions or Limitations	Policy ref
Claims in respect of Subsidence, Personal Injury, Employers, Public and Product Liability, Engineering, Motor Vehicles, Aviation and Marine Claims	Page 83