

Your Premco Retail policy is an annual contract which may be renewed each year subject to your needs & our terms and conditions. The policy includes the following covers as standard:

- ➔ Property Damage
- ➔ Business Interruption
- ➔ Employers Liability
- ➔ Public & Products Liability
- ➔ Money

You may also add further covers as shown overleaf to suit your needs. Full details of what you have chosen are shown in your Policy Schedule and Statement of Fact. The following information provides a summary of the main policy features & benefits and any significant limits or exclusions. For full details of the policy and our full terms and conditions, please carefully read your Policy Wording. You will be provided with a copy of your Policy Wording upon completion of your contract or at any time on request.

IMPORTANT INFORMATION

➔ **Your 'Right to Cancel'**

If once you have checked your policy you decide not to proceed with our insurance you have a statutory right to cancel the policy within 14 days, starting on the date you receive your policy document

➔ **Making a claim**

Should you wish to make a claim under your policy please call our Claims Helpline on 0845 300 6232 as soon as possible. You must give us any information or help we ask for. You must not settle, reject, negotiate or agree to pay any claim without our written permission. Full details of how to make a claim are included in your policy document.

➔ **Our complaints procedure**

We aim to provide you with a first class service. If we have not delivered the service you expect or you are concerned with the service provided, we would like the opportunity to put things right.

In the first instance please raise your concerns with your usual business contact. If your complaint is still not resolved or you are not happy with the response you received and the course of action proposed, you can progress your complaint to our Customer Relations Officer. A separate investigation will then be conducted in an attempt to resolve your complaint and a final decision issued. However, if resolution is not possible we will issue a response within 8 weeks of your original complaint.

Customer Relations Officer
Premco Underwriting
Premier Commercial Ltd
1a Lansdowne Crescent
Edinburgh
EH12 5EQ
Tel 0845 111 0125
Fax 0845 111 0126
Email support@premco.co.uk

PROPERTY DAMAGE INSURANCE

You may choose to cover your business premises (Buildings), your business equipment (Contents) and your business stock (Stock) against the following standard risks:

- Fire, Lightning, Explosion, Collision by Aircraft, Earthquake
- Riot, Civil Commotion, Malicious Damage
- Storm, Flood, Escape of Water
- Impact
- Theft
- Accidental Damage

SIGNIFICANT EXCLUSIONS TO THE PROPERTY DAMAGE SECTION:

(refer to your policy wording for all the exclusions applicable)

- some specific causes of damage may be excluded
- some specific property may be excluded
- excluding theft not involving forcible and / or violent entry to or exit from the Premises
- cover does not include loss or damage to computer data, or information arising from viruses, hacking, denial of service attacks, malicious damage, accidental damage or omission
- an excess of £250 will apply for all claims except subsidence which is £1000, Goods in Transit which is £100 and Deterioration of Stock is £50

If you have selected **BUILDINGS** &/or **TENANTS IMPROVEMENTS** cover, the following is automatically included:

- Buildings
- Landlord's fixtures & fittings
- Small outside buildings
- Walls, gates, fences & services

Cover is on a **REINSTATEMENT** basis which means we will replace as if the Property was new but excluding betterment.

If you have selected **GENERAL CONTENTS** cover, the following is automatically included:

- Equipment & contents at the specified premises
- Directors', partners & employees' personal effects up to £500 per person
- Closed circuit TV & alarm system equipment
- Neon & illuminated signs & electric light fittings

We will automatically provide an inflation protection percentage of 15% of your General Contents sum insured but please also note that we will reduce the value of any claim made if your declared sum insured is not at least 85% of what it should be.

If you have selected **STOCK** cover, the following is automatically included:

- Stock & materials in trade
- Work in progress
- Finished goods at the premises you have specified
- Stock in Transit in the UK up to £10,000
- Deterioration of stock caused by a rise or fall in the temperature in your freezers

We will also increase your sum insured by 25% during November & December and for 30 days prior to Easter or any other period we specifically agree with you.

Cover is based upon the indemnity value of the property at the time of loss of or damage caused to it. Please take care to ensure your sum insured is adequate or the value of your claim may be reduced. Some specific exclusions will apply and are detailed in your policy wording.

BUSINESS INTERRUPTION INSURANCE

This cover protects you against the financial consequences of damage to your insured property, caused by any event covered by our Standard Covers listed in the Property Damage section and automatically includes:

Loss of Gross Profit

The **Indemnity Period** starts when the loss or damage occurs and ends when the business' trading position is at the level it was before the accident. The period of indemnity is 24 months and the standard cover under this policy is £500,000 which can be increased on request. Loss or damage to computer data as above is excluded.

Outstanding Debit Balances (Book Debts)

We will pay any outstanding debts that you are unable to trace, following damage caused by the Standard Covers. Automatic cover is limited to £ 5,000 with an option to increase to up to £ 100,000.

Other Optional Covers

Notifiable diseases, food or drink poisoning, defective sanitation, murder, suicide, vermin & pests.

Prevention/Denial of Access to the business premises due to damage to adjacent buildings, as covered by the Standard Covers.

Failure of Public Utilities - Damage caused by the Standard Covers at a supplier's premises within Great Britain, Northern Ireland, the Isle of Man or the Channel Islands.

Loss of Liquor Licence - Covers loss of gross profit, or a reduction in the value of the premises.

LIABILITY INSURANCE

The following will automatically be included:

Employers Liability - Limit of Indemnity for Employers' Liability (Limit £1 0,000,000 with a £ 5,000,000 limit for terrorism).

Public & Products Liability Public Liability - Products Liability and Legal Defence Costs are shown in your Policy Schedule. Damage to property means material property, but does not include electronic data.

Legal Defence Costs - in defending proceedings arising from a breach of the Health & Safety at Work Act 1974, the Health & Safety at Work (Northern Ireland) Order 1978 or Part II of the Consumer Protection Act 1987 where there has been no actual injury or damage.

MONEY INSURANCE

The following will automatically be included:

Money in transit, on premises during business hours or in a bank night safe up to £4000

Money kept in a locked safe or strongroom in the shop outside of business hours up to £2000

Money in your home, not in a locked safe, when occupied by an adult up to £500

Crossed cheques, crossed money orders and crossed postal orders up to £250,000

Any other money at your premises, not in a locked safe, outside of business hours up to £250

Please carefully note that the first £50 of damage is not covered nor is loss of data.

Personal Injury (Robbery) employees sustaining bodily injury during a robbery for:

Death Benefit - £ 10,000

Loss of one or more Limbs or Eyes - £ 10,000

Permanent Total Disablement from gainful

Temporary Total Disablement from usual occupation - £ 100 per week

Clothing and personal effects

The payment of these benefits are for a maximum of 104 weeks and up to £250 per person in respect of clothing and personal effects.

GENERAL CONDITIONS & EXCLUSIONS

The following is applicable to the policy as a whole, regardless of the specific cover you have selected. For full details of these and other exclusions & limits, please read your Policy Wording.

If there are any changes to your business, the premises, the property therein, or any other circumstances whereby the risk is increased, you must inform us immediately. Failure to do so could invalidate your policy, or result in a claim being rejected.

Nuclear Risks, War and Sonic Bangs are excluded.

Terrorism (part of which can be bought back), Northern Ireland terrorism and Civil Commotion are excluded.

Any excesses applicable to your policy are detailed in your Policy Wording. These amounts must be paid in the event of each and every claim.

Limits may apply to your policy, please see your Policy Schedule.

Your policy is subject to The Minimum Standard of Security, this will be shown in your Policy Schedule and Policy Wording.