

Retail Policy Summary

UK General - Retail Package Insurance Policy

Policy Summary

This document provides a summary only of the significant aspects of cover (including restrictions) provided by our standard Retail Package Insurance Policy. For full details, please refer to the Policy itself which is available to download from our website (www.ukgeneral.com) or by contacting your Broker.

Introduction

The cover provided by the UK General Retail Package Insurance Policy has been designed for multi-site and single site Retail business. It provides a comprehensive package to cover the insurance requirements of the Retail Sector. The insurance is normally for a period of 12 months unless shown differently on your Policy Schedule.

The Policy is underwritten by UK General Insurance Limited, on behalf of capacity supplied by Ageas Insurance Limited.

Please note that UK General reserves the right to alter the capacity providers under this contract from the time of the quotation until these covers are bound with us.

Covers

Buildings Cover

This section covers Damage to Buildings insured caused by one of the Specified Perils detailed below in Insured Event (1), or Damage by optional Insured Events (2) or (3) or (4) if specified as operative in the Schedule:

(1) Specified Perils:

- Fire
- Lightning
- Explosion
- Subterranean Fire
- Earthquake
- Aircraft
- Riot, Civil Commotion
- Malicious Damage
- Storm
- Flood
- Escape of Water
- Leakage of beer and beverages
- Impact by own and third party vehicles or animals
- Falling trees
- Breakage or collapse of aerials
- Theft or attempted theft.

(2) Accidental physical damage

(3) Subsidence

(4) Terrorism

Notable Section extensions:

- Buildings include landlord's fixture and fittings, walls, gates and fences.
- Professional fees including architects, surveyors and legal fees (10% limit).
- Accidental damage to underground services including pipes, services and cables (£25,000 limit).
- Transfer of interest.
- Automatic sum insured reinstatement (for an additional premium).
- Accidental damage to sanitary ware (£25,000 limit).
- Debris removal (10% limit).
- Additional costs in complying with Public Authorities requirements (10% limit).
- Trace and access costs (£25,000 limit).
- Loss of customer's goods where stock is covered (and not insured elsewhere).
- Index Linking

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Buildings Cover (continued)

Notable Section exclusions:

- The Excess as stated in the Policy Schedule.
- Accidental pollution.
- Damage by frost.
- Wear, tear and gradual deterioration.
- Damage by vermin or insect infestation.
- Mechanical or electrical breakdown of lifts or any other plant or equipment.
- Damage to boilers caused by cracking or fracturing.
- **Notable Section conditions of cover:**
 - Condition of Average (underinsurance).
 - Rebuilding must be carried out in reasonable time.
 - Frying and Cooking Equipment Condition.
 - Intruder Alarm Installation Condition.
 - Minimum Physical Standards of Security.
- Damage to hedges, gates or fences caused by storm, tempest or flood.
- Damage to fixed glass, signs, blinds or canopies.
- Subsidence caused by new structures bedding down or newly made-up ground settling.
- Subsidence damage to yards, car parks, roads, pavements, swimming pools, gates and fences.
- Cover restrictions apply to any building or part thereof that is unoccupied.
- Unoccupancy notification.
- Unoccupancy condition
- Protective Measures Condition (physical security).

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Contents Cover

This section covers Damage to property specified in the Policy Schedule caused by one of the Specified Perils detailed below in Insured Event (1), or Damage by optional Insured Events (2) or (3) or (4) if specified as operative in the Schedule:

(1) Specified Perils:

- Fire
- Lightning
- Explosion
- Subterranean Fire
- Earthquake
- Aircraft
- Riot, Civil Commotion
- Malicious Damage
- Storm
- Flood
- Escape of Water
- Leakage of beer and beverages
- Impact by own and third party vehicles or animals
- Falling trees
- Breakage or collapse of aerials
- Theft or attempted theft.

(2) Accidental physical damage

(3) Subsidence

(4) Terrorism

Notable Section extensions:

- Cover includes damage to:
 - Stock.
 - Office equipment.
 - Decorations, fixtures and fittings and improvements.
 - Landlords fixtures and improvements for which the Insured is responsible.
 - Goods in trust for which the Insured is responsible.
 - Household goods belonging to the Insured or resident manager.
 - Personal effects and pedal cycles (£750 per person).
- Reinstatement of business books and other documents (£10,000 or 15% limit whichever is the less).
- Reinstatement of computer system records (£10,000 or 15% limit whichever is the less).
- Removal of debris (£25,000 limit).
- Cost in replacing locks and keys following theft of keys (£1,000 any one claim).
- Professional fees (£25,000 limit).
- Additional costs in complying with public authorities requirements.
- Automatic sum insured reinstatement (for an additional premium).
- Automatic 25% increase in the Stock sum insured during the months of November and December, for 30 days prior to and during Easter.
- Temporary removal of trade contents (other than stock and household contents) from the insured premises for cleaning, renovation, repair (limited to 10% of contents sum insured)
- Accidental breakage of sanitary fixtures and fittings.
- Accidental damage to fixed glass:
 - Including boarding up costs; lettering, ornamentation, and alarm foils; and contents of display windows, showcases and counters (£5,000 limit in total).
 - Including signs, blinds and canopies (£1,000 any one sign, blind or canopy).
- Accidental damage to underground services including pipes, services and cables (£25,000 limit).
- Damage to Stock in transit anywhere in the United Kingdom (£5,000 limit unless otherwise stated in the Policy Schedule).
- Loss of metered water (£2,500 limit).
- 2 years rent payable (25% of the total sum insured).
- Damage to landscaped gardens caused by the emergency services (£1,000 limit).
- Damage to national lottery equipment.
- Index Linking
- Damage to buildings caused by theft or attempted theft (limited to 10% of the contents sum insured).

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Contents Cover (continued)

Notable Section exclusions:

- The Excess as stated in the Policy Schedule.
- Accidental pollution.
- Damage by frost.
- Wear, tear and gradual deterioration.
- Wet or dry rot.
- Damage by vermin or insect infestation.
- Mechanical or electrical breakdown of machinery or equipment, and erasure of electronic recordings.
- Acts of fraud by the Insured, director, partner or employee.
- Theft or attempted theft not involving forcible and violent means.
- Theft or attempted theft from outbuildings.
- Damage to motor vehicles and their contents.
- Damage to medals, money, stamps coins, furs, gold and silver items, precious metals and stones, livestock unless specified in the Policy Schedule.
- Paintings, prints and works of art (£500 limit any one item).
- Damage to stock in any basement or cellar caused by water unless such stock is raided 15cm above the floor.
- Subsidence caused by new structures bedding down or newly made-up ground settling.
- Cover restrictions apply to any building or part thereof that is unoccupied.

Notable Section conditions of cover:

- Condition of Average (underinsurance).
- Frying and Cooking Equipment Condition.
- Intruder alarm installation condition.
- Minimum Physical Standards of Security.
- Unoccupancy notification.
- Unoccupancy condition.
- Protective measures condition.
- Vehicle security conditions.

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Business Interruption

This section covers financial compensation up to 3 times the total Sum Insured under the Contents section (unless otherwise specified in the Policy Schedule) following interruption to the business insured following an insured loss under the Buildings or Contents sections. (Options of extended Indemnity Periods are available on request)

Notable Section extensions:

- Automatic Increased Cost of Working.
- Automatic sum insured reinstatement (for an additional premium).
- Prevention of access.
- Failure of public utilities due to damage to the premises of any public or private supply undertaking (water, gas or electricity) where the interruption exceeds 60 minutes.
- Supplier's extension (10% limit).
- Closure of the premises insured by a Public Authority due to infectious disease, murder or suicide, food poisoning, or defective sanitation.
- Professional accountants fees (10% limit).
- Alternative domestic accommodation costs.

Notable Section conditions:

- Condition of Average (underinsurance).

Employers' Liability

This section provides protection for legal liability for damages and legal costs of up to £10 million. (Restricted to £5million in respect of Terrorism)

Notable Section extensions:

- Cover includes death, illness, disease, injury, mental injury, mental anguish or shock but not defamation.
- Covers employees temporarily engaged in non-manual work overseas.
- Unsatisfied court judgements.
- Legal costs incurred in the defence of criminal proceedings under the Health & Safety at Work Act 1974.
- Indemnity to other persons including directors, employees and principals.
- Cross Liabilities.

Notable Section conditions of cover:

- All claims settled under United Kingdom jurisdiction.

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Public and Products Liability

This section provides protection for legal liability world-wide for damages and legal costs of up to £2,000,000. (An increased limit of £5,000,000 is available on request)

Notable Section extensions:

- Cover includes death, illness, disease, injury, mental injury, mental anguish or shock but not defamation.
- Loss of or damage to third party property.
- Covers employees temporarily engaged in non-manual work anywhere in the world.
- Contingent motor liability.
- Accidental Pollution
- Cover includes liability incurred in connection with:
 - Defective Premises Act 1972.
 - Health & Safety at Work Act 1974.
- Leased or Rented premises.
- Indemnity to other persons including directors, employees and principals.
- Cross liabilities.

Notable Section exclusions:

- Contractual liability which would not have attached in the absence of such contract.
- Damage to property held in trust other than employees personal effects.
- A £250 Excess in respect of damage to property.
- Possession or use of any aircraft, spacecraft, hovercraft or watercraft.
- Product Supplied which to the Insured's knowledge is for the use in the braking, steering, suspension system or other critical systems of aircraft or aero spatial devices (or products intended for aviation or aero spatial purposes), marine vessels, motor vehicles or rail vehicles.
- Product Supplied which affects or could affect the safety or operations of nuclear installations.
- Products supplied which to the knowledge of the Insured is for use in or supplied to the USA or Canada.
- Advice, design or specification provided for a fee.
- Liability caused by treatment given by the Insured.
- Excluding cover in respect of work undertaken offshore.
- Terrorism.
- Asbestos Exclusion.
- Where compulsory insurance or security is required to be arranged by the Insured under the Road Traffic Act 1988 or the Road Traffic (Northern Ireland) Order 1981.

Notable Section conditions of cover:

- All claims settled under United Kingdom jurisdiction.

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Money

This section covers loss of or damage to money pertaining to the business insured anywhere in the United Kingdom up to the limits specified in the Policy Schedule. The standard limits are:

- Money in a locked safe out of business hours - £750
- Non-negotiable money - £250,000.
- Money in the private dwelling of a director or employee - £500.
- Money in transit or in a bank night safe - £2500.
- Money in the insured premises during business hours - £2500.
- Personal Accident capital benefits - £10,000.
- Personal Accidental weekly benefits - £100.

Notable Section extensions:

- Dishonesty or fraud by any partner, director or employee discovered within 7 days of such act (£2,500 limit).
- Loss from gaming or amusement machines (limited to £300 any one loss).
- Cover includes loss of or damage to:
 - Cases, bags, belts or waistcoats whilst being used to transit money.
 - Clothing and personal effects up to £750 per person whilst being used to transit money.
 - Safes, strong rooms or cash registers.
- Loss of money deposited in bank night safes.
- The cost of replacing locks following theft of keys (limited to £1,000 any one claim).
- Malicious attack benefits for any person injured during a theft or attempted theft of money including:
 - Death.
 - Loss of sight.
 - Loss of an entire hand, arm, foot or leg.
 - Permanent total disablement.
 - Temporary total disablement.

Notable Section exclusions:

- Loss resulting from depreciation, dishonoured cheques or accounting or clerical errors.
- Loss in transit by unregistered post.
- Loss from unattended vehicles.
- Personal Assault:
 - Excluding any person whose age is less than 16 or more than 65.
 - Excluding Temporary Total Disablement payments exceeding 104 weeks.

Notable Section conditions of cover:

- Reasonable precautions to prevent the loss of money including:
 - Maintaining a record of all money in transit or at the premises insured.
 - Carefully selecting responsible employees.
 - Controlling the custody of keys.
- Secure and lock all safes and other money containers whenever such containers are left unattended.

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Frozen Food

This section covers accidental loss of or damage to property pertaining to the business insured by deterioration or putrefaction up to £1000 (higher limits are available on request).

Notable Section extensions:

- Damage caused by escape or leaking of refrigerant or refrigerant fumes.
- Accidental failure of the public or private supply of electricity.
- Automatic reinstatement of cover.

Notable Section exclusions:

- The Excess as stated in the Policy Schedule.
- Failure or any cold chamber or deep freeze over 10 years old.
- Incorrect setting of thermostats or controls.
- Excludes cold chambers or deep freezers powered by a motor in excess of 2 horse power.

Notable Section conditions of cover:

- Condition of average.
- Cold chamber or deep freezers over 5 years must be subject to an annual maintenance contract with a competent engineer.

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Book Debts (optional)

This section provides indemnity in respect of outstanding debit balances resulting from damage (as insured under the Contents section).

Notable Section extensions:

- Temporary removal of books or accounts or other business records from the insured premises anywhere in the United Kingdom.
- Automatic reinstatement of the sum insured subject to the payment of an appropriate additional premium.

Noticeable Section conditions:

- Average (underinsurance).
- Maintenance of records.

Loss of Licence (optional)

This section provides indemnity for depreciation in the value of the premises insured following the forfeiture of a licence granted under the Licensing Act 1964 (updated 2003) for the sale of intoxicating liquor up to the limit specified in the Policy Schedule.

Notable Section extensions:

- The costs and expenses incurred in connection with an appeal.

Notable Section exclusions:

- Loss due to the misconduct, neglect or omission of the Insured.
- By alteration of the law.

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Your Cancellation Rights

Although the Insurers hope You are happy with the cover this Policy provides, if this Insurance doesn't meet Your requirements, You may cancel this Policy by giving notice in writing (including by email) and the Insurers will then cancel Your Policy with effect from the date upon which notice is dispatched to UK General. That date will be the Cancellation Date. If considered appropriate the Insurers reserve the right to request the return of all the policy documentation.

If the Cancellation Date is within 14 days of the start of the Period of Insurance the Insurers will return a proportionate part of the last premium paid in respect of the unexpired Period of Insurance less any policy fees already incurred.

If it is later and there have been no claims made during the current Period of Insurance, the Insurers will return a proportionate part of the last premium paid in respect of the unexpired Period of Insurance (subject to a minimum premium of £100) less any policy fees already incurred.

PLEASE NOTE that in order to process Your request for cancellation after the first 14 days the Insurers will need to check the records of Your Insurance Broker, Intermediary or Agent and of UK General to confirm that no claims, occurring during the Period of Insurance, have been made or notified and/or paid under the Policy. If there is such a claim the Insurers will still be happy to cancel the Policy at Your request but will require that You pay the premium and any fees for the whole Period of Insurance and the Insurers will not make any refund of premium or of any policy fees.

Insurers' Rights to Cancel Your Policy

The Insurers shall not be bound to accept any Renewal of this Policy.

There are circumstances in which the Insurers, Your Insurance Broker, Intermediary or Agent may notify You that the Policy will be cancelled.

Non Payment of Premium and/or Insurance Premium Tax

If the Insurers do not receive the Premium and Insurance Premium Tax in full the Insurers may cancel this Policy by sending You at least 7 days written notice of cancellation to Your last known address. The Insurers will send a copy of this communication to Your Insurance Broker, Intermediary or Agent.

Cancellation for other reasons

The Insurers may cancel this Policy at any other time by sending 14 days notice of cancellation, giving details of the reason for cancellation, in writing to Your last known address. The Insurers will send a copy of this communication to Your Insurance Broker, Intermediary or Agent. In the event of such a cancellation You shall be entitled to the return of a proportionate part of the last premium paid in respect of the unexpired Period of Insurance.

Complaints Procedure

It is always UK General's intention to provide a first class standard of service. However, if You have any cause for complaint about the way Your Policy was sold to You, You should, in the first instance, contact the intermediary who arranged the Policy for You. If You have a complaint about a claim, call Your claims handler first. You will find the claims handler's name and phone number on any letters they have sent You.

Should the matter not be resolved to Your satisfaction, please contact:

The Customer Relations Department
UK General
Cast House
Old Mill Business Park
Gibraltar Island Road
Leeds
West Yorkshire, LS10 1RJ

Tel: 0845 218 2685

Email: customerrelations@ukgeneral.co.uk

Please quote the details of Your Policy, the name of the Insured, Policy Number and departmental references.

If You cannot settle Your complaint with UK General, You may be entitled to refer it to the Financial Ombudsman Service (FOS). Further information is available at: <http://www.financial-ombudsman.org.uk/>

The FOS is an independent organisation that decides on complaints about general insurance products. They will only consider complaints after UK General have given You written confirmation that You have been through the Complaints Procedure and Your business has a turnover of less than EUR 2 million and fewer than 10 employees. You can contact the Ombudsman at:

Insurance Division
Financial Ombudsman Service
South Quay Plaza
183, Marsh Wall
London E1 4SR
Phone 0845 080 1800 Fax 0207 964 1001

Your legal rights will not be affected by following the Complaints Procedure or by contacting the FOS.

Notification of New Claims

To notify a new claim please follow the steps below:

1. Check the Policy and Schedule to ensure that you are covered.
2. Check the Claims conditions under the respective Section(s) of the Policy.
3. Call our dedicated claims line 0844 209 0999 to notify your claim.

If you are dissatisfied with the way in which a claim or any other matter has been dealt with, please refer to Our Complaints Procedure.

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Details about the Regulator and your Insurers

UK General Insurance Ltd is authorised and regulated by the Financial Services Authority (FSA). The FSA register number is 310101. You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register/ or by contacting the FSA on 0845 606 1234.

Ageas Insurance Limited is authorised and regulated by the Financial Services Authority (FSA). You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register/ or by contacting the FSA on 0845 606 1234.

Compensation Arrangements

UK General Insurance Ltd and Ageas Insurance Limited are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if any of these companies cannot meet their insurance obligations. This depends on the type of business and the circumstances of the claim. For compulsory insurance You may be entitled to compensation up to 100% of the claim. For all other types of insurance You may be entitled to compensation up to 90% of the claim. Further information about Compensation Scheme arrangements is available from the FSCS at: <http://www.fscs.org.uk/> or You may write to the Financial Services Compensation Scheme, 7th Floor, Lloyd's Chambers, Portsoken Street, London E1 8BN. Their telephone number is **0207 8927300**.

Law applicable to this insurance

Unless agreed otherwise English Law will apply.