



Policy wording

Property Investors Protection Plan

September 2023

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Welcome to AXA

Thank you for choosing AXA

Please read carefully all documents that **we** have provided and keep them in a safe place.

If **you** have any questions, need anything explaining or believe this contract does not meet **your** needs, please contact **us** or **your** insurance adviser.

Your policy

Your policy is a contract of insurance between **you** and **us** and **you** have a duty to make a fair presentation of the risk to **us** in accordance with the law.

The policy describes the insurance cover for which **we** have accepted **your** premium.

This insurance is renewable provided that **we** agree to accept **your** premium for any subsequent **period of insurance**. A new schedule will be issued for each **period of insurance** showing any changes to **your** cover.

Your policy is divided into a number of sections. The policy wording, schedule and any endorsement must be read together. Where a section does not apply, **your** schedule will state that it is 'not covered'.

Throughout this **policy**, **we** use defined terms. Defined terms are used to explain what a word means and are highlighted in bold blue print. Details of the policy definitions can be found on page 5.

Headings have been used for **your** guidance and to help **you** understand the cover provided. The headings do not form part of the contract.

To help **you** understand the cover provided **we** have added 'What is covered' and 'What is not covered'.

Under the heading 'What is covered' **we** give information on the insurance provided. This must be read with 'What is not covered', the Policy conditions and the Section conditions at all times.

Under the heading 'What is not covered' **we** draw **your** attention to what is excluded from **your policy**.

Important phone numbers



AXA claims telephone helpline

0370 9000 867



Glass replacement service*

0300 303 2944

A quick and efficient service available 365 days a year.



Legal and tax advice**

0330 024 5346

Our confidential legal and tax advice line is there to advise **you** on general UK law and taxation. Please quote AXA Commercial when **you** call.



Emergency helpline**

0330 024 5346

Our 24 hour emergency helpline service is there to assist **you** in the event of an emergency occurring at **your** business premises, for which a tradesperson is required. Please quote AXA Commercial when **you** call. **We** will provide details of reputable contractors who will be able to help.

The emergency assistance helpline will provide details of reputable contractors who will be able to help **you**. **You** will be responsible for the payment of any call-out charges, parts and cost of labour that are quoted by the contractor. This helpline is provided as an ancillary service to assist **you** in the event of an emergency only. Calling the emergency assistance helpline service does not constitute notification of an insurance claim under **your policy**.

* The Glass replacement service is provided by an AXA approved glazing and locks provider.

** The legal and tax advice helpline, and the emergency assistance helpline are provided by Arc Legal Assistance Ltd and may be serviced by a third party under their management.

Arc Legal Assistance Ltd make no additional charge for providing these services.

Arc Legal Assistance Ltd is authorised and regulated by the Financial Conduct Authority. Their Firm Reference Number is 305958. Telephone calls may be monitored and recorded.

Making a claim

If **you** need to make a claim please first check **your policy** to make sure **you** are covered. **You** must then follow the instructions provided on pages 7 and 8 under the Claims notification condition and Claims procedures condition under Policy conditions.

Please contact **your** insurance adviser who will help **us** deal with **your** claim quickly and fairly.

Making a complaint

If **you** are not happy with the way in which a claim or any other matter has been dealt with, please read 'Making a complaint' on page 66 of the policy.

Meanings of defined terms

These meanings apply throughout **your policy**. If a word or phrase has a defined meaning, it will be highlighted in bold blue print and will have the same meaning wherever it is used. There are additional defined terms under each section.

Building(s)

Buildings at the **premises** shown in **your** schedule including

- 1 landlords fixtures and fittings, CCTV systems, entry and exit systems
- 2 outbuildings, annexes, private garages, gangways, foundations or footings, extensions, lamp posts, aerials, satellite dishes, street furniture, swimming pools, tennis courts and squash courts
- 3 walls, gates, fences and hedges
- 4 yards, car parks, roads, pavements, paved terraces, patios, paths and drives
- 5 underground pipes, drains, piping, ducting, wires and associated switchgear and accessories on the **premises** and cables belonging to **you** or which **you** are responsible for
- 6 tenants improvements which **you** are responsible for
- 7 fixed glass in windows, doors, fixed signs, fanlights, skylights, partitions and fixed sanitary ware
- 8 tenants stock and possessions to a value of £10,000 in total any one **period of insurance** lawfully secured in lieu of rent owed
- 9 landlords contents to a value of £10,000 any one **premises**
- 10 **contents of communal parts** within residential buildings to a value of £20,000 any one **premises** but excluding valuables and artwork valued in excess of £1,000 in total and any property more specifically insured
- 11 electric vehicle chargepoints fixed to **your** building(s) and their tethered cables and connectors belonging to **you** or for which **you** are responsible to a total value of £5,000 at any one **premises**.

Business

Your ownership of the **premises** shown in the schedule including

- 1 owning, repairing, maintaining and decorating **your** own property or **premises you** use and land at the same address
- 2 providing and managing amenities for the benefit and welfare of **employed persons**
- 3 providing and managing facilities primarily used for fire prevention, safety or security
- 4 maintaining and repairing vehicles and machinery owned or used by **you**
- 5 private work **you** allow **employed persons** to do for **your** directors, partners or officers, as long as this work is done with **your** prior permission
- 6 the sale or disposal of the **buildings** or any part of these.

Contents of communal parts

Furniture and all other property belonging to **you** or for which **you** are responsible in or on the stairs, halls and other communal parts of the residential **buildings** but not the contents of the individual residential units themselves.

Employed person(s)

- 1 Anyone under a contract of service or apprenticeship with **you**.
- 2 Anyone who is
 - a employed by **you** or for **you** on a labour only basis
 - b self employed
 - c hired to **you** or borrowed by **you** from another employer
 - d a voluntary helper or taking part in a work experience or training scheme

and under **your** control or supervision.

Empty

Any **building** that is wholly unoccupied, mainly unoccupied, disused or not in active use by **you** or any of **your** tenants for more than 30 consecutive days.

Meanings of defined terms *continued*

Excess

The first amount of any claim or claims for which **you** are responsible.

Period of insurance

The period from the start date to the expiry date shown in **your** schedule.

Policy

The policy wording and schedule and any endorsements attached or issued.

Policy territories

Great Britain, Northern Ireland, the Channel Islands and the Isle of Man.

Premises

The address(es) shown in **your** schedule.

Rental income

The money paid or payable to **you** for tenancies and other charges for services provided in the course of **your business** at the **premises**.

Vermin

Rats, mice, grey squirrels, owls, pigeons, foxes, bees, wasps, or hornets.

We/us/our

AXA Insurance UK plc.

You/your

The person(s), firm, company or organisation shown in **your** schedule as the insured; and in relation to residential property also the freeholder and the long leaseholder where required by the lease agreement to be insured.

Policy conditions

You must comply with the following conditions to have the full protection of **your policy**. If **you** do not comply then **we** may at **our** option take one or more of the following actions

- 1 Cancel **your policy**
- 2 Declare **your policy** void (treating **your policy** as if it had never existed)
- 3 Change the terms of **your policy**
- 4 Refuse to deal with all or part of any claim or reduce the amount of any claim payments.

There are additional conditions under each section of cover.

Arbitration condition

If **we** agree to pay **your** claim and **you** disagree with the amount to be paid it may be referred to an arbitrator who is jointly appointed. Alternatively, depending on the size of **your business**, **you** may be able to refer **your** case to the Financial Ombudsman Service (FOS). In either case this will not affect **your** right to take action against **us** over this disagreement.

This condition does not apply to Section 3 – Public liability and Section 4 – Employers’ liability.

Cancellation condition

- 1 **You** may cancel **your policy** within 14 days of receiving **your policy** at inception and within 14 days of renewal, if for any reason **you** are dissatisfied or the **policy** does not meet **your** requirements.
- 2 **You** may also cancel this **policy** at any time if **you** sell the **business** or sell all the property insured shown in **your** schedule, or **you** cease trading.
- 3 **We** can cancel **your policy**
 - a at any time by giving 30 days written notice to **your** last known address
 - b immediately, without giving **you** notice if the premium has not been paid to **us**.

Where **your policy** is cancelled in accordance with any of the above provisions, **we** will refund part of the premium paid, proportionate to the unexpired **period of insurance** following cancellation minus an administration fee of £25. Provided that no claim has been notified, paid or is outstanding in the current **period of insurance**.

Cancellation of **your policy** will not affect any claims or rights **you** or **we** may have before the date of cancellation.

We do not have to offer renewal of **your policy** and cover will cease on the expiry date.

Change in risk condition

You must tell **us** as soon as possible during the **period of insurance** but in any event within 30 days of any material change

- 1 to the **business** and/or tenant or usage of the property insured
- 2 in the person, firm, company or organisation shown in **your** schedule as the insured
- 3 to the information **you** provided to **us** previously or any new information that increases the risk of loss as insured under any section of **your policy**.

Your policy will come to an end from the date of the change unless **we** agree in writing to accept an alteration.

We do not have to accept any request to vary **your policy**. If **you** wish to make any alteration to **your policy** **you** must disclose any change to the information **you** previously provided or any new information that could affect this insurance. If **we** accept any variation to **your policy**, an increase in the premium or different terms or conditions of cover may be required by **us**.

Claims notification condition

You must

- 1 as soon as practical
 - a give **us** notice of any circumstances which might lead to a claim under this **policy**
 - b give **us** all the information **we** request
- 2 immediately
 - a on receipt send **us** every letter, court order, summons or other legal documents served upon **you**
 - b tell **us** about any prosecution, inquest or fatal accident inquiry or dispute for referral to adjudication or court proceedings in connection with any potential claim under this **policy**

Policy conditions *continued*

- c notify the police of any loss or damage that has been caused by malicious persons, thieves, rioters, strikers or vandals.

We will not pay **your** claim where **you** have not complied with this condition.

Claims procedures condition

- 1 **You** must take, or allow others to take, practical steps to prevent further loss or damage, recover property insured lost and otherwise minimise the claim.
- 2 At **your** expense **you** must provide **us** with
 - a full details in writing of any injury, loss or damage and any further information or declaration **we** may reasonably require
 - b any assistance to enable **us** to settle or defend a claim
 - c details of any other relevant insurances.
- 3 **You** must not accept, negotiate, pay, settle, admit or repudiate any claim or any part of a claim without **our** written consent.
- 4 Following a claim **you** must allow **us** or anyone authorised by **us**
 - a access to **premises**
 - b to take possession of, or request delivery to **us** of any property insured.
- 5 **You** must not abandon any property to **us**.
- 6 **We** will be allowed complete control of any proceedings and settlement of the claim.
- 7 **We** will continue to communicate directly with **you** regarding **your** claim, even in situations where **you** have appointed a professional customer representative, such as a loss assessor or claims management company, to act on **your** behalf.
- 8 **We** will assess **your** claim based on **our** approved supplier's or loss adjuster's view and interpretation, even in situations where **you** have appointed a professional customer representative, such as a loss assessor or claims management company, to act on **your** behalf.

We will not pay **your** claim where **you** have not complied with **your** obligations in this condition.

Fair presentation of risk condition

You have a duty to make a fair presentation of the risk which **you** wish to insure. This applies prior to the start of **your policy**, if any variation is required during the **period of insurance** and prior to each renewal. If **you** do not comply with this condition then

- 1 If the failure to make a fair presentation of the risk is deliberate or reckless **we** can elect to make **your policy** void and keep the premium. This means treating the **policy** as if it had not existed and that **we** will not return **your** premiums, or
- 2 If the failure to make a fair presentation of the risk is not deliberate or reckless and **we** would not have provided cover had **you** made a fair presentation, then **we** can elect to make **your policy** void and return **your** premium, or
- 3 If the failure to make a fair presentation of the risk is not deliberate or reckless and **we** would have issued cover on different terms had **you** made a fair presentation of the risk then **we** can:
 - a reduce proportionately any amount paid or payable in respect of a claim under **your policy** using the following formula. **We** will divide the premium actually charged by the premium which **we** would have charged had **you** made a fair presentation and calculate this as a percentage. The same percentage figure will be applied to the full amount of the claim to arrive at the amount of the claim to be paid or payable; and/or
 - b treat **your policy** as if it had included the different terms (other than payment of the premium) that **we** would have imposed had **you** made a fair presentation.
- 4 Where **we** elect to apply one of the above then
 - a if **we** elect to make **your policy** void, this will be from the start of the **policy**, or the date of variation or from the date of renewal
 - b **we** will apply the formula calculated by reference to the premium that would have been charged to claims from

Policy conditions *continued*

the start of the **policy**, or the date of variation or from the date of renewal

- c **we** will treat the **policy** as having different terms imposed from the start of the **policy**, or the date of variation or from the date of renewal

depending on when the failure to make a fair presentation occurs.

Fraud condition

You and anyone acting for **you** must not act in a fraudulent way.

If **you** or anyone acting for **you**

- 1 knowingly makes a fraudulent or exaggerated claim under **your policy**
- 2 knowingly makes a false statement in support of a claim (whether or not the claim itself is genuine) or
- 3 knowingly submit a false or forged document in support of a claim (whether or not the claim itself is genuine),

We will

- a refuse to pay the claim
- b declare the **policy** void from the date of the fraudulent act without any refund of premiums.

We may also inform the police of the circumstances.

Instalments condition

If **you** fail to pay a premium instalment to **us** on the date due, this will result in **your policy** being cancelled from the date the missed instalment was due. **You** will not be entitled to any return of premium where this happens.

If a claim has been made or there has been any incident likely to lead to a claim during the current **period of insurance** the annual premium remains due in full.

Law applicable to this policy

You and **we** can choose the law which applies to this **policy**. **We** propose that the Law of England and Wales shall apply. Unless **we** and **you** agree otherwise, the Law of England and Wales shall apply to this **policy**.

Maintenance condition

You must maintain **your** property at the **premises** in a good state of repair.

If **you** do not comply with this condition **you** will not be covered and **we** will not pay **your** claim.

Policy administration fees condition

We may charge **you** an administration fee if **we**

- 1 make any changes to **your policy** on **your** behalf
- 2 agree to cancel **your policy**, or
- 3 are requested to print and re-send **your policy** documents to **you**.

We will not make a charge without informing **you**.

Reasonable care condition

You must take reasonable steps to

- 1 prevent or protect against injury, loss or damage
- 2 keep **your premises**, machinery, plant and equipment in good condition and in full working order
- 3 remedy any defect or any danger that becomes apparent, as soon as possible.

If required by **us**, **you** must allow access to **your premises** and/or activities of **your business** to carry out inspection or survey.

You must complete any risk improvement requirements that **we** ask for within the period of time advised by **us** and ensure that all such improvements remain in place throughout the duration of this **policy**.

We will not pay **your** claim where **you** have not complied with this condition.

Subrogation (our rights) condition

We will be entitled to undertake in **your** name or on **your** behalf

- 1 the defence or settlement of any claim
- 2 steps to enforce rights against any other party before or after payment is made by **us**.

Third party rights condition

No party who is not **you** or **us** shall have any right under this **policy** and the provisions of the Contracts (Rights of Third Parties) Act 1999 do not apply to this **policy**.

Sanctions condition

This contract of insurance is subject to sanction, prohibition or restriction under United Nations resolutions. It is a condition of **your policy** that **we** will not provide cover, or pay any claim or provide any benefit under **your policy** to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose **us**, or **our** parent, subsidiary or any AXA group member company, to any trade or economic sanctions, or violate any laws or regulations of the United Kingdom, the European Union, the United States of America or any other territory.

Section 1 - Buildings

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Your schedule will show if this section is covered.

Meanings of defined terms

You can find the meanings for words in bold blue on page 5. There are some words that may only appear in this section or are defined differently and their meanings are shown here.

Alternative basis of settlement

We agree that if any of the **buildings** shown in your schedule are **damaged**, we will pay you the value of the **buildings** at the time of its **damage** or at our option reinstate or replace the **buildings** or any part of it.

The most we will pay under this **policy** will not exceed

- 1 in the whole, the total sum insured or for any item its sum insured at the time of **damage**
- 2 the sum insured or limit remaining after deduction for any other **damage** occurring during the same **period of insurance** unless we have agreed to reinstate any of the sum insured or limits.

Assigned premises

Buildings formerly owned by, leased by or leased to you, which has been assigned to a successor landlord or tenant before any occurrence which may result in a claim under this section.

Communicable disease

Any disease which can be transmitted by means of any substance or agent from any organism to another organism where:

- 1 the substance or agent includes, but is not limited to, a virus, bacterium, parasite or other organism or any variation thereof, whether deemed living or not, and
- 2 the method of transmission, whether direct or indirect, includes but is not limited to airborne transmission, bodily fluid transmission, transmission from or to any surface or object, solid, liquid or gas or between organisms, and

Section 1 – Buildings *continued*

- 3 the disease, substance or agent can cause or threaten damage to human health or human welfare or can cause or threaten damage to, deterioration of, loss of value of, marketability of or loss of use of property.

Computer systems

Computer or other equipment or component or system or item which processes stores transmits or receives **data**.

Consequential loss

Loss, resulting from interruption of or interference with the **business** as a result of **damage** to property used by **you**, at the **premises**, for the purpose of the **business**.

Cyber act

An unauthorised, malicious or criminal act or series of related unauthorised, malicious and criminal acts, regardless of time and place, or the threat or hoax thereof involving access to, processing of, use of or operation of any **computer systems**.

Cyber incident

- 1 any error or omission or series of related errors or omissions involving access to, processing of, use of or operation of any **computer systems**; or
- 2 any partial or total unavailability or failure or series of related partial or total unavailability or failures to access, process, use or operate any **computer systems**.

Damage/damaged

Physical loss or destruction or damage.

Data

Any data of any sort whatever, including without limitation tangible or intangible data, and any programs or software, bandwidth, cryptographic keys, databases, documents, domain names or network addresses or anything similar, files, interfaces, metadata, platforms, processing capability, storage media, transaction gateways, user credentials, websites, or any information whatever.

Declared value

Your assessment of the cost of reinstatement of the **buildings** at the level of costs applying at the start of the **period of insurance**, ignoring any increase in cost which may apply in the **period of insurance**, but including an allowance for

- 1 the additional cost of reinstatement to comply with public authority requirements
- 2 professional fees
- 3 debris removal costs
- 4 landlords contents, fixtures and fittings
- 5 Value Added Tax.

Defined peril

Fire, lightning, explosion, aircraft or other aerial devices or articles dropped from them, riot, civil commotion, strikers, locked-out workers, persons taking part in labour disturbances, malicious persons, theft, earthquake, **storm**, **flood**, escape of water from any tank, apparatus or pipe, leakage of oil from any fixed heating installation or impact by any road vehicle or animal.

Denial of service attack

Any actions or instructions constructed or generated with the ability to damage, interfere with or otherwise affect the availability or performance of networks, network services, network connectivity or **computer systems**. Denial of service attacks include, but are not limited to, the generation of excess traffic into network addresses, the exploitation of system or network weaknesses, the generation of excess or non-genuine traffic between and amongst networks and the procurement of such actions or instructions by other **computer systems**.

Flood

The escape of water from the normal confines of any natural or artificial water course, lake, reservoir, canal, drain or dam. Inundation from the sea. Rain induced run off, whether resulting from storm or not.

Section 1 – Buildings *continued*

Fungal pathogens

Any fungus or mycota or any by-product or type of infestation produced by such fungus or mycota including but not limited to mould, mildew, mycotoxins, spores or any biogenic aerosols.

Hacking

Unauthorised access to any **computer systems**, whether **your** property or not.

Non-standard construction

Constructed of materials other than those detailed in the meaning of **standard construction**.

Phishing

Any access or attempted access to **data** made by means of misrepresentation or deception.

Standard construction

Built of brick, stone or concrete and roofed with slates, tiles, metal, concrete, asphalt or sheets or slabs composed entirely of incombustible mineral ingredients and plastic roof lights.

Buildings constructed of metal panels and composite panels insulated with materials other than polystyrene will be regarded as standard construction.

Storm

Storm excluding damage by **flood**.

Terrorism

For England, Scotland and Wales: Acts of persons acting on behalf of, or in connection with, any organisation which carries out activities directed towards the overthrowing or influencing, by force or violence, of His Majesty's Government in the United Kingdom or any other government de jure or de facto.

For Northern Ireland: An act including, but not limited to the use of force or violence and or threat thereof of any person or group(s) of persons whether acting alone or on behalf of or in connection with any organisation(s) or government(s) committed for political, religious, ideological or similar purposes including the

intention to influence any government and or put the public or any section of the public in fear.

For the Channel Islands and the Isle of Man: An act of any person(s) acting on behalf of or in connection with any organisation which carries out activities directed towards the overthrowing or influencing by force or violence of any government de jure or de facto.

Time element loss

Business interruption, contingent business interruption or any other consequential losses.

Virus or similar mechanism

Program code, programming instruction or any set of instructions constructed with the purpose and ability, or purposely used, to damage, interfere with, adversely affect, infiltrate or monitor computer programs, **computer systems**, **data** or operations, whether involving self-replication or not. The meaning of virus or similar mechanism includes but is not limited to trojan horses worms and logic bombs and the exploitation of bugs or vulnerabilities in a computer program to damage, interfere with, adversely affect, infiltrate or monitor as above.

✓ What is covered

We will cover **you** for **damage** occurring during the **period of insurance** to any of **your buildings**. **We** will pay **you** for the value of the **buildings** at the time of its **damage** or for the amount of the **damage** or at **our** option reinstate or replace the **buildings** or any part of it.

Limit of cover

The most **we** will pay for any **buildings** covered by this section is the sum insured shown in **your** schedule for each item plus index linking unless stated in the wording that an extension will be paid in addition to the sum insured.

Extensions of cover

Additional management fees cover

We will cover **you** for the cost of managing agents fees that **you** incur for the management and supervision of repair or rebuilding work solely as a result of **damage**.

Section 1 – Buildings *continued*

Provided that the fees solely relate to any additional work which would not have been necessary had the **damage** not occurred.

The most **we** will pay **you** for this cover is £25,000 during any one **period of insurance**.

Additional metered water cover

We will cover **you** for the additional metered water charges incurred by **you** as a result of **damage**. Provided that repairs are completed within 30 days of the **damage** being discovered. **We** will not cover **you** for the charges incurred for any **building** that is **empty**.

The most **we** will pay for this cover during any one **period of insurance** is £50,000.

The amount **we** pay will be based on the amount of the water charges for the period when the **damage** occurs, less the charge paid by **you** for the corresponding period in the preceding year. This will then be adjusted for changes in the suppliers' charges and for variations affecting **your** water consumption during the intervening period.

Alternative residential accommodation cover

We will cover **you** for costs of reasonable alternative accommodation for **your** tenants and temporary storage of **your** tenants furniture while the residential portion of the **damaged buildings** cannot be lived in or access is denied as a result of **damage**. This cover will only apply where **we** have made a payment or accepted liability under this section.

The most **we** will pay for this cover is 33.3% of the sum insured on the **damaged building** in addition to the **buildings** sum insured that has been **damaged** for a maximum period of 24 months from the date of **damage**. Provided that this cover is not insured elsewhere.

Archaeological discoveries cover

We will cover **you** for the costs incurred following **damage** as a direct result of **you** complying with **your** statutory obligations following the discovery of archaeological finds during site excavation.

Provided that **you** did not have any pre existing knowledge of the presence of archaeological remains prior to the start of works.

The most **we** will pay for this cover is £100,000 any one claim.

Architects, surveyors, legal and consulting engineers fees cover

We will cover **you** for architects, surveyors, legal and consulting engineers fees necessarily incurred with **our** written consent in the reinstatement or repair of the **buildings** as a result of its **damage**, but not for preparing any claim.

Concern for welfare costs cover

We will cover **you** for **damage** caused by the police or people acting under their control in gaining access to the **buildings** as a result of their concern for the welfare of an occupier of the **buildings**.

Provided that **we** will not be responsible for costs incurred following **damage** caused by the police in the course of criminal investigations.

The most **we** will pay for this cover is £25,000 any one claim.

Condition of average waiver cover

In the event of a claim **we** agree to waive Special condition **2** of the Day one average cover of this section providing

- 1** **you** give **us** documentary evidence of a valuation/revaluation by a Fellow or Member of the Royal Institute of Chartered Surveyors made no more than three years before the **damage**; this valuation must make provision for VAT if required.
- 2** annual interim revaluations have been undertaken in accordance with the Royal Institute of Chartered Surveyors Rebuilding cost index
- 3** the **declared value** is based on the valuations/revaluations at each renewal.

In the event of any undisclosed structural alterations or additions, this waiver will not be valid until a subsequent revaluation has been completed and the **declared value** is amended accordingly.

Contractors interest cover

Where **you** are required to arrange insurance for the **buildings** in the joint names of **you** and the contractor under the terms of a contract condition then the interest of the contractor in the **buildings** as joint insured is noted. Provided **you** advise **us** of details of any single contract valued in excess of £250,000 and pay any additional premium **we** may require.

Contract works cover

We will cover **you** for contract works undertaken on any **building** in the performance of any contract where **you** are responsible for arranging insurance cover under the terms of the contract.

Provided that

- 1 this cover will only apply as long as the contract works are not insured elsewhere
- 2 **we** will not be liable for the first £400 of each and every loss.

The most **we** will pay **you** for this cover is £250,000 for any one claim.

Damage to cables and underground pipes cover

We will cover **you** for the costs that **you** incur following **damage** for which **you** are responsible to cables and underground pipes including their inspection covers at the **buildings** or connecting the **buildings** to the public mains.

Day one average cover

Subject to the following special conditions, the amount payable for **buildings** under sums shown as the **declared value** in **your policy** schedule will be calculated as reinstatement of the **damaged buildings**.

For this purpose, reinstatement means

- 1 the rebuilding or replacement of **damaged buildings**, which provided **our** liability is not increased may be completed
 - a in any manner suitable to **your** requirements
 - b on a different site
- 2 the repair or restoration of **damaged buildings** in either case, to a condition

equivalent to or the same as but not better or more extensive than its condition when new.

Provided that **you** have stated the **declared value**, shown in **your** schedule for each **building**, and the premium has been calculated accordingly.

Special conditions applicable to Day one average cover

- 1 At the start of each **period of insurance** **you** must tell **us** the **declared value** of each **building**. If **you** do not provide **us** with a new **declared value** the current **declared value** will be increased in line with the Inflation protection cover for the next **period of insurance**.
- 2 If at the time of **damage** the **declared value** of the **building** **you** are claiming for is less than the cost of reinstatement at the start of the **period of insurance**, **our** liability for any **damage** will be proportionately reduced and will be limited to the proportion that the **declared value** bears to the cost of reinstatement.
- 3 **Our** liability for the repair or restoration of **buildings damaged** in part only, will not exceed the amount which would have been paid had the **buildings** been completely destroyed.
- 4 No payment will be made beyond the amount that would have been payable in the absence of this Day one average cover
 - a unless reinstatement starts and proceeds without unreasonable delay
 - b until the cost of reinstatement has been incurred
 - c if the **buildings** at the time of the **damage** is insured by any other insurance which is not on the same basis of reinstatement.

If **you** do not comply with Special condition 4 or **you** decide not to rebuild the **buildings** in a condition equal to but not better or more extensive than its condition when new, then this cover is cancelled and **our** and **your** rights and liabilities in respect of the **damage** will be subject to the following Condition of average (under insurance).

Section 1 – Buildings *continued*

Condition of average (under insurance)

The cover for each **building** is deemed to be subject to average i.e. if the **building** at the time of **damage** is valued at more than 115% of the **declared value** stated in **your** schedule, then **you** will be considered as self insured for the difference and will be responsible for a proportionate share of the loss.

Debris recycling cover

We will cover **you** for the additional costs and expenses that **you** incur with **our** written consent to sort, separate and transport recyclable debris to recycling amenities following **damage**

Provided that

- 1 **We** will not be liable for the first 10% of all costs and expense payable under this extension
- 2 The most **we** will pay for all claims in total for this cover is the lower of either £25,000 or 25% of the total amount paid or payable by **us** in respect of the costs of removing debris.

Designation cover

For the purpose of determining where necessary the heading under which any property is insured **we** agree to accept the designation under which such property has been entered in **your** books.

Drains clearance cover

We will cover **you** for the costs and expenses necessarily and reasonably incurred by **you** in clearing, cleaning and/or repairing drains, gutters and/or sewers to **your premises** for which **you** are legally responsible, following **damage** to **your premises**.

Emergency services cover

We will cover the costs and expenses incurred by **you** following **damage** to the **buildings** resulting from the actions of the emergency services including deliberate acts where such deliberate acts are for the purpose of safeguarding human life or minimising **damage** covered by this section.

Environmental cover

We will cover **you** for the additional costs necessarily and reasonably incurred with **our** consent in rebuilding or repairing the **buildings** following **damage** in a manner that aims to reduce potential harm to the environment by improving energy efficiency.

We will not cover **you**

- 1 under this cover for the additional cost of complying with any Act of Parliament or bye-laws of any public authority
- 2 for any additional costs for work **you** had already planned to be carried out prior to the **damage**
- 3 for any additional costs for replacing undamaged **buildings**
- 4 for any **empty buildings**
- 5 where **you** elect not to rebuild or repair the **building**.

The most **we** will pay for this cover is £500,000 any one claim for any one **building** in addition to the agreed sum insured for the **building**.

Eviction of squatters expenses cover

We will cover **you** for legal expenses that **you** incur in pursuit of proceedings to evict squatters from any of the **premises** or parts of them with **our** prior written consent.

The most **we** will pay **you** for this cover is £15,000 any one loss.

Expediting costs cover

We will cover **you** for the costs and expenses that **you** incur with **our** written consent for temporary repairs to the **buildings** in order to keep **your buildings** secured.

The most **we** will pay for this cover is £10,000 for any one **building** during any one **period of insurance**.

Explosion of steam pressure plant cover

We will cover **damage** to **buildings** with a **declared value** in excess of £1,000,000 resulting from the bursting of any boiler or other plant which belongs to or is under **your** control and in which internal pressure is due to steam only and which is not caused by any boiler or gas used for domestic purposes.

Section 1 – Buildings *continued*

Provided that

- 1 **our** liability will not exceed £1,000,000 any one claim in excess of the first £1,000,000 any one claim
- 2 a separate Engineering insurance policy is in force for the first £1,000,000 of each and every claim
- 3 the plant is regularly inspected by an independent competent engineer in accordance with statutory requirements.

The Steam pressure exclusion under 'What is not covered' does not apply for this cover.

Extinguishment and alarm resetting expenses cover

We will cover **you** for the cost of replacing and/or replenishing extinguishment materials when **you, employed persons** or the fire brigade attempt to extinguish or minimise loss by fire. Provided that the costs and expenses cannot be recovered from the public authority responsible.

Falling aerials cover

We will cover **you** for **damage** to the **buildings** arising from breakage or collapse of television and radio receiving aerials (including satellite dishes) fittings and masts.

Flood resilience and protection expenses cover

In the event of **damage** to **premises** insured caused by **flood**, **we** will pay for:

- 1 any additional rebuilding costs for the incorporation of flood resilient materials
- 2 the relocation within the same buildings of replacement landlords fixtures and fittings insured under the **policy** to an area of reduced exposure to **damage** by water arising from **storm** and/or **flood**
- 3 the additional costs in the utilisation of BS 851188 (or similar or replacement standard) approved products or other appropriate products, methods or schemes including specialist consultant fees for the purposes of providing protection against future **damage** by water arising from **storm** and/or **flood**

We will not pay for:

- a any additional costs for work **you** had already planned to be carried out prior to such **damage**
- b the most **we** will pay for all claims in total for this cover is the lower of either £25,000 or 100% of the actual amount paid or payable by **us** to reinstate the **damage** in the absence of this cover. This will be paid by **us** in addition to the **buildings declared value**
- c any additional costs for the amount of any charge or assessment arising out of capital appreciation which may be payable by **you** in respect of the **premises** insured
- d any additional costs for the cost incurred in complying with prevailing regulations under or framed in pursuance of any Act of Parliament or bye-laws of any public authority under which notice has been served upon **you** prior to the happening of such **damage**
- e any additional costs for replacing or protecting undamaged parts of the **premises** insured
- f the first 10% of all costs otherwise payable under the terms of this cover
- g any costs if **you** choose not to rebuild the **buildings**. If **our** liability is reduced by the application of any of the terms and conditions of this **policy**, **our** liability under this cover will be similarly reduced.

Fly tipping cover

We will cover **you** for the costs that **you** necessarily and reasonably incur in clearing and removing any property illegally deposited in or around the **buildings**.

You will be responsible for the first £1,000 of each and every claim.

The most **we** will pay for this cover is £5,000 for any one claim and £30,000 during any one **period of insurance**.

Frustrated legal costs cover

If the sale of any **buildings** is cancelled solely as a result of **damage** then **we** will cover **you** for the actual loss sustained by **you** for legal costs and expenses incurred or subsequently incurred solely as a result of the cancellation of the sale as a result of the **damage**.

The most **we** will pay for all claims in total for this cover is £25,000 during any one **period of insurance**.

Further investigation expenses cover

Where a **building** has suffered **damage** and in the opinion of a competent construction professional there is a reasonable possibility of other **damage** to portions of the same **building** which is not immediately apparent, **we** will cover the reasonable costs incurred by **you** with **our** written consent in establishing whether or not such **damage** has occurred.

We will also cover the reasonable costs incurred by **you** with **our** written consent in establishing whether or not other surrounding **buildings** have suffered **damage** in the same incident but only if those **buildings** are subsequently found to have suffered **damage** for which **we** are responsible.

Glass breakage cover

We will, at **our** option, pay for or make good any breakage or malicious scratching of all internal or external fixed glass, belonging to **you** or for which **you** are responsible at the **premises**. Provided that the glass is in good condition and free from **damage** at the start of this **policy**.

We will also pay for the cost of

- 1 boarding up and repair to associated framework, reasonably incurred as a result of an insured breakage. **You** may instruct builders or glaziers to board up where necessary without **our** prior consent
- 2 removal or replacement of fixtures and fittings which may be necessary in connection with the replacement of the glass.

Hire agreement cover

It is agreed that at **your** request the interest of owners of hired in equipment are noted. **You** must provide **us** with the names, nature and extent of such interests at the time of the **damage**.

Illegal cultivation of drugs cover

We will cover **you** for the clean up costs and remedial works from the use of the **premises** for the manufacture, cultivation, harvesting or processing by any other method of drugs classed as a controlled substance under the Misuse of Drugs Act (1971).

Provided that **you**

- 1 carry out internal and external inspections of the **buildings** at least every 3 months or as frequently as is permitted under the tenancy agreement and
 - a maintain a log of those inspections and retain that log for at least 24 months
 - b carry out a 6 monthly management check of the inspections log
- 2 obtain and record a written formal identification of any prospective tenant
- 3 obtain and retain a written employers reference for any new tenant
- 4 obtain and record details of **your** tenant's bank account and verify those details by receiving at least one payment from that account
- 5 advise **your** tenant, where sub-letting is allowed by the tenancy agreement, that they must follow the measures laid out in items **2**, **3** and **4** above for all lettings that they arrange.

If **you** do not comply with the above **you** will not receive payment in respect of a claim.

Inflation protection cover

We will adjust the **declared value** for **buildings** in line with suitable indices of cost and the renewal premium for this section will be based on the adjusted sums insured.

Insurance premiums cover

We will cover **you** for the costs of any additional insurance premiums incurred solely as a result of **damage**.

The most **we** will pay for all claims in total for this cover is £10,000 during any one **period of insurance**.

Involuntary betterment cover

In the event that new property of like kind and quality is not available, new property which is as similar as possible to that which is **damaged** and is capable of performing the same function, will be deemed to be new property of like kind and quality and in no event will this be considered as a betterment to **you**.

In the event of replacement with new property **we** will pay the cost of purchasing and installing technologically current equipment which is needed due to incompatibility between

- 1 new equipment installed to replace the **damaged** equipment
and
- 2 non **damaged** existing equipment at the same or an interdependent location provided that
 - a the **damage** is covered by this section
 - b **we** will only pay the amount sufficient to enable **you** to resume operations in substantially the same manner as before the **damage**

We will pay the difference between

- i the highest sales value of the non **damaged** existing equipment at the same or interdependent location and
- ii the installed cost of the technologically current equipment.

The most **we** will pay for this cover is £500,000 any one claim.

For the purpose of the application of any **excess** the **damage** and the necessity to replace incompatible equipment shall be regarded as one occurrence.

Landscaped gardens cover

We will cover **you** for the costs that **you** incur in restoring any **damage** to landscaped gardens including trees at the **premises** as a result of **damage** covered by this section.

Landscaped gardens (emergency services) cover

We will cover **you** for the cost of restoring any **damage** caused by the emergency services to landscaped gardens, which **you** are responsible for, when the emergency services are attending the **premises** as a result of **damage**.

Liability under Landlord and Tenant (Covenants) Act 1995 (Privity of Contract) cover

The cover provided here is on a claims made basis.

All costs and expenses incurred with **our** prior written approval are included within the limits of liability stated in part **3** of this cover.

- 1 **We** will cover **you** for legal liability as a former landlord or tenant to any current landlord or tenant to provide cover to repair or reinstate **damage** to premises which
 - a arises from a breach by any current landlord or tenant of their obligations under a lease to provide cover to repair or reinstate **damage** covered under this section to any **assigned premises** where **you** have also breached those obligations

and

- b arises out of any claim which is first made in writing to **you** during any **period of insurance** and notified to **us**
 - i during
 - or
 - ii within 30 days after expiry of the same **period of insurance**.

- 2 **We** will cover **you** for **your** legal liability for claimant's costs and expenses in connection with **1** above.

- 3 We will cover **you** for
- a the costs of legal representation at court proceedings arising out of any occurrence specified in **1** above, which may be the subject of indemnity under this cover incurred with **our** written consent
 - b all other costs and expenses in relation to any matter which may form the subject of a claim for indemnity under **1** above incurred with **our** written consent

provided that

- i **our** liability any one claim for buildings and rental income will not exceed £2,000,000 in the aggregate any one **period of insurance**
 - ii in no circumstances will **our** liability exceed the lesser of
- 1 the difference between
- a the amount payable under the insurance effected by any other landlord, former landlord, tenant, former tenant or any other insurance of this type

and

- b the total cost of insurance repairs or reinstatement provided for by this **policy**

except in cases which fall within **2a** and **2b** below, the difference between

- 2 a the amount payable under any insurance effected by any other landlord, former landlord, tenant, former tenant or any other insurance of this type

and

- b the total amount payable by the **alternative basis of settlement** under this **policy**

if at the date of the claim the **assigned premises** is intended for renovation, refurbishment or redevelopment

- c in either of **1a**, **1b**, **2a** or **2b** above **our** rateable portion of the **damage** calculated according to the number of people (whether insured or not)

who have at any time held or who hold the reversion of the lease of the **assigned premises**

- 3 **you** must take all reasonable steps, including but not limited to, making or joining in any necessary application to court to obtain release from its liabilities as former landlord or tenant of the **assigned premises** following disposal.

Loss minimisation and prevention expenditure cover

We will pay the costs and expenses necessarily and reasonably incurred by **you** or on **your** behalf to

- 1 prevent or minimise further **damage** at the **premises**
- 2 prevent **damage** threatened by the illegal deposit of combustible property in on or around the **premises**.

Provided that these costs are

- a as a direct result of or directly related to the **damage** or threatened **damage**
- b not more specifically insured under this or any other policy, bond, indemnity security or other legally binding contract
- c incurred with **our** consent for any amount greater than £2,500 any one loss.

Provided that

- i **you** will be responsible for the first 10% of all costs payable or £400 whichever is the greater
- ii the most **we** will pay for all claims in total for this cover is £25,000 in any one **period of insurance**.

Loss of investment value cover

If any **building** awaiting sale suffers **damage** and the sale is delayed because of the **damage** and the price achieved is less than would have been achieved had the sale of the **building** not been delayed, **we** will cover **you** for loss of investment value following delay in sale as a result of **damage**. Provided that the loss was specifically due to **damage** and not due to a general decline in investment values.

Section 1 – Buildings *continued*

You will have to substantiate the amount **you** are claiming for and this will need to be agreed by **us**. **We** will take into consideration any amounts already recovered for **damage** covered under this section or from any other policy.

Provided that

- 1 if at the time of **damage you** have entered into a contract to sell **your** interest in the **buildings** or have accepted an offer in writing and the sale has not been completed, solely as a result of **damage**
- 2 the most **we** will pay for all claims in total for this cover is £500,000 for any one claim in addition to the agreed sum insured for the **buildings**.

Loss of market value cover

We agree that

- 1 if **you** elect not to repair or rebuild the **buildings**, **we** will pay **you** the reduction in the market value of the **buildings** immediately following the **damage** but not exceeding the amount which would have been payable had the **buildings** been repaired or rebuilt
- 2 if as a result of **damage you** are required to rebuild or reinstate the **buildings** in a manner different from that immediately before the **damage** solely to comply with the stipulations (as defined in the Public authorities cover) and as a result there is reduction in market value of the **buildings** **we** agree to pay
 - a the cost of repairing or reinstating the **buildings**
 - b a cash settlement representing the reduction in market valueso that the total payment made is no greater than the amount that would have been payable had the **buildings** been repaired or reinstated in an identical manner to their condition immediately before the **damage**.

Provided that the total amount recoverable under any item of the **policy** will not exceed its sum insured.

Mortgagees and other interests cover

The interest of the leaseholder(s), mortgagee(s) and tenant(s) in the individual portions of the **buildings** is noted and should be advised to **us** in the event of a claim.

In addition, **your** interest or the interest of the mortgagee(s) under this insurance will not be prejudiced by any act or neglect of the occupiers or mortgagors of any **buildings** where the risk of **damage** is increased without **your** or the mortgagees authority or knowledge. Provided that once **you** or the mortgagees are aware of the increased risk, **you** must give **us** written notice as soon as possible and pay any additional premium that **we** may require.

Munitions of war cover

The War risk exclusion will not apply to **damage** to **buildings** from or occasioned by the detonation of munitions of war or parts thereof in the United Kingdom in or within five miles of the **premises**, provided that the presence of such munitions results from World War II and does not result from a state of war current at the time of **damage**.

Non-invalidation cover

The cover provided by this section will not be invalidated by any act or omission or an alteration where the risk of **damage** is increased unknown to **you** and beyond **your** control, provided that when **you** become aware of it, **you** tell **us** immediately and pay any necessary additional premium and comply with any additional terms agreed with **us**.

Obsolete building materials cover

We will cover **you** for the reasonable additional costs that **you** incur in the replacement of **damaged buildings** where more modern materials are used, provided that the original materials used at the time of installation were appropriate for the type of building considering other materials available at that time.

The replacement **buildings** will not be regarded as being better or more extensive than when new, provided that **our** liability does not exceed 10% of the relevant **declared value** of the **buildings** for the additional costs.

Personal possessions cover

We will cover you for damage to any of your directors, partners, customers, visitors and employed persons personal effects (other than motor vehicles) provided that they are not insured elsewhere.

The most we will pay for all claims in total for this cover is £500 any one person.

Public authorities cover

Subject to the following special conditions, the cover for your buildings also includes the additional cost of reinstatement that may be incurred solely due to the necessity to comply with the stipulations of building or other regulations under or there to support any Act of Parliament or bye-laws of any public authority referred to as the stipulations, for

- a the damage to the buildings
- b undamaged portions of the buildings.

Excluding

- 1 the cost incurred in complying with the stipulations
 - a for damage occurring prior to the granting of this cover
 - b for damage not insured by this section
 - c where you have been served notice prior to the damage happening
 - d where there is an existing requirement which has to be implemented within a given period
 - e for buildings entirely undamaged by any insured event
- 2 the additional cost that would have been required to make good the damaged buildings to a condition the same as when new, had the need to comply with the stipulations not arisen
- 3 the amount of any charge or assessment arising out of capital appreciation which may be payable for the buildings or by the owner to comply with the stipulations.

Special conditions applicable to Public authorities cover

- 1 Reinstatement work must be started and carried out without unreasonable delay and must be completed within 12 months after the damage or any further time that we agree (during those 12 months).
- 2 Reinstatement may be carried out on another site (if the stipulations require) subject to our liability under this extension not being increased.
- 3 If our liability under this section is reduced by the application of any of the terms and conditions of the policy, then our liability for Public authorities cover will be reduced proportionately.
- 4 The total amount recoverable for any buildings will not exceed its sum insured.

Public relations expenses cover

We will cover reasonable costs incurred by you if as a result of damage to any building you need to employ suitable public relations personnel to deal with press and public announcements or other necessary activities.

The most we will pay for this cover is £2,500 for any one claim and £10,000 during any one period of insurance.

Reinstatement of sum insured after loss cover

In the event of loss, the sum insured by this section will be automatically reinstated from the date of the loss, unless we or you give written notice to the contrary.

Provided that in the event of reinstatement you will always

- 1 pay the necessary premiums that may be required for the reinstatement, from the date of reinstatement
- 2 complete/include any additional risk improvements which we may reasonably require.

Reinstatement to match cover

We will cover you for the cost of replacement or modification of non **damaged** parts of the **buildings** that form part of a suite, common design or function where the **damage** is restricted to a clearly identifiable area or to a specific part.

Provided always that our liability will in no case exceed 10% of the **declared value** any one occurrence or the amount that would have been payable had the suite, common design or function been wholly destroyed, whichever is the less.

Removal of debris cover

We will cover you for the costs and expenses necessarily incurred by you with our consent in

- 1 removing debris from
- 2 dismantling and/or demolishing
- 3 shoring up or propping

the portion or portions of the **buildings** as a result of **damage**. We will not pay for costs or expenses

- a incurred in removing debris except from the site of the **damaged buildings** and the area immediately adjacent to the site
- b arising from pollution or contamination of property not insured by this section.

Removal of debris (tenants contents) cover

We will cover you for the irrecoverable costs and expenses (where they are not insured elsewhere) incurred by you with our consent to remove the debris of tenants contents following **damage**.

We will not cover costs or expenses

- 1 incurred in removing debris except from the site of the **damaged buildings** and the area immediately adjacent to the site
- 2 arising from pollution or contamination of other property not insured by this section.

Removal of nests cover

We will cover you for the cost of removing wasps, bees or hornets nests from the **buildings**.

The most we will pay for this cover is £1,000 any one claim.

Removal of vermin cover

We will cover the reasonable costs incurred by you where you are required by a local authority or similar body to have **vermin** removed from any **building**.

The most we will pay for this cover is £5,000 for any one claim and £25,000 during any one **period of insurance**.

Seventy two hour cover

We will cover you for **damage** within 72 consecutive hours caused by earthquake, **storm** or **flood** as one claim, provided the perils are covered by this section.

You can decide when the 72 hour period starts as covered by this section, provided that all **damage** occurs within the **period of insurance**.

Sprinkler upgrade costs cover

We will cover you for the additional costs incurred following **damage** to the **buildings** to upgrade an automatic sprinkler installation within **your buildings** in order to meet current Loss Prevention Council (LPC) rules.

Provided that at the date of the **damage** the installation conforms to the LPC rules current at the date of installation and that the system has a complete service record up to the date of the **damage**.

Subrogation waiver cover

In the event of a claim under this section we agree to waive any rights, remedies or relief to which we might have become entitled by subrogation against

- 1 any company standing in relation of parent to subsidiary (or subsidiary to parent) to you
- 2 any company which is a subsidiary of a parent company of which you are a subsidiary

in each case as defined by current law at the time of the **damage**

- 3 any tenant provided that
 - a the **damage** did not result from a criminal, fraudulent or malicious act of the tenant and/or

Section 1 – Buildings *continued*

- b the tenant contributes to the cost of insuring the **buildings** against the event which caused the **damage**.

Temporary removal cover

We will cover **you** for the temporary removal of

- 1 property insured covered by this section for cleaning, renovation or repair
- 2 deeds, documents and plans

to any building within the **policy territories**.

The most **we** will pay for this cover for any one claim under each of **1** and **2** is £50,000.

Theft of building fabric cover

We will cover **you** for

- 1 **damage** to the external fabric of the **buildings** as a result of theft or attempted theft
- 2 **damage** following entry of rainwater as a result of theft or attempted theft of the external fabric of the **buildings**.

Provided that **you** will be responsible for the first £400 for each and every loss after the application of any condition of average.

This cover does not apply to any **buildings** which are **empty**.

Theft of keys cover

We will cover **you** for the cost of replacing external door locks or resetting digital locks after the loss of keys due to

- 1 theft from the **buildings**, registered office or from **your** home
- 2 theft following hold-up when the keys are in the personal custody of **you** or any principal, director, partner or **employed person** authorised to hold such keys
- 3 reasonable evidence that the keys have been duplicated by an unauthorised person.

The most **we** will pay for this cover for any one **premises** any one **period of insurance** is £5,000.

Trace and access cover

We will cover **you** for the reasonable costs that **you** incur in finding the source of **damage** and repairing it, caused by

- 1 the escape of water from any tank, apparatus or pipe
- 2 **damage** to cables, underground pipes and drains providing services to the **premises** and for which **you** are legally responsible.

Transfer of interest cover

If at the time of **damage you** have entered into a contract to sell **your** interest in the **buildings** and the sale has not but is subsequently completed, the purchaser will have the full protection of this section on exchange of contracts, provided it is not covered by any other insurance.

Tree felling or lopping cover

We will cover **you** for the cost of felling or lopping trees at the **premises** which are immediate threats to the safety of life or property as a result of **damage**.

The most **we** will pay for this cover is £500 for any one claim and £5,000 during any one **period of insurance**.

Tree removal cover

We will cover the reasonable costs and expenses necessarily incurred in removing fallen trees and branches from the **premises** resulting from **damage**.

The most **we** will pay for this cover is £500 for any one claim and £5,000 during any one **period of insurance**.

Unauthorised use of electricity, gas, oil and water cover

We will cover **you** for the charges that **you** are responsible for if gas, electricity, oil or water is discharged from a metered system, arising from unauthorised use by people taking possession, keeping possession or occupying **buildings** without **your** authority. Provided that **you** take all reasonable steps to terminate the unauthorised use as soon as it is discovered.

Undamaged portions of buildings cover

We will cover you for the costs and expenses necessarily incurred by you with our prior consent in replacing or modifying non damaged portions of the buildings.

Providing it is necessary to make those alterations and they are in keeping with the repairs, restoration or replacement of the damaged portion of the buildings.

The most we will pay you for this cover for the undamaged portions of the buildings (other than foundations) is 20% of the total cost of rebuilding had the damaged buildings been totally destroyed.

Value added tax (VAT) cover

We will cover you for VAT, paid by you, which is not recoverable.

Provided that

- 1 a your liability for the tax arises as a result of the reinstatement or repair of the buildings following damage
 - b we have paid or have agreed to pay for the damage
 - c if any payment made by us is less than the actual cost of the reinstatement or repair of the damage, then any payment under this cover, resulting from that damage, will be reduced by the same proportion
- 2 your liability for VAT does not arise from the replacement buildings having a greater floor area, or being better or more extensive than the damaged buildings
- 3 where the building is reinstated on another site our liability will not be higher than the amount of VAT that would have been payable had the buildings been rebuilt on its original site
- 4 our liability does not include amounts you have paid as penalties or interest for non payment or late payment of VAT
- 5 you have taken all reasonable precautions to insure adequately for VAT liability at the start of this policy and at each subsequent renewal date.

For the purpose of any condition of average, reinstatement costs will be exclusive of VAT. Our liability may be more than the sum insured for a building where the additional amount is solely as a result of VAT.

✗ What is not covered

Aircraft or aerial devices exclusion

We will not cover you for any loss, damage, cost or expense caused by or occasioned by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds but we will cover subsequent damage which itself results from a cause covered by this section.

Brittle articles exclusion

We will not cover you for any loss, damage, cost or expense to glass (other than fixed glass) china, earthenware, marble, curiosities, works of art or other fragile or brittle objects other than damage caused by a defined peril which is covered by this section.

Collapse exclusion

We will not cover you for any loss, damage, cost or expense to the building or structure caused by its own collapse or cracking other than for damage caused by a defined peril which is covered by this section.

Collusion exclusion

We will not cover you for any loss, damage, cost or expense by theft or attempted theft caused by or in conjunction with you or any of your partners, directors or employed persons or any member of your family or any other person lawfully at the premises.

Cyber exclusion

We will not cover you for any loss, damage, cost or expense directly or indirectly caused by, contributed to by, arising from, occasioned by or resulting from

- 1 any cyber act including but not limited to hacking, phishing, denial of service attack or the transmission of any virus or similar mechanism

2 any **cyber incident**

This exclusion shall not apply to claims for **damage** resulting from fire, lightning, explosion, aircraft or other aerial devices or articles dropped from them covered by this section.

Date recognition exclusion

We will not cover **you** for any loss, damage, cost or expense directly or indirectly caused by, contributed to or arising from the failure of equipment (including any **computer systems**) to correctly recognise any given date or to process data or to operate properly due to failure to recognise any given date.

This exclusion shall not apply to claims for **damage** resulting from a **defined peril** covered by this section.

Deliberate loss or damage exclusion

We will not cover **you** for any loss, damage, cost or expense caused, or allowed to be caused, deliberately, wilfully, maliciously, illegally or unlawfully by **you**, **employed persons** or any other person who is responsible for the **buildings**.

Disease exclusion

- 1 Notwithstanding any provision to the contrary within this section, this section excludes any loss, damage, liability, claim, cost or expense of whatsoever nature, directly or indirectly caused by, contributed to by, resulting from, arising out of, or in connection with a **communicable disease** or the fear or threat (whether actual or perceived) of a **communicable disease** regardless of any other cause or event contributing concurrently or in any sequence thereto.
- 2 Subject to the other terms, conditions and exclusions contained in this section, **we** will cover physical damage to property insured and any **time element loss** directly resulting therefrom where such physical damage or **time element loss** is covered by the section and is directly caused by or arising from any of the following perils: fire, lightning, explosion, aircraft or other aerial devices or articles dropped from them, or

impact by any road vehicle or animal, **storm**, earthquake, **flood**, subsidence, landslip, landslide, riot, riot attending a strike, civil commotion, vandalism and malicious persons, theft, escape of water from any tank apparatus or pipe, leakage of oil from any fixed heating installation.

Excess exclusion

We will not cover **you** for the amount shown below for each and every loss at each **premises** after the application of all other terms and conditions of the **policy** including any condition of average:

- 1 **damage** by fire, lightning, explosion, aircraft, riot, civil commotion, strikers, locked out workers, persons taking part in labour disturbances or earthquake £400
- 2 **damage** by **flood** £400
- 3 **damage** by escape of water from any tank apparatus or pipe £650
- 4 all other **damage** £400.

Faulty or defective workmanship exclusion

We will not cover **you** for any loss, damage, cost or expense caused by or consisting of faulty or defective workmanship, operational error or omission by **you**, any **employed persons** or anyone on **your** behalf, other than for **damage** caused by a **defined peril** which is covered by this section.

Fraud and dishonesty exclusion

We will not cover **you** for any loss, damage, cost or expense which results from acts of fraud or dishonesty by **you**, **employed persons** or any other person who is responsible for the **buildings** or results from voluntarily parting with title or possession of any **buildings** as a result of a fraudulent scheme, trick, device or false claim. But **we** will cover subsequent **damage** which results from a **defined peril** covered by this section.

Fungal pathogens exclusion

We will not cover claims caused by or arising directly or indirectly from any **fungal pathogens**.

Section 1 – Buildings *continued*

Miscellaneous damage exclusion

We will not cover **you** for any loss, damage, cost or expense caused by or consisting of

- 1 corrosion, rust, wet or dry rot, shrinkage, evaporation, loss of weight, dampness, dryness, marring, scratching, vermin or insects
- 2 change in temperature, colour, flavour, texture or finish
- 3 joint leakage, failure of welds, cracking, fracturing, collapse or overheating of boilers, economisers, superheaters, pressure vessels or any range of steam and feed piping connected to them
- 4 mechanical or electrical breakdown or derangement for the particular machine, apparatus or equipment where the breakdown or derangement originates

other than for **damage** caused by a **defined peril** which is covered by this section.

More specific insurance exclusion

We will not cover **you** for any **buildings** more specifically insured by **you** or on **your** behalf.

Other property exclusion

We will not cover **you** for any loss, damage, cost or expense to

- 1 property or structures in course of construction or erection and materials or supplies in connection with all such property
- 2 land, piers, jetties, bridges, culverts and excavations
- 3 trees or growing crops
- 4 pitch fibre pipes

unless specifically covered by this section.

Pet damage exclusion

We will not cover **you** for any loss, damage, cost or expense to property insured when caused by a domestic pet.

Pollution or contamination exclusion

We will not cover **you** for any loss, damage, cost or expense caused by pollution or contamination unless the **damage** is caused by

- 1 pollution or contamination which itself results from a **defined peril** provided that peril is covered by this section
- 2 any **defined peril** provided that peril is covered by this section, which itself results from pollution or contamination.

Property in the open exclusion

We will not cover **you** for any loss, damage, cost or expense in respect of fences, gates and moveable property in the open caused by wind, rain, hail, sleet, snow, **flood**, dust or theft.

Radioactive contamination exclusion

We will not cover damage, or any other loss or expense resulting or arising from damage to any property, or any consequential loss, directly or indirectly caused by or contributed to by or arising from

- 1 ionising radiations or contamination by radioactivity from any nuclear fuel, nuclear waste from the combustion of nuclear fuel, radioisotopes, or any other nuclear or radioactive material
- 2 buildings, plant or equipment for the generation of nuclear power, or production, use or storage of nuclear fuel, nuclear waste from the combustion of nuclear fuel, radioisotopes, or any other nuclear or radioactive material
- 3 transportation of nuclear fuel, nuclear waste from the combustion of nuclear fuel, radioisotopes, or any other nuclear or radioactive material
- 4 the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component of that assembly
- 5 any weapon or device employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter.

Steam pressure exclusion

We will not cover **you** for any loss, damage, cost or expense caused by or consisting of the bursting by steam pressure of a boiler (not being a boiler used for domestic purposes only) economiser or other vessel, machine or apparatus where internal pressure is due to steam only belonging to **you** or under **your** control.

Section 1 – Buildings *continued*

But **we** will cover subsequent **damage** which results from a cause covered by this section.

Subsidence exclusion

We will not cover **you** for any loss, damage, cost or expense caused by or resulting from

- 1 subsidence, ground heave or landslip unless resulting from fire, explosion, earthquake or the escape of water from any tank, apparatus or pipe
- 2 coastal or river erosion
- 3 normal settlement or bedding down of new structures.

Part 1 of this exclusion does not apply if Special clause 1 Subsidence cover is shown as covered in **your** schedule.

Terrorism and Northern Ireland exclusion

We will not cover **you** for loss, damage, cost or expense of any nature directly or indirectly caused by, resulting from or in connection with

- 1 for England, Scotland, Wales, the Channel Islands and the Isle of Man
 - a any act of **terrorism**, regardless of any other cause or event contributing concurrently or in any other sequence to the loss
 - b any action taken in controlling, preventing, suppressing or in any way relating to any act of **terrorism**
- 2 for Northern Ireland
 - a any act of **terrorism**, regardless of any other cause or event contributing concurrently or in any other sequence to the loss
 - b any action taken in controlling, preventing, suppressing or in any way relating to any act of **terrorism**
 - c riot, civil commotion and (except for **damage** or interruption to the **business** caused by fire or explosion) strikers, locked-out workers or persons taking part in labour disturbances or malicious persons.

If any of the points above are found to be invalid or unenforceable, the remainder shall remain in full force and effect.

In any action, lawsuit or other proceedings or where **we** state that any loss, damage, cost or expense is not covered by this section it will be **your** responsibility to prove that they are covered.

Unexplained loss exclusion

We will not cover **you** for any loss, damage, cost or expense caused by or consisting of disappearance, unexplained or inventory shortage, misfiling or misplacing of information.

War risk exclusion

We will not cover **you** for any claims caused by or happening through war, invasion, act of foreign enemy, hostilities (whether war is declared or not), civil war, civil rebellion, warlike operations, revolution, insurrection or military or usurped power, confiscation, nationalisation, requisition, seizure or destruction or damage to property by or under the order of any government or public or local authority.

Wear and tear, deterioration exclusion

We will not cover **you** for any loss, damage, cost or expense caused by or consisting of inherent vice, latent defect, gradual deterioration, wear and tear, frost, change in water table level or its own faulty or defective design or materials.

But **we** will cover subsequent **damage** which itself results from a **defined peril** covered by this section.

Section conditions

These conditions of cover apply only to this section. **You** must comply with the following conditions to have the full protection of **your policy**. Conditions may specify circumstances whereby non-compliance will mean that **you** will not receive payment for a claim. However **you** will be covered and **we** will pay **your** claim if **you** are able to prove that the non-compliance with these conditions could not have increased the risk of the loss which actually occurred in the circumstances in which it occurred.

Change in tenancy condition

You must tell **us** of all changes in tenancy or occupation within the **buildings** as soon as possible during the **period of insurance** but in any event within 30 days.

If **you** do not comply with this condition **you** will not be covered and **we** will not pay **your** claim.

Construction of buildings condition

Unless otherwise stated the **buildings** described in **your** schedule must be of **standard construction**.

Contribution and average condition

If, at the time of the claim, there is any other policy covering the same **buildings**, **we** will only be responsible for **our** proportionate share.

If any other policy is subject to any average (under insurance) condition this **policy**, if not already subject to average, will be subject to average in the same way as the other insurance.

If any other policy has a condition that prevents it from paying its share, **our** share of the claim will be limited to the proportion that the sum insured bears to the value of the **buildings** insured.

Empty properties condition

- 1 **You** must tell **us** immediately **you** become aware
 - a that the **building** is **empty**
 - b of any **damage** to the **empty building** whether the **damage** is insured or not.
- 2 **You** must ensure that the **building** is inspected internally and externally at least once a week by **you** or on **your** behalf and a written record of the inspection must be maintained by **you**.
- 3 **You** must ensure that all refuse, waste materials and any combustible residual tenants contents be removed from the interior of the **building** and no accumulation of refuse and waste is allowed in the adjoining yards or space owned by **you**.

- 4 **You** must secure the **building** and put all protective locking devices and any alarm protection into effective operation.
- 5 **You** must ensure that the gas and electricity supplies are turned off at the mains (except electricity needed to maintain any fire or intruder alarm systems).
- 6 Any **empty building** or **empty** portion of the **building** must have all water supplies including sprinkler systems drained and isolated from the mains.
- 7 **You** must implement any additional protections that **we** may require within the time scale **we** specify.
- 8 All **damage** to the **building** must be rectified immediately.
- 9 Letterboxes must be sealed.
- 10 The final exit door of the **building** must be secured by an appropriate mortice deadlock which has five or more levers and conforms to British Standard (BS) 3621 or a cylinder lock conforming to European Norm (EN) 1303 together with a matching metal box striking plate, installed in accordance with the manufacturers recommendations.

If **you** do not comply with this condition **you** will not be covered and **we** will not pay **your** claim.

Explosion condition

You must ensure that any vessel, machinery or apparatus or its contents belonging to **you** or under **your** control, which need examination to comply with any statutory regulations, will have a contract providing the required inspection.

If **you** do not comply with this condition **you** will not be covered and **we** will not pay **your** claim.

Fire extinguishing appliances condition

Fire extinguishing equipment must be

- 1 maintained in efficient working order. Any proposed changes, repairs or alterations to any sprinkler or alarm system must be agreed with **us**
- 2 routinely tested and any defects promptly rectified.

If **you** do not comply with this condition **you** will not be covered and **we** will not pay **your** claim.

Flat roof condition

Any flat portions of the roof of the **buildings** are to be inspected once every two years by a competent roofing contractor and any recommendations implemented.

If **you** do not comply with this condition **you** will not be covered and **we** will not pay **your** claim.

Payments on account condition

In the event of **damage we** can, at **our** option, make monthly payments to **you** if required.

Reinstatement condition

If any **building** is to be reinstated or replaced by **us**, then **you** will at **your** own expense provide all the plans, documents, books and information that may be needed. **We** will not be required to reinstate the **building** exactly but only as circumstances permit and in a reasonable manner. **We** will not pay more than the sum insured for any one **building**.

Workmen's condition

Joiners and other tradesmen are allowed on the **building** to make repairs or minor structural alterations without prejudice to this insurance.

Section 2 - Rental income

Contents of this section

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Your schedule will show if this section is covered.

Meanings of defined terms

You can find the meanings for words in bold blue on page 5. There are some words that may only appear in this section or are defined differently and their meanings are shown here.

Notes

- 1 For the purpose of these definitions any adjustments implemented in current cost accounting will be disregarded.
- 2 To the extent that **you** are accountable to the tax authorities for Value Added Tax all terms in this section will be exclusive of such tax.
- 3 Adjustments will be made as necessary for trends of the **business** and for variations and other circumstances affecting the **business**, either before or after the **damage**, or which would have affected the **business** had the **damage** not occurred so that the adjusted figure represents as closely as possible the results which would have been obtained during the relative period after the **damage**.

Annual rental income

The **rental income** during the 12 months immediately before the date of the **damage**.

Communicable disease

Any disease which can be transmitted by means of any substance or agent from any organism to another organism where:

- 1 the substance or agent includes, but is not limited to, a virus, bacterium, parasite or other organism or any variation thereof, whether deemed living or not, and
- 2 the method of transmission, whether direct or indirect, includes but is not limited to, airborne transmission, bodily fluid transmission, transmission from or to any surface or object, solid, liquid or gas or between organisms, and
- 3 the disease, substance or agent can cause or threaten damage to human health or human welfare or can cause or threaten damage to, deterioration of, loss of value of, marketability of or loss of use of property.

Computer Systems

Computer or other equipment or component or system or item which processes stores transmits or receives **data**.

Cyber act

An unauthorised, malicious or criminal act or series of related unauthorised, malicious and criminal acts, regardless of time and place, or the threat or hoax thereof involving access to, processing of, use of or operation of any **computer systems**.

Cyber incident

- 1 any error or omission or series of related errors or omissions involving access to, processing of, use of or operation of any **computer systems**; or
- 2 any partial or total unavailability or failure or series of related partial or total unavailability or failures to access, process, use or operate any **computer systems**.

Damage/damaged

Physical loss or destruction or damage to **premises** used by **you** for the purpose of the **business**.

Data

Any data of any sort whatever, including without limitation tangible or intangible data, and any programs or software, bandwidth, cryptographic keys, databases, documents, domain names or network addresses or anything similar, files, interfaces, metadata, platforms, processing capability, storage media, transaction gateway, user credentials, websites, or any information whatever.

Defined peril

Fire, lightning, explosion, aircraft or other aerial devices or articles dropped from them, riot, civil commotion, strikers, locked-out workers, persons taking part in labour disturbances, malicious persons, theft, earthquake, **storm**, **flood**, escape of water from any tank, apparatus or pipe, leakage of oil from any fixed heating installation or impact by any road vehicle or animal.

Denial of service attack

Any actions or instructions constructed or generated with the ability to damage, interfere with or otherwise affect the availability or performance of networks, network services, network connectivity or **computer systems**. Denial of service attacks include, but are not limited to, the generation of excess traffic into network addresses, the exploitation of system or network weaknesses, the generation of excess or non-genuine traffic between and amongst networks and the procurement of such actions or instructions by other **computer systems**.

Flood

The escape of water from the normal confines of any natural or artificial water course, lake, reservoir, canal, drain or dam. Inundation from the sea. Rain induced run off, whether resulting from **storm** or not.

Fungal pathogens

Any fungus or mycota or any by-product or type of infestation produced by such fungus or mycota including but not limited to mould, mildew, mycotoxins, spores or any biogenic aerosols.

Hacking

Unauthorised access to any **computer systems**, whether **your** property or not.

Indemnity period

The period during which the **business** is affected beginning when the **damage** occurred and ending not later than the maximum indemnity period shown in **your** schedule.

Phishing

Any access or attempted access to **data** made by means of misrepresentation or deception.

Standard rental income

The **rental income** during the period in the 12 months (or a proportionately increased multiple, if the **indemnity period** exceeds 12 months) immediately before the date of the **damage** which corresponds with the **indemnity period**.

Storm

Storm excluding damage by **flood**.

Terrorism

For England, Scotland and Wales: Acts of persons acting on behalf of, or in connection with, any organisation which carries out activities directed towards the overthrowing or influencing, by force or violence, of His Majesty's Government in the United Kingdom or any other government de jure or de facto.

For Northern Ireland: An act including, but not limited to the use of force or violence and/or threat thereof of any person or group(s) of persons whether acting alone or on behalf of or in connection with any organisation(s) or government(s) committed for political, religious, ideological or similar purposes including the intention to influence any government and/or put the public or any section of the public in fear.

For the Channel Islands and the Isle of Man: An act of any person(s) acting on behalf of or in connection with any organisation which carries out activities directed towards the overthrowing or influencing by force or violence of any government de jure or de facto.

Time element loss

Business interruption, contingent business interruption or any other consequential losses.

Virus or similar mechanism

Program code, programming instruction or any set of instructions constructed with the purpose and ability, or purposely used, to damage, interfere with, adversely affect, infiltrate or monitor computer programs, **computer systems, data** or operations, whether involving self-replication or not. The meaning of virus or similar mechanism includes but is not limited to trojan horses, worms and logic bombs and the exploitation of bugs or vulnerabilities in a computer program to damage, interfere with, adversely affect, infiltrate or monitor as above.

✓ What is covered

Loss of rental income cover

We will cover **you** for loss of **rental income** if the **premises** covered under Section 1 – Buildings is **damaged** during the **period of insurance** and as a result **your business** is interrupted or interfered with.

We will pay **you**

- 1 the difference between **your rental income** and the **standard rental income** during the **indemnity period** due to the **damage**
- 2 additional expenditure necessarily and reasonably incurred. This will include the cost of re letting the **premises** and the associated legal fees in trying to avoid or limit the loss of **rental income** that, without the expenditure, would have taken place during the **indemnity period** because of the **damage**. The amount **we** pay will not exceed the amount of the loss of **rental income** avoided plus 5% of the sum insured for **rental income** for the **premises**

less any **business** expense saved because of the **damage** during the **indemnity period**.

Provided that

- 1 **we** have made a payment or accepted liability under Section 1 – Buildings of this **policy**
- 2 if the sum insured detailed in **your** schedule is less than **your annual rental income**, or a multiple of it where the maximum indemnity period shown in **your** schedule exceeds 12 months, then the amount **we** will pay **you** will be proportionately reduced
- 3 **our** liability under this section will not exceed the sum insured shown in **your** schedule adjusted for any payment made under the Rent review cover.

Extensions of cover

Advance rental income cover

Where **rental income** is covered for new property developments or properties that are being redeveloped, **you** must show that **rental income** would have been earned had the **damage** not occurred. **You** will need to support

Section 2 – Rental income *continued*

a claim for loss of **rental income** by submitting reasonable evidence of the amount of the **rental income** and the date from which it would have been earned.

We will consider

- 1 the actual negotiations with prospective tenants both before and after the **damage**
- 2 the demand for similar accommodation in the local area
- 3 the general level of rents applying.

If required, the advice of a professional valuer acceptable to both **you** and **us** will be sought and those fees will be included in the amount payable under this cover.

Alternative trading cover

If during the **indemnity period** accommodation is provided other than at the **premises**, for the benefit of the **business**, either by **you** or by others on **your** behalf, the money paid or payable for the accommodation will be taken into account in arriving at the **rental income** during the **indemnity period**.

Boiler explosion cover

We will cover **you** for loss of **rental income** caused by **damage** resulting from the explosion of any boiler or economiser at the **premises** belonging to **you** or under **your** control.

Bomb scare or unlawful occupation cover

We will cover **you** for interruption of or interference with the **business** resulting from

- 1 the suspected or actual presence of an incendiary or explosive device on or exclusively within a 1 mile radius of **your premises**
- 2 **your premises** or other property exclusively within a 1 mile radius of **your premises** being occupied by members of a criminal organisation or other unlawful occupants.

But **we** will not cover

- a any incident involving interference or interruption with the **business** that is less than 48 consecutive hours

- b any period other than the actual period of prevention or hindrance of access to **your premises**
- c eviction costs.

This cover will apply for a period of 12 weeks in any one **period of insurance** beginning with the occurrence of the loss, during which the results of **your business** are affected as a result of the interruption or interference.

The most **we** will pay for this cover in total during any one **period of insurance** is the lower of either £50,000 or 25% of the **annual rental income** irrespective of the number of **premises** insured. The 'Reinstatement of sum insured after loss cover' shall not apply in respect of this cover.

Buildings awaiting sale cover

If at the time of the **damage you** have contracted to sell **your** interest in the **premises** or have accepted a written offer to purchase **your** interest in the **premises** subject to contract, and the sale is cancelled or delayed solely due to the **damage**, **we** will pay at **your** option

- 1 during the period before the date when the **premises** would have been sold the actual amount of the reduction in **rental income** solely as a result of the **damage**
- 2 during the period starting with the date when the **premises** would have been sold and ending with the actual date of sale, or when the **indemnity period** ends if earlier, the loss of interest which is
 - a the interest incurred on capital borrowed (solely to offset, in whole or part, the loss of use of the sale proceeds) for the purpose of financing the **business**
 - b the investment interest **you** have lost on any balance of the sale proceeds (after deduction of any capital borrowed in **2a** above)

less any amount received in **rental income** and

- 3 the additional expenditure being
 - a the expenditure needed, and reasonably incurred as a result of the **damage**, solely to avoid or minimise the loss payable under **1** or **2** above, but not more than the amount of loss avoided by the expenditure

Section 2 – Rental income *continued*

- b the additional legal fees and other expenditure required as a result of the cancellation or delay due to the **damage**. This amount will not be more than the amount of the expenditure incurred immediately before the **damage** under **3a** above or £50,000, whichever is less.

Provided that

- 1 **we** have made a payment or accepted liability under Section 1 – Buildings of this **policy**
- 2 **you** have made all reasonable efforts to complete the sale of the **premises** as soon as possible after the **damage**.

Denial of access (damage) cover

We will cover **you** for loss of **rental income** covered by this section, resulting from interruption of or interference with **your business** caused directly by damage by fire, lightning, explosion, aircraft or other aerial devices or articles dropped from them, theft, earthquake, **storm, flood**, escape of water from any tank apparatus or pipe, leakage of oil from any fixed heating installation, impact by any road vehicle or animal to property exclusively within a 1 mile radius of **your premises** which prevents the use of **your premises**, or access to it, regardless of whether **your premises** is damaged or not.

Provided that

- 1 fire, lightning, explosion, aircraft or other aerial devices or articles dropped from them, theft, earthquake, **storm, flood**, escape of water from any tank apparatus or pipe, leakage of oil from any fixed heating installation, impact by any road vehicle or animal are covered under Section 1 – Buildings in respect of **your premises**
- 2 the insurance provided by this cover in any one **period of insurance** shall only apply for the period starting with the prevention of access or hindrance of use and ending after 12 weeks during which time **you** suffer a loss of **rental income**
- 3 **our** liability for any one claim and in any one **period of insurance** is the lower of either 25% of the **annual rental income** or

£1,000,000, irrespective of the number of **premises** insured. The ‘Reinstatement of sum insured after loss cover’ shall not apply in respect of this cover

- 4 this does not include any damage to property from which **you** obtain electricity, gas, water or telecommunications services which prevent or hinder the supply of these services
- 5 **we** will not cover **you** for any incident involving interference or interruption with the **business** that is less than 12 consecutive hours.

Failure of public supply cover

We will cover **you** for loss of **rental income** resulting from interruption or interference with **your business** caused by the unplanned disruption(s) of

- 1 the public electricity supply at **your** supplier’s generating station or sub station
- 2 the public gas supply at **your** supplier’s land based premises
- 3 the public water supply at **your** supplier’s waterworks or pumping station
- 4 the public telecommunications services at **your** supplier’s land based premises

from which **you** obtain electricity, gas, water or telecommunications services within the **policy territories** where such unplanned disruption is a direct result of **damage** caused by fire, lightning, explosion, aircraft or other aerial devices or articles dropped from them, theft, malicious persons, accidental damage, earthquake, **storm, flood**, escape of water from any tank apparatus or pipe, leakage of oil from any fixed heating installation, impact by any road vehicle or animal.

Provided that after the application of all other terms and conditions of this section, the most **we** will pay is the lower of either 25% of the **annual rental income** or £1,000,000 in total in any one **period of insurance** irrespective of the number of **premises** insured and regardless of the number of suppliers affected during any one **period of insurance**. The ‘Reinstatement of sum insured after loss cover’ shall not apply in respect of this cover.

Section 2 – Rental income *continued*

The insurance provided by this cover in any one **period of insurance** shall only apply for the period starting with the unplanned disruptions(s) of supply or service at **your premises** and ending after 12 weeks in total during which time **you** suffer a loss of **rental income** regardless of the number of **your** suppliers affected during the **period of insurance** or the number of **premises** insured.

We will not cover

- a** any failure
 - i** which does not involve cessation of supply, for at least 12 consecutive hours
 - ii** due to an excluded cause
- b** loss resulting from failure caused by
 - i** the deliberate act of any supplier or by them using their power to withhold or restrict supply or services
 - ii** strikes or any labour or trade dispute
 - iii** solar flare or other atmospheric or weather conditions, but **we** will cover failure due to **damage** to equipment caused by these conditions

In any action, lawsuit or other proceedings or where **we** allege that any loss resulting from **damage** is not covered by this section, it will be **your** responsibility to prove that they are covered.

Loss of attraction (damage) cover

We will cover **you** for loss of **rental income** covered by this section, resulting from interruption of or interference with **your business** caused by damage by fire, lightning, explosion, aircraft or other aerial devices or articles dropped from them, theft, earthquake, **storm, flood**, escape of water from any tank apparatus or pipe, leakage of oil from any fixed heating installation, impact by any road vehicle or animal to property exclusively within a 1 mile radius of **your premises** which deters any potential tenants whether **your premises** or property are damaged or not.

Provided that

- 1** fire, lightning, explosion, aircraft or other aerial devices or articles dropped from them, theft, earthquake, **storm, flood**, escape of water from any tank apparatus or pipe, leakage of oil from any fixed heating installation, impact by any road vehicle or animal are covered under Section 1 – Buildings in respect of **your premises**
- 2** the maximum indemnity period shall be 12 weeks in any one **period of insurance**.

The most **we** will pay for this cover in any one **period of insurance** is the lower of either 25% of the **annual rental income** or £50,000 irrespective of the number of **premises** insured. The 'Reinstatement of sum insured after loss cover' shall not apply in respect of this cover.

Loss of investment income cover

If as a result of **damage we** are paying loss of **rental income** and the payment is made later than the date when **you** would normally have expected to receive the rent from the lessee, **we** will pay a further amount representing the investment interest **you** would have lost during the period of the delay.

Managing agents cover

We will cover **you** for loss of **rental income** resulting from interruption of or interference with the **business** as a result of **damage** by a cause covered under Section 1 – Buildings to property at **your** managing agents' premises.

Munitions of war cover

The War risk exclusion will not apply to loss of **rental income** from or occasioned by the detonation of munitions of war or parts thereof in the United Kingdom in or within five miles of the **premises**, provided that the presence of such munitions results from World War II and does not result from a state of war current at the time of **damage**.

Murder, suicide or disease cover

We will cover **you** for any loss of **rental income** insured by this section resulting from interruption of or interference with the **business**

Section 2 – Rental income *continued*

conducted by **you** at **your premises** during the **period of insurance** as a result of

- 1 the occurrence of any of the following specified human infectious or specified human contagious diseases
 - Acute Encephalitis
 - Acute Poliomyelitis
 - Anthrax
 - Chicken Pox
 - Diphtheria
 - Dysentery caused by Shigella
 - Legionellosis
 - Legionnaires' Disease
 - Malaria
 - Measles
 - Meningococcal Infection
 - Mumps
 - Ophthalmia Neonatorum
 - Paratyphoid fever
 - Bubonic, Septicemic and Pneumonic Plague
 - Rabies
 - Rubella
 - Tetanus
 - Tuberculosis
 - Typhoid Fever
 - Whooping Cough
 - Yellow Fever
- 2 murder, suicide or rape at **your premises**
- 3 bodily injury (excluding illness, disease and psychiatric injury) or bacterial food poisoning sustained by any person arising from or traceable to foreign or injurious matter in food or drink provided at **your premises**

manifested by any person whilst at **your premises** which directly and exclusively results in restrictions having the force of law imposed by the police or other competent local (as opposed to a minister or other central governmental or public authority) which require the compulsory closing of the whole or part of **your premises** to prevent or restrict access to **your premises**

- 4 the discovery of vermin or pests in the building(s) at **your premises** that prevents the use of or part use of the buildings by order of a public authority having the force of law
- 5 the compulsory closing of the whole or part of **your premises** by order of a public authority having the force of law as a result of an accident causing a defect in the drains, toilets or sinks at **your premises**.

We will not cover:

- a any costs incurred in the cleaning, repair, replacement, recall or checking of the property insured
- b any loss to the extent that it would have been caused in any event by disease occurring in a wider geographical area extending beyond **your premises** or by vermin or pests being discovered in a wider geographical area beyond the building(s) at **your premises**
- c any incident involving interference or interruption to the **business** that is less than 12 consecutive hours.

Any Disease exclusion shall apply to this Murder, suicide or disease cover, except that **communicable disease** shall not include the specified human infectious or specified human contagious diseases listed under clause 1 of this cover, the pathogens which cause them, or bacterial food poisoning, provided that such diseases listed under clause 1 have not been declared by the World Health Organisation to be a public health emergency of international concern or a pandemic.

The maximum indemnity period under this cover shall be 12 weeks in any one **period of insurance** commencing from the date of

- i the compulsory closing of the whole or part of **your premises** (in relation to clauses 1 and 5 of this cover)
- ii the discovery of murder, suicide or rape (in relation to clause 2 of this cover)
- iii the occurrence of injury or illness (in relation to clause 3 of this cover) or, where there is a series of related injuries or illness, the first occurrence of injury or illness in that series
- iv the order of the public authority (in relation to clause 4 of this cover).

Section 2 – Rental income *continued*

Our liability will not exceed the lower of the maximum indemnity period of 12 weeks or £25,000 or 25% of the **annual rental income** in any one **period of insurance**, irrespective of the number of **premises** insured. The ‘Reinstatement of sum insured after loss cover’ shall not apply in respect of this cover.

For the purposes of the cover provided under this cover clause, any references to **damage** or incident within the meaning of the defined terms (including the notes thereto), the basis of claim settlement provisions, section or general exclusions, conditions and Policy conditions shall be read as if they were references to the cover provided under clauses 1 to 5 above.

Payment of rates cover

The cover for **rental income** also includes the costs of local authority rates on **empty premises** provided that those costs

- 1 are incurred by **you** solely as a result of the lessee being able to determine or frustrate the lease following **damage** covered by this **policy**
- 2 are not payable for any portion or portions of the **premises** that were untenanted at the time of the **damage**, unless a tenancy agreement had been signed within three months of the date of **damage** and subsequently cancelled solely as a result of **damage** occurring.

We will not cover more than

- a £25,000 for any one loss
- b £50,000 in total for all losses occurring during any one **period of insurance**.

We will not cover any claim if the **premises** are unfit for occupation as a result of an act or omission by **you** (or someone acting on **your** behalf) which has resulted in a valuation officer reinstating the **premises** on the rating list.

Professional accountants cover

We will cover **you** for the reasonable charges that **you** have to pay

- 1 to professional accountants for producing the particulars or details or any other proofs, information or evidence that **we** may require

under the Claims procedures condition and reporting that these particulars or details are in accordance with **your** accounting records, other **business** books or documents

- 2 to **your** lawyers for determining **your** contractual rights under any rent cesser clause or insurance break clause contained in the lease.

We will not cover fees for any other purposes or for the preparation of any claim.

Reinstatement of sum insured after loss cover

In the event of loss, the sum insured by this section will be automatically reinstated from the date of the loss, unless **we** or **you** give written notice to the contrary.

Provided that in the event of reinstatement **you** will always

- 1 pay the necessary premiums that may be required for the reinstatement, from the date of reinstatement
- 2 complete/include any additional risk improvements which **we** may reasonably require.

Relocation of tenants to own premises cover

If following **damage** **your** tenant is relocated to an **empty** building of **yours**, **your** claim for any loss of **rental income** in relation to that **damaged** building will not be reduced provided that the building used to relocate the tenants to is covered by Section 1 – Buildings of this **policy**.

Rent abatement (cessor clause) cover

If following **damage** **we** are paying **you** for loss of **rental income** and a pre-existing cessor clause in the lease enables a lessee to cease paying rent, which but for the **damage**, that lessee would normally pay, **we** will pay that rent as part of the loss.

We will not pay **you** beyond the date when the terms of the cessor clause in the lease determine

Section 2 – Rental income *continued*

that the lessee should begin to pay such rent again.

Rent free period cover

If at the time of **damage** any **premises** are subject to a rent free period under the terms of the lease, then the **indemnity period** stated in **your** schedule will be adjusted by adding the unexpired portion of the rent free period to the number of years shown in **your** schedule.

Provided that **our** liability does not exceed the sum insured or any limit of liability stated in **your policy** whichever, is the less.

Rent review cover

Where the **rental income** is subject to a rent review during the **period of insurance** then the sum insured by this section will automatically be increased to reflect the revised amount up to a maximum increase of 200% of the **rental income** sum insured stated in **your** schedule. **We** will not charge extra premium for increases during the current **period of insurance** provided that prior to renewal **you** tell **us** of the revised **rental income** for the next **period of insurance**.

Subrogation waiver cover

In the event of a claim under this section **we** agree to waive any rights, remedies or relief to which **we** might have become entitled by subrogation against

- 1 any company standing in relation of parent to subsidiary (or subsidiary to parent) to **you**
- 2 any company which is a subsidiary of a parent company of which **you** are a subsidiary

in each case as defined by current law at the time of the **damage**

- 3 any tenant provided that
 - a the **damage** did not result from a criminal, fraudulent or malicious act of the tenant and/or
 - b the tenant contributes to the cost of insuring the **premises** against the event which caused the **damage**.

Transfer of interest cover

If at the time of **damage** **you** have entered into a contract to sell **your** interest in the **premises**, and the sale has not, but is subsequently completed, the purchaser will have the full protection of this section on exchange of contracts, provided it is not covered by any other insurance.

✕ What is not covered

Aircraft or aerial devices exclusion

We will not cover **you** for any loss, damage, cost or expense caused by or occasioned by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds but **we** will cover subsequent loss of **rental income** which itself results from a cause covered by this section.

Brittle articles exclusion

We will not cover **you** for any loss, damage, cost or expense resulting from damage to glass (other than fixed glass) china, earthenware, marble, curiosities, works of art or other fragile or brittle objects other than loss of **rental income** resulting from **damage** caused by a **defined peril** which is covered by this section.

Collapse exclusion

We will not cover **you** for any loss, damage, cost or expense resulting from damage to the **building** or structure caused by its own collapse or cracking other than for a loss of **rental income** resulting from a **defined peril** which is covered by this section.

Collusion exclusion

We will not cover **you** for any loss, damage, cost or expense resulting from damage by theft or attempted theft caused by or in conjunction with **you** or any of **your** partners, directors or **employed persons** or any member of **your** family or any other person lawfully at the **premises**.

Cyber exclusion

We will not cover **you** for any loss, damage, cost or expense directly or indirectly caused by, contributed to by, arising from, occasioned by or resulting from

Section 2 – Rental income *continued*

- 1 any **cyber act** including but not limited to **hacking, phishing, denial of service attack** or the transmission of any **virus or similar mechanism**
- 2 any **cyber incident**

This exclusion shall not apply to claims for loss of **rental income** resulting from **damage** by fire, lightning, explosion aircraft or other aerial devices or articles dropped from them covered by this section.

Date recognition exclusion

We will not cover **you** for any loss, damage, cost or expense directly or indirectly caused by, contributed to or arising from the failure of equipment (including any **computer systems**) to correctly recognise any given date or to process data or to operate properly due to failure to recognise any given date.

This exclusion shall not apply to claims for loss of **rental income** resulting from **damage** by a **defined peril** covered by this section.

Deliberate loss or damage exclusion

We will not cover **you** for any loss, damage, cost or expense caused, or allowed to be caused, deliberately, wilfully, maliciously, illegally or unlawfully by **you, employed persons** or any other person who is responsible for the **buildings** impacting loss of **rental income**.

Disease exclusion

- 1 Notwithstanding any provision to the contrary within this section, this section excludes any loss, damage, liability, claim, cost or expense of whatsoever nature, directly or indirectly caused by, contributed to by, resulting from, arising out of, or in connection with a **communicable disease** or the fear or threat (whether actual or perceived) of a **communicable disease** regardless of any other cause or event contributing concurrently or in any other sequence thereto.
- 2 Subject to the other terms, conditions and exclusions contained in this section, **we** will cover physical damage to property insured and any **time element loss** directly resulting therefrom where such physical

damage or **time element loss** is covered by the section and is directly caused by or arising from any of the following perils: fire, lightning, explosion, aircraft or other aerial devices or articles dropped from them, or impact by any road vehicle or animal, **storm**, earthquake, **flood**, subsidence, landslip, landslide, riot, riot attending a strike, civil commotion, vandalism and malicious persons, theft, escape of water from any tank apparatus or pipe, leakage of oil from any fixed heating installation.

Faulty or defective workmanship exclusion

We will not cover **you** for any loss, damage, cost or expense resulting from damage caused by or consisting of faulty or defective workmanship, operational error or omission by **you**, any **employed persons** or anyone on **your** behalf, but **we** will cover subsequent loss of **rental income** which results from a **defined peril** covered by this section.

Fraud and dishonesty exclusion

We will not cover **you** for any loss, damage, cost or expense which results from acts of fraud or dishonesty by **you, employed persons** or any other person who is responsible for the **buildings** or results from voluntarily parting with title or possession of any **buildings** as a result of a fraudulent scheme, trick, device or false claim but **we** will cover subsequent loss of **rental income** which results from a **defined peril** covered by this section.

Fungal pathogens exclusion

We will not cover claims caused by or arising directly or indirectly from any **fungal pathogens**.

Miscellaneous damage exclusion

We will not cover **you** for any loss, damage, cost or expense caused by or consisting of

- 1 corrosion, rust, wet or dry rot, shrinkage, evaporation, loss of weight, dampness, dryness, marring, scratching, vermin or insects
- 2 change in temperature, colour, flavour, texture or finish

Section 2 – Rental income *continued*

- 3 joint leakage, failure of welds, cracking, fracturing, collapse or overheating of boilers, economisers, superheaters, pressure vessels or any range of steam and feed piping connected to them
- 4 mechanical or electrical breakdown or derangement for the particular machine, apparatus or equipment where the breakdown or derangement originates

but **we** will cover subsequent loss of **rental income** which results from **damage** caused by a **defined peril** covered by this section.

More specific insurance exclusion

We will not cover **you** for any loss, damage, cost or expense more specifically insured by **you** or on **your** behalf.

Other property exclusion

We will not cover **you** for any loss, damage, cost or expense to

- 1 property or structures in course of construction or erection and materials or supplies in connection with all such property
- 2 land, piers, jetties, bridges, culverts and excavations
- 3 trees or growing crops
- 4 pitch fibre pipes

unless specifically covered by this section.

Pet damage exclusion

We will not cover **you** for any loss, damage, cost or expense to property insured when caused by a domestic pet.

Pollution or contamination exclusion

We will not cover **you** for any loss, damage, cost or expense caused by pollution or contamination unless the loss is caused by

- 1 pollution or contamination which itself results from a **defined peril** provided that peril is covered by this section
- 2 any **defined peril** provided that peril is covered by this section, which itself results from pollution or contamination.

Property in the open exclusion

We will not cover **you** for any loss, damage, cost or expense in respect of fences, gates and moveable property in the open caused by wind, rain, hail, sleet, snow, **flood**, dust or theft.

Radioactive contamination exclusion

We will not cover damage, or any other loss or expense resulting or arising from damage to any property, or any consequential loss, directly or indirectly caused by or contributed to by or arising from

- 1 ionising radiations or contamination by radioactivity from any nuclear fuel, nuclear waste from the combustion of nuclear fuel, radioisotopes, or any other nuclear or radioactive material
- 2 buildings, plant or equipment for the generation of nuclear power, or production, use or storage of nuclear fuel, nuclear waste from the combustion of nuclear fuel, radioisotopes, or any other nuclear or radioactive material
- 3 transportation of nuclear fuel, nuclear waste from the combustion of nuclear fuel, radioisotopes, or any other nuclear or radioactive material
- 4 the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component of that assembly
- 5 any weapon or device employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter.

Subsidence exclusion

We will not cover **you** for any loss, damage, cost or expense caused by or resulting from

- 1 subsidence, ground heave or landslip unless resulting from fire, explosion, earthquake or the escape of water from any tank apparatus or pipe
- 2 coastal or river erosion
- 3 normal settlement or bedding down of new structures.

Part 1 of this exclusion does not apply if Special clause 1 Subsidence cover is shown as covered in **your** schedule.

Terrorism and Northern Ireland exclusion

We will not cover **you** for loss, damage, cost or expense of any nature directly or indirectly caused by, resulting from or in connection with

- 1 for England, Scotland, Wales, the Channel Islands and the Isle of Man
 - a any act of **terrorism**, regardless of any other cause or event contributing concurrently or in any other sequence to the loss
 - b any action taken in controlling, preventing, suppressing or in any way relating to any act of **terrorism**
- 2 for Northern Ireland
 - a any act of **terrorism**, regardless of any other cause or event contributing concurrently or in any other sequence to the loss
 - b any action taken in controlling, preventing, suppressing or in any way relating to any act of **terrorism**
 - c riot, civil commotion and (except for **damage** or interruption to the **business** caused by fire or explosion) strikers, locked-out workers or persons taking part in labour disturbances or malicious persons.

If any of the points above are found to be invalid or unenforceable, the remainder shall remain in full force and effect.

In any action, lawsuit or other proceedings or where **we** state that any loss, damage, cost or expense is not covered by this section it will be **your** responsibility to prove that they are covered.

Unexplained loss exclusion

We will not cover **you** for any loss, damage, cost or expense resulting from damage caused by or consisting of disappearance, unexplained or inventory shortage, misfiling or misplacing of information.

War risk exclusion

We will not cover **you** for any claims caused by or happening through war, invasion, act of foreign enemy, hostilities (whether war is declared or not), civil war, civil rebellion, warlike operations, revolution, insurrection or military or usurped power, confiscation, nationalisation, requisition, seizure or destruction or damage to property by or under the order of any government or public or local authority.

Wear and tear, deterioration exclusion

We will not cover **you** for any loss, damage, cost or expense caused by or consisting of inherent vice, latent defect, gradual deterioration, wear and tear, frost, change in water table level or its own faulty or defective design or materials.

But **we** will cover loss of **rental income** as a result of subsequent **damage** which itself results from a **defined peril** covered by this section.

Section conditions

These conditions of cover apply only to this section. **You** must comply with the following conditions to have the full protection of **your policy**. Conditions may specify circumstances whereby non-compliance will mean that **you** will not receive payment for a claim. However **you** will be covered and **we** will pay **your** claim if **you** are able to prove that the non-compliance with these conditions could not have increased the risk of the loss which actually occurred in the circumstances in which it occurred.

Contribution and average condition

If, at the time of the claim, there is any other policy covering the same **rental income**, **we** will only be responsible for **our** proportionate share.

If any other policy is subject to any average (under insurance) condition, this **policy** if not already subject to average, will be subject to average in the same way as the other insurance.

If any other policy has a condition that prevents it from paying its share, **our** share of the claim will be limited to the proportion that the sum insured bears to the amount of **rental income** for the **indemnity period** shown on **your** schedule.

Empty buildings cover condition

Where **you** are insured for **rental income** from a **premises** that is **empty**, in the event of **damage** **you** need to provide evidence of what **you** would have earned from **rental income** and the date from when **you** would have earned it.

We will take into account

- 1 negotiations with prospective tenants before and after the **damage**
- 2 demand for similar accommodation in the locality
- 3 the general level of rents.

If required the advice of a professional valuer acceptable to both **you** and **us** will be obtained and those fees will be included in the amount payable under this cover.

New business condition

For the purpose of any claims arising before the end of the first year of trading of the **business** at the **property**, the definitions for **annual rental income** and **standard rental income** will have the following meanings and not as previously stated.

Annual rental income

The proportional equivalent for a period of 12 months of the **rental income** earned during the period between the start of the **business** and the date of the **damage**.

Standard rental income

The proportional equivalent for a period equal to the **indemnity period** of the **rental income** earned during the period between the start of the **business** and the date of the **damage**.

Payments on account condition

In the event of **damage** **we** can, at **our** option, make monthly payments to **you** if required.

Value added tax (VAT) condition

Where **you** are responsible to the tax authorities for VAT all items in this section will be treated as excluding VAT.

Additional covers applicable to Section 1 – Buildings and Section 2 – Rental income

Automatic (newly acquired properties) cover

We will provide automatic cover under Section 1 – Buildings and Section 2 – Rental income for premises newly acquired by **you** in the **policy territories** to the extent that **your** interest is not protected by any other more specific insurance provided that

- 1 as soon as reasonably possible **you** notify **us** in writing of each premises acquired and arrange specific cover with **us**
- 2 this cover will operate for a maximum period of 30 days from the date that **you** acquired **your** interest in the premises
- 3 the most **we** will pay for any one claim for buildings and rental income is £5,000,000 for any one premises
- 4 for any premises purchased for renovation, refurbishment or redevelopment the Day one average cover will not apply and the basis of settlement will be the **alternative basis of settlement**
- 5 the insurance under this extension shall be subject to all the terms, provisions, clauses, conditions and exclusions of the **policy**
- 6 if cover is provided under this extension then cover is not provided under the Capital additions cover at the same time for the same premises.

Capital additions cover

We will cover **you** under Section 1 – Buildings and Section 2 – Rental income for

- 1 any newly acquired and/or newly erected buildings or buildings under construction (excluding any buildings which a building contractor is responsible for) which is not insured elsewhere
- 2 alteration, additions and improvements to **buildings**, but not for any appreciation in value

anywhere in the **policy territories**.

Provided that

- a **you** give **us** details in writing of the additions as soon as possible but in any event within 30 days and **you** will ensure

specific insurance is arranged with **us** from the date **you** became responsible

- b the most **we** will pay for any one claim for buildings and rental income is £5,000,000 for any one premises
- c the provisions of this cover will be fully maintained in addition to any specific insurance effected under a above
- d if cover is provided under this extension then cover is not provided under the Automatic (newly acquired properties) cover at the same time for the same property.

Failure of other insurances cover

We will cover **you** under Section 1 – Buildings and Section 2 – Rental income for

- 1 **damage** to buildings
- 2 loss of rental income following **damage** to buildings

where **you** have an insurable interest, but under the terms of the lease the responsibility for arranging adequate insurance cover rests with a third party lessee or third party lessor.

Provided that

- a there is a valid, enforceable lease in force
- b **you** could not have prevented such failure

provided that **we** will only cover

- i the excess beyond the amount payable under such insurance in the event of failure of the third party's insurance
- ii claims arising directly from a contingency specified in the lease, but not for more than the cover provided by this **policy**.

Our liability for buildings cover and rental income will not exceed £5,000,000 in total at any one premises.

Special condition applicable to Failure of other insurances cover

You must have procedures in place to check that lessees or lessors have arranged adequate insurance cover.

If **you** discover a failure to insure or to insure for reinstatement value, **you** must immediately arrange insurance cover.

Inadvertent omission cover

Provided that **you** have notified **us** of **your** intention to cover any building within the **policy territories** which is owned or leased by **you** or where **you** are under a contract to purchase or lease a building, **we** will cover **you** under Section 1 – Buildings and Section 2 – Rental income for buildings and rental income that has been inadvertently omitted.

We will provide cover within the terms of this cover, subject to payment of the premium for all the premises inadvertently omitted from the start date of this **policy**.

But **we** will not cover

- 1 buildings which due to the terms of a lease, mortgage or other agreement should have been insured with another insurer
- 2 buildings for which at the time of loss there is an existing policy covering the same **damage**
- 3 buildings not insured due to **your** failure to renew an existing policy.

The most **we** will pay for any one claim at any single premises is £5,000,000.

Multiple insureds cover

Section 1 – Buildings, Section 2 - Rental income and Section 5 – Terrorism where operative are extended to cover the joint insured parties for **buildings** and **rental income** as detailed below for each party's respective rights and interests.

- 1 Where more than one insured party is shown in **your** schedule as comprising the insured and in relation to residential property also the freeholder and the long leaseholder are required by the lease agreement to be insured, then the cover provided by this section will apply to each insured party as if a separate **policy** had been issued to each.

Provided that **our** total liability to all insured parties together does not exceed the sum insured including any inner limits shown in the section (irrespective of the number of **premises** or the insured parties). For the avoidance of doubt, the total number of **premises** amongst

the insured parties will not impact on **our** total liability to all insured parties.

- 2 Any payment or payments that **we** make to any or all insured parties will reduce **our** liability by the amount of the payment to all insured parties for any loss covered by the **policy** and (if applicable) in the **period of insurance**.
- 3 Each of the insured parties will comply with the contractual rights and agreements entered into by each insured party and the contractual remedies following loss or **damage**.
- 4 **We** will not pay any claim to an insured party if **we** find that an insured party has not complied with **our** Fair presentation of risk condition or where the insured party has not complied with a **policy** condition (such non-compliance committed by one insured party will not affect the rights of the other insured parties who have not committed such non-compliance).
- 5 **We** will not pay any claim to an insured party if **we** find that any insured party has committed fraud or dishonesty. In circumstances of fraud or dishonesty, the fraud or dishonesty committed by one insured party will be imputed to each insured party and **we** shall be entitled to refuse all liability to an insured, recover from an insured any sums paid by **us** in respect of the claim, and treat this **policy** as terminated with effect from the fraudulent or dishonest act and retain all premiums paid.

Reduction in freehold or leasehold value following alteration in planning consent cover

Section 1 - Buildings and Section 2 - Rental income are extended to cover **you** for the reduction in freehold or leasehold value that **you** incur following **damage** to any **building** and the existing area of the **building** or use of the **building** and land is restricted. Provided that this is as a result of the necessity to comply with building or other regulations under or framed in pursuance of any Act of Parliament or with by-laws of any municipal or local authority.

Additional covers applicable to Sections 1 – Buildings and Section 2 – Rental income *continued*

For the purposes of this cover the reduction in freehold or leasehold value is the amount that would have been achieved by the sale of **your** freehold or leasehold interest immediately before the **damage** less the sum which would be achieved by the sale of **your** freehold or leasehold interest either

- 1 immediately following completion of rebuilding repairs or restoration
or
- 2 if the local authority withholds its permission for the work to be carried out at the time the local authority tells **you** their decision.

We will not provide cover if **you** have not made every effort to regain the original planning consent.

The amount payable will need to be substantiated by **you** and agreed with **us** and any amounts already recovered for the **damage** under this **policy** and from any other source will be taken into consideration.

The most **we** will pay for any one claim for **buildings** and **rental income** is £500,000 for any one **premises** in addition to the agreed sum insured for the **premises**.

Section 3 – Public liability

Contents of this section

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Your schedule will show if this section is covered.

Meanings of defined terms

You can find the meanings for words in bold blue on page 5. There are some words that may only appear in this section or are defined differently and their meanings are shown here.

Asbestos

Asbestos in any form, asbestos fibres or particles or derivatives of asbestos or any material containing asbestos.

Bodily injury

Death, bodily injury, illness or disease.

Claim costs

Costs and expenses

- 1 of any claimant which **you** become legally liable to pay
- 2 incurred with **our** prior written consent, to investigate or defend a claim against **you** including solicitors fees at
 - a any coroner's inquest or fatal accident inquiry
 - b summary court proceedings.

Clean up costs

Costs and expenses of remediation of environmental damage or environmental harm.

Computer system

Any computer, hardware, software, communications system, electronic device (including, but not limited to, smart phone, laptop, tablet or wearable device), server, cloud or microcontroller including any similar system or any configuration of the aforementioned and including any associated input, output, data storage device, networking equipment or back up facility.

Cyber act

An unauthorised, malicious or criminal act or series of related unauthorised, malicious or criminal acts, regardless of time and place, or the threat or hoax thereof involving access to, processing of, use of or operation of any **computer system**.

Cyber incident

- 1 Any error or omission or series of related errors or omissions involving access to, processing of, use of or operation of any **computer system**
- 2 Any partial or total unavailability or failure or series of related partial or total unavailability or failures to access, process, use or operate any **computer system**.

Data

Information, facts, concepts, code or any other information of any kind that is recorded or transmitted in a form to be used, accessed, processed, transmitted or stored by a **computer system**.

Enforcing authority

Any government or statutory authority, implementing or enforcing environmental protection legislation in the **policy territories**.

Event

Claim or series of claims against **you** as a result of or attributable to a single source or the same original, repeated or continuing cause.

Financial loss

Loss not accompanied by or as a result of **bodily injury, personal injury or property damage** that **you** have caused to anyone who has a lease agreement with **you** in connection with the **business** arising out of a defect or the unsuitability of the property let or **your** failure or partial failure to let the property or provide the agreed services.

Fungal pathogens

Any fungus or mycota or any by-product or type of infestation produced by such fungus or mycota including but not limited to mould, mildew, mycotoxins, spores or any biogenic aerosols.

Manslaughter costs

Costs and expenses of legal representation in connection with any criminal inquiry into or court proceedings brought for manslaughter, corporate manslaughter, corporate homicide or culpable homicide.

Nuisance or trespass

Nuisance, trespass to land or trespass to goods, or interference with any easement.

Offshore

On or working from, or travelling by sea or air, to, from or between an offshore rig, platform or similar offshore installation.

Personal injury

Personal injury or infringement of a person's legal right other than

- 1 **bodily injury**
- 2 a right arising from title to, or an interest in property.

Pollutants

Any solid, liquid or gaseous pollutant contaminant or irritant substance or any biological agent that is a danger to human health.

Principal

Employer who has engaged **you** to act on their behalf, under a contract for the performance of work by **you**, in connection with the **business**.

Property damage

Loss of or damage to property that **you** do not own or possess and is not in **your** custody or under **your** control.

Safety legislation costs

Costs and expenses of legal representation in connection with an alleged breach of statutory duty under Health and Safety, Consumer Protection or Food Safety legislation, enacted within the **policy territories**.

Sudden incident

Sudden identifiable unintended and unexpected incident that does not originate from a gradual, continuous or repetitive cause.

Terrorist act

Any act of a person or group directed towards the overthrowing or influencing of any government or putting any section of the public in fear by threat, force or violence or other means.

✓ What is covered

We will cover the amount of damages which **you** are legally liable to pay in respect of

- 1 **bodily injury**
- 2 **personal injury**
- 3 **property damage**
- 4 **nuisance or trespass**

occurring during the **period of insurance** in connection with the **business**.

If legal liability to pay damages in respect of **property damage** or **nuisance or trespass** arises from a release or escape of **pollutants** into the atmosphere or onto land, water, buildings or any structure, the cover will only apply to a **sudden incident** which happens at a specific time and place during the **period of insurance** within the **policy territories** and all **property damage** or **nuisance** or **trespass** will be considered as having occurred at the time of the **sudden incident**.

Claims costs cover

We will cover **claim costs** in connection with a claim for which an award of damages or **clean up costs** is paid or may be payable under this section, but **we** will not pay **claim costs** for any part of a claim not covered by this section.

Compensation for court attendance cover

We will compensate **you** at the rate of £500 per day, for each day that **we** request any director, partner or **employed person** to attend court as a witness in connection with a claim, for which an award of damages is paid or may be payable under this section.

Contingent motor liabilities cover

We will cover the amount of damages which **you** are legally liable to pay and **claim costs** in respect of accidental

- 1 **bodily injury**
- 2 **property damage**

occurring during the **period of insurance** and arising out of

- a the use by an **employed person** of their own motor vehicle within the European Union in connection with the **business**
- b the movement of any motor vehicle, not owned by, or provided by **you**, or an **employed person** that is preventing access to, or causing an obstruction at **your premises**

and the Road Traffic Act exclusion in this section will not apply to that liability.

We will not pay

- 1 for loss of or damage to any motor vehicle referred to in **a** or **b** above
- 2 unless the motor vehicle is being driven with **your** permission and **you** have taken reasonable steps to ensure that the person driving holds a valid licence to drive the motor vehicle
- 3 where cover is provided by another insurance policy.

Cross liabilities cover

Any person, firm, company or organisation covered by this section, is entitled to the cover as if a separate **policy** had been issued to each and where **you** are a membership organisation, the cover will apply to each member as if a separate **policy** had been issued to each member.

However the amount payable by **us** in total, on behalf of all entitled to cover, shall not in any

Section 3 – Public liability *continued*

circumstances exceed the limit of indemnity shown in **your** schedule.

Data Protection cover

We will cover the amount of compensation which **you** are legally liable to pay in respect of **personal injury** occurring during the **period of insurance**, arising from holding personal data, or, as a result of any loss, misuse or unauthorised disclosure of personal data held by **you** in the course of the **business**.

We will only pay

- 1 amounts of compensation which **you** are ordered to pay, or which **you** might reasonably be expected to pay by a court having jurisdiction
- 2 if **you** are registered or are in the process of registration (and the application has not been refused or withdrawn) under Data Protection legislation

within the **policy territories**.

We will not cover

- 1 fines or penalties imposed by a court
- 2 the costs of any appeal against the refusal of an application for registration or alteration, in connection with the Data Protection legislation or any enforcement, de-registration or prohibition notice
- 3 the cost of replacing, reinstating, rectifying or erasing any personal data
- 4 refund of monies paid to **you** by any claimant
- 5 liability for which cover is provided under any other more specific insurance.

The maximum **we** will pay for compensation, costs and expenses in total, as a result of all occurrences during any one **period of insurance**, is £1,000,000.

Defective Premises Act cover

We will cover the amount of damages which **you** are legally liable to pay in respect of accidental **bodily injury** or **property damage**, occurring during any one **period of insurance**, arising out of premises **you** have disposed of, but had previously owned in connection with the **business**.

We will not cover

- 1 loss of or damage to the land or premises disposed of or in connection with the cost of rectifying any defect or alleged defect in them
- 2 any liability for which **you** are covered under any other insurance policy.

Environmental clean up cover

We will cover the amount of **clean up costs** which **you** are legally liable to pay, under a notice or order imposed upon **you** by an **enforcing authority**, arising from a release or escape of **pollutants**, onto or into land, surface water or ground water.

The cover will only apply to a **sudden incident** which happens at a specific time and place during the **period of insurance** in connection with the **business**, within the **policy territories**.

The maximum **we** will pay for all **clean up costs**, as a result of one **sudden incident** or all such incidents happening during any one **period of insurance**, is £1,000,000.

Where a claim for damages arises in addition to **clean up costs** as a result of the same **sudden incident**, the maximum **we** will pay for the total amount of damages and **clean up costs** added together, will not exceed the public liability limit of indemnity shown in **your** schedule.

We will not cover any part of a claim for **clean up costs**

- 1 at, in or upon property that is or was, owned by **you**, or in **your** possession, or in **your** custody or under **your** control
- 2 to achieve an improvement or alteration in the condition of the land, or any surface or ground water beyond that
 - a necessary to meet the standards required by law at the start of remediation
 - b existing at the time of a **sudden incident** for which a claim is made under this section.

Financial loss liability property owner's cover

We will cover the amount of damages which **you** are legally liable to pay in respect of a claim first made against **you** during the **period of insurance** for **financial loss**, so long as **we** are notified during the same **period of insurance** or within seven days of expiry.

Any circumstances notified in accordance with the **policy** conditions where a claim is made against **you** after expiry of the **period of insurance**, will be considered as a claim first made against **you** during the **period of insurance** when **you** first told **us** of the circumstances.

We will not cover claims caused by or arising from circumstances known to **you**, or of which **you** should have been aware, prior to the start of this section of the **policy**.

The Cross liabilities cover does not apply.

The exclusions under the heading - What is not covered, of this section of the **policy** apply to this cover clause in so far as they can, together with the following exclusions.

We will not cover claims caused by or arising from

- 1 **you** liability under a contract or agreement that is greater than the liability **you** would have had in the absence of such agreement in respect of any
 - a representation, promise, or express warranty or guarantee that property or services meet a tenant specification
 - b express contractual penalty or acceptance of liquidated damages
 - c restriction as to **your** rights of recovery from another party
- 2 any diminution in the value of property
- 3 the failure or partial failure of any managing agent to properly fulfil their obligations under any contract with **you**
- 4 breach of duty by **your** directors or officers or trustees
- 5 the holding of personal data or as a result of any loss, misuse or unauthorised disclosure of personal data held by **you** or on **your** behalf

- 6 pollution or contamination of the atmosphere, land or water or any buildings or structure or any environmental damage or harm
- 7 fines, penalties or awards of compensation imposed by a criminal court
- 8 any fraudulent or dishonest act or omission, inducing breach of contract or interfering with trade or **business**
- 9 trading losses or trading liabilities
- 10 financial default or insolvency.

The maximum **we** will pay for all damages and **claims costs** for all claims made against **you** during any one **period of insurance** is £250,000.

We will not pay for the first 10% of any damages or **claims costs** arising from one **event** subject to

- 1 a minimum amount of £2,500
- 2 a maximum amount of £10,000.

Libel and slander cover

We will cover the amount of damages which **you** are legally liable to pay in respect of a claim first made against **you** during the **period of insurance** for

- 1 libel in any written material produced
- 2 slanders expressed

by **you** in the course of the **business**, so long as **we** are notified during the same **period of insurance** or within seven days of expiry.

Any circumstances notified in accordance with the **policy** conditions where a claim is made against **you** after expiry of the **period of insurance**, will be considered as a claim first made against **you** during the **period of insurance** when **you** first told **us** of the circumstances.

We will not cover claims caused by or arising from circumstances known to **you**, or of which **you** should have been aware, prior to the start of this section of the **policy**.

The Defamation and discrimination exclusion in this section does not apply to claims made against **you** under the terms of this cover clause, but **we** will not cover any false statement made maliciously.

Section 3 – Public liability *continued*

The maximum **we** will pay for all damages and claims costs as a result all occurrences during any one **period of insurance** is £250,000.

We will not pay for the first 10% of any damages or **claims costs** or £1,000 (whichever is the greater) arising from one **event**.

Manslaughter costs cover

We will cover **manslaughter costs** in respect of any death occurring during the **period of insurance**, in circumstances where there is also a claim or potential claim against **you** for damages covered by this section.

You must obtain **our** prior consent to legal representation and **we** will only agree to payment on a fee basis agreed by **us**.

If a claim for damages is settled or is withdrawn **we** will have no further liability other than in respect of costs and expenses of legal representation incurred before the date of the claim payment or withdrawal of the claim.

If at any time a claim for damages remains unsettled and **you** wish to appeal against conviction, **we** will agree to costs and expenses of legal representation if, in the opinion of Counsel (appointed by mutual consent), such an appeal is more likely to succeed than not and the total amount of damages and claimants costs are likely to exceed the total cost of legal representation.

If **we** have consented to legal representation at court proceedings, **we** will also pay the legal costs of prosecution awarded against **you**, or any person entitled to cover under this section, in connection with the proceedings.

The maximum **we** will pay for **manslaughter costs** and costs awarded against **you**, or any person entitled to cover under this section, in total, as a result of all occurrences during any one **period of insurance**, is £1,000,000.

We will not pay

- 1 fines, penalties or awards of compensation imposed by a criminal court
- 2 costs and expenses of implementing any remedial order or publicity order
- 3 costs and expenses of an appeal against any fine, penalty, compensation award, remedial order or publicity order

4 costs and expenses incurred as a result of the failure to comply with any remedial order or publicity order

5 costs and expenses covered by any Legal Expenses insurance

6 costs and expenses of any investigation or prosecution brought other than under the laws of the **policy territories**.

Personal liability cover

If no other insurance is in force, at **your** request, the cover provided by this section will apply to the legal liability of

- 1 any director, partner or **employed person of yours** whilst
 - a performing their normal duties in connection with the **business**
 - b work is being carried out on behalf of a director, partner or officer by an **employed person** with **your** consent
 - c acting in a personal capacity, during the course of a trip or journey arranged for the purpose of the **business**
- 2 the spouse, civil partner, domestic partner or any children accompanying a director, partner or **employed person** in the course of a **business** trip or journey.

The cover provided by this section will also apply to **your** personal representative, or the personal representative of any other deceased person entitled to cover.

Principals liability cover

At **your** request, **we** will cover the legal liability of any **principal** arising from the performance of **your** work for the **principal**.

We will not provide cover beyond the requirements of **your** contract with the **principal**.

Property in your care cover

The cover provided by this section will apply to the vehicles or personal effects of **employed persons** or visitors while on **your premises** whether or not they are in **your** possession or custody or under **your** control at the time of the occurrence of loss or damage.

Safety legislation costs cover

We will cover **safety legislation costs** in respect of any **bodily injury** or **property damage** occurring during the **period of insurance**, in circumstances where there is also a claim or potential claim against **you** for damages covered by this section.

You must obtain **our** prior consent to legal representation and **we** will only agree to payment on a fee basis agreed by **us**.

If a claim for damages is settled or is withdrawn **we** will have no further liability other than in respect of costs and expenses of legal representation incurred before the date of the claim payment or withdrawal of the claim.

If at any time a claim for damages remains unsettled and **you** wish to appeal against conviction, **we** will agree to costs and expenses of legal representation, if in the opinion of Counsel (appointed by mutual consent), that such appeal is more likely to succeed than not and the total amount of damages and claimants costs are likely to exceed the total cost of legal representation.

If **we** have consented to legal representation at court proceedings, **we** will also pay the legal costs of prosecution awarded against **you**, or any person entitled to cover under this section, in connection with the proceedings.

The maximum **we** will pay for **safety legislation costs** and costs awarded against **you**, or any person entitled to cover under this section, in total, as a result of all occurrences during any one **period of insurance**, is £1,000,000.

We will not pay

- 1 fines, penalties or awards of compensation imposed by a criminal court
- 2 costs and expenses of an appeal against improvement or prohibition notices
- 3 costs and expenses on indictment for manslaughter, corporate manslaughter, corporate homicide or culpable homicide, other than **safety legislation costs** already incurred
- 4 costs and expenses covered by any Legal Expenses insurance
- 5 costs and expenses of any investigation or prosecution brought other than under the laws of the **policy territories**.

Limit of indemnity

- 1 The public liability limit of indemnity shown in **your** schedule is the maximum amount **we** will pay for all damages arising from one **event**.
- 2 The public liability limit of indemnity is also the maximum amount **we** will pay for all damages as a result of all occurrences during any one **period of insurance** caused by or originating from release or escape of **pollutants**.
- 3 If **you** become legally liable for **bodily injury** or **personal injury** as a result of the growth of biological agents in water systems, water installations or cooling systems the maximum amount **we** will pay for all damages and **claims costs** as a result of all occurrences during any one **period of insurance** is £1,000,000.
- 4 The maximum amount **we** will pay for all damages as a result of all occurrences during any one **period of insurance**, arising directly or indirectly in connection with a **terrorist act** is £2,000,000.
- 5 If **we** cover more than one person, firm, company or organisation, the amount payable by **us** in total, on behalf of all entitled to cover, shall not in any circumstances exceed the limit of indemnity shown in **your** schedule.
- 6 **We** will pay **claim costs** in addition to the limit of indemnity applicable to the claim or claims, except if an action for damages is started or brought in the United States of America or Canada.
- 7 If an action for damages is started or brought in the United States of America or Canada, **we** will not pay more than the limit of indemnity shown in **your** schedule, for the total of all damages and **claim costs** arising from the action.
- 8 In respect of any claim or claims, **we** may at any time pay the limit of indemnity applicable, after deducting any amounts already paid, or any lesser amount for which a settlement can be made. **We** will not then be liable to make any further payment in respect of the claim or claims. If **we** have

agreed to pay **claim costs** in addition to the limit of indemnity, **we** will pay the costs incurred before the date of the claim payment.

✘ What is not covered

Aircraft and watercraft exclusion

We will not cover claims caused by or arising from **you** owning, possessing or using any

- 1 type of aircraft or spacecraft
- 2 watercraft or hovercraft exceeding 8 metres in length that is ordinarily capable of movement by mechanical power and which is under **your** control.

Asbestos exclusion

We will not cover claims caused by or arising from

- 1 inhalation or ingestion of **asbestos**
- 2 exposure to or fear of the consequences of exposure to **asbestos**
- 3 the presence of **asbestos** in any property or on land
- 4 investigating, managing, removing, controlling or remediation of **asbestos**.

Contractual liability exclusion

We will not cover claims

- 1 where the terms of any contract or agreement made by **you**, prevent **us** from taking over the full defence or settlement of the claim
- 2 to pay liquidated damages, or any contractual fines or amounts payable under contractual penalty clauses.

Cyber and data exclusion

We will not cover claims directly or indirectly caused by, contributed to by, resulting from or arising out of or in connection with

- 1 any **cyber act** or **cyber incident** including but not limited to any action taken in controlling, preventing, suppressing or remediating any **cyber act** or **cyber incident**

- 2 loss of use, reduction in functionality, repair, replacement, restoration, reproduction, loss or theft, distortion, erasure, corruption or alteration of any **data**, including any amount pertaining to the value of such **data**
- 3 failure of electronic, electromechanical data processing or electronically controlled equipment or **data** to correctly recognise any given date or to process data or to operate properly due to failure to recognise any given date.

This exclusion shall not apply to claims

- a for **bodily injury**
- b for physical damage to material property
- c under the Data Protection cover of this section

directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with any **cyber act** or **cyber incident**.

Defamation and discrimination exclusion

We will not cover claims caused by or arising from

- 1 libel or slander except to the extent provided under – What is covered
- 2 false statement
- 3 discrimination of any kind.

Deliberate act exclusion

We will not cover claims

- 1 caused by or arising from any deliberate act, error or omission
 - a where the results are intended or expected, or are reasonably foreseeable by **you**
 - b by anyone other than **you**, so far as cover is requested for their own liability
- 2 for **clean up costs** in circumstances where **you** have knowingly
 - a deviated from any regulatory notice, order or protection ruling
 - b omitted to inspect, maintain or perform necessary repairs to plant or machinery for which **you** are responsible.

Section 3 – Public liability *continued*

Employee injury exclusion

We will not cover claims for **bodily injury** sustained by any **employed persons** arising out of and in the course of their employment with **you**.

Employment dispute exclusion

We will not cover claims caused by or arising from a dispute with, or proceedings brought by, any person for

- 1 their existing, past or prospective contract of employment with **you**
- 2 a breach of employment related legislation.

Fungal pathogens exclusion

We will not cover claims caused by or arising directly or indirectly from any **fungal pathogens**.

Intellectual property exclusion

We will not cover claims caused by or arising from passing off or infringement of trade name, registered design, unregistered design, copyright or patent right.

Overseas establishment exclusion

We will not cover claims caused by or arising from any associated or subsidiary company of **yours**, or any of **your** branch offices, or any representative of **yours** with power of attorney, registered, having premises or resident outside the **policy territories**.

Professional duty exclusion

We will not cover claims caused by or arising from any breach of professional duty in relation to advice, instruction, consultancy, design, formula, specification, inspection, survey, valuation, certification, testing or supervision undertaken or given for a fee.

Punitive damages exclusion

We will not cover claims to pay any award of punitive, exemplary or aggravated damages or additional damages resulting from the multiplication of compensatory damages, by a court of law outside the **policy territories**.

Radioactive contamination exclusion

We will not cover claims caused by or arising from any type of nuclear radiation, nuclear material, nuclear waste, nuclear reaction or radioactive contamination.

Road Traffic Act exclusion

We will not cover claims caused by or arising from the ownership, possession or use by **you** or on **your** behalf of any motor vehicle, trailer or mobile plant in circumstances where compulsory insurance or security is required by Road Traffic Legislation or where cover is provided (or would be provided but for breach of the terms of cover) by another insurance.

War risk exclusion

We will not cover claims caused by or arising from war, invasion, act of foreign enemy hostilities (whether war is declared or not), civil war, rebellion, revolution, insurrection or military or usurped power or confiscation or nationalisation or requisition, or loss of or damage to property by or under the order of any government or public or local authority.

Section conditions

These conditions of cover apply only to this section. **You** must comply with the following conditions to have the full protection of **your policy**. Conditions may specify circumstances whereby non-compliance will mean that **you** will not receive payment for a claim. However **you** will be covered and **we** will pay **your** claim if **you** are able to prove that the non-compliance with these conditions could not have increased the risk of the loss which actually occurred in the circumstances in which it occurred.

Legionella precautions condition

If **you** own or are responsible for water systems, water installations or cooling systems, a written risk assessment must be undertaken and controls put in place to prevent the growth of biological agents that may cause disease or illness.

If **you** do not comply with this condition **you** will not be covered and **we** will not pay **your** claim.

Section 4 - Employers' liability

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Your schedule will show if this section is covered.

Meanings of defined terms

You can find the meanings for words in bold blue on page 5. There are some words that may only appear in this section or are defined differently and their meanings are shown here.

Bodily injury

Death, bodily injury, illness or disease.

Claim costs

Costs and expenses

- 1 of any claimant which **you** become legally liable to pay
- 2 incurred with **our** prior written consent, to investigate or defend a claim against **you** including solicitors fees at
 - a any coroner's inquest or fatal accident inquiry
 - b summary court proceedings.

Contractual liability

Legal liability assumed by **you** under the express or intended terms of any contract or agreement that restrict **your** right of recovery, or increase **your** liability at law beyond that applicable in the absence of those terms.

Manslaughter costs

Costs and expenses of legal representation in connection with any criminal inquiry into, or court proceedings brought for manslaughter, corporate manslaughter, corporate homicide or culpable homicide.

Offshore

On or working from, or travelling by sea or air, to, from or between an offshore rig, platform or similar offshore installation.

Principal

Employer who has engaged **you** to act on their behalf, under a contract for the performance of work by **you**, in connection with the **business**.

Safety legislation costs

Costs and expenses of legal representation in connection with an alleged breach of statutory duty under Health and Safety, Consumer Protection or Food Safety legislation, enacted within the **policy territories**.

Terrorist act

Any act of a person or group directed towards the overthrowing or influencing of any government or putting any section of the public in fear by threat, force or violence or other means.

✓ What is covered

We will cover the amount of damages which **you** are legally liable to pay in respect of **bodily injury** to any **employed person** resident in the **policy territories**, caused during the **period of insurance** and arising out of and in the course of their employment by **you** in connection with the **business**.

Claim costs cover

We will cover **claim costs** in connection with a claim for which an award of damages is paid or may be payable under this section, but **we** will not pay **claim costs** for any part of a claim not covered by this section.

Compensation for court attendance cover

We will compensate **you** at the rate of £500 per day, for each day that **we** request any director, partner or **employed person** to attend court as a witness in connection with a claim, for which an award of damages is paid or may be payable under this section.

Manslaughter costs cover

We will cover **manslaughter costs**, in respect of any death occurring during the **period of insurance**, in circumstances where there is also a claim or potential claim against **you** for damages covered by this section.

You must obtain **our** prior written consent to legal representation and **we** will only agree to payment on a fee basis agreed by **us**.

If a claim for damages is settled or withdrawn, **we** will have no further liability other than in respect of costs and expenses of legal representation incurred before the date of the claim payment or withdrawal of the claim.

If at any time a claim for damages remains unsettled and **you** wish to appeal against conviction, **we** will agree to costs and expenses of legal representation, if in the opinion of Counsel (appointed by mutual consent), that such appeal is more likely to succeed than not and the total amount of damages and claimants costs are likely to exceed the total cost of legal representation.

If **we** have consented to legal representation at court proceedings, **we** will also pay the legal costs of prosecution awarded against **you**, or any person entitled to cover under this section, in connection with the proceedings.

The maximum **we** will pay for **manslaughter costs** and costs awarded against **you**, or any person entitled to cover under this section, in total, as a result of all occurrences during any one **period of insurance**, is £1,000,000.

We will not pay

- 1 fines, penalties or awards of compensation imposed by a criminal court
- 2 costs and expenses of implementing any remedial order or publicity order
- 3 costs and expenses of an appeal against any fine, penalty, compensation award, remedial order or publicity order
- 4 costs and expenses incurred as a result of the failure to comply with any remedial order or publicity order
- 5 costs and expenses covered by any Legal Expenses insurance
- 6 costs and expenses of any investigation or prosecution brought other than under the laws of the **policy territories**.

Overseas employees cover

If **bodily injury** is caused during the **period of insurance**, to any person under a contract of service or apprenticeship arising out of and in the course of their employment by **you** in connection with the **business** and who is

Section 4 – Employers' liability *continued*

resident outside the **policy territories**, we will cover the amount of damages which **you** are legally liable to pay by a court of law having jurisdiction within the **policy territories**.

We will not pay

- 1 for any action or recovery brought or commenced
 - a in a court of law outside the **policy territories**
 - b in connection with any workmen's compensation or other social insurance, or arising from **your** failure to meet legal obligations or to pay adequate contributions for that insurance
- 2 where an insurance policy covering legal liability for **bodily injury** caused to **employed persons** is arranged outside the **policy territories**.

Personal liability cover

If no other insurance is in force, at **your** request, the cover provided by this section will apply to the legal liability of

- 1 any director or **employed person** of **yours** whilst
 - a performing their normal duties in connection with the **business**
 - b work is being carried out on behalf of a director or officer by an **employed person** with **your** consent
 - c acting in a personal capacity, during the course of a trip or journey arranged for the purpose of the **business**
- 2 the spouse, civil partner, domestic partner or any children accompanying a director or **employed person** in the course of a **business** trip or journey.

The cover provided by this section will also apply to **your** personal representative or the personal representative of any other deceased person entitled to cover.

Principals liability cover

At **your** request, **we** will cover the legal liability of any **principal** arising from the performance of **your** work for the **principal**.

We will not provide cover beyond the requirements of **your** contract with the **principal**.

Safety legislation defence cover

We will cover **safety legislation costs** in respect of any **bodily injury** occurring during the **period of insurance**, in circumstances where there is also a claim or potential claim against **you**, for damages covered by this section.

You must obtain **our** prior consent to legal representation and **we** will only agree to payment on a fee basis agreed by **us**.

If a claim for damages is settled or is withdrawn, **we** will have no further liability other than in respect of costs and expenses of legal representation incurred before the date of the claim payment or withdrawal of the claim.

If at any time a claim for damages remains unsettled and **you** wish to appeal against conviction, **we** will agree to costs and expenses of legal representation, if in the opinion of Counsel (appointed by mutual consent), that such appeal is more likely to succeed than not and the total amount of damages and claimants costs are likely to exceed the total cost of legal representation.

If **we** have consented to legal representation at court proceedings, **we** will also pay the legal costs of prosecution awarded against **you**, or any person entitled to cover under this section, in connection with the proceedings.

The maximum **we** will pay for **safety legislation costs** and costs awarded against **you**, or any person entitled to cover under this section, in total, as a result of all occurrences during any one **period of insurance**, is £1,000,000.

We will not pay

- 1 fines, penalties or awards of compensation imposed by a criminal court
- 2 costs and expenses of an appeal against improvement or prohibition notices
- 3 costs and expenses on indictment for manslaughter, corporate manslaughter, corporate homicide or culpable homicide, other than **safety legislation costs** already incurred

- 4 costs and expenses covered by any Legal Expenses insurance
- 5 costs and expenses of any investigation or prosecution brought other than under the laws of the **policy territories**.

Unsatisfied court judgements cover

We will at **your** request pay an **employed person** the amount awarded to that person by a court of law for **bodily injury**, against any company, partnership or individual conducting a business within the **policy territories**, if such award remains unpaid six months after the date of the judgement.

We will only provide cover if

- 1 there is no outstanding appeal
- 2 the **bodily injury** was sustained during the **period of insurance** by the **employed person** while working in connection with the **business**
- 3 the judgement was obtained in a court within the **policy territories**
- 4 the **employed person** or their personal representative assigns the amount awarded under the judgement to **us**.

Limit of indemnity

- 1 The employers liability limit of indemnity shown in **your** schedule is the maximum **we** will pay for the total of all damages and **claims costs** and will apply to any one claim or series of claims by one or more of the **employed persons** arising from one occurrence.
- 2 The limit of indemnity in respect of a **terrorist act** is £5,000,000 and will apply exclusively to any one claim or series of claims by one or more of the **employed persons** arising directly or indirectly in connection with a **terrorist act**.
- 3 In respect of any claim or claims, **we** may at any time pay the limit of indemnity applicable, after deducting any amounts already paid, or any lesser amount for which a settlement can be made. **We** will not then be liable to make any further payment in respect of the claim or claims.

✗ What is not covered

Offshore exclusion

We will not cover claims for **bodily injury** to any **employed person** while **offshore**.

Radioactive contamination exclusion

We will not cover claims for

- 1 **contractual liability**
- 2 which **your principal** has a legal liability caused by or arising from any type of nuclear radiation, nuclear material, nuclear waste, nuclear reaction or radioactive contamination.

Road Traffic Act exclusion

We will not cover claims for **bodily injury** to an **employed person** in circumstances where it is necessary to arrange compulsory motor insurance or security, under any Road Traffic Legislation.

Section conditions

These conditions of cover apply only to this section. **You** must comply with the following conditions to have the full protection of **your policy**. Conditions may specify circumstances whereby non-compliance will mean that **you** will not receive payment for a claim. However **you** will be covered and **we** will pay **your** claim if **you** are able to prove that the non-compliance with these conditions could not have increased the risk of the loss which actually occurred in the circumstances in which it occurred.

Right of recovery condition

The cover provided under this section is in line with any law relating to the compulsory insurance of liability to people employed within the **policy territories**. **You** must repay **us** all amounts **we** pay which **we** would not have been liable to pay but for the law.

Section 5 - Terrorism

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Your schedule will show if this section is covered.

Meanings of defined terms

You can find the meanings for words in bold blue on page 5. There are some words that may only appear in this section or are defined differently and their meanings are shown here.

Consequential loss

Loss, resulting from interruption of or interference with the **business** as a result of **damage** to property used by **you**, at the **premises**, for the purpose of the **business**.

Computer systems

Computer or other equipment or component or system or item which processes stores transmits or receives **data**.

Cyber act

An unauthorised, malicious or criminal act or series of related unauthorised, malicious and criminal acts, regardless of time and place, or the threat or hoax thereof involving access to, processing of, use of or operation of any **computer systems**.

Cyber incident

- 1 any error or omission or series of related errors or omissions involving access to, processing of, use of or operation of any **computer systems**; or
- 2 any partial or total unavailability or failure or series of related partial or total unavailability or failures to access, process, use or operate any **computer systems**.

Damage

Physical loss or destruction or damage.

Data

Any data of any sort whatever, including without limitation tangible or intangible data, and any programs or software, bandwidth, cryptographic keys, databases, documents, domain names or network addresses or anything similar, files, interfaces, metadata, platforms, processing capability, storage media, transaction gateways, user credentials, websites, or any information whatever.

Denial of service attack

Any actions or instructions constructed or generated with the ability to damage, interfere with or otherwise affect the availability or performance of networks, network services, network connectivity or **computer systems**. Denial of service attacks include, but are not limited to, the generation of excess traffic into network addresses, the exploitation of system or network weaknesses, the generation of excess or non-genuine traffic between and amongst networks and the procurement of such actions or instructions by other **computer systems**.

Hacking

Unauthorised access to any **computer systems** whether **your** property or not.

Phishing

Any access or attempted access to **data** made by means of misrepresentation or deception.

Private Individual

Any person other than

- 1 a company, association or partnership
- 2 a trustee or body of trustees where insurance is arranged under the terms of a trust
- 3 a person who owns residential property for the purpose of a business as a sole trader
- 4 a person who owns residential property of which in excess of 20% is commercially occupied
- 5 an executor of a will

Where

- a The residential property is occupied by a trustee, executor of a will or a sole trader as a private residence and the property is not a block of flats then each will be classified as a private individual in respect of that property.
- b More than one person is named on the **policy** but each is a private individual, or one of the parties named is a financial interest that has simply had their interest noted then the **policy** will be classified as being in the name of a private individual.

Terrorism

For risks located in England, Wales and Scotland except for residential property insured in the name of a private individual

Acts of persons acting on behalf of, or in connection with, any organisation which carries out activities directed towards the overthrowing or influencing, by force or violence, of His Majesty's Government in the United Kingdom or any other government de jure or de facto.

For risks located in the Channel Islands and Isle of Man and for residential property located in England, Wales and Scotland insured in the name of a private individual.

An act of any person(s) acting on behalf of or in connection with any organisation which carries out activities directed towards the overthrowing or influencing by force or violence of any government de jure or de facto.

Virus or similar mechanism

Program code, programming instruction or any set of instructions constructed with the purpose and ability, or purposely used, to damage, interfere with, adversely affect, infiltrate or monitor computer programs, **computer systems**, **data** or operations, whether involving self-replication or not. The meaning of virus or similar mechanism includes but is not limited to trojan horses worms and logic bombs and the exploitation of bugs or vulnerabilities in a computer program to damage, interfere with, adversely affect, infiltrate or monitor as above.

✓ What is covered

We will extend the cover provided under the following sections, where **your** schedule shows these as covered, to include **damage** caused by **terrorism**.

- 1 Buildings
- 2 Rental income

All losses arising within 72 hours caused by **terrorism** during the **period of insurance** will be treated as one loss and **you** can decide when the 72 hour period starts as covered by this section, provided that all **damage** occurs within the **period of insurance** and that no two periods overlap.

Additional covers applicable to Section 1- Buildings and Section 2 - Rental income

If **your** schedule shows that the section is covered for **your** other **premises** then the section will also extend to cover the Additional covers. If cover under this section is restricted to **buildings** only for **your** other **premises** then cover under the Additional covers will also be restricted to **buildings** only.

✗ What is not covered

Applicable to all locations

Excluded property exclusion

We will not cover **you** for any losses directly or indirectly caused by or resulting from loss, destruction or damage to any

- 1 property located outside England, Wales and Scotland, the Channel Islands and the Isle of Man and property in the territorial seas adjacent thereto as defined by the Territorial Seas Act 1987
- 2 nuclear installation or nuclear reactor
- 3 property which is specifically excluded elsewhere in this **policy**.

Motor exclusion

We will not cover **you** for

- 1 any property covered by a motor policy other than a motor trade policy
- 2 property covered under a road risks section of a motor trade policy

Other insurances exclusion

We will not cover **you** for any property which is insured by or would but for the existence of this **policy**, be insured by any form of transit, aviation or marine policy.

Applicable to risks in England, Wales and Scotland only and where the risks are not residential property insured in the name of a private individual

Cyber exclusion

We will not cover any losses directly or indirectly caused by contributed to by or arising from or occasioned by or resulting from

- 1 damage to or the destruction of any **computer systems**
- 2 any alteration, modification, distortion, erasure or corruption of **data**

in each case whether **your** property or not, where such loss is directly or indirectly caused by or contributed to by or arising from or occasioned by or resulting from **virus or similar mechanism** or **hacking** or **phishing** or **denial of service attack**.

But this exclusion will not apply where the loss

- A) results directly from fire, explosion, escape of water from any tank, apparatus or pipe (including any sprinkler system), impact of aircraft or any aerial devices or articles dropped from them, impact of any sea going or water going vessel or of any vehicle whatsoever or of any goods or cargo carried in or on such a vessel or vehicle, destruction of, damage to or movement of buildings or structures, plant or machinery other than any **computer systems**; and
- B) comprises
 - (a) the cost of reinstatement, replacement or repair in respect of **damage** to or destruction of property insured by **you** and/or
 - (b) **consequential loss** suffered directly by **you** as a direct result of either **damage** or destruction to property insured by **you** at a location covered by this **policy** or as a direct result of denial, prevention or hindrance of access to a location where property insured by **you** is covered by this **policy** as a result of **damage** caused by **terrorism** to property which is within one mile of the location.

However, under **A)** and **B)** above **we** will not cover **you** for any losses caused by **terrorism** where the organisation involved or any persons acting on behalf of or in connection with that organisation are controlled by, acting on behalf of or part of any de jure or de facto government of any nation, country or state.

Subject only to the proviso set out in **C)** below, the following property is specifically excluded from the cover provided under **A)** and **B)** above

- (i) money, currency, electronic cryptographic or virtual currency including Bitcoin or anything similar, negotiable or non-negotiable instruments, financial securities or any financial instrument of any sort whatever

and

- (ii) **data**

- C)** However, in circumstances where loss otherwise falling within this section results indirectly from any alteration, modification, distortion, erasure or corruption of **data** because the occurrence of a peril or perils detailed under **A)** above results from any alteration, modification, distortion, erasure or corruption of **data** then notwithstanding **(ii)** above, such loss shall nonetheless be covered.

War risk exclusion

We will not cover any claims caused by or happening through riot, civil commotion, war, invasion, act of foreign enemy, hostilities (whether war is declared or not), civil war, rebellion, revolution, insurrection or military or usurped power.

Applicable to risks in the Channel Islands and Isle of Man and to residential property risks insured in the name of a private individual for England, Wales and Scotland.

Cyber exclusion

We will not cover **you** for any loss, damage, cost or expense directly or indirectly caused by, contributed to by, arising from, occasioned by or resulting from

- 1 any **cyber act** including but not limited to **hacking, phishing, denial of service attack** or the transmission of any **virus or similar mechanism**
- 2 any **cyber incident**.

Deliberate loss or damage exclusion

We will not cover **you** for any loss, damage, cost or expense caused, or allowed to be caused, deliberately, wilfully, maliciously, illegally or unlawfully by **you**.

Pollution and contamination exclusion

We will not cover damage, or any other loss or expense resulting or arising from damage to any property, or any consequential loss directly or indirectly caused by or contributed to by, or in connection with, or arising from biological or chemical pollution or contamination.

Radioactive contamination exclusion

We will not cover damage, or any other loss or expense resulting or arising from damage to any property, or any consequential loss, directly or indirectly caused by or contributed to by or arising from

- 1 ionising radiations or contamination by radioactivity from any nuclear fuel, nuclear waste from the combustion of nuclear fuel, radioisotopes, or any other nuclear or radioactive material
- 2 buildings, plant or equipment for the generation of nuclear power, or production, use or storage of nuclear fuel, nuclear waste from the combustion of nuclear fuel, radioisotopes, or any other nuclear or radioactive material

Section 5 – Terrorism *continued*

- 3 transportation of nuclear fuel, nuclear waste from the combustion of nuclear fuel, radioisotopes, or any other nuclear or radioactive material
- 4 the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component of that assembly
- 5 any weapon or device employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter.

Proof of cover condition

In any action, lawsuit or other proceedings or where **we** state that any loss, damage, costs or expense is not covered by this section it will be **your** responsibility to prove that they are covered.

War risk exclusion

We will not cover **you** for any claims caused by or happening through war, invasion, act of foreign enemy, hostilities (whether war is declared or not), civil war, civil rebellion, warlike operations, revolution, insurrection or military or usurped power, confiscation, nationalisation, requisition, seizure or destruction or damage to property by or under the order of any government or public or local authority.

Section conditions

These conditions of cover apply only to this section. **You** must comply with the following conditions to have the full protection of **your policy**. Conditions may specify circumstances whereby non-compliance will mean that **you** will not receive payment for a claim. However **you** will be covered and **we** will pay **your** claim if **you** are able to prove that the non-compliance with these conditions could not have increased the risk of the loss which actually occurred in the circumstances in which it occurred.

Limit of liability condition

Our liability for all losses from any one event and in total in any one **period of insurance** will not exceed

- 1 the total sums insured under each section
- 2 the sum insured for any one item
- 3 any specific limit of our liability shown in the **policy** sections
- 4 the sum insured (or limit remaining) after the deduction for any other **damage** occurring during the same **period of insurance**

whichever is the less as shown in **your** schedule.

Special clauses

Applicable only if the clause number is shown on **your** schedule.

1 Subsidence, ground heave and landslip

If this cover is shown as covered on **your** schedule, Part 1 of the Subsidence exclusion under the heading 'What is not covered' does not apply and where operative Section 1 - Buildings and Section 2 - Rental income are extended to include this cover.

We will cover **you** for **damage** to the **buildings** and loss of **rental income** caused by subsidence, ground heave or landslip of any part of the site on which the **buildings** stands, but **we** will not cover

- a the first £1,500 of each and every loss in respect of Section 1 - Buildings at each separate **premises** as ascertained after the application of any condition of average
- b damage to yards, car parks, roads, pavements, walls, gates and fences unless **damage** occurs to a building covered under Section 1 – Buildings at the same time by subsidence, ground heave or landslip
- c damage to garages part of a residential development unless **damage** occurs to the main residential building at the same time by subsidence ground heave or landslip
- d damage caused by or consisting of
 - i the normal settlement or bedding down of new structures
 - ii the settlement or movement of made-up ground
 - iii coastal or river erosion
 - iv defective design or workmanship or the use of defective materials
 - v fire, subterranean fire, explosion, earthquake or the escape of water from any tank, apparatus or pipe
- e damage which originated before the start of this cover
- f damage resulting from
 - i demolition, construction, structural alteration or repair of any **building**or
 - ii ground works or excavationat the **premises**.

Making a complaint

AXA Insurance aims to provide the highest standard of service to every customer. If **our** service does not meet **your** expectations, **we** want to hear about it so **we** can try to put things right.

All complaints **we** receive are taken seriously. Following the steps below will help **us** understand **your** concerns and give **you** a fair response.

How to make your complaint

The majority of complaints can be resolved quickly and satisfactorily by the department **you** are dealing with.

If **your** complaint relates to a claim on **your** **policy**, please contact the department dealing with **your** claim. If **your** complaint relates to anything else please contact the agent or AXA office where **your** **policy** was purchased. Telephone contact is often the most effective way to resolve complaints quickly.

Alternatively **you** can write to **us** at

AXA Insurance complaints:



AXA Insurance
Commercial complaints
AXA House
4 Parklands
Lostock
Bolton
BL6 4SD

All claims complaints:



Tel: **01204 815359**



Email: **commercial.complaints@axa-insurance.co.uk**

When **you** make contact please tell **us** the following information:

- Name, address and postcode, telephone number and e-mail address (if **you** have one).
- **Your** policy and/or claim number, and the type of policy **you** hold.
- The name of **your** insurance agent/firm (if applicable).
- The reason for **your** complaint.

Any written correspondence should be headed '**COMPLAINT**' and **you** may include copies of supporting material.

Beyond AXA

Should **you** remain dissatisfied following **our** final written response, **you** may be eligible to refer **your** case to the Financial Ombudsman Service (FOS).

The FOS is an independent body that arbitrates on complaints about general insurance products. The FOS can only consider **your** complaint if we have given **you** **our** final decision.

You have six months from the date of **our** final response to refer **your** complaint to the FOS. This does not affect **your** right to take legal action.

The Financial Ombudsman Service



Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London
E14 9SR



Telephone: **0800 023 4567*** or
0300 123 9123**

Fax: **020 7964 1001**



Email: **complaint.info@financial-ombudsman.org.uk**

Website: **www.financial-ombudsman.org.uk**

* free for people phoning from a 'fixed line' (for example, a landline at home)

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

Our promise to you

We will

- Acknowledge written complaints promptly.
- Investigate **your** complaint quickly and thoroughly.
- Keep **you** informed of progress of **your** complaint.
- Do everything possible to resolve **your** complaint.
- Learn from **our** mistakes.
- Use the information from complaints to continuously improve **our** service.

Telephone calls may be recorded and monitored.

Legal and tax advice or emergency helplines services complaints

If **you** have a complaint about the legal and tax advice or emergency helplines services **you** should contact Arc Legal Assistance Ltd.

Arc Legal Assistance Ltd



Arc Legal Assistance Ltd
The Gatehouse, Lodge Park
Lodge Lane
Colchester
Essex
CO4 5NE



Tel: **01206 615000**

You can also refer to the Financial Ombudsman Service (FOS) as stated on page 66 if **you** cannot settle **your** complaint with Arc or before they have investigated the complaint if both parties agree. Arc are also covered by the Financial Services Compensation Scheme (FSCS).

Financial Services Compensation Scheme (FSCS)

AXA Insurance UK plc are covered by the Financial Services Compensation Scheme (FSCS). **You** may be entitled to compensation from the scheme in the unlikely event **we** cannot meet **our** obligations to **you**. This depends on the type of insurance, size of the **business** and the circumstances of the claim. Further information about the compensation scheme arrangements is available from the FSCS (www.fscs.org.uk).

**This document is available in
other formats.**

If you would like a Braille, large print
or audio version, please contact your
insurance adviser.

www.axa.co.uk

