

# Your Business Insurance

## Packaged Offices and Surgeries Product

An all risks policy designed to suit most professional office and surgery risks



Policy Summary  
December 2020

# Welcome...

## to your Policy Summary

The Packaged Offices and Surgeries policy is a comprehensive All Risks product that is designed to specifically meet the insurance needs of offices and surgeries.

This policy summary provides a summary of the significant benefits, features and limitations of the cover. The full terms, conditions and exclusions of your policy can be found in your policy wording, so please take time to read it in conjunction with the statement of fact and policy schedule and make sure you understand the cover provided.



As standard, the policy will provide cover for:

- Contents
- Business Interruption
- Equipment Breakdown
- Money and Assault
- Employers Liability
- Public and Products Liability

The following optional covers are also available. Your schedule will show if you have selected them:

- Buildings
- Terrorism
- Legal Expenses

Your cover is valid for 12 months and is renewable annually.

## Contact Us...

If you need to make a claim under sections 1-7, please call:  
**0330 024 2266**

If you need to make a claim under section 8, please call:  
**0161 603 2203**



**Please have your policy number to hand when contacting us**  
**All calls may be recorded for training and evidential purposes**

# Significant features and benefits of the policy

## Section 1: Property Damage

What you are covered for	Standard policy limit
All Risks cover for damage to contents occurring within 50 meters of the premises	Up to the Property Damage sum insured shown on the schedule
Additional Statutory Costs	£500,000 or 10% of the Property Damage sum insured, whichever is the lower
Automatic Worldwide Extension (All Risks)	£5,000 for a single item or £25,000 for any one occurrence, whichever is the lower
Capital Additions	£250,000 or 10% of the Property Damage sum insured, whichever is the lower
Debris Removal Costs	Up to the Property Damage sum insured
Exhibitions	£25,000 any one period of insurance
Goods In Transit	£10,000 for own vehicles any one period of insurance
Loss of Metered Utilities	£25,000 any one period of insurance
Office or Surgery Front	£10,000 any one period of insurance
Theft Damage to Buildings	£50,000 or 10% of the Property Damage sum insured, whichever is the lower, any one period of insurance
Theft of Fixed Fabric of the Buildings	£25,000 any one period of insurance
Theft of Keys	£1,000 any one period of insurance
Trace and Access	£25,000 any one period of insurance
<b>Optional Covers:</b> Buildings, Subsidence, Ground Heave and Landslip	

# Significant features and benefits of the policy

## Section 2: Business Interruption

What you are covered for	Standard policy limit
Interruption or interference with the business as a consequence of damage	£250,000 Gross Revenue over a 24 month indemnity period or £50,000 Increased Cost of Working over a 24 month indemnity period
Book Debts	£50,000 additional expenditure any one occurrence
This section includes loss of Gross Revenue as a result of:	
Compulsory Closure	£50,000 any one occurrence
Deeds and Documents	£50,000 any one occurrence
Exhibition Sites	£50,000 any one occurrence
Homeworkers	£50,000 any one occurrence
Prevention of Access	£50,000 any one occurrence
Public Utilities	£50,000 any one occurrence
Unspecified Customers	£50,000 any one occurrence
Unspecified Storage Sites	£50,000 any one occurrence
Unspecified Suppliers	£50,000 any one occurrence

## Section 3: Equipment Breakdown

What you are covered for	Standard policy limit
Accidents to covered equipment at the premises	Up to the Equipment Breakdown limit
Business Interruption	£100,000 any one period of insurance
Computer Equipment	£500,000 any one accident for equipment at the premise and £5,000 for any one accident to portable computer equipment Worldwide
Debris Removal	£25,000 any one accident
Expediting Expenses	£20,000 any one accident
Hazardous Substances	£10,000 any one accident
Hire of Substitute Item	£10,000 any one accident
Loss or damage to Own Surrounding Property	£1,000,000 any one accident as a result of explosion or collapse to covered equipment
Public Authorities/Law or Ordinance	Up to the Equipment Breakdown Limit
Reinstatement of Data and Computer Increased Cost of Working	£50,000 any one accident

# Significant features and benefits of the policy

## Section 4: Money and Assault

What you are covered for	Standard policy limit
<b>Money</b>	
Physical loss of money within the territorial limits	Up to the limits shown in the schedule
Non-negotiable money	£500,000
Money in Transit	£5,000
Money on the premises during business hours	£5,000
Money on the premises out of business hours contained in a locked safe	£3,500
Money on the premises out of business hours not contained in a locked safe	£500
Money in the home or in the home of an authorised employee	£1,000
Repair or replacement of safes following theft	£2,500 any one period of insurance
Credit Cards	£2,500 any one period of insurance
<b>Personal Assault Extension</b>	
Death, loss of limb, loss of sight or permanent total disablement	£10,000
Temporary total disablement	£100 per week
Counselling costs	£1,000 any one occurrence

## Section 5: Employers' Liability

What you are covered for	Standard policy limit
Protection against your legal liability for bodily injury to your employees	£10,000,000 any one occurrence including costs and expenses
Corporate Manslaughter and Corporate Homicide	£1,000,000 any one period of insurance
Court Attendance Compensation	£500 per day for you, any director or partner £250 per day for Employees
Indemnity to Other Persons	Up to the limit of indemnity
Cross Liabilities	Up to the limit of indemnity
Health and Safety at Work Act 1974	Up to the limit of indemnity
Unsatisfied Court Judgements	Up to the limit of indemnity

# Significant features and benefits of the policy

## Section 6: Public and Products Liability

What you are covered for	Standard policy limit
Protection against your legal liability to third parties for accidental injury or damage	£5,000,000 any one occurrence in respect of Public Liability Up to £5,000,000 per period of insurance for Products Liability
Contingent Motor Liability	Up to the limit of indemnity
Corporate Manslaughter and Corporate Homicide	£1,000,000 any one period of insurance
Court Attendance Compensation	£500 per day for you, any director or partner £250 per day for Employees
Cross Liabilities	Up to the limit of indemnity
Defective Premises Act 1972	Up to the limit of indemnity
General Data Protection Regulations	£1,000,000 or up to the limit of indemnity whichever is the lower
Health and Safety at Work Act 1974	Up to the limit of indemnity
Indemnity to Other Persons	Up to the limit of indemnity
Libel and Slander	£25,000 any one period of insurance
Overseas Personal Liability	Up to the limit of indemnity
Property in Your Custody or Control	Up to the limit of indemnity

## Section 7: Terrorism (optional)

What you are covered for	Standard policy limit
Acts of terrorism in the Territorial Limits	
Section 1: Property Damage	Up to the Property Damage sum insured
Section 2: Business Interruption	Up to the Business Interruption sum insured
Section 4: Money and Assault	Up to the money limits stated in the schedule

# Significant features and benefits of the policy

## Section 8: Legal Expenses (optional)

This Section of the policy is administered by MSL Legal Expenses Limited and underwritten by Financial & Legal Insurance Company Limited authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

What you are covered for	Standard policy limit
Legal costs and expenses for insured incidents in connection with the business	
Employment Disputes	£100,000
Employment Compensation Awards	£100,000
Health and Safety Appeals	£100,000
Jury Service	£1,000
Legal Defence	£100,000
Contract Disputes and Debt Recovery	£100,000
Court Attendance	£1,000
Property Disputes	£100,000
Tax Protection	£100,000 (£2,000 in respect of any Tax Aspect Enquiry)
Licence Protection	£100,000
Personal Injury	£100,000
The maximum amount that can be claimed in any period of insurance is £200,000	

# Significant and unusual exclusions or limitations of the policy

The table below shows the exclusions that are contained in your policy and where they can be found. For full details of the exclusions, please refer to the policy wording.

## The Policy

Description	See policy document
Acts of Terrorism (available as optional cover)	General Exclusions - Pages 13-14
Radioactive Contamination	General Exclusions - Pages 13-14
Asbestos	General Exclusions - Pages 13-14
Pollution or Contamination	General Exclusions - Pages 13-14
Vacant or Unoccupied Condition	General Conditions - Page 10
Sanctions	General Conditions - Page 11

## Section 1: Property Damage

Description	See policy document
Property Insured at any premises that are unoccupied for a period exceeding 30 days	Pages 21-22
Damage caused by inherent vice, latent defect, defective design, plan or specification or the use of faulty materials	Pages 21-22
Damage caused by wear, tear or depreciation or diminution in value	Pages 21-22
Damage caused by subsidence, ground heave or landslip (optional cover)	Pages 21-22
Theft or attempted theft from any unattended Building unless all security devices are put into full and effective operation and such theft or attempted theft involves forcible and violent entry to or exit from the Building	Pages 21-22
Damage insured by the Equipment Breakdown section	Pages 21-22
Property or structures in the course of demolition, construction or erection and materials, equipment or supplies	Pages 21-22
Vehicles required to be licensed for road use (including accessories thereon)	Pages 21-22
The first part of any claim (The Excess)	£250 or the excess shown in the schedule



# Significant and unusual exclusions or limitations of the policy

## Section 2: Business Interruption

Description	See policy document
Any interruption of or interference with the business not caused by damage other than described in the Extension – Compulsory Closure	Page 26
Deliberate falsification of business records	Page 26
The deliberate act of the Electricity Authority in restricting or withholding supply	Page 26
Wear and tear and gradual deterioration, vermin, rust, damp or mildew	Page 26
The connivance of any Employee	Page 26
Any interruption of or interference with the Business caused by or arising from or consisting of: <b>(a)</b> erasure, loss, distortion or corruption of information on computer systems or other records, programs or software caused deliberately by rioters, strikers, locked-out workers, persons taking part in labour disturbances or civil commotion or malicious persons <b>(b)</b> other erasure, loss, distortion or corruption of information on computer systems or other records, programs or software unless resulting from a Defined Peril in so far as it is not otherwise excluded	Page 26

## Section 3: Equipment Breakdown

Description	See policy document
Loss or damage caused by or resulting from a hydrostatic pneumatic or gas pressure test of any boiler or pressure vessel or an insulation breakdown test of any type of electrical equipment	Page 30
Loss or damage recoverable under any maintenance agreement or any warranty or guarantee	Page 30
Loss or damage covered by any other section of the policy	Page 30
The first part of any claim (the Excess)	£250 or as shown in the schedule

# Significant and unusual exclusions or limitations of the policy

## Section 4: Money and Assault

Description	See policy document
<b>Money</b>	
Clerical or accounting errors or shortages due to error or omission	Page 32
Any loss due to the fraud or dishonesty of any director, partner or employee unless discovered within 10 working days of the occurrence	Page 32
Loss from any unattended vehicle	Page 32
Damage caused by theft or attempted theft outside of business hours to any till or cash register unless its draw has been left in an open position	Page 32
Loss of money belonging to the Post Office	Page 32
The first part of any claim (The Excess)	£100 or the excess shown in the schedule
<b>Personal Assault Extension</b>	
Illness or disease not resulting from injury or suffering from injury due to any gradually operating cause	Page 33
Death or disablement arising from or attributed to intentional self-injury, provoked assault or willful exposure to needless peril	Page 33
Death or disablement contributed to or accelerated by the influence of intoxicating liquor or drugs taken by the insured person	Page 33

## Section 5: Employers' Liability

Description	See policy document
Bodily injury to any employee arising out of the ownership, possession or use of any mechanically propelled vehicle or trailer if liability is required by any road traffic legislation	Page 36
Bodily injury to any employee working in or on any offshore installation including whilst in transit to and from any offshore installation or support vessel	Page 36
Fines, penalties or liquidated, punitive or exemplary damages or any additional damages resulting from the multiplication of compensatory damages or other non-compensatory damages	Page 36
Cover for acts of terrorism is limited to £5,000,000 per event	General Exclusions - Page 13

# Significant and unusual exclusions or limitations of the policy

## Section 6: Public and Products Liability

Description	See policy document
Damage to property which you or any of your employees are or have been working on	Page 40-41
Legal liability arising from or caused by the provision of advice or any plan, design, formula or specification given separately for a fee or for which a fee is normally charged	Page 40-41
Legal liability arising from or caused by professional neglect, errors, omissions in treatment, medication, advices, certification or other services by you	Page 40-41
Liability arising in connection with any visits to or work on any offshore installation or whilst in transit to or from any offshore installation or support vessel	Page 40-41
Products which with your knowledge are exported directly or indirectly to the United States of America or Canada	Page 40-41
Fines, penalties or liquidated, punitive or exemplary damages or any additional damages resulting from the multiplication of compensatory damages or other non-compensatory damages	Page 40-41
Exposure to, inhalation of, fears of the consequences of exposure to/inhalation of, costs incurred in repairing, removing, replacing, recalling, rectifying, reinstating managing any property arising out of the presence of Asbestos	Page 40-41
Liability in respect of: <ul style="list-style-type: none"> <li>authorised or unauthorised transmission of electronic data</li> <li>the content of any website, your email, intranet or extranet</li> <li>erasure, loss, distortion, corruption or alteration of electronic data or any loss of use resulting in reduction of functionality</li> <li>failure of electronic, electromechanical data processing or electronically controlled equipment or electronic data to correctly recognise any given date or to process data or to operate properly due to a failure to recognise any given date</li> </ul>	Page 40-41
Cover for acts of terrorism is limited to £2,000,000 per event	General Exclusions - Page 13

## Section 7: Terrorism (optional)

Description	See policy document
Subject to the same exclusions as under the Property Damage Business Interruption and Money Sections Riot civil commotion war invasion act of foreign hostilities civil war rebellion revolution insurrection or military or usurped power Damage to any computer system or any alteration, modification, distortion, erasure or corruption of data except in certain circumstances. For full details, please refer to the Terrorism Section Exclusions in the policy	Page 43-44

# Significant and unusual exclusions or limitations of the policy

## Section 8: Legal Expenses (optional)

This section of the Policy is administered by MSL Legal Expenses Limited and underwritten by Financial & Legal Insurance Company Limited authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Description	See policy document
Any claim or incident prior to the commencement of this insurance policy which the Insured Person knew about or ought reasonably to have known about.	Page 49-50
Any claim relating to a motor vehicle	Page 49-50
Dishonesty, deliberate acts, violence and fraud by the insured person	Page 49-50
Any claim where the insured person is bankrupt, in liquidation or receivership	Page 49-50
Any costs and expenses which are covered under any other insurance except for any amount in excess which would have been payable under such insurance(s)	Page 49-50
Any claim against MSL and or Covéa Insurance and or disputes between the insured person and any domestic partner or family members living permanently with the insured person	Page 49-50
Any claim arising from war risks	Page 49-50
Any claim arising from radioactive contamination and pressure waves	Page 49-50
The first part of any claim (the Excess)	Nil except for: Tax Protection - £200 Contract and Debt Recovery where the amount in dispute is more than £5,000 - £500

# Customer Information

## Registration and Regulatory Information

Insurance cover under sections 1-7 is provided by Covea Insurance plc. Registered in England and Wales No.613259. Registered office: Norman Place, Reading, Berkshire RG1 8DA.

Covea Insurance plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Our Firm Reference Number is 202277.

The legal expenses cover under Section 8 is underwritten by Financial & Legal Insurance Company Limited Registered in England No. 03034220. Registered office: No.1 Lakeside, Cheadle Royal Business Park, Cheadle, Cheshire, SK8 3GW.

Financial & Legal Insurance Company Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, their Firm Reference Number is 202915.

The legal expenses cover under Section 8 is administered by MSL Legal Expenses Limited. Registered in England No. 2210857. Registered Office: No.1 Lakeside, Cheadle Royal Business Park, Cheadle, Cheshire SK8 3GW.

MSL Legal Expenses Limited is authorised and regulated by the Financial Conduct Authority, their Firm Reference Number is 311676.

You can check the regulatory status of each firm on the Financial Services Register by visiting the FCA's website [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting the FCA on 0800 111 6768.

## How to make a Claim - Sections 1-7

Should you be unfortunate enough to have to make a claim, Covéa Insurance Commercial Careline will manage all aspects of the claim for you from the time it is reported.

Covéa Insurance Commercial Careline is a service operated 24 hours a day, 365 days a year.

You can notify us of a claim by:

Telephone: **0330 024 2266**

All calls may be recorded for training and evidential purposes.

Email: [newcommercialclaims@coveainsurance.co.uk](mailto:newcommercialclaims@coveainsurance.co.uk)

Post: Covéa Insurance Commercial Careline, Norman Place, Reading, RG1 8DA

Staff trained in managing commercial claims will:

- Take details of your claim over the phone, in most cases removing the need for completion of an incident report form.
- Take control of the management of your claim from start to finish.

Our aim is to bring your claim to a satisfactory conclusion.

## How to make a Claim - Section 8 Legal Expenses

Claims should immediately be reported to Financial and Legal Insurance Company:

Tel: **0161 603 2203**

Email: [nonmotorclaims@financialandlegal.co.uk](mailto:nonmotorclaims@financialandlegal.co.uk)

Post: Financial and Legal Insurance Company, No.1 Lakeside, Cheadle Royal Business Park, Cheadle, Cheshire, SK8 3GW.

## How to Cancel Your Policy

### (a) Your Rights to Cancel the Policy

You may cancel this policy within 14 days from the date it begins or from the date you receive the policy document and schedule, whichever is the later, returning the policy document and schedule to your broker. If cover has not yet started you will receive a full refund of the premium. If cover has started we will refund the premium for the exact number of days left on the policy minus an administration fee of £25 plus Insurance Premium Tax. No refund will be given if a claim has been submitted or there have been any incidents likely to give rise to a claim during the current period of insurance.

In the event of cancellation by you after the 14 day period described above, we will refund the premium for the exact number of days left on the policy minus an administration fee of £25 plus Insurance Premium Tax. No refund will be given if a claim has been submitted or there have been any incidents likely to give rise to a claim during the current period of insurance.

### (b) Our Rights to Cancel the Policy

We or any agent appointed by us and acting with our authority have the right to cancel your policy, where there is a valid reason for doing so.

We will give you 14 days notice of cancellation in writing, by recorded delivery, to the latest address we have for you and will set out our reason for cancellation in our letter. Valid reasons may include but are not limited to:

- (i) not
  - paying a premium when it is due
  - co-operating with us, or sending us information or documentation that materially affects our ability to process the policy or our ability to defend our interests
  - taking all reasonable precautions to prevent or minimise damage accident or injury as required by General Condition 8 – Reasonable Precautions of the policy

and failing to put this right when we ask you to by sending you 7 days written notice to your latest address.

- (ii) use of threatening or abusive behaviour or language, or intimidation or bullying of our staff or suppliers.

# Customer Information

If we cancel your policy, we will refund the premium for the exact number of days left on the policy minus an administration fee of £25 plus Insurance Premium Tax. No refund will be given if a claim has been submitted or there have been any incidents likely to give rise to a claim during the current period of insurance.

If you are paying by monthly instalments:

- (a) all outstanding monies must be paid to us as described in your Loan Agreement
- (b) we may exercise our right to collect the balance of any outstanding premium in the event of a claim.

## How to make a Complaint – Sections 1-7

It is always our intention to provide a first class standard of service. However we do appreciate that occasionally things go wrong. In some cases the broker who arranged your insurance will be able to resolve any concerns, particularly if your complaint relates to the way the policy was sold, and you should contact them directly.

Alternatively please contact us using the following details quoting your policy or claim number:

Customer Relations Covéa Insurance  
Norman Place, Reading,  
Berkshire, RG1 8DA

Telephone: **0330 221 0444**

All calls may be recorded for training and evidential purposes.

Website: [www.coveainsurance.co.uk](http://www.coveainsurance.co.uk)

Email: [customer.relations-rdg@coveainsurance.co.uk](mailto:customer.relations-rdg@coveainsurance.co.uk)

Full details of the Covéa Insurance Internal Complaints Procedure are detailed in our leaflet 'Complaints Procedure' which is available on request or may be downloaded from our website at [www.coveainsurance.co.uk/complaints](http://www.coveainsurance.co.uk/complaints).

## Complaints relating to Section 8 – Legal Expenses

MSL Legal Expenses Limited aim is to provide a first class standard of service at all times. If you wish to raise a complaint relating to the sale of the Legal Expenses Insurance Section, please contact your broker.

If you feel that MSL Legal Expenses Limited have let you down and you wish to raise a complaint, please contact them on:

Telephone: **0161 492 5834**

Email: [complaints@financialandlegal.co.uk](mailto:complaints@financialandlegal.co.uk)

Post: Financial and Legal Insurance Company  
No.1 Lakeside, Cheadle Royal Business Park, Cheadle,  
Cheshire SK8 3GW.

Their staff will attempt to resolve your complaint within 3 business days of receipt and a summary resolution communication letter will be sent to you. Where this is not possible, they will acknowledge your complaint promptly. If the complaint is not resolved within 4 weeks of receipt, they will write to you and let you know what further action they will take. A final response letter will be issued within 8 weeks of receipt.

## Financial Ombudsman Service – all Sections

You may be eligible to refer your complaint to the Financial Ombudsman Service. There are a few instances where they will not be able to assist and they will confirm if your complaint is eligible when you contact them. Their contact details are:

Financial Ombudsman Service  
Exchange Tower,  
London E14 9SR

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

## Financial Services Compensation Scheme

Covéa Insurance, MSL Legal Expenses Limited and Financial & Legal Insurance Company Limited are covered by the Financial Services Compensation Scheme. You/an Insured Person may be entitled to compensation from the scheme if we or MSL Legal Expenses Limited or Financial & Legal Insurance Company Limited are unable to meet our liabilities under this insurance.

Further information is available from the Financial Services Compensation Scheme  
10th Floor Beaufort House,  
15 St Botolph Street,  
London EC3A 7QU.

Telephone: **020 7741 4100**

Email: [enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk)

Website: [www.fscs.org.uk](http://www.fscs.org.uk)



## Your Business Insurance Packaged Offices and Surgeries Product



0330 221 0444

All calls may be recorded for training  
and evidential purposes



Covéa Insurance  
Norman Place  
Reading  
RG1 8DA



[www.coveainsurance.co.uk](http://www.coveainsurance.co.uk)

Covea Insurance plc  
Registered Office: Norman Place, Reading, Berkshire, RG1 8DA  
Registered in England and Wales No. 613259  
Authorised by the Prudential Regulation Authority and regulated by the  
Financial Conduct Authority and the Prudential Regulation Authority No. 202277

