

# Business Insurance

## Shopkeepers Policy Summary

**Commercial Claims 0345 125 8859 (24 hours)**

This is a summary of the standard cover available under the Post Office® Shopkeepers insurance policy. The summary does not include all the policy benefits, limits and exclusions; full terms and conditions can be found in the policy wordings, copies of which are available from your insurance agent on request.

The policies, and not this summary, are the basis of the contract of insurance.

The policy is an annual insurance contract that provides a wide range of covers for businesses as detailed below. It is underwritten by Ageas Insurance Limited.

Standard perils under the Material Damage and Business Interruption sections include fire, specified perils, theft and accidental damage, with subsidence, ground heave and landslip available on request. The sums insured you choose must represent the full values at risk; if they do not, payments may be reduced in the event of a claim.

**The standard cover may be varied to meet your individual needs and any variations from standard will be detailed in any quotation given and thereafter in the policy schedule.**

Standard Covers	Standard Limit
<p>Contents and Stock with extensions to include:</p> <ul style="list-style-type: none"> <li>• Theft of keys</li> <li>• Property whilst at exhibitions anywhere within the Territorial Limits</li> <li>• Loss of metered water / oil and LPG</li> <li>• Seasonal stock increase</li> <li>• Freezer contents</li> <li>• Cost of locating the source of an escape of water from any fixed pipe or water apparatus at the premises</li> <li>• Internal fixed plate glass</li> <li>• External signs</li> <li>• Cost of replacement sanitary ware</li> <li>• External blinds</li> <li>• All other glass</li> </ul> <p><small>* Optional covers available on request include: Buildings, Loss of Rent, Household Contents, Cover for Property away from the Premises, Fidelity Guarantee and Personal Accident</small></p>	<p>Sums Insured selected</p> <p>£1,000</p> <p>£2,500</p> <p>£2,500</p> <p>25% of stock sum insured</p> <p>£2,500</p> <p>£5,000</p> <p>£2,500</p> <p>£1,500</p> <p>£2,500</p> <p>£2,500</p> <p>Cost of repair / replacement</p>
<p>Money and Malicious Attack including:</p> <ul style="list-style-type: none"> <li>• Money in transit, in the premises during business hours, and in any bank night safe</li> <li>• Money in a locked unspecified safe outside business hours</li> <li>• Money at the private residence of the Insured or an Employee and at the premises outside of business hours not in a locked safe</li> <li>• Death and disablement benefits following malicious attack</li> <li>• Weekly disablement benefit following malicious attack</li> </ul> <p><small>*Optional covers available on request include: Money in ATMs</small></p>	<p>£5,000</p> <p>£2,500</p> <p>£500</p> <p>£10,000</p> <p>£100 per week up to 104 weeks</p>

Standard Covers (continued)	Standard Limit
Goods in Transit	£2,500
<p>Non-Production Machinery and Computer Breakdown including:</p> <ul style="list-style-type: none"> <li>• Breakdown of machinery at the premises other than computer equipment</li> <li>• Breakdown of computer equipment at the premises</li> <li>• Additional costs necessary to make temporary repairs and expedite permanent repairs or replacement of damaged property</li> <li>• Cost of hiring a substitute item while repairs are being carried out or a replacement item sought</li> <li>• Cost of reinstating data onto computer media including where necessary cost of modifying or replacing computer equipment to achieve compatibility</li> <li>• Contamination of insured machinery by hazardous substances</li> <li>• Loss of oil tank contents</li> <li>• Measures taken to avoid breakdown which would otherwise have been covered by the policy</li> <li>• Own surrounding property damage caused by steam explosion</li> <li>• Debris removal</li> </ul> <p>• Repair investigation costs</p>	<p>£1,000,000</p> <p>£100,000</p> <p>£20,000</p> <p>£5,000</p> <p>£25,000</p> <p>£10,000</p> <p>£5,000</p> <p>£5,000</p> <p>£1,000,000</p> <p>£25,000 or 20% of the loss whichever is the lower</p> <p>£25,000</p>
<p>Loss of Gross Profit up to 24 months Indemnity Period including:</p> <ul style="list-style-type: none"> <li>• Denial of access</li> <li>• Public utilities</li> <li>• Book debts</li> <li>• Unspecified customers / suppliers</li> <li>• Transit</li> <li>• Notifiable Diseases, food poisoning, defective drains and murder or suicide</li> <li>• Loss of gross profit and increased cost of working following machinery or computer breakdown</li> </ul> <p>* Optional covers available on request include: Additional Increased Cost of Working, Loss of Rent Receivable and Loss of Licence</p>	<p>£500,000</p> <p>See Loss of Gross Profit</p> <p>See Loss of Gross Profit</p> <p>£25,000</p> <p>£25,000</p> <p>£5,000</p> <p>Annual Gross Profit</p> <p>£50,000</p>
<p>Liabilities including:</p> <ul style="list-style-type: none"> <li>• Employers' Liability</li> <li>• Public Liability</li> <li>• Products Liability</li> </ul> <p>• Indemnity for liability incurred under the Defective Premises Act 1972</p> <p>• Legal Defence costs for liability incurred under:</p> <ul style="list-style-type: none"> <li>- Corporate Manslaughter and Corporate Homicide Act 2007</li> <li>- Health and Safety at Work etc Act 1974</li> <li>- Food Safety Act 1990</li> <li>- Consumer Protection Act 1987</li> <li>- Data Protection Act 1998</li> </ul> <p>* Optional Covers available on request include: Treatment Extensions, Work Away and Cover for products supplied to the USA or Canada</p>	<p>£10,000,000 any one event</p> <p>£2,000,000 any one event</p> <p>£2,000,000 any one period of insurance</p>
<p>Legal Expenses: See separate Business Legal Guard summary.</p>	<p>£100,000</p>

# Significant or Unusual Exclusions

- The first amount, detailed in the quotation and schedule, of any claim
- Theft that does not involve entry to or exit from the premises by forcible and violent means or that does not involve actual or threatened assault or violence or use of force (please refer to Section 1 of the policy wording)
- Theft from any garden, yard or open space unless cover is specifically included (please refer to Section 1 of the policy wording)
- Theft from any outbuilding unless there has been forcible and violent entry to or exit from the outbuilding (please refer to Section 1 of the policy wording)
- Theft by any employee or person lawfully on the premises (except as covered by Fidelity Guarantee) (please refer to Section 1 of the policy wording)
- Theft, riot, malicious damage, escape of oil or water or sprinkler leakage when the premises are unoccupied for 21 or more consecutive days (please refer to Section 1 of the policy wording)
- Storm or flood damage to fences, gates and moveable property in the open or open sided buildings, unless cover is specifically included (please refer to Section 1 of the policy wording)
- Liability arising:
  - out of pollution or contamination unless caused by a sudden, identifiable, unintended, and unexpected incident; the maximum liability of the company for pollution or contamination which is deemed to have occurred during any one period of insurance is £1m in aggregate
  - through the defective design, plan, formula, or specification of products supplied given for a fee or for which a fee would normally be payable
  - out of technical, professional or remedial instruction and advice given for a fee or for which a fee would normally be charged
  - out of treatment given or administered (except for any treatments that have been specifically noted on the schedule), or any failure to give advice or treatment, or any lack of professional skill
  - from errors in connection with the sale, supply, making up or prescribing or dispensing of any drug, medicine, medical, cosmetic or toilet preparation
  - from work away other than delivery or collection of goods, messages or money to or from the Premises, unless cover is specifically included (please refer to Section 3 of the policy wording)
- Liability for property being worked on where the damage is the direct result of the work undertaken (please refer to Section 3 of the policy wording)
- Liability for damage to products supplied or the cost of repairing or replacing such products or costs incurred by anyone in recalling, removing, repairing, rectifying, replacing, reapplying or guaranteeing any product supplied (please refer to Section 3 of the policy wording).

# Cancellations, Claims and Complaints

## Cancellation Procedure

There is an option to cancel this policy within 14 days of receipt of the policy schedule and wording. A refund of premium will be allowed for the time that was left on the policy.

## Claim Notification

For all claims other than legal expenses claims, contact the Ageas Claims Department on the number in the schedule or on the front of the policy. Alternatively you can fax details to the number in the schedule or write to Commercial Claims, Ageas Insurance Limited, Ageas House, The Square, Gloucester Business Park, Brockworth, Gloucester GL3 4FA.

For legal expenses claims see the claims notification procedure in the Business Legal Guard summary.

Full claims procedures are noted in the policy wording under the General Conditions and extra details are noted on the Policy Schedule.

## Financial Services Compensation Scheme

Should we be unable to meet our liabilities you may be entitled to compensation from the Financial Services Compensation Scheme (FSCS) Further information is available from the Financial Services Compensation Scheme.

Their telephone number is **0800 678 1100** or **020 7741 4100**. Alternatively, more information can be found at **[www.fscs.org.uk](http://www.fscs.org.uk)**

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## Complaint Procedure

Should there ever be an occasion where you need to complain, we will sort this out as quickly and fairly as possible.

If your complaint is about the way your policy was sold to you, contact the Customer Service Manager, Gallagher Heath Insurance Services, Suffolk House, George Street, Croydon CR0 1PE to report your complaint. If you have a complaint regarding your claim, please telephone us on the number shown in your claims documentation.

Alternatively, for claims or any other type of complaint, you can also write to the Customer Services Adviser at Ageas Insurance Limited, Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh, Hampshire, SO53 3YA or email us through our website at [www.ageas.co.uk/complaints](http://www.ageas.co.uk/complaints).

If we cannot resolve the differences between us, you may refer your complaint to the Financial Ombudsman Service if:

- you have an annual turnover of less than EUR 2 million and fewer than 10 employees, and
- if for any reason you are still dissatisfied with our final response, or
- if we have not issued our final response within eight weeks from you first raising the complaint.

You can contact the Financial Ombudsman Service at Exchange Tower, London, E14 9SR however they will only consider your complaint once you have tried to resolve it with us.

Alternatively, more information can be found at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Following the complaints procedure does not affect your rights to take legal proceedings.

Please see page 59 of the Shopkeepers policy wording for the full details of the complaints procedures.

## Ageas Insurance Limited

### Office address

Ageas House, The Square, Gloucester Business Park, Brockworth, Gloucester GL3 4FA

### Registered office address

Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh, Hampshire SO53 3YA

Registered in England and Wales No 354568

Ageas Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, Financial Services Register No 202039.