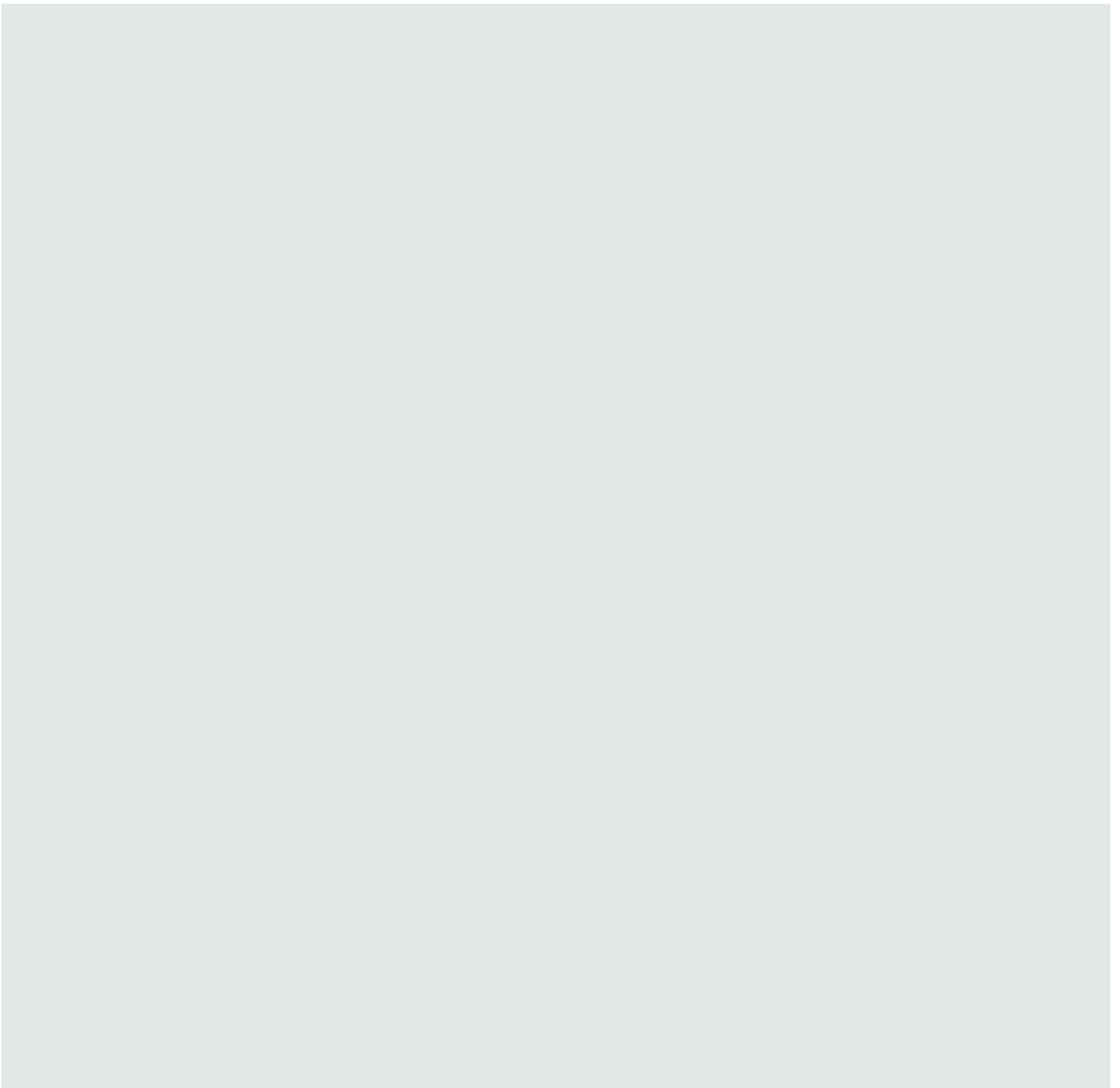


Office and Surgery Policy



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Your Office and Surgery policy

This policy is a contract between **you** and Zurich in respect of the entire policy except section J which is a contract between **you** and DAS.

This policy, the statement of facts, any schedule, endorsements and certificate should be read as if they are one document.

We will insure **you** under those sections stated in the schedule as insured during any period of insurance for which **we** have accepted **your** premium.

Any reference to the singular will include the plural and vice versa.

Any reference to any statute or statutory instrument will include any amendments thereto or re-enactment thereof.

Any heading in this policy is for ease of reference only and does not affect its interpretation.

Law applicable to this contract (not applicable to Section J)

In the UK the law allows both **you** and **us** to choose the law applicable to the contract. This contract will be subject to the relevant law of England and Wales, Scotland, Northern Ireland, the Isle of Man or the Channel Islands depending upon **your** address as stated in **your** policy documentation. If there is any dispute as to which law applies it will be English law.

The parties agree to submit to the exclusive jurisdiction of the English courts.

This is a legal document and should be kept in a safe place.

Please read this policy, statement of facts, schedule, endorsements and certificate carefully and if they do not meet **your** needs contact **us** or **your** broker or insurance intermediary.

Important information about your policy

How we use personal information

We hold personal information in accordance with the Data Protection Act 1998. The information supplied to **us** by **you** may be held on computer and passed to other insurers and reinsurers for underwriting and claims purposes. **You** should show this to anyone whose personal information may be processed to administer this policy including handling any claims.

We use a variety of security technologies and procedures to help protect personal information from inappropriate use, and **we** will continue to revise procedures and implement additional security features as new technology becomes available.

We may use personal information for underwriting and claims purposes, statistical analysis, management information, market research, audits on the handling of claims, systems integrity testing, and risk management. **We** will only share personal information as described in this notice or where **we** are required or allowed to do so by law.

We may record or monitor telephone calls for security and regulatory purposes.

Policy administration

In order to administer **your** insurance policy and any claims made against this policy **we** may share personal information provided to **us** with other companies within the Zurich Insurance Group and with business partners including companies inside and outside the European Economic Area. If **we** do transfer personal information including where **we** propose a change of underwriter **we** make sure that it is appropriately protected.

We may conduct searches about anyone whose personal information may be processed to administer this policy (including handling any claims) using publicly available sources. Examples are the edited electoral roll, county court judgments / Scottish decrees, bankruptcy registers and other public databases. This helps **us** assess applications for insurance, provide renewal quotations and check the accuracy of information. These searches may be recorded by credit reference agencies but they will not affect any credit standing.

Claims history

When **you** tell **us** about an incident or claim **we** may pass information relating to it to the Claims and Underwriting Exchange Register (CUE), run by Insurance Database Services Ltd (IDSL) or other relevant database.

We and other insurers may search these databases when **you** apply for insurance, in the event of any incident or claim or at time of renewal to validate **your** claims history or that of any other person or property likely to be involved in the policy or claim.

This helps to check information provided and prevent fraudulent claims.

Fraud prevention and detection

In order to prevent and detect fraud **we** may at any time:

- a) share information about **you** with other organisations including the police
- b) conduct searches using publicly available databases
- c) undertake credit searches
- d) check and share **your** details with fraud prevention and detection agencies.

If false or inaccurate information is provided and fraud is identified details will be passed to fraud prevention agencies. Law enforcement agencies may access and use this information. **We** and other organisations may also access and use this information to prevent fraud and money laundering for example when:

- a) checking details on applications for credit and credit related to other facilities
- b) managing credit and credit related accounts or facilities
- c) recovering debt and tracing beneficiaries
- d) checking details on proposals and claims for all types of insurance
- e) checking details of job applicants and **employees**.

Please contact **us** if **you** want to receive details of the relevant fraud prevention agencies. **We** and other organisations may access and use from other countries the information recorded by fraud prevention agencies.

Data protection rights

Individuals have certain rights under the Data Protection Act 1998, including the right to ask for a copy of the information **we** hold about them. **We** may make a small charge for this. Individuals also have the right to ask **us** to correct their information if it is inaccurate.

If **you** want to know more about how **we** use personal information or have any data protection questions, please contact the Data Protection Officer, Zurich Insurance plc, 3000 Parkway, Whiteley, Fareham, Hants, PO15 7JZ.

Additional benefits

Zurich Virtual Consulting

Visit www.zurich.co.uk/virtualconsulting. Simply enter **your** policy number and effective date in the log-in page.

As a Zurich customer, **you** have free and exclusive access to Zurich's online risk management service, Virtual Consulting. Utilising 5 years of Zurich's claims data, Virtual Consulting provides **you** with a bespoke risk management report for the most common causes of loss within **your** industry.

Your report includes a wealth of advice to help **you** identify and manage the main risks that could be disastrous for **your business**.

The following service is provided by First Recovery Limited.

Emergency disaster recovery service

This benefit is only available if Section B – Business interruption and book debts is stated as operative in the schedule.

As a Zurich customer **your business** will benefit from this service provided by First Recovery Limited.

Should any of your **premises** suffer damage by an insured event which makes them unfit for occupation, First Recovery Limited will provide **you** with emergency disaster recovery services to get **your business** back up and running.

The service

Within one working day (please note Northern Ireland clients within 2 working days) of notification, First Recovery Limited will supply:

- a) Emergency alternative office accommodation and a computer network for up to 6 key staff
- b) redirection of telephone lines
- c) connectivity with internet
- d) assistance with reinstatement of **your** data

For further information please visit www.firstrecovery.co.uk or email zurich@firstrecovery.co.uk.

In using this service **you** acknowledge that all rights and obligations relating to the provision of this service rest with First Recovery Limited and that **you** will have no recourse to Zurich Insurance plc in this regard.

Helpline numbers

Zurich Travel Assistance

Call +44 (0)1489 868 888 or visit www.zurich.co.uk/travelassistance

The helpline is manned 24 hours a day, 365 days a year by multi-lingual assistance co-ordinators, experienced in managing medical assistance cases with hospitals and clinics worldwide. Also available are security experts to provide a comprehensive range of complementary security services.

Zurich's Risk Management Advice Line

Call 0800 302 9052 when you require risk management advice

To help you proactively identify and manage issues before they occur, our risk management advice line operates during normal business hours, providing free practical guidance on risk issues such as property, security, food hygiene, business continuity, environmental and health and safety management.

Please note that this helpline includes services provided by Zurich Management Services Limited and Santia Consulting Limited under contract to Zurich Insurance plc.

The following service is provided by Digital Forensic Insurance Services Limited.

Cyber Protect Helpline Call 0800 999 5299

This helpline will provide you with access to expert digital forensic advice should you believe that you have been the victim of one of the following:

- a) data loss following accidental/malicious deletion or equipment failure
- b) theft of electronically held intellectual property to include company, customer or general databases, plans, specifications, drawings or any other confidential company data
- c) breach of the Computer Misuse Act 1990 to include internal or external **hacking**
- d) **employee** misuse to include a breach of your contract of employment or company IT policy. This would include internet or email abuse, inappropriate use or time wasting
- e) cyber crime to include theft or fraud or criminal misappropriation
- f) misuse of company mobile IT equipment to include laptops, mobile phones, PDAs, plug-in devices and the like.

All advice will be offered by members of the Digital Forensic Alliance. Each member is a fully trained digital forensic investigator who works to the highest standards as set out in the Association of Chief Police Officers (ACPO) Good Practice Guide for Computer Based Evidence.

The Cyber Protect Helpline is available Monday to Friday 8.30am – 6.00pm (excluding public holidays).

In using this service you acknowledge that all rights and obligations relating to the provision of this service rest with Digital Forensic Insurance Services and that you will have no recourse to Zurich Insurance plc in this regard.

Claims Notification

To notify a claim please call 0800 302 9055, 24 hours a day, 365 days a year.

Further information

For further information please visit www.zurich.co.uk/commercial

The following services are provided by DAS Law Limited and/or a preferred law firm on behalf of DAS Legal Expenses Insurance Company Limited. In using these services you acknowledge that all rights and obligations relating to the provision of these services rest with DAS and that you will have no recourse to Zurich Insurance plc in this regard.

DAS – Commercial Legal Assistance

Legal advice and protection for your business

Helpline services

You can contact the DAS UK-based call centres 24 hours a day, seven days a week. However, DAS may need to arrange to call you back depending on the enquiry. To help DAS check and improve their service standards, they record all inbound and outbound calls, except those to the counselling service. When phoning, please advise DAS of your policy number and the name of the insurance provider who sold you the policy.

Legal advice helpline

Call 0844 893 9022 when you require legal advice

DAS provides confidential legal advice over the phone on any commercial legal problem affecting your business, under the laws of any European Union country, the Isle of Man, the Channel Islands, Switzerland and Norway.

Wherever possible the Legal Advice helpline aims to provide immediate advice from a qualified legal advisor. However if this is not possible they will arrange a call back at a time to suit you.

DAS Legal Advisors provide advice on the laws of England and Wales 24 hours a day, 7 days a week, 365 days a year. Where advice is sought in an area of law beyond this jurisdiction or in respect of very specialist matters DAS will refer you to one of their specialist advisors. This will include European law and certain areas of law for Scotland and Northern Ireland.

Specialist advice is provided 9am – 5pm, Monday to Friday, excluding public and bank holidays. If calls are made outside these times, a DAS Legal Advisor will call you back.

Tax advice service

Call 0344 893 9022 when you require tax advice

This service offers confidential advice over the phone on any tax matters affecting **your business** under the laws of England and Wales, Scotland, Northern Ireland, the Isle of Man or the Channel Islands.

Tax advice is provided by tax advisors 9am – 5pm, Monday to Friday, excluding public and bank holidays. If calls are made outside these times, a DAS Tax Advisor will call you back.

Counselling service

Call 0344 893 9025 for confidential counselling

DAS will provide **your employees**, including any members of their immediate family who permanently live with them, with a confidential counselling service over the phone including, where appropriate, onward referral to relevant voluntary and/or professional services. Any costs arising from the use of these referral services will not be paid by DAS or Zurich Insurance plc.

The counselling service helpline is open 24 hours a day, seven days a week.

Health and medical information service

Call 0344 893 9022 for health and medical information

DAS will give **your employees** information over the phone on general health issues and advice on a wide variety of medical matters. They can give **your employees** information on all health services including NHS Dentists.

Health and medical information is provided by qualified nurses 9am – 5pm, Monday to Friday, excluding public and bank holidays. If **you** call outside these times, a message will be taken and a return call arranged within the operating hours.

Business Assistance

Call 0344 893 9022 when you require business assistance

In the event of an unforeseen emergency affecting your **business premises** which causes damage or potential danger, DAS will contact a suitable repairer or contractor and arrange assistance on **your** behalf. All costs of assistance provided are **your** responsibility.

Online law guide and document drafting

DAS Employment Manual

Visit www.das.co.uk and click on the Employment Manual icon

The DAS Employment Manual offers comprehensive, up to date guidance on rapidly changing employment law. To view it, please visit www.das.co.uk and select Employment Manual. All the sections of this web-based document can be printed off for **your** own use. Contact DAS at employmentmanual@das.co.uk with **your** email address, quoting **your** policy number and DAS will contact **you** by email to inform **you** of future updates to the information.

DAS Business Law

Visit www.dasbusinesslaw.co.uk for online legal advice and documents. When registering, please use the following code which will provide you with access to a range of free documents: DAS472301

Using www.dasbusinesslaw.co.uk **you** can create ready-to-sign contracts, agreements and letters in minutes. Developed by solicitors and tailored by **you** using the DAS smart document builders. **You** can also buy legal documents from the site, ranging from simple debt recovery letters to employment contracts.

The service also provides useful tools, articles and information on matters such as new legislation, employment issues, property law and taxation all regularly updated by legal experts to help **you** keep **your business** one step ahead.

In using these services **you** acknowledge that all rights and obligations relating to the provision of these services rest with DAS and that **you** will have no recourse to Zurich Insurance plc in this regard.

These helplines are provided by DAS. If **you** have a complaint about the service or about the way **you** have been treated, please write to: DAS Customer Relations Department at:

DAS House, Quay Side, Temple Back, Bristol BS1 6NH.

Alternatively **you** can contact DAS by telephone on: 0117 934 0066, or email: customerrelations@das.co.uk.

To help check and improve service standards calls are recorded other than calls to the Counselling Service.

Zurich Insurance plc, First Recovery Limited, Zurich Management Services Limited, Santia Consulting Limited, DAS and Digital Forensic Insurance Services Limited will not accept responsibility if any of the helplines are unavailable for reasons Zurich Insurance plc, First Recovery Limited, Zurich Management Services Limited, Santia Consulting Limited, DAS and Digital Forensic Insurance Services Limited cannot control.

Definitions

Certain words in this policy have special meanings. These words and their meanings are detailed in this section and apply wherever **we** have printed them in bold throughout.

These definitions apply to the entire policy including section J. However, certain words have special meanings that only apply to a particular section of this policy. These are stated at the beginning of the relevant section as special definitions and will apply in that section wherever the defined words are shown in bold italics.

Approved maintenance agreement

An agreement which provides for on-call remedial maintenance encompassing free repair or replacement of **equipment** in the event of **breakdown** arising out of normal use.

Bodily injury

Death, bodily injury, illness or disease.

Breakdown

The electrical or mechanical failure of **equipment** arising from internal causes which requires repair or replacement to enable normal operation to continue.

Buildings

The buildings of the **premises** for which **you** are legally responsible including residential accommodation and outbuildings used in connection with the **business** or for domestic purposes and including:

- a) landlord's fixtures and fittings
- b) extensions, annexes, canopies, fixed signs, gangways, conveniences, lamp posts and street furniture
- c) walls, gates and fences
- d) foundations
- e) drains, sewers, ducting, cables, wires and associated control gear and accessories on the **premises** and extending to the public mains
- f) adjoining and specifically associated yards, car parks, roads, pavements and forecourts all constructed of solid materials.

Excluding landlords' contents.

Business

The business stated in the schedule and including:

- a) maintenance of property and **premises** owned or occupied by **you**
- b) the provision and management of canteen, social, sports and welfare organisations for the benefit of **employees**
- c) **your** participation in exhibitions.

Business interruption

Loss resulting from interruption of or interference with the **business** carried on by **you** at the **premises** in consequence of **damage** to property used by **you** at the **premises** for the purpose of the **business**.

Business partner

Any person in **business** with **you** under the terms of a partnership agreement whether express or implied under legislation.

Computers

Computer hardware and its peripheral devices used for electronic processing, communication and storage of data.

Contents

Office and surgery fixtures and fittings, machinery, **equipment** and any other contents including:

- a) any office or surgery front and if fixed to the **buildings**, any external signs, fitments and blinds
- b) any telephone installation, gas or electricity meter
- c) **business** books and transparencies but only for their value as stationery plus the cost of clerical labour necessary to reproduce them
- d) **computer** systems records but only for the cost of the materials and the clerical labour and **computer** time necessary to reproduce them up to £25,000
- e) tenants' improvements and decorations up to the limit stated in the schedule
- f) trade samples and goods held in trust
- g) works of art up to £50,000
- h) **stock**
- i) stock of refrigerated and non-refrigerated drugs, vaccines and medicines up to the limits stated in the schedule

all contained in or on the **buildings** at the **premises** and belonging to **you** or for which **you** are responsible.

Excluding:

- i) precious metals and alloys except table accessories and cutlery
- ii) glass in any office or surgery front
- iii) **personal effects**
- iv) landlord's fixtures and fittings
- v) motor vehicles and their accessories
- vi) livestock

- vii) deeds, bonds, bills of exchange, promissory notes, securities, medals, coins or stamps forming part of a collection
- viii) any cost in respect of producing information to be recorded in documents, manuscripts, business books or **computer** system records
- ix) explosives
- x) **money**
- xi) property more specifically insured
- xii) jewellery
- xiii) **contents** in the open.

Damage

Physical loss, destruction or damage.

Data processing system

Any computer or data processing equipment or media or microchip or integrated circuit or any similar device or any computer software or computer firmware.

De jure or de facto

In law or as a matter of fact.

Declared value

Your assessment of the cost of **reinstatement** of the property insured at the level of costs applying at the start of the period of insurance (ignoring inflationary factors which may operate subsequently) together with due allowance for:

- a) additional cost of **reinstatement** to comply with European Union and public authority requirements
- b) professional fees
- c) debris removal costs.

Denial of service attack

Any actions or instructions constructed or generated with the ability to damage, interfere with or otherwise affect the availability of networks, network services, network connectivity or information systems. Denial of service attacks include but are not limited to the:

- a) generation of excess traffic into network addresses
- b) exploitation of system or network weaknesses
- c) generation of excess or non-genuine traffic between and amongst networks.

Employee

Any natural person who is:

- a) under a contract of service or apprenticeship with **you**
- b) under a work experience or similar scheme
- c) hired or borrowed by **you** from another employer and working for and while under **your** direct control or supervision in connection with the **business**.

Equipment

Electrically and mechanically powered machinery and equipment, including **computers** forming part of the **contents**.

Excess

The amount stated in this policy, the schedule or any endorsement for which **you** will be responsible and which will be deducted from any payment under this policy after all other terms and conditions have been applied.

Financial loss

- a) Damages, judgments, awards or settlements in respect of any **wrongful act** that **you** or an **insured person** (as defined in Section H Directors' & officers' liability) become legally liable to pay
- b) **defence costs** (as defined in Section H Directors' & officers' liability)
- c) **investigation costs** (as defined in Section H Directors' & officers' liability)
- d) reasonable legal fees, costs and expenses necessarily incurred by an **insured person** (as defined in Section H Directors' & officers' liability) with **our** prior written consent to obtain legal advice or to bring or defend proceedings including by way of judicial review or by way of other challenge to the political executive's decision to order an **insured person's extradition** (as defined in Section H Directors' & officers' liability) and to pursue appeals including appeals to the European Court of Human Rights.
- e) **prosecution costs** (as defined in Section H Directors' & officers' liability)
- f) the reasonable premium but not collateral for a bond or other financial instrument to guarantee for up to 12 months an **insured person's** (as defined in Section H Directors' & officers' liability) contingent obligation for a specific amount required by a court hearing a **claim** (as defined in Section H Directors' & officers' liability)
- g) costs payable in relation to shareholder derivative claims
- h) punitive, exemplary, aggravated and multiple damages imposed upon **you** or an **insured person** (as defined in Section H Directors' & officers' liability) if and only to the extent that such damages are insurable under the internal laws of the applicable jurisdiction most favourable to **you**, including without limitation the jurisdiction in which the **insured** (as defined in Section H Directors' & officers' liability), **we** or such **claim** (as defined in Section H Directors' & officers' liability) is located.

Provided that financial loss will not include:

- i) taxes, other than Section H – Additional cover extension – 14. Taxes and employee compensation
- ii) **employee** (as defined in Section H Directors' & officers' liability) compensation, other than Section H – Additional cover extension – 14. Taxes and employee compensation

- iii) social security contributions
- iv) fines or penalties imposed by law, other than Section H – Additional cover extension – 3. Civil fines and penalties
- v) damages that are uninsurable under the law pursuant to which Section H will be construed
- vi) **benefits** (as defined in Section H Directors' & officers' liability)
- vii) the costs to comply with any injunctive, interim or other non-monetary relief or any agreement to provide such relief
- viii) expenses including but not limited to legal and professional fees incurred in testing for, monitoring, cleaning up, removing, containing, treating, neutralising, detoxifying or assessing the effects of **pollutants** (as defined in Section H Directors' & officers' liability).

Ground heave

The upward movement of the ground beneath the **buildings** as a result of the soil expanding.

Hacking

Unauthorised access to any **computer** or other **equipment** or component or system or item which processes, stores, transmits, retrieves or receives data whether **your** property or not.

Landslip

The sudden movement of soil on a slope or the gradual creep of a slope over time.

Loss of eye

Loss of eye will include permanent and total loss of sight which will be deemed to have occurred:

- a) in both eyes when the condition is shown to **our** satisfaction to be permanent and without expectation of recovery and the **person insured's** name has been added to the Register of Blind Persons on the authority of a fully qualified ophthalmic specialist
- b) in one eye when the degree of sight remaining after correction is 3/60 or less on the Snellen Scale and **we** are satisfied that the condition is permanent and without expectation of recovery.

Loss of limb

- a) In the case of a lower limb loss by permanent physical severance at or above the ankle or permanent total loss of use of an entire leg or foot
- b) In the case of an upper limb loss by permanent physical severance of the entire 4 fingers through or above the metacarpal phalangeal joints or permanent total loss of use of an entire arm or hand.

Money

Current coinage, current bank and currency notes, postal orders, cheques, banker's drafts, bills of exchange, unused units in postage stamp franking machines, postage stamps, revenue stamps, National Savings certificates, National Insurance stamps, stamped or franked National Insurance cards, Holiday-with-Pay stamps, Dental Practice Board Payment forms, Premium Savings bonds, luncheon vouchers, trading stamps, credit card sales vouchers, consumer redemption vouchers and gift tokens accepted by **you** and VAT purchases invoices all pertaining to the **business** and belonging to **you** or for which **you** are responsible.

Non-negotiable money

Money in the form of crossed cheques, postal orders, crossed bankers' drafts, credit card sales vouchers, Premium Savings bonds, National Savings certificates, unused units in postage stamp franking machines, stamped or franked National Insurance cards and VAT purchase invoices all pertaining to the **business** and belonging to **you** or for which **you** are responsible.

Nuclear installation

Any installation of a class or description as may be prescribed by regulations made by the Secretary of State by statutory instrument being an installation designed or adapted for the:

- a) production or use of atomic energy
- b) carrying out of any process which is preparatory or ancillary to the production or use of atomic energy and which involves or is capable of causing the emission of ionising radiation
- c) storage, processing or disposal of nuclear fuel or bulk quantities of other radioactive matter being matter which has been produced or irradiated in the production or use of nuclear fuel.

Nuclear reactor

Any plant including any machinery, equipment or appliance whether affixed to land or not, designed or adapted for the production of atomic energy by a fission process in which a controlled chain reaction can be maintained without an additional source of neutrons.

Permanent total disablement

- a) In respect of a **person insured** who is gainfully employed by **you** and is below state retirement age and above 16 years of age: disablement caused excluding **loss of limb, loss of eye, total loss of hearing or total loss of speech** which will in all probability totally prevent the **person insured** from engaging in their **usual occupation** (as defined in section L Personal accident) for the remainder of their life.
- b) In respect of a **person insured** who is not gainfully employed by **you** or is above the state retirement age or below 16 years of age: disablement caused excluding **loss of limb, loss of eye, total loss of hearing or total loss of speech** which will in all probability entirely prevent the **person insured** from engaging in any and every occupation for the remainder of their life.

Personal effects

Any item of clothing or any other personal item made to be worn, used or carried about the person including passports, driving licences and proof-of-age cards.

Person insured

You, your business partner or any employee

Premises

The premises stated in the schedule.

Reinstatement

- a) The rebuilding or replacement of property suffering **damage** which provided that **our** liability is not increased may be carried out:
- i) in any manner suitable to **your** requirements
 - ii) upon another site
- b) the repair or restoration of property suffering **damage** in either case to a condition equivalent to or substantially the same as but not better or more extensive than its condition when new.

Stock

Stock and materials in trade and goods in trust contained in the **buildings** of the **premises** and owned by **you** or for which **you** are responsible excluding stock in the open.

Subsidence

The downward movement of the bearing soil on which the **building** rests.

Territorial limits

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

Terrorism

- a) Any act or preparation in respect of action or threat of action designed to influence the government **de jure** or **de facto** of any nation or any political division of any nation, or in pursuit of political, religious, ideological, or similar purposes to intimidate the public or a section of the public of any nation by any person or group of persons whether acting alone or on behalf of or in connection with any organisation or government **de jure** or **de facto** and which:
- i) involves violence against one or more persons
 - ii) involves damage to property
 - iii) endangers life other than that of the person committing the action
 - iv) creates a risk to health or safety of the public or a section of the public
 - v) is designed to interfere with or to disrupt an electronic system

- b) any action in controlling, preventing, suppressing, retaliating against or responding to any act or preparation in respect of action or threat of action described in a) above.

Total loss of hearing

Total and permanent loss of hearing.

Total loss of speech

Total and permanent loss of speech.

Underinsurance

- a) In respect of each item and each individual **premises** stated in the schedule or certificate to be insured on the day 1 inflation protection basis. If at the time of **damage** the **declared value** of the property covered by such item is less than the cost of **reinstatement** at the start of the period of insurance then **you** will be considered **your** own insurer for the difference and will bear a proportionate amount of any loss
- b) In respect of all other items and individual **premises**. If at the time of **damage** the sum insured under any item which is stated to be subject to underinsurance is less than the full reinstatement value of the property insured under that item **you** will be considered **your** own insurer for the difference and will bear a proportionate amount of any loss.

For the avoidance of doubt solely in respect of any item under this policy that is declared to be subject to **underinsurance** clause c) iii) of general condition 7 – Fair presentation of the risk will not apply.

Unoccupied

Any **building** or part of **building** or flat which is empty, disused, unfurnished or no longer in active use by **you** or any of **your** tenants.

Virus or similar mechanism

Program code, programming instruction or any set of instructions intentionally constructed with the ability to damage, interfere with or otherwise adversely affect **computer** programs, data files or operations whether involving self-replication or not including but not limited to Trojan horses, worms and logic bombs.

We, us or our

- a) In respect of the whole policy except Section J – Legal Expenses: Zurich Insurance plc.
- b) In respect of Section J: DAS Legal Expenses Insurance Company Limited.

You or your

The person, people or the company stated in the schedule as the policyholder.

Section A – Material damage

Cover

In the event of **damage** to property insured shown in the schedule by any of the insured events 1 to 9 and if stated in the schedule 10, occurring during the period of insurance **we** will settle **your** claim in accordance with the Claims conditions.

The most **we** will pay for **damage** to the property including additional costs is:

- a) the sum insured or limit applicable to that item as stated in the schedule or this policy or
- b) the sum insured or limit remaining after deduction for any other **damage** that occurred during the same period of insurance unless **we** have agreed to reinstate the sum insured or limit.

Unless otherwise stated in this policy, schedule or by endorsement the Insured events applicable to Section A numbers 1 to 9 inclusive are operative to the whole of this section.

Insured event 10 – Material damage 'All risks' is only operative if stated in the material damage section of the schedule.

The **excess** applicable to this section is stated in the policy schedule and may be amended by endorsement.

Insured events applicable to Section A – Material damage

1. Fire

Fire, lightning, explosion or earthquake.

2. Theft

Theft or attempted theft involving:

- a) forcible and violent entry to or exit from a **building** at the **premises**
- b) **bodily injury** or threat of **bodily injury** against **you** or your **employees**.

Excluding:

- i) theft or attempted theft of the fabric of the **buildings**
- ii) **contents** and **stock** in excess of £1,000 contained in outbuildings
- iii) theft or attempted theft caused or contributed to by any **employees**
- iv) **damage** to cash registers unless the drawer has been left open and all **money** removed whenever the **premises** is closed for **business** or unattended
- v) **damage** or **business interruption** unless all existing devices for securing the **buildings** of the **premises** are put into full and effective operation whenever the **premises** is closed for **business** or unattended.

3. Riot or civil commotion or malicious people

Riot or civil, labour or political disturbances or vandals or malicious people.

Excluding **damage** or **business interruption**:

- a) caused by theft or attempted theft
- b) arising from confiscation, requisition or destruction by order of government or any public authority
- c) resulting from stoppage of work.

4. Storm or flood

Storm or flood.

Excluding **damage** or **business interruption**:

- a) caused by frost, **subsidence**, **ground heave** or **landslip**
- b) in respect of gates and fences
- c) due solely to a change in the water table level
- d) in respect of **stock** contained in the basement of the **buildings** unless placed on racks or stillages at least 15 centimetres above the floor.

5. Escape of water

Escape of water from any fixed water apparatus.

In respect of any **buildings** insured under Section A1 **we** will also pay for **damage** to any fixed water apparatus caused by freezing or forcible or violent bursting.

Excluding **damage** or **business interruption** in respect of **stock** contained in the basement of the **buildings** unless placed on racks or stillages at least 15 centimetres above the floor.

6. Impact

Impact by:

- a) aircraft or other aerial devices
- b) any vehicle
or articles falling from them
- c) animals.

7. Aerials

Falling aerials, aerial fittings or masts.

Excluding **damage** or **business interruption** arising from the erection, dismantling, repairing or maintenance of aerials, aerial fittings or masts.

8. Leakage of fuel

Leakage of fuel oil used solely for the heating of the **buildings**.

9. Subsidence

Subsidence, **ground heave** or **landslip**.

Excluding:

- a) **damage** or **business interruption**:
 - i) caused by or arising from the settlement or movement of made up ground or by coastal or riverbank erosion
 - ii) occurring while the **buildings** or any part of the **buildings** are in the course of erection, demolition, structural alteration or structural repair
 - iii) caused by or arising from normal settlement or bedding down of structures within 2 years of completion or during the contract maintenance period whichever is the longer

- b) i) **damage** which originated prior to the inception of this Insured event
- ii) **business interruption** resulting from **damage** which originated prior to the inception of this Insured event
- c) i) **damage** to yards, forecourts, car parks, roads, pavements, posts, patios, terraces, walls, gates, fences, garden landscaping and paving
- ii) **business interruption** resulting from **damage** to yards, car parks, roads, pavements, forecourts, posts, patios, terraces, walls, gates, fences, garden landscaping and paving

unless there is **damage** to a **building** at the **premises** at the same time and from the same cause.

You must give **us** notice immediately **you** become aware of any building, demolition or excavation operations being commenced on any site adjoining the **premises**. Such building, demolition or excavation operations will constitute an alteration in risk and **we** will not have accepted the revised risk unless **we** confirm in writing. **We** may need to vary the cover in respect of **damage** and **business interruption** if Section B1 is operative caused by or arising from **subsidence, ground heave** or **landslip** in respect of the relevant **premises**. **You** will be under no obligation to accept the amended terms but **we** will not accept the revised risk until **you** do so which may mean **your subsidence, ground heave** and **landslip** cover at the relevant **premises** is no longer valid and claims are not met.

10. Material damage 'All risks'

This Insured event is optional and is only operative if stated in the schedule.

Damage by any cause.

Excluding:

- a) **damage** or **business interruption**:
 - i) caused by or resulting from any of Insured events 1 to 9
 - ii) excluded under Insured events 1 to 9
- b) **damage** or **business interruption** caused by or happening through faulty or defective design, materials, handling or workmanship, inherent fault or defect, undiscovered defect, gradual deterioration or wear and tear
this will not exclude subsequent **damage** or **business interruption** resulting from any other cause which happens afterwards and is not otherwise excluded
- c) **damage** or **business interruption** caused by or happening through:
 - i) corrosion, rust, change in temperature, dampness, wet or dry rot, shrinkage, evaporation, loss of weight, loss of any liquid by leakage of its container, moth, vermin, insects, marring or scratching
 - ii) change in colour, flavour, texture or finish
 - iii) mechanical or electrical **breakdown** or derangement of the particular machine, apparatus or **equipment** in which the **breakdown** or derangement originates

this will not exclude such **damage** or **business interruption** if it results from a cause which is not otherwise excluded

- d) i) **damage to buildings** caused by its own collapse or cracking
- ii) **business interruption** resulting from collapse or cracking of a **building**
this will not exclude such **damage** or **business interruption** if it results from a cause which is not otherwise excluded
- e) **damage** or **business interruption** caused by or consisting of:
 - i) disappearance, unexplained or inventory shortage, misfiling or misplacing of information
 - ii) cracking, fracturing, collapse or overheating of boilers, economisers, vessels, tubes or pipes, nipple leakages and/or the failure of welds or boilers
 this will not exclude:
 - i) **damage** or **business interruption** if it results from a cause which is not otherwise excluded
 - ii) subsequent **damage** or **business interruption** if it results from another cause which happens afterwards and is not otherwise excluded
- f) **damage** or **business interruption** caused by or resulting from:
 - i) any process of cleaning, repairing, restoring, cutting, preparation or fitting
 - ii) theft or attempted theft
 - iii) acts of fraud or dishonesty
 - iv) felling or lopping trees
- g) **damage** to:
 - i) property in transit other than as covered under Additional cover A2 Property temporarily removed
 - ii) property or structures in course of construction or erection and materials or supplies in respect of that property
 - iii) gates or fences or moveable property in the open caused by wind, rain, hail, sleet, snow, flood or dust
 - iv) gaming machines and the baize playing surface of playing tables when in use
- h) accidental breakage or cracking of fixed glass or sanitaryware
- i) in respect of Section A – Material damage, cost or expense of any kind not directly associated with the incident that caused **you** to claim unless expressly stated to be insured.

Special exclusion applying to the Insured events

1. Pollution or contamination

Insured events 1 to 10 exclude **damage** or **business interruption** caused by or resulting from pollution or contamination unless:

- a) pollution or contamination is caused by an Insured event 1 to 6 or
- b) Insured events 1 to 9 and if stated in the schedule 10 operate as a direct result of pollution or contamination.

Material damage additional cover extensions

Applicable to the whole of Section A – Buildings, contents and stock

1. Additional costs

- a) For each item under Section A we will pay:
- i) architects', surveyors', legal and consulting fees reasonably and necessarily incurred in the **reinstatement** or repair of property resulting from its **damage** but not fees for preparing a claim
 - ii) costs incurred in boarding up, shoring up or weatherproofing those parts of the property that have suffered **damage**
 - iii) the cost of complying with any European Union, government or local authority requirements following **damage** excluding:
 - 1) costs where **you** were given notice of the requirements prior to the **damage** occurring
 - 2) the cost of work stipulated in any notice already served upon **you**
 - 3) costs relating to undamaged property except undamaged foundations of damaged **buildings**.
- b) The insurance in respect of **buildings** includes the cost of clearing that part of the property that has suffered **damage** from the site of that **damage** and the surface area immediately adjacent to it.

2. Automatic reinstatement of the sum insured

The sum insured by each item will not be reduced by the amount of any claim unless **we** or **you** confirm to the contrary within 21 days of the claim being notified to **us** and provided that:

- a) **you** pay an additional premium if required by **us** to reinstate the sum insured for the period from the date of the loss to expiry of the period of insurance; and
- b) **you** take immediate steps to carry out any amendments in the protections of the property insured that **we** acting reasonably may require.

The most **we** will reinstate in any one period of insurance is the sum insured by each item.

3. Capital additions

This section includes:

- a) any newly acquired **buildings** or **contents** in the **territorial limits** not otherwise insured
- b) alterations, additions and improvements to **buildings** or **contents**

but not for any increase in value during the current period of insurance at any of the **premises** insured under this policy.

Provided that:

- i) the most **we** will pay at any one situation is 10% of the sum insured for **buildings** and **contents** up to a maximum of £500,000.
- ii) **you** tell **us** as soon as reasonably possible of any extension of cover detailed above and arrange insurance cover from the date that **our** liability commenced.

4. Glass

We will pay for accidental breakage of fixed glass in windows, doors, showcases, counters and shelves which **you** are legally responsible for at the **premises**.

The most **we** will pay is the cost of replacing broken glass with glass of similar quality or as otherwise recommended by British Standard code of practice BS 6262.

We will also pay up to £500 for:

- a) the cost of boarding up until the broken glass is replaced
- b) damage to **contents** or **stock** caused by breakage of glass in any office or surgery front
- c) damage to frames and framework of any description and the cost of removing or replacing any **contents** or **stock** which may have to be removed to replace the glass.

Provided that:

- i) cover is not otherwise excluded by any of insured events 1 to 9.

Excluding:

- 1) silvering, lettering, bending or ornamenting any glass in excess of £1,000 any one loss
- 2) breakage of cracked or scratched glass
- 3) **damage** resulting from repairs or alterations to the **premises**
- 4) **damage** to glass that is more specifically insured elsewhere.

5. Inflation protection – day 1

Applicable to each item insured on the day 1 inflation protection basis as stated in the schedule.

- a) At the start of each period of insurance **you** will notify **us** of the **declared value** of the property insured by each of the applicable items. If **you** do not declare this **we** will take the last amount declared by **you** as the **declared value** for the following period of insurance.
- b) **Our** liability for the repair or restoration of property partly **damaged** will not exceed the amount which would have been payable had that property been totally destroyed.
- c) Where because of provisos a) i), ii) or iii) of Claims condition 8 claims are payable under paragraphs a) 1) or 2) of Claims condition 8 the sum insured under each item will be the **declared value** uplifted by the percentage stated in the schedule at the time of the **damage**.

6. Inflation protection – index linking

If index linking is stated in **your** schedule as applying **we** will automatically adjust the sums insured for **buildings** and **contents** in line with changes in suitable indices of cost. This adjustment will continue after any **damage** if the repairs or **reinstatement** are done without delay.

We will not charge any extra premium during the period of insurance but at the end of the period **we** will calculate the renewal premium based on the revised sum insured.

7. Landscaped gardens

We will pay reasonable costs and expenses necessarily incurred with **our** prior consent in repairing any **damage** caused by the emergency services to landscaped gardens at the **premises** for which **you** are legally responsible provided that the emergency services have attended **your premises** in response to **damage** caused by an operative insured event.

The most **we** will pay for any one occurrence is the limit as stated in the schedule.

Excluding:

- a) the cost of movement of soil with the exception of soil necessary for surface preparation
- b) the failure of trees, shrubs or turf to become established following planting or replanting
- c) the failure of seed to germinate.

8. Metered supplies

We will pay for excess water, gas or electricity supply charges demanded from **you** by the supply authority following loss of metered supplies as a result of **damage** by insured events 1 to 9 and if stated in the schedule 10 to fixed pipes, apparatus and tanks provided that **you** have kept a weekly written record of meter readings from the supply authority.

The most **we** will pay for any one occurrence is the limit stated in the schedule.

9. Other interests

The interest of any freeholder, mortgagee, lessor, heritable creditor 'Primo Loco' or 'Secundo Loco' or similar party is noted. The nature and extent of such additional interests must be disclosed immediately following **damage** which is the subject of any claim.

10. Sanitaryware

We will pay for accidental breakage of fixed sanitaryware at the **premises** for which **you** are legally responsible.

Excluding **damage** resulting from repairs or alterations to the **premises**.

11. Trace and access

In the event of **damage** to property insured caused by Insured events 5 or 8 **we** will also pay for:

- a) reasonable costs and expenses necessarily incurred in locating the source of the **damage**
- b) reasonable costs and expenses necessarily incurred in repairing any **damage** caused in locating the source of the **damage**.

The most **we** will pay for any one occurrence is the limit stated in the schedule.

12. Unauthorised use of electricity, gas, oil or water

We will pay the cost of metered electricity, gas, oil or water for which **you** are legally responsible arising from its unauthorised use by persons taking possession, keeping possession or occupying the **premises** without **your** authority.

Provided that all practicable steps are taken to terminate unauthorised use as soon as it is discovered

The most **we** will pay is £10,000 or 10% of the sum insured for Section A of the relevant **premises** whichever is the lesser.

13. Underground cables

We will pay the cost of accidental **damage** to underground cables, pipes or tanks servicing the **buildings** which **you** are legally responsible for.

Applicable to Section A1 – Buildings

1. Loss of rental income

If any **buildings** are made uninhabitable as a result of **damage** **we** will pay for **your** loss of rental income until the **building** is repaired or reinstated.

The most **we** will pay for any one occurrence is the limit stated in the schedule.

The work of repair or **reinstatement** must be done without delay.

2. Selling your buildings

If **you** are selling **your buildings** **we** will insure the buyer up to the date the contract is completed unless they have arranged their own insurance. The buyer must comply with the terms and conditions of this policy.

Applicable to Section A2 – Contents and stock

1. Accidental discharge of gas systems

We will pay the cost of refilling the cylinder(s) of any gas flooding systems installed solely for the protection of **computer equipment** arising out of the accidental discharge of a system

The most we will pay is £5,000.

Excluding costs incurred as a direct result of the gas system being installed commissioned or undergoing any form of testing.

2. Customers' effects

We will pay for **damage** by insured events 1 to 9 and 10 if stated in the schedule to clothing and personal effects of **your** customers.

The most we will pay for any one occurrence is the limit stated in the schedule.

Excluding jewellery and furs.

3. Debris removal costs

We will pay for costs and expenses incurred in removing debris of the **contents** and **stock** at the **premises** and the area immediately adjacent following **damage** by insured events 1 to 9 and if stated in the schedule 10.

Excluding costs or expenses arising from pollution or contamination of property not insured by this policy.

4. Deterioration of drugs, vaccines and medicines

We will pay for **damage** to drugs, vaccines and medicines used in connection with **your business** resulting from a change in temperature in the cold chambers of a fridge or freezer as a direct result of:

- a) mechanical or electrical **breakdown** of the fridge or freezer
- b) failure of the public supply of electricity at the terminal ends of the supplier's service feeders at the **premises**
- c) failure of the electrical installation connecting the fridge or freezer to the supplier's service feeders
- d) action of refrigerant fumes escaping from the fridge or freezer.

We will pay **you** the cost of replacing the drugs, vaccines and medicines

The most we will pay:

- a) is the limit stated in the schedule at the time of the **damage**
- b) 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 sum insured or limit.

Provided that:

The fridge or freezer is not more than 10 years old and is within:

- a) the surgery
- b) an outbuilding

at the **premises** used by **you** for purposes of the **business**.

Excluding:

- a) consequential loss of any kind
- b) loss in consequence of a failure of the supply of electricity directly or indirectly due to:
 - i) a deliberate act of the supplier not performed for the sole purpose of safeguarding life or protecting any part of the supply system
 - ii) a scheme of rationing not necessitated by **damage** to the supplier's generating or supply equipment
 - iii) the inability of the supplier to maintain the supply system due to industrial action by any of its employees
- c) **your** wilful neglect.

5. Equipment breakdown

We will pay:

- a) for **damage** to **equipment** during the period of insurance at the **premises** caused by its **breakdown** which **you** are legally responsible for under an **approved maintenance agreement**
- b) repair investigation costs necessarily and reasonably incurred by **you**.
- c) additional costs to make temporary repairs necessarily and reasonably incurred by **you**.

Provided that:

- a) **you** back up data records at least once every seven days and either
 - i) store records at the **premises** in a fire resisting data cabinet of at least two hours fire resistance or
 - ii) store records elsewhere than at the **premises** and
 - iii) store all computer media in accordance with the manufacturer's recommendations
- b) **you** supply **us** with a copy of any **approved maintenance agreement** on request.

The most **we** will pay for any one occurrence is the limit stated in the schedule.

Excluding:

- i) **damage** caused by or happening through
 - 1) **damage** to any item of **equipment** or occasioned by its own **breakdown** unless there is in force an **approved maintenance agreement** in respect of the item
 - 2) **damage** to **equipment** which any manufacturer, supplier, agent or maintenance undertaking is responsible for under the terms of a guarantee or maintenance agreement, rental, hire or lease agreement
 - 3) **damage** to any device for safety or protection when it operates for that purpose or to bulbs, heating elements, photo-electric cells, transistors, batteries, LCD or plasma displays, cathode ray tubes and similar apparatus
 - 4) non-compliance by **you** with the maintenance requirements specified by the **equipment** manufacturer or supplier.
- ii) the value to **you** of data stored on **equipment** or computer media.

6. Exhibition cover

We will pay for **damage** to **contents** by Insured events 1 to 9 and if stated in the schedule 10, while at exhibitions within the **territorial limits** or the Republic of Ireland.

The most **we** will pay for any one exhibition is the limit stated in the schedule.

Excluding **your** personal belongings or those of **your** directors, **employees** or visitors.

7. Medical bags and cases

We will pay for **damage** to practice bags or cases including their contents used in connection with **your business** whilst with **you** or **your employees** within the **territorial limits** and the Republic of Ireland.

The number of bags and cases covered is stated in the schedule.

The most **we** will pay for any one occurrence is the limit stated in the schedule.

Excluding:

Damage by theft from any unattended motor vehicle unless all doors and windows are closed and the manufacturer's security devices have been put into operation and all keys have been removed from the vehicle and the bag was hidden in a glove or luggage compartment.

8. Personal effects

We will pay for **damage** by Insured events 1 to 9 and if stated in the schedule 10 to **your** pedal cycles, clothing and **personal effects** or those of **your employees**.

The most **we** will pay for any one occurrence is the limit stated in the schedule.

Excluding jewellery and furs.

9. Property temporarily removed

We will pay for **damage** to **contents** while temporarily removed from the **premises** for cleaning, renovation, repair or similar purposes provided that the **damage** is caused by an operative Insured event and the **contents** are within the **territorial limits** or the Republic of Ireland at the time of **damage**.

The most **we** will pay for any one occurrence is the limit stated in the schedule.

Excluding:

- a) **damage** to **your** personal belongings or those of **your** directors, **employees** or visitors
- b) **damage** caused by storm or flood while in the open.

10. Seasonal increase drugs, vaccines and medicines

The sums insured in respect of **contents** relating to **stock** of refrigerated and non-refrigerated drugs, vaccines and medicines will be increased each year by the percentage amount during the time period stated in the schedule.

11. Theft damage to buildings

We will pay for **damage** to the **buildings** of the **premises** resulting from theft or attempted theft of **contents** or **stock** to the extent that theft is insured under this section.

Provided that:

- a) **you** are legally responsible for repairing the **damage**
- b) in respect of **damage** to glass the police accept that the **damage** is evidential until proven otherwise of theft or attempted theft
- c) the **buildings** of the **premises** that sustain **damage** are not insured under this policy.

12. Theft of keys

We will pay for the necessary replacement of locks following the loss of keys, card keys and swipe cards or other similar access control devices to the **buildings** or to any safe or strong room in the **buildings** as a result of theft from:

- a) the **buildings**
- b) the home of any director or **employee**.

The most **we** will pay for any one occurrence is the limit stated in the schedule.

Excluding loss of keys to any safe where the keys have been left in the **buildings** overnight.

Section A1 – Buildings

Material damage

This section is only operative if stated in the schedule.

Cover

In the event of **damage** to **buildings** insured shown in the schedule by Insured events 1 to 9 and if stated in the schedule 10, occurring during the period of insurance **we** will settle **your** claim in accordance with the Claims conditions.

The most **we** will pay for **damage** to the **buildings** including additional costs is:

- a) the sums insured or limit applicable to that item or
- b) the sum insured or limit remaining after deduction for any other **damage** that occurred during the same period of insurance unless **we** have agreed to reinstate the sum insured or limit.

Unless otherwise stated in this policy, schedule or by endorsement the Insured events applicable to Section A numbers 1 to 9 inclusive are operative to the whole of this section.

Insured event 10 – Material damage 'All risks' is only operative if stated in the material damage section of the schedule.

The **excess** applicable to this section is stated in the policy schedule and may be amended by endorsement.

Section A2 – Contents and stock

Material damage

Cover

In the event of **damage** to the **contents** or **stock** insured shown in the schedule by Insured events 1 to 9 and if stated in the schedule 10, occurring during the period of insurance **we** will settle **your** claim in accordance with the Claims conditions.

The most **we** will pay for **damage** to the **contents** or **stock** including additional costs is:

- a) the sums insured or limit applicable to that item or
- b) the sum insured or limit remaining after deduction for any other **damage** that occurred during the same period of insurance unless **we** have agreed to reinstate the sum insured or limit.

Unless otherwise stated in this policy, schedule or by endorsement the Insured events applicable to Section A numbers 1 to 9 inclusive are operative to the whole of this section.

Insured event 10 – Material damage 'All risks' is only operative if stated in the material damage section of the schedule.

The **excess** applicable to this section is stated in the policy schedule and may be amended by endorsement.

Sections A1 – Buildings and Section A2 – Contents and stock

Material damage

Special provision

1. Underinsurance

The sums insured under each item on **buildings**, **contents** and **stock** are separately subject to **underinsurance**.

Special conditions

1. Unoccupied premises notification

You must tell us immediately you become aware that any **building** or part of any **building** at the **premises** is **unoccupied**. We reserve the right to apply additional terms and conditions beyond those detailed in special condition 2 at the time you notify us including increasing the premium and requiring you to complete any risk improvement measures that we consider essential. You will be under no obligation to accept any additional terms applied under this condition but if you refuse to do so we may invoke general condition 4 – Cancellation notice.

2. Unoccupied buildings requirements and cover restrictions

In the event of any **buildings** becoming **unoccupied** cover will be restricted to **damage** caused by Insured events 1 – Fire and 6 – Impact only.

In respect of **unoccupied buildings** it is a condition precedent to our liability in respect of those **buildings** and events 1 – Fire and 6 – Impact that within 7 days of you first becoming aware of the unoccupancy:

- a) the gas, electricity, excluding power required for an intruder alarm or fire alarm system and water supplies are turned off at the mains and any water pipes, apparatus and tanks are drained down
- b) any devices for preventing access to the **buildings** are in full and effective operation at all times
- c) the **premises** are clear of any waste materials and redundant **contents**
- d) any accessible windows and doors are securely boarded over
- e) the letter box is permanently sealed shut or a non-combustible receptacle be permanently fixed to the letter box
- f) you have commenced a minimum of weekly inspections of the **premises** by a responsible person and a record of the results of such inspections is kept at another location. You must take immediate action to remedy any deterioration in the fabric of the **building** or non-compliance with a) to e) unless otherwise agreed by us in writing.

Section B – Business interruption and book debts

This section is only operative if stated in the schedule.

Special definitions

Incident

Damage to property used by you at the premises for the purposes of the business.

Income

The money paid or payable to you in relation to the business at the premises for services provided.

Increased cost of working

The reasonable costs necessarily incurred by you in order to minimise the interruption or interference with the business, including:

- a) removal to and from temporary premises
- b) increase in rent, rates and taxes
- c) salaries of additional employees and overtime payments
- d) reconstitution of documents, manuscripts, business books, records and computer systems records but not the cost of the stationery or other materials.

Indemnity period

The period beginning with the occurrence of the incident and ending when the results of the business are no longer affected by the incident or on expiry of the maximum indemnity period whichever occurs first.

Maximum indemnity period

The time period stated in the schedule or in this policy whichever is the lesser. This is a consecutive time period and commences from the date of the incident.

Notifiable diseases

One of the following specified human infectious or human contagious diseases:

Acute encephalitis	Malaria	Scarlet fever
Acute poliomyelitis	Measles	Smallpox
Anthrax	Meningitis	Tetanus
Bubonic Plague	Meningococcal infection	Tuberculosis
Cholera	Mumps	Typhoid fever
Diphtheria	Ophthalmia neonatorum	Typhus fever
Dysentery	Paratyphoid fever	Viral hepatitis
Legionellosis	Rabies	Viral haemorrhagic
Legionnaires Disease	Relapsing fever	Whooping cough
Leprosy	Rubella	Yellow fever
Leptospirosis		

an outbreak of which the competent local authority has stipulated will be notified to them.

Outstanding debit balances

The amounts debited or invoiced to customers as set out in your accounts but not paid at the time of the damage adjusted for bad debts and any abnormal trading conditions which had or could have had a material effect on the business.

Professional accountant's charges

The reasonable charges payable by you to your professional accountants for producing details that we require for any claim but not costs you incur for preparing any claim.

Cover

The Insured events applicable to Section A numbers 1 to 9 inclusive and if stated in the schedule 10, are operative in respect of this section unless otherwise stated in this policy, schedule or by endorsement.

Insured event 10 – Material damage 'All risks' is only operative if stated in the material damage section of the schedule.

We will settle **your** claim occurring during the period of insurance in accordance with the Claims conditions.

Section B1 – Loss of income and increased cost of working

In the event of any *incident* occurring during the period of insurance which causes interruption of or interference with the **business** we will pay **you** in respect of each item stated in the schedule the amount of loss that results from that interruption or interference during the *indemnity period*.

Provided that:

- a) the *incident* is caused by an operative Insured event
- b) at the time the *incident* occurs there is insurance in force covering **your** interest in the property at the **premises** against the **damage** and that payment under the insurance:
 - i) has been made or liability has been admitted for it
 - ii) would have been made or liability admitted for it if not for a provision excluding losses below a certain amount.

We will pay **you**:

Item 1 – Loss of income and increased cost of working

- 1) the shortfall in actual *income* during the *indemnity period* compared to the *income* we assess you would have earned at the **premises** during the *indemnity period* had the *incident* not occurred
- 2) *increased cost of working* incurred with **our** consent solely to minimise the loss of *income* but not exceeding the amount of loss of *income* that is avoided as a result of this expenditure
- 3) *professional accountant's charges*.

For the purposes of 1) above:

- A) **our** assessment of the *income* **you** would have earned but for the *incident* will be the actual *income* earned at the **premises** during the 12 months immediately before the *incident* that corresponds with the *indemnity period* and adjusted for the trends of **your business** and any other factors either before or after the *incident* that would have affected the **business** results
- B) the actual *income* earned at the **premises** during the *indemnity period* will include *income* earned either by **you** or by others acting on **your** behalf at other locations
- C) **we** will take account of any charges or other expenses of the **business** payable out of *income* that cease or are reduced as a consequence of the *incident*
- D) to the extent **you** are accountable to the tax authorities for Value Added Tax all terms in this section will be exclusive of that tax.

Item 2 – Increased cost of working only

We will pay **you**:

- 1) reasonable *increased cost of working* incurred during the *indemnity period*
- 2) *professional accountant's charges* reasonably incurred for producing details that **we** require for any claim.

The most **we** will pay is:

- a) the business interruption limit of indemnity stated in the schedule or in respect of each extension any lower limit of indemnity stated in this policy, the schedule or by endorsement applicable at the time of the incident
- b) the limit remaining after deduction for any other loss under this section occurring during the same period of insurance unless **we** have agreed to reinstate the limit.

Additional cover extensions applicable to Section B1 – Loss of income and increased cost of working

The insurance under Section B1 includes loss resulting from interruption of or interference with the **business** at the **premises** resulting from the contingencies described in the following extensions which will each be deemed to be an *incident*.

Unless stated otherwise the *maximum indemnity period* will be as stated in the schedule.

1. Documents temporarily removed

Damage occurring during the period of insurance by an operative Insured event to plans, designs, deeds, briefs, non-negotiable documents, manuscripts, business books, office and computer systems records belonging to **you** or for which **you** are responsible while temporarily at locations other than the **premises** and in transit all within the **territorial limits** or the Republic of Ireland including while in the post.

2. Equipment breakdown

- a) **Damage** to **equipment** caused by its **breakdown** for which **you** are legally responsible under an **approved maintenance agreement**
- b) **damage** to data, software or third party proprietary software stored on fixed disks or computer media in consequence of **damage** to **equipment** caused by its **breakdown** for which **you** are legally responsible under an **approved maintenance agreement**

occurring during the period of insurance at the **premises**.

Provided that **you**:

- i) back up data records at least once every seven days; and
- ii) store records at the **premises** in a fire resisting data cabinet of at least two hours fire resistance or elsewhere than at the **premises**; and
- iii) store all computer media in accordance with the manufacturer's recommendations.

The most **we** will pay other than in respect of costs to recompile or restore data or software or replace third party proprietary software is £50,000 any one occurrence.

The most **we** will pay any one occurrence in respect of costs to recompile or restore data or software or replace third party proprietary software is the limit stated in the schedule.

Excluding:

- 1) **damage** caused by happening through:
 - A) non-compliance by **you** with the maintenance requirements specified by the **equipment** manufacturer or supplier
 - B) a failure of the public supply of electricity directly or indirectly due to:
 - a) a deliberate act of the supply authority not performed for the sole purpose of safeguarding life or protecting any part of the supply system
 - b) a scheme of rationing not necessitated by accidental damage to the supply authority generating or supply equipment
 - c) the inability of the supply authority to maintain the supply system due to industrial action by any of its employees
 - C) a failure of any telecommunications systems directly or indirectly due to:
 - a) a deliberate act of the telecommunications authority or the exercise by the telecommunications authority of its power to withhold or restrict operation of the system
 - b) the inability of the telecommunications authority to maintain the system due to industrial action by any of its employees
 - c) the use by **you** of **equipment** which is not approved by the telecommunications authority
 - d) failure of any satellite prior to its obtaining its full operating function or while in or beyond the final year of its design life
 - e) atmospheric solar or lunar conditions causing temporary interference with transmission to or from any satellite.
- 2) the value to **you** of data stored on **equipment** or computer media

3. Essential employee

We will pay reasonable additional expenses necessarily incurred for the sole purpose of avoiding or diminishing any interruption of or interference with the **business** during the *indemnity period* resulting from any of **your** principals, directors or **business partners** sustaining injury in the course of the **business** during the period of insurance which results in their death or which in **our** Medical Officer's opinion will in all likelihood result in permanent total inability to attend to their usual activities in the **business**.

For the purpose of this extension:

- a) 'injury' will mean accidental bodily injury not including sickness, disease or any naturally occurring condition or degenerative process or any gradually operating cause
- b) 'indemnity period' will mean the period during which the results of the **business** are affected resulting from the occurrence beginning with the date of the accident causing injury but not exceeding the *maximum indemnity period*
- c) the *maximum indemnity period* will be 3 months.

The most we will pay is the limit stated in the schedule.

4. Internet

Accidental failure of the supply of internet services at the terminal point of the service provider's feed to the **premises**.

The *maximum indemnity period* is 7 days.

The most we will pay in any one period of insurance is the limit stated in the schedule.

Excluding:

- a) any loss resulting from:
 - i) the deliberate acts of any supplier of electricity, telecommunications, internet, intranet or extranet services
 - ii) strikes or any labour or trade dispute.
- b) any amount recoverable under the terms of a service level agreement
- c) any loss that does not involve a loss of service of at least 24 consecutive hours.

5. Lottery winner

We will pay reasonable expenses necessarily incurred by **you** to minimise interruption of or interference with the **business** at the **premises** during the *indemnity period* due to the resignation of an **employee** or **employees** resulting from a monetary win from participation in the United Kingdom National Lottery, EuroMillions Lottery, Irish National Lottery or National Savings and Investment Premium Bonds prize draws or United Kingdom National Football Pools where the amount won is in excess of £100,000 per individual **employee**.

For the purpose of this extension:

- a) 'indemnity period' will mean the period during which the results of the **business** are affected beginning with the occurrence of the monetary win but not exceeding the *maximum indemnity period*
- b) the *maximum indemnity period* will be 3 months.

The most we will pay is the limit stated in the schedule.

Excluding any loss where the **employee**:

- i) has been employed by **you** for a period of less than 12 consecutive months
- ii) has served notice or has been served notice of termination of their employment with **you** prior to the monetary win
- iii) has been absent from work due to sickness, disability or disciplinary suspension for a period of more than 4 weeks immediately prior to the monetary win
- iv) works their full period of notice in accordance with their contract of employment with **you**.

6. Notifiable Diseases and other Health Risks, Murder or Suicide

We will pay for loss resulting from interruption of or interference with the **business** at the **premises** resulting from:

- a) food or drink poisoning
- b) any occurrence of a **notifiable disease** at the **premises** or in connection with food or drink supplied from the **premises**
- c) any discovery of an organism at the **premises** likely to result in the occurrence of a **notifiable disease**
- d) the discovery of vermin or pests at the **premises**
- e) any accident causing defects in the drains or other sanitary arrangements at the **premises**
- f) any occurrence of murder or suicide

which causes restrictions on the use of the **premises** on the order or advice of the competent local authority.

Provided that:

- i) for the purpose of this extension the **maximum indemnity period** is 3 months
- ii) we will only be liable for the loss arising at those **premises** which are directly affected by the occurrence, discovery or accident.

Supplementary conditions to extension 6

- 1) You must comply with any issues identified as Contraventions arising from a Food Premises Inspection Report within the timescales stated in that report.
- 2) You must notify us as soon as reasonably practicable of any prohibition notice, emergency prohibition notice or emergency prohibition order served against you or the manager of the **premises** in relation to a breach of the Food Safety Act 1990, General Food Regulations 2004 or Food Hygiene Regulations 2006 including any modifications to them or re-enactment of them.

Excluding:

- A) loss arising from restrictions on the use of the **premises** in consequence of an emergency prohibition notice or emergency prohibition order being served against you or the manager of the **premises** in relation to a breach of the Food Safety Act 1990, General Food Regulations 2004 or Food Hygiene Regulations 2006 including any modifications to them or re-enactment of them
- B) any costs incurred in the cleaning, repair, replacement, recall or checking of property

7. Prevention of access

Damage caused by an operative Insured event during the period of insurance to property in the vicinity of the **premises** which prevents or hinders the use of the **premises** or access to them.

The most we will pay is £100,000.

8. Public utilities

Accidental failure during the period of insurance of the public supply of electricity, gas or water at the terminal point of the supply authorities feed to the **premises**.

The most we will pay is £100,000.

Excluding:

- a) the deliberate acts of the supply authority
- b) drought, atmospheric or weather conditions but this will not exclude failure due to **damage** to equipment caused by these conditions
- c) strikes or any labour or trade dispute.

9. Telecoms

Accidental failure of the supply of telecommunications services at the terminal point of the service provider's feed to the **premises**.

The *maximum indemnity period* is 7 days.

The most **we** will pay in any one period of insurance is the limit stated in the schedule.

Excluding:

- a) any loss resulting from:
 - i) the deliberate acts of any supplier of telecommunications services
 - ii) failure of any satellite
 - iii) strikes or any labour or trade dispute.
- b) any amount recoverable under the terms of a service level agreement
- c) any loss that does not involve a loss of service of at least 24 consecutive hours.

10. Transit

Damage to **your** property used in the **business** while in transit in the **territorial limits** but excluding **damage** to the conveying vehicle.

The most **we** will pay is the limit stated in the schedule.

11. Unspecified customers

Damage to property by an operative insured event occurring during the period of insurance at any of **your** customers' premises within the **territorial limits**.

The most **we** will pay is the limit stated in the schedule.

12. Unspecified suppliers

Damage to property by an operative Insured event occurring during the period of insurance at any of **your** suppliers' premises within the **territorial limits** but excluding the suppliers of gas, water, electricity, telecommunications or internet, intranet or extranet services.

The most **we** will pay is the limit stated in the schedule.

Section B2 – Book debts

In the event of **damage** by an operative Insured event occurring during the period of insurance to **your** books of account or other **business** books or records while:

- a) at the **premises**
- b) temporarily removed from the **premises** within the **territorial limits** or the Republic of Ireland including while in transit

and as a direct result of the **damage** you are unable to trace *outstanding debit balances* due to **you** we will pay **you**:

- i) the difference between *outstanding debit balances* and the total of the amounts received or traced
- ii) additional expenses incurred by **you** with **our** consent in tracing and establishing *outstanding debit balances*
- iii) *professional accountant's charges*

but not exceeding

- 1) the limit of indemnity stated in the schedule
- 2) the limit remaining after deduction for any other loss under this section occurring during the same period of insurance unless **we** have agreed to reinstate the limit.

Additional cover extension applicable to Section B1 – Loss of income and increased cost of working and Section B2 – Book debts

1. Automatic reinstatement of the sum insured

The sum insured by each item will not be reduced by the amount of any claim unless **we** or **you** confirm to the contrary within 21 days of the claim being notified to us and provided that:

- a) **you** pay an additional premium if required by **us** to reinstate the sum insured for the period from the date of the loss to expiry of the period of insurance; and
- b) **you** take immediate steps to carry out any amendments in the protections of the property insured that **we** acting reasonably may require.

The most **we** will reinstate in any one period of insurance is the sum insured by each item.

2. Capital additions

The insurance under this section will subject to its terms and conditions include any **premises** within the **territorial limits** not otherwise insured that are newly acquired by **you**.

Provided that:

- a) the activities carried out at the newly acquired **premises** are similar to those at other **premises** and fall within the definition of **business**
- b) **you** will tell **us** as soon as reasonably possible of any acquisition and take out insurance cover from the date that **our** liability commenced
- c) **we** will have the right to charge an appropriate additional premium pro rata from the date of acquisition and to vary the terms of this insurance in respect of that acquisition
- d) the most **we** will pay in respect of any one **premises** is 10% of the limit of indemnity stated in the schedule or £500,000 whichever is the lesser.

Special provision

1. Underinsurance

The sums insured under Section B1 Item 1 – Loss of income and/or increased cost of working, and Section B2 – Book debts are separately subject to **underinsurance**.

Special conditions

1. Storage of books of account and other business books and records

You must back up data records at least once every seven days and either:

- a) store such records at the **premises** in a fire resisting data cabinet of at least two hours fire resistance
or
- b) store such records elsewhere than at the **premises**.

2. Winding up, receivership or liquidation of the business

We will not pay under this section if the **business** is permanently discontinued, wound up or carried on by a liquidator or receiver unless **we** have agreed to do so.

Section C – Money

Special definitions

Assault

- a) Violent or criminal assault
- b) attack by animals.

Bodily injury

Accidental injury excluding illness, disease or any naturally occurring condition or degenerative process or any gradually operating cause.

Business hours

Any time when **you, your business partner, directors or employees** with responsibility for **money** are in **your premises** for the purpose of the running of the **business**.

Usual occupation

The occupation of the **person insured** as stated in **your records** at the date of sustaining **bodily injury**.

Weekly earnings

The gross average weekly earnings of the **person insured** from **you** during the 52 weeks immediately before the date of sustaining **bodily injury**.

Cover

In the event of physical loss of or **damage** to **money** from a cause not otherwise excluded arising during the period of insurance **we** will settle **your** claim in accordance with the Claims conditions.

The most **we** will pay is the limit stated in the schedule.

Additional cover extensions applicable to Section C – Money

1. Damage to property

This section includes accidental **damage** as a direct result of theft or attempted theft of **money** to:

- a) **personal effects** and **money** of any **person insured** up to a maximum of £500 any one **person insured**.
- b) any franking machine, safe, strongroom or security case, bag, **money** belt or waistcoat, cash carrying case or similar cash carrying device designed for the safe carriage of **money** up to the **reinstatement** cost.

Excluding **personal effects** more specifically insured.

2. Personal injury

If during the period of insurance any **person insured** sustains **bodily injury** by **assault** arising from theft or attempted theft of **money**, or **contents** or **stock** insured under Section A2 as a result of which death or disablement occurs independently and exclusively of any other cause within 24 months of sustaining the **bodily injury** we will pay you the sum stated in the table of benefits.

Table of Benefits

1. death, loss of limb or loss of eye	£10,000
2. permanent total disablement	£10,000
3. temporary total disablement from engaging in the person insured's usual occupation for a normal maximum period of 104 weeks from date of disablement	weekly earnings up to £150 per week

Provided that:

- no benefit will be payable until the whole amount has been ascertained and agreed
- if we are satisfied that the disability is permanent benefit 2. will become payable when benefit 3. is exhausted
- we will not pay under more than one of 1. or 2. above.

3. Counselling costs

If you or any **employees** sustain **bodily injury** by violent, external and visible means as a result of malicious attack by anyone stealing or attempting to steal **money**, **contents** or **stock** we will pay you up to £50 per person per counselling session, with our prior consent, when recommended by a qualified medical practitioner and undertaken with a qualified, professional counsellor.

The most we will pay is £1,000 per any one event.

Special exclusions

This section does not cover:

1. Error or omission

loss of **money** due to clerical or accounting errors

2. Fraud or dishonesty

loss of **money** due to fraud or dishonesty by any **employee** where the loss is not discovered within 14 days of the occurrence.

3. Post Office Corporation money

loss of **money** belonging to the Post Office Corporation

4. Unattended vehicles

loss of **money** from an unattended vehicle.

Special conditions

1. Accompaniment

We will not be liable for any loss of **money** in transit by **you** or **your employees** unless accompanied by persons aged 16 years of age or over as follows:

Amount Carried	Minimum Number of Persons
Up to £2,000	1
Over £2,000 and up to £4,000	2
Over £4,000	3

2. Record keeping

You must keep a complete record of **money** in transit and at the **premises** and deposit that record in a secure place excluding a safe or strongroom containing **money**.

3. Security of safe keys and combination codes

It is a condition precedent to **our** liability that whenever the **premises** in which the safe containing **money** is situated is unattended:

- a) the safe will be securely locked
- b) any key and records of a code to the safe will be removed from the **premises** or kept on the person of **you** or an authorised **employee** except where a portion of the **premises** is occupied residentially by **you** or any **employee** when any key and record of a code will be removed from the office or surgery portion of the **premises**.

Section D – Employers' liability

Special definition

Costs and expenses

- a) claimants' costs and expenses
- b) costs incurred with **our** written consent in defending any claim for damages
- c) costs incurred with **our** written consent for:
 - i) representation at any coroner's inquest or fatal injury inquiry
 - ii) defending in any court of summary jurisdiction any proceedings in respect of any act or omission causing or relating to any event

which may be the subject of cover under this policy.

Cover

We will cover **you** in respect of all sums which **you** may become legally liable to pay as damages in respect of **bodily injury** caused during the period of insurance to any **employee** arising out of and in the course of their employment by **you** in the **business** in relation to claims settled or defended with **our** consent.

In addition to any claim for damages **we** will pay **costs and expenses**.

Our liability will not exceed the limit of indemnity stated in the schedule including all **costs and expenses** (other than any limit otherwise stated) and any limit applies to any claim or series of claims arising from any one cause.

We will settle **your** claim in accordance with the Claims conditions.

Additional cover extensions applicable to Section D – Employers' liability

1. Corporate Manslaughter and Corporate Homicide Act 2007

We will cover **you** in respect of legal costs and expenses incurred with **our** prior written consent in connection with the defence of any criminal proceedings including any appeal against conviction arising from any proceedings brought in respect of a charge or investigations connected with a charge of corporate manslaughter or corporate homicide under the Corporate Manslaughter and Corporate Homicide Act 2007 or any equivalent legislation in the Isle of Man or the Channel Islands committed or alleged to have been committed during the period of insurance in the course of the **business**.

Provided that:

- a) **our** liability under this additional cover extension will not exceed £5,000,000 in any one period of insurance. This limit will form part of and not be in addition to the limit of indemnity stated in the schedule
- b) this additional cover extension will only apply to proceedings brought in the **territorial limits**
- c) **we** must consent in writing to the appointment of any solicitor or counsel who are to act for and on behalf of **you**
- d) **you** will give **us** immediate notice of any summons or other process served upon **you** which may give rise to proceedings under this additional cover extension
- e) in relation to any appeal counsel has advised there are strong prospects of that appeal succeeding
- f) where **we** have already covered **you** in respect of legal costs or expenses incurred in the defence of any criminal proceedings arising out of the same cause or occurrence which gave rise to the charge of or investigation connected with corporate manslaughter or corporate homicide under another additional cover extension applicable to this section the amount paid under that additional cover extension will be taken into account in arriving at **our** liability payable under this additional cover extension.

Excluding liability:

- i) where **you** have committed any deliberate or intentional criminal act giving rise to a corporate manslaughter or corporate homicide charge
- ii) in respect of fines or penalties of any kind
- iii) in respect of the defence of any criminal proceedings brought or in an appeal against conviction arising from those proceedings in respect of a breach of the Health and Safety at Work etc Act 1974 or the Health and Safety at Work Act (Northern Ireland) Order 1978 or any regulations made under them
- iv) where cover for defence costs is available from any other source or is provided by any other insurance or where but for the existence of this additional cover extension cover would have been provided by another source or insurance

2. Court attendance costs

We will pay **you** the daily rates stated below if any of the following are required to attend court as a witness at our request:

- a) **you**, any director or **business partner** £250
- b) any **employee** £150.

3. Health and safety at work defence costs

We will also cover **you** and at **your** request any director, **business partner** or **employee** against:

- a) **costs and expenses** incurred with our prior consent
- b) costs awarded against **you** or **your** director, **business partner** or **employee**

in the defence of any criminal proceedings arising from an alleged breach of Section 36 or 37 of the Health and Safety at Work etc Act 1974 for an offence as defined in Section 33 of that Act or the Health and Safety at Work (Northern Ireland) Order 1978 or an offence as defined in Article 31 of that Order occurring during the period of insurance in the course of the **business** including any appeal against conviction arising from those proceedings.

This additional cover extension will only apply to proceedings brought in the **territorial limits**.

Excluding:

- i) fines or penalties of any kind
- ii) costs for which **you** or any director, **business partner** or **employee** has effected a more specific legal expenses protection or insurance
- iii) proceedings or appeals consequent upon any deliberate act or omission and **you** will immediately repay **us** all **costs and expenses** paid by **us** prior to any deliberate act or omission being established
- iv) proceedings not related to the health, safety or welfare of an **employee**.

4. Other people

We will also cover at **your** request:

- a) any **employee**
- b) any director or **business partner**
- c) any **employee** acting as a member of **your** first aid or medical arrangements but excluding medical practitioners in respect of liability for damages and legal costs to any other **employee** resulting from treatment given in connection with any **bodily injury** caused to that person and arising out of and in the course of the employment of that person by **you**
- d) any officer or member of **your** canteen, social, sports or welfare organisations.

Provided that:

- i) the person is not entitled to indemnity under any other insurance; and
- ii) those people keep to the terms and conditions of this policy; and
- iii) **we** have the sole conduct and control of all claims.

5. Private work

We will also cover private work carried out by any **employee** for **you** or any of **your** directors or **business partner**.

6. Unsatisfied court judgments

If any **employee** or their personal representative obtains a judgment from a court within the **territorial limits** for damages for **bodily injury** against any company or individual operating from premises within the **territorial limits** and that judgment remains unpaid for more than 6 months after the date of the award **we** will pay at **your** request the amount of any unpaid damages and awarded costs to the **employee** or their personal representative.

Provided that:

- a) the **bodily injury**:
 - i) is caused during the period of insurance
 - ii) arises out of and in the course of employment in the **business**
- b) there is no appeal outstanding
- c) if a payment is made the **employee** or their personal representative will assign the judgment to **us**.

Special exclusions

This section does not cover:

1. Motor

liability for which compulsory motor insurance or security is required under road traffic legislation

2. Work offshore

liability for **bodily injury** caused:

- a) on any offshore installation or support or accommodation vessel for any offshore installation
- b) in transit to, from or between any offshore installation or support or accommodation vessel for any offshore installation

3. Work overseas

liability in respect of any **bodily injury** caused outside the **territorial limits** but this exclusion will not apply to any **employee** temporarily employed elsewhere for the purpose of non manual work provided that the **employee** is normally resident within the **territorial limits**.

Special provision

1. Limit of indemnity – terrorism

The limit of indemnity in respect of any claim against or by **you** or any series of claims against or by **you** arising directly or indirectly from a single act of **terrorism** will be £5,000,000 inclusive of all **costs and expenses**.

Section E – Public and products liability

Special definitions

Clean up costs

- a) Testing for or monitoring of *pollution or contamination*
- b) the costs of *remediation* required by any *enforcing authority* to a standard reasonably achievable by the methods available at the time that *remediation* commences.

Costs and expenses

- a) Claimants' costs and expenses which **you** become legally liable to pay
- b) costs incurred with **our** written consent in defending any claim for damages
- c) costs incurred with **our** written consent for:
 - i) representation at any coroner's inquest or fatal injury inquiry
 - ii) defending in any court of summary jurisdiction any proceedings in respect of any act or omission relating to any event which is covered under this section.

Enforcing authority

Any government or statutory authority or body implementing or enforcing environmental protection legislation within the territorial limits.

Pollution or contamination

- a) Pollution or contamination of buildings or other structures or of water, land or the atmosphere
- b) loss or **damage** or **bodily injury** caused by pollution or contamination.

Products

Goods including packaging, containers, labels and instructions sold, supplied, hired out, constructed, erected, installed, treated, repaired, serviced, processed, stored, handled, transported or disposed of by **you** or on **your** behalf for the purpose of the **business**.

Remediation

Correcting or fixing the effects of *pollution or contamination* including primary, complementary and compensatory actions as specified in the Environmental Damage (Prevention and Remediation) Regulations 2009.

Section E1 – Public liability

Cover

We will cover **you** for all sums which **you** may become legally liable to pay as damages in respect of :

- a) accidental **bodily injury** to any person other than an **employee**
- b) accidental **damage** to property
- c) accidental obstruction, accidental trespass, accidental nuisance, accidental interference with pedestrian, road, rail, air or waterborne traffic
- d) charges of wrongful arrest or malicious prosecution brought against **you** arising out of any allegation of shoplifting or other improper conduct at **your premises** by any person other than an **employee**

occurring during the period of insurance within the **territorial limits** in connection with the **business** at the **premises**, or **your** ownership of the **buildings**. In addition to the limit of indemnity we will pay *costs and expenses*.

We will settle **your** claim in accordance with the Claims conditions.

Excluding:

liability arising from *products* after they have ceased to be in **your** custody or control. This will not apply to food or beverage for consumption on **your premises** or at any other **premises** where **you** are carrying on the **business**.

Section E2 – Products liability

This section is only operative if stated in the schedule

Cover

We will cover you for all sums which you may become legally liable to pay as damages in respect of:

- a) accidental **bodily injury** to any person other than an **employee**
- b) accidental **damage** to property

occurring during the period of insurance within the **territorial limits** in connection with the **business** at the **premises** caused by **products**. In addition to the limit of indemnity we will pay **costs and expenses**.

We will settle your claim in accordance with the Claims conditions.

Additional cover extensions applicable to Section E – Public and products liability

1. Contingent motor liability

We will also cover your legal liability for accidental **bodily injury** to any person and/or accidental **damage** to property arising out of the use of any motor vehicle which is neither the property of nor provided by you and being used for the purpose of the **business**.

Excluding:

- a) **damage** to vehicles or to goods carried in or on them
- b) accidental **bodily injury** to any person or accidental **damage** to property occurring while a vehicle is being driven by you or by any person who to your knowledge does not hold a licence to drive that vehicle unless that person has held and is not disqualified from holding or obtaining that licence
- c) liability more specifically insured under any other insurance
- d) liability arising outside the **territorial limits**.

2. Corporate Manslaughter and Corporate Homicide Act 2007

We will also cover you for legal costs and expenses incurred with our prior written consent in connection with the defence of any criminal proceedings (including any appeal against conviction arising from those proceedings) brought in respect of a charge or investigations connected with a charge of corporate manslaughter or corporate homicide under the Corporate Manslaughter and Corporate Homicide Act 2007 or any equivalent legislation in the Channel Islands or the Isle of Man committed or alleged to have been committed during the period of insurance in the course of the **business**.

Provided that:

- a) our liability under this additional cover extension will not exceed £2,000,000 in any one period of insurance and this limit will form part of and not be in addition to the limit of indemnity stated in the schedule
- b) this additional cover extension will apply only to proceedings brought in the **territorial limits**
- c) we consent in writing to the appointment of any solicitor or counsel who are to act for and on behalf of you
- d) you give to us immediate notice of any summons or other process served upon you which may give rise to proceedings under this additional cover extension
- e) in relation to any appeal the counsel has advised there are strong prospects of that appeal succeeding
- f) where we have already paid you in respect of legal costs or expenses incurred in the defence of any criminal proceedings arising out of the same cause or occurrence which gave rise to the charge of and or investigation connected with corporate manslaughter or corporate homicide under another section of this policy the amount paid under that section will be taken into account in arriving at our liability payable under this clause.

Excluding liability:

- i) where **you** have committed any deliberate or intentional criminal act giving rise to a corporate manslaughter or corporate homicide charge
- ii) in respect of fines or penalties of any kind
- iii) in respect of the defence of any criminal proceedings brought or in an appeal against conviction arising from those proceedings in respect of a breach of:
 - 1) the Health and Safety at Work etc Act 1974 or the Health and Safety at Work Act (Northern Ireland) Order 1978 or any regulations made in accordance with them
 - 2) the Food Safety Act 1990 or any regulations made in accordance with this Act
 - 3) the Consumer Protection Act 1987 or any regulations made in accordance with this Act
- iv) where payment for defence costs is available from any other source or is provided by any other insurance or where but for the existence of this additional cover extension payment would have been provided by another source or insurance.

3. **Costs of criminal proceedings**

We will also pay at **your** request in respect of any director, **business partner** or **employee**:

- a) legal **costs and expenses** incurred with **our** written consent
- b) costs incurred with **our** written consent in the defence of any criminal proceedings brought against **you** or any **business partner** or **employee** for an alleged breach of:
 - i) the Health and Safety at Work etc Act 1974 or the Health and Safety at Work (Northern Ireland) Order 1978
 - ii) Part II of the Food Safety Act 1990
 - iii) Part II of the Consumer Protection Act 1987

occurring during the period of insurance in connection with the **business** including legal costs and expenses incurred with **our** prior consent in any appeal against conviction arising from those proceedings.

The most **we** will pay in respect of b) ii) and b) iii) is £25,000 in any one period of insurance.

Excluding:

- 1) fines or penalties of any kind
- 2) costs for which **you** or any director, **business partner** or **employee** has effected a more specific legal expenses protection or insurance
- 3) proceedings or appeals consequent upon any deliberate act or omission and **you** will immediately repay **us** all **costs and expenses** paid by **us** prior to any deliberate act or omission being established
- 4) proceedings related to health, safety or welfare of **employees**.

4. **Court attendance costs**

In addition to the limit of indemnity **we** will pay **you** the daily rates stated below if any of the following are required to attend court as a witness at **our** request:

- a) **you**, any director or **business partner** £250
- b) any **employee** £150.

5. **Data Protection Act**

We will also cover **you** in respect of **your** legal liability under Section 13 of the Data Protection Act 1998 in connection with personal data as defined in the Act held by **you**.

Excluding:

- a) the payment of fines and penalties
- b) the cost of replacing, reinstating, rectifying or erasing any personal data.

6. Defective Premises Act 1972

We will also cover **you** in respect of **your** legal liability under Section 3 of the Defective Premises Act 1972 or Section 5 of the Defective Premises (Northern Ireland) Order 1975 in connection with premises which have been disposed of by **you**.

Excluding:

- a) the cost of correcting or fixing any defect or alleged defect in the premises
- b) liability more specifically insured under any other insurance.

7. Environmental clean up costs

We will also cover **you** in respect of all sums including statutory debts that **you** are legally responsible to pay in respect of **clean up costs** arising from environmental damage caused by **pollution or contamination** where liability arises under an environmental directive, statute or statutory instrument.

Provided that:

- a) liability arises from **pollution or contamination** caused by a sudden, identifiable, unintended and unexpected incident which takes place in its entirety at a specific time and place during the period of insurance; and
- b) all such **pollution or contamination** which arises out of one incident will be deemed to have occurred at the same time that incident took place; and
- c) **our** liability under this additional cover extension will not exceed £1,000,000 for any one incident and in the aggregate in any one period of insurance and will be the maximum **we** will pay inclusive of all **costs and expenses**. This limit will form part of and not be in addition to the limit of indemnity stated in the schedule; and
- d) immediate loss prevention or salvage action is taken and the appropriate authorities are notified.

Excluding:

- i) **clean up costs** for **damage** to **your** land, **premises**, watercourse or body of water whether owned, leased, hired, tenanted or otherwise in **your** care, custody or control
- ii) **damage** connected with previously contaminated property
- iii) **damage** caused by a succession of several events where the individual event would not warrant immediate action
- iv) the removal of any risk of an adverse effect on human health on **your** land, **premises**, watercourse or body of water whether owned, leased, hired, tenanted or otherwise in **your** care, custody or control
- v) costs in achieving an improvement or alteration in the condition of the land, atmosphere or any watercourse or body of water beyond that required under any relevant and applicable law or statutory enactment at the time **remediation** commences
- vi) costs for prevention of imminent threat of environmental damage where the costs are incurred without there being **pollution or contamination** caused by a sudden, identifiable, unintended and unexpected incident
- vii) **damage** resulting from an alteration to subterranean stores of groundwater or to flow patterns
- viii) costs for the reinstatement or reintroduction of flora or fauna
- ix) **damage** caused deliberately or intentionally by **you** or where **you** have knowingly deviated from environmental protection rulings or where **you** have knowingly omitted to inspect, maintain or perform necessary repairs to plant or machinery for which **you** are responsible
- x) fines or penalties of any kind
- xi) **damage** caused by the ownership or operation on behalf of **you** of any mining operations or storage, treatment or disposal of waste or waste products other than caused by composting, purification or pre-treatment of waste water
- xii) **damage** which is covered by a more specific insurance policy
- xiii) **damage** caused by persons aware of the defectiveness or harmfulness of **products** they have placed on the market or works or other services they have performed
- xiv) **damage** caused by disease in animals belonging to or kept or sold by **you**.

8. Indemnity to other persons

In the event of any claim which **you** would be entitled to receive cover for under this section being brought or made against:

- a) any **employee**
- b) any director or **business partner**
- c) any **employee** acting as a member of **your** first aid or medical arrangements but excluding medical practitioners in respect of liability for damages and legal costs resulting from treatment given
- d) any officer or member of **your** canteen, social, sports or welfare organisations

we will cover that person at **your** request against that claim and/or any costs, charges and expenses in respect of it.

Provided that:

- i) that person is not entitled to indemnity under any other insurance; and
- ii) that person will keep to and be subject to the terms and conditions of this policy as though they were **you**; and
- iii) **we** will not pay under this additional cover extension unless **we** have the sole conduct and control of all claims.

9. Indemnity to principal

In the event of any claim for which **you** would be entitled to receive indemnity under this section of the policy being brought or made against any **principal we** will indemnify the said **principal** against such claim and any costs, charges and expenses for such claim.

We will not pay under this additional cover extension unless **we** have the sole conduct and control of all claims.

10. Joint liabilities

Where this policy is issued in the joint names of more than one party **we** will cover each party as though a separate policy had been issued to each of them.

Provided that the total amount **we** will pay to all such parties will not exceed the amount payable if **they** comprised only one party and in any event will not exceed the limit of indemnity stated in the schedule.

11. Non manual work abroad

Cover applies anywhere in the world where any of **your** directors, **business partners** or **employees** are on temporary **business** visits for the purpose of non manual work provided that they are normally resident in the **territorial limits**.

12. Personal liability

At **your** request cover will apply in respect of the personal liability of any:

- a) director, **business partner** or **employee**
- b) the family of that director, **business partner** or **employee** while accompanying that person during temporary visits anywhere in the world for the purpose of the **business**.

Provided that:

- i) this will not apply to liability more specifically insured under any other insurance;
- ii) the persons listed above comply with the terms and conditions of this policy
- iii) **we** have the sole conduct and control of all claims.

Excluding any liability:

- 1) arising from any contract or agreement which imposes a liability that **you** would not otherwise have been under
- 2) arising from the ownership or occupation of land or buildings
- 3) arising from the carrying out of any trade or profession
- 4) arising from the ownership, possession or use of:
 - A) firearms excluding sporting guns
 - B) mechanically propelled vehicles
 - C) craft designed to travel through air or space
 - D) hovercraft and watercraft
 - E) animals of dangerous species as stipulated by the Animals Act 1971
- 5) arising from **damage** to property owned by or held in trust by:
 - A) **you**
 - B) any director, **business partner** or **employee**
 - C) the family of any director, **business partner** or **employee** while accompanying these people during temporary visits anywhere in the world for the purpose of the **business**
- 6) for accidental **bodily injury** sustained by:
 - A) **you**
 - B) any director, **business partner** or **employee**
 - C) the family of any director, **business partner** or **employee** while accompanying those people during temporary visits anywhere in the world for the purpose of the **business**.

13. Private work

We will also cover private work carried out by any **employee** for **you** or any of **your** directors or **business partners**.

14. Tenant's liability

We will also cover **your** legal liability as tenant for:

- a) **damage** to the **buildings** or to landlord's fixtures and fittings directly caused by insured events 1 to 9 and if stated in the schedule 10 of Section A – Material damage, occurring during the period of insurance
- b) the cost of repairing accidental **damage** to underground pipes, drains and cables on the **premises** or connecting them to the public mains.

The most **we** will pay is 10% of the sum insured for **contents** of the relevant **premises**.

Special exclusions

This section does not cover:

1. Aircraft products

liability arising from *products* which at the time of the contract of sale or supply are knowingly sold or supplied for use in craft designed to travel through air or space

2. Asbestos

liability, loss, cost or expense caused by, contributed to by or arising out of any asbestos, asbestos fibres or any derivatives of asbestos including any product containing any asbestos fibres or derivatives

3. Exports to the USA or Canada

liability arising from *products* which at the time of the contract of sale or supply are knowingly exported to the United States of America or Canada

4. Exposure to ultraviolet radiation

any liability arising out of or in connection with exposure to ultraviolet radiation being the ultraviolet region wavelength 10 nanometres to 400 nanometres on the electromagnetic spectrum

5. Foreign operations

any associated or subsidiary company of *yours* or branch office or representative of *yours* with power of attorney domiciled outside the *territorial limits*

6. Liquidated or punitive damages or fines

any amount in respect of:

- a) liquidated damages, fines or penalties which attach solely because of a contract or agreement
- b) exemplary or punitive damages

7. Manual work away

liability arising out of manual work away from the *premises* other than collection or delivery by *you* or any *employees*

8. Motor

liability arising from the ownership or possession or use by *you* or on *your* behalf of any mechanically propelled motor vehicle or mobile plant:

- a) which is licensed for road use
- b) for which compulsory motor insurance or security is required
- c) which is more specifically insured

provided that this exclusion will not apply in respect of liability arising during the act of loading or unloading any mechanically propelled motor vehicle or mobile plant unless it is more specifically insured

9. Pollution or contamination

liability in respect of *pollution or contamination* other than caused by a sudden identifiable, unintended and unexpected incident which takes place in its entirety at a specific time and place during the period of insurance.

All *pollution or contamination* which arises out of one incident will be deemed to have occurred at the time that incident took place

10. Professional advice

liability arising out of professional advice given by *you* for a fee or in circumstances where a fee would normally be charged

11. Property being worked on

damage to the part of any property upon which *you* or any servant or agent of *yours* is or has been working where the **damage** is the direct result of that work

12. Property damage excess

in respect of damages payable for **damage** to property the **excess**. One **excess** will apply in respect of any one occurrence or all occurrences of a series arising out of one original cause. The **excess** will not be deducted from payments **we** make to claimants and **you** will be responsible for repaying **us** the **excess** in respect of any such payments

13. Property held in trust

damage to property belonging to **you** or held in trust by or borrowed, rented, leased or hired for use by **you** but this exclusion will not apply to:

- a) the **personal effects** including motor vehicles or their contents of any director, **business partner**, **employee** or visitor
- b) buildings or their contents temporarily occupied by **you** to carry out work for the purpose of the **business**
- c) premises or their fixtures and fittings hired, rented, leased or lent to **you** other than the **damage** if liability is assumed by **you** under a tenancy or other agreement and would not have attached in the absence of that agreement

14. Replacing or rectifying products

replacing, reinstating, rectifying, recalling, removing or guaranteeing the performance of **products** or making a refund on the price of any **products** or **damage** to the **products** themselves

15. Treatment

any liability arising out of treatment or the dispensing of medicines or drugs

16. Vessels and craft

liability arising from the ownership or possession or use by or on **your** behalf of craft designed to travel through air or space, hovercraft or watercraft other than waterborne vessels not exceeding 10 metres in length used on inland waterways.

Special provisions

1. Discharge of liability

We may at any time pay any limit of indemnity after deduction of any sum or sums already paid or any lower amount for which any claim or claims can be settled and then relinquish the conduct and control and be under no further liability in respect of the claim except for the payment of **costs and expenses** incurred with **our** written consent prior to the date of such payment.

2. Limit of indemnity

The limit of indemnity stated in the schedule is **our** monetary limit (other than any limit otherwise stated) and applies to any claim or series of claims arising from any one cause except for claims caused by:

- a) **products**
- b) **pollution or contamination**

where in respect of each the limit of indemnity stated applies in the aggregate in any one period of insurance.

3. Pollution or contamination

The most **we** will pay for all claims arising from **pollution or contamination** which is deemed to have occurred during the period of insurance is stated in the schedule. Provided that the most **we** will pay will not increase and **we** will not pay more than the limit of liability under the Public Liability and Products Liability covers of this section as stated in the schedule.

Section F – Goods in transit

This section is only operative if stated in the schedule.

Special definitions

In transit

The period from the time the ***property insured*** is lifted until it is unloaded at its final destination including loading and unloading.

Personal effects

Personal belongings of **your** drivers or attendants excluding **money**, credit, debit or charge cards or stamps, documents or securities.

Property insured

Goods belonging to **you** or for which **you** are legally responsible in connection with the **business**.

Vehicle

A mechanically driven conveyance including trailers whether attached or temporarily detached from the vehicle during the course of the transit.

Working hours

The whole period during which the **vehicle** is being used by its driver in connection with the **business**.

Cover

In the event of **damage** occurring during the period of insurance to:

- a) ***property insured*** while ***in transit*** contained in or on a road **vehicle** operated by **you** or any of **your employees**
- b) tarpaulin sheets, ropes, chains, toggles, dunnage and packing materials while being carried on any road **vehicle** operated by **you** for an amount not exceeding £2,500 per event
- c) ***personal effects*** not more specifically insured while being carried in or on a **vehicle** operated by **you** for an amount not exceeding £250 per person per event

within the **territorial limits** and the Republic of Ireland **we** will pay **you** the amount of reduction in value of the ***property insured*** that sustains **damage**.

The most **we** will pay is the sum insured stated in the schedule.

The **excess** applicable to this section is stated in the policy schedule or endorsements.

We will settle **your** claim in accordance with the Claims conditions.

Special exclusions

This section does not cover:

1. Changes in environment

damage caused by or consisting of:

- a) corrosion, erosion, rust, wet or dry rot, shrinkage, evaporation, loss of weight, dampness, mould, dryness, marring, scratching, vermin or insects
- b) change in temperature, colour, flavour, texture or finish

2. Confiscation

confiscation, destruction or detention by customs or other authorities

3. Consequential loss

any financial loss, **damage**, cost, expense, fine or penalty not directly associated with the incident that caused **you** to claim.

4. Depreciation, gradually operating changes and other causes

damage caused by or consisting of:

- a) wear and tear, **breakdown** of refrigeration, defective packing, mildew, vermin or contamination
- b) delay or inadequate documentation, defective packing or refrigeration failure
- c) pollution or contamination

5. Motor vehicles excluded

loss from a soft topped, open topped, open sided or curtain sided **vehicle** operated by **you** caused by:

- a) storm
- b) theft or attempted theft unless the **vehicle** is stolen at the same time

6. Property excluded

damage arising from the carriage of fireworks or other dangerous goods or livestock

7. Unattended road vehicles

loss from an unattended road **vehicle** unless the **vehicle**:

- a) during **working hours** has any doors and windows and other means of access securely fastened and locked
- b) at any times out of **working hours** is housed in a securely locked garage.

Section G – Specified and unspecified items ‘all risks’

This section is only operative if stated in the schedule.

Special definition

Territorial limit

The territorial limit stated in the schedule.

Cover

In the event of **damage** to the property insured stated in the schedule occurring:

- a) during the period of insurance
- b) within the *territorial limit*
- c) by a cause not otherwise excluded

The **excesses** applicable to this section are stated in the policy schedule or endorsements.

We will settle **your** claim in accordance with the Claims conditions.

Special exclusions

This section does not cover:

1. Bent or incorrect coinage

damage to vending machines caused by the use of bent, foreign or false coins

2. Brittle articles

cracking or breakage of glass or other brittle articles

3. Changes in environment or mechanical or electrical breakdown

damage caused by or consisting of:

- a) corrosion, erosion, rust, wet or dry rot, shrinkage, evaporation, loss of weight, dampness, mould, dryness, marring, scratching, vermin or insects
- b) change in temperature, colour, flavour, texture or finish
- c) mechanical or electrical **breakdown** or derangement of the particular machine, apparatus or **equipment** in which the **breakdown** or derangement occurs

but this will not exclude subsequent **damage** which itself results from a cause not otherwise excluded

4. Confiscation

confiscation, destruction or detention by customs or other authorities

5. Depreciation, gradually operating changes and faulty or defective design or workmanship

damage caused by or consisting of:

- a) depreciation, inherent vice, latent defect, gradual deterioration, wear and tear, frost or change in water table level
- b) faulty or defective design or materials
- c) faulty or defective workmanship, operational error or omission on the part of **you** or on the part of any **employee**

but this will not exclude subsequent **damage** which itself results from a cause not otherwise excluded

6. Excluded property

damage to motor vehicles, money, credit cards, debit cards, jewellery, precious metals or stones or articles made from them

7. Inventory losses

loss by disappearance or by shortage which is only discovered by a routine inventory or periodic stocktaking

8. Maintenance and testing

damage caused by any testing, commissioning, repairing, adjusting, treatment, servicing or maintenance operation

9. Theft from unattended road vehicles

theft of property insured from an unattended road vehicle.

Optional extension

Operative if stated in the schedule.

Theft from unattended road vehicle

Special exclusion 9 of this section is amended to read:

theft of property insured from an unattended road vehicle unless:

- a) all doors and windows and other means of access are securely fastened and locked; and
- b) all valuable items are locked in secure compartments and hidden from view; and
- c) any security devices for protection of the vehicle are put into full and effective operation; and
- d) outside of **your** usual trading hours the vehicle is parked within a secure compound or locked within a secure garage.

Special provision

1. Underinsurance

The sum insured for each item insured under this section is separately subject to **underinsurance**.

Section H – Directors’ & officers’ liability

This section is only operative if stated in the schedule.

Special definitions

Benefits

Any type of compensation or the equivalent value thereof other than salary and wages including but not limited to:

- a) perquisites, fringe benefits, bonus payments
- b) incentive or deferred compensation
- c) the value of any actual, beneficial or contingent rights to benefits, incentives or other compensation whose value is imputed or derived in any way from the value of *your securities* including but not limited to, share options, share grants, restricted shares or share warrants.
- d) medical or insurance benefits and payments due to any person in connection with an employee benefit plan or *pension scheme*.

Change of control

Where any person, entity or group:

- a) acquires more than 50% of *your* share capital
- b) acquires the majority of the voting rights in *you*
- c) assumes the right to appoint or remove the majority of *your* board of directors or equivalent positions
- d) assumes control pursuant to written agreement with other shareholders over the majority of the voting rights in *you*
- e) merges with *you* such that *you* are not the surviving entity
- f) a *trustee* in bankruptcy, receiver, liquidator or administrator or similar official or person is appointed to you
- g) the winding up of the *pension scheme* that will be deemed to have occurred on the date of the final asset distribution made from a *pension scheme* which has terminated.

Civil fines and penalties

Civil, administrative or regulatory money penalties directly assessed against a *director or officer* or an *outside entity executive* for a violation of any law, regulation or statute, not including punitive, exemplary or multiple damages; but only if:

- a) such violations are not knowing, wilful or criminal; and
- b) such penalties are insurable under the internal laws of the jurisdiction in which such penalties were assessed or levied.

Claim

- a) A written demand for compensation, monetary damages or non-monetary relief alleging any *wrongful act*
- b) a civil proceeding, suit or counter-claim for compensation, monetary damages or non-monetary relief commenced by the service of a claim form or similar pleading alleging any *wrongful act*
- c) a formal notice of a criminal proceeding alleging any *wrongful act*
- d) a formal notice of an arbitration proceeding alleging any *wrongful act*
- e) a formal administrative or regulatory proceeding commenced by the service on *you* or an *insured person* of a notice of charges or similar document against *you* or an *insured person* alleging any *wrongful act*
- f) an *investigation* of *you* or an *insured person* when identified in writing by any *official body* where a criminal, administrative or regulatory proceeding may be commenced.

Provided that a claim will not include any labour or grievance arbitration or other proceeding pursuant to an employment collective bargaining or union agreement.

Defence costs

Reasonable fees, costs, charges or expenses necessarily incurred by **you** or an **insured person** with our prior written consent in the **investigation**, defence, adjustment, settlement or appeal of any **claim** made or brought against that **insured**.

Provided that defence costs will not include **investigation costs** and will not include remuneration payable to **you** or an **insured person** or employees of any company, cost of their time or costs or overheads of any company.

Director or officer

Any natural person who is:

- a) a past, present or future director, officer, management committee member, member of the board of managers, supervisory board member, management board member or governor of **you** elected or appointed according to law
- b) a past, present or future de facto director or officer or any natural person who is deemed a shadow director as defined in section 251 of the Companies Act 2006 of **you**
- c) employed by **you** to whom the Financial Conduct Authority has given its approval to perform one or more of controlled functions 1-30 for a company pursuant to Section 59 of the Financial Services and Markets Act of 2000 (as amended)
- d) named as a prospective director in the listing particulars or prospectus for a public offering issued by **you**.

Employee

Any natural person who is:

- a) under a contract of service or apprenticeship with **you**
 - b) under a work experience or similar scheme
 - c) a labour master or labour only subcontractor or person supplied by any of them
 - d) hired or borrowed by **you** from another employer
- and working under **your** direct control or supervision in connection with **your** business.

Employment claim

- a) A **claim** in respect of an **employment wrongful act** which is brought and maintained by or on behalf of any past, present, future or prospective **employee** of **you** or employee of an **outside entity** against **you**.
- b) A **claim** brought by any natural person who is not an **employee** alleging harassment or discrimination.

Employment wrongful act

In relation to an **insured** or where applicable the **outside entity** any actual or alleged:

- a) wrongful or unfair dismissal, discharge or termination of employment
- b) breach of any oral or implied employment contract or quasi-employment contract
- c) employment related misrepresentation
- d) violation of employment discrimination laws
- e) illegal workplace harassment including sexual harassment
- f) wrongful failure to promote
- g) wrongful discipline
- h) wrongful deprivation of a career opportunity
- i) wrongful demotion
- j) negligent evaluation
- k) negligent retention
- l) employment related invasion of privacy
- m) employment related defamation, humiliation, libel or slander
- n) failure to adopt workplace or employment practices policies and procedures
- o) illegal retaliatory treatment or victimisation of **employees** including retaliation in violation of whistleblower statutes
- p) employment related infliction of emotional distress in connection with a violation listed above in this definition.

Extradition

A formal request, *claim*, warrant for arrest or other proceedings pursuant to the provisions of the Extradition Act 2003 or similar legislation in any other jurisdiction around the world.

Financial institution

Any bank including any merchant or investment bank, finance company, hedge fund, insurance or reinsurance company, mortgage bank, savings and loan association, building society, credit union, stockbroker, investment trust, asset management company, fund manager or any entity established principally for the purpose of carrying out commodities, futures or foreign exchange trading or any other similar entity.

Greenhouse gases

Carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), and sulphur hexafluoride (SF₆), or any other emission or substance defined by applicable law as a greenhouse gas.

Indemnifiable financial loss

Financial loss of the *insured person* which the *insured company* has indemnified or is permitted, required, entitled to indemnify or is not prohibited from indemnifying unless the *insured company* fails or refuses to indemnify the *insured person* due to the status of the *insured company* resulting from the appointment by any governmental or provincial, agency or court of any receiver, conservator, liquidator, *trustee*, rehabilitator or similar official to take control of, supervise, manage or liquidate the *insured company*.

Insured

- a) An *insured person*
- b) an *insured company*
- c) a *sponsoring company*

Insured company

- a) *You*
- b) any past, present or future *subsidiary company*

Insured person

Any natural person who is:

- a) a *director or officer*
- b) a *trustee*
- c) an *outside entity executive*
- d) an *employee* who is *your* risk manager or equivalent position
- e) an *employee* while acting in a managerial or supervisory capacity for *you*
- f) an *employee* including while acting as a lawyer on behalf of *you* for:
 - i) any *securities claim* against such *employee* or *employment claim*
 - ii) any other *claim* against such *employee* where such *claim* is also made and is continuously maintained against a *director or officer*.

Provided that insured person will not include any consultant, external auditor, or liquidator, administrator or receiver of *you*.

Investigation

An official examination, enquiry, investigation or other proceeding into *your* affairs ordered or commissioned by an *official body*.

Investigation costs

Reasonable costs or expenses necessarily incurred by an *insured* with *our* written consent for representation at an *investigation* when such *insured* has been legally required in writing to attend.

Provided that investigation costs will not include:

- a) fines or penalties levied or imposed in connection with the *investigation*
- b) remuneration payable to any *insured person* or *employee* of *you*, cost of their time or *your* costs or overheads.

Limit of indemnity

Our maximum liability in the aggregate payable under this section of the policy. The limit of indemnity applies over and above any **excess**.

Non-executive director

Any natural person serving as a **director or officer** at the inception of the period of insurance who is not also an **employee** including any natural person who begins serving as a non-executive director or officer of **you** during the period of insurance.

Official body

Any regulator, government body, government agency or official trade body or the enforcement arm of such body that is empowered by statute or statutory regulation to investigate the affairs of **you**, an **outside entity** or an **insured person**.

Outside entity

- a) Any not-for-profit entity
- b) any other entity except any:
 - i) **financial institution**
 - ii) other entity if its **securities** are traded on a primary, secondary or other market
 - iii) other entity that had negative net assets or negative net worth at the inception date of this policy.

Outside entity executive

Any **director or officer** or any **employee** while serving or acting in the capacity of a **director or officer** of an **outside entity** at **your** specific direction and request.

Pension scheme

Your sponsored scheme, plan or arrangement.

Pollutants

Any solid, liquid, gaseous irritant or contaminant, including smoke, vapour, soot, fumes, acids, alkalis, chemicals, toxic mould or any thermal irritant or contaminant, ionising radiation or radioactivity from any nuclear fuel and waste including but not limited to nuclear waste or materials which are intended to be or have been recycled, reconditioned or reclaimed and any other similar substance of any kind or nature whatsoever including electromagnetic fields, asbestos, asbestos products and any noise.

Pre-claim costs

Reasonable fees, costs, charges or expenses necessarily incurred with **our** prior written consent (such consent not being unreasonably withheld or delayed) by an **insured person** in retaining advisors separate from you or any **outside entity**

- a) to provide legal advice directly related to a **pre-claim event**
- b) to prepare a report and any supplementary reports as necessary to an **official body** in response to a **pre-claim event** provided that pre-claim costs shall not include **indemnifiable financial loss**.

Pre-claim event

With respect to an **insured person** in his capacity as such:

- a) a raid on, or on site visit to you or any **outside entity** by an **official body** that involves the production, review, copying or confiscation of documents or interviews of such **insured person**
- b) any formal written notification to an **official body** by you, by the **outside entity** or by such **insured person** of a suspected material breach of such **insured persons** legal or regulatory duty
- c) the receipt by such **insured person** of a formal notice from an **official body** which legally compels such **insured person** to produce documents to, or answer questions by, or attend interviews with, that **official body** directly as a result of a **self report**.

Provided that such raid, visit, announcement, notification and receipt of notice must be first take place or first occur during the period of insurance. A pre-claim event shall be deemed to be first made against **you** or an **insured person** when such raid, visit, announcement, notification and receipt of notice first took place or occurred.

A pre-claim event will not include industry-wide or sector investigations, hearings, examinations or inquiries or any routine or regular regulatory audit, examination, inspection or review.

Pollution

- a) The actual, alleged or threatened generation, transportation, discharge, emission, dispersal, release, escape, treatment, storage or disposal of **pollutants**
- b) any governmental regulation, order, direction or request to test for, monitor, clean up, remove, contain, treat, detoxify or neutralise **pollutants**
- c) any action taken in contemplation or anticipation of any such regulation, order, direction or request, or any voluntary decision to do so.

Proposal

Any information, statements or materials supplied to **us** by **you**.

Prosecution costs

Reasonable fees, costs, charges or expenses necessarily incurred by an **insured person** with **our** prior written consent as part of a covered **claim** in bringing a proceeding for a declaration and/or injunction to oppose an **official body** seeking:

- a) a confiscation, assumption of ownership and control, suspension or freezing of rights of ownership of real property or personal assets of such **insured person**
- b) a charge over real property or personal assets of such **insured person**
- c) a temporary or permanent prohibition on such **insured person** from holding the office of or performing the function of a **director or officer** or equivalent of any entity
- d) a restriction of such **insured person's** liberty to a specified domestic residence or an official detention
- e) deportation of such **insured person** following revocation of otherwise proper, current and valid immigration status for any reason other than such **insured person's** conviction of a crime.

Securities

Any bond, debenture, note, share, stock or other equity or security for debt, and will include any certificate of interest or participation in, receipt for, warrant or other right to subscribe to or to purchase, voting trust certificate relating to, or other interest in any of the foregoing items representing money or property.

Self report

A written report or notification to an **official body** by **you**, an **outside entity** or an **insured person** pursuant to a legal obligation to inform such **official body** of matters giving rise to an actual or potential regulatory issue where failure to provide such a report or delay in reporting can itself give rise to enforcement consequences to **you** or an **insured person** from such **official body**.

Sponsoring company

You and including any **employee** of the sponsoring company acting with the authorisation of the **trustees** to perform duties directly related to the **pension scheme**.

Subsidiary company

Any entity in which **you** directly or indirectly:

- a) hold more than 50% of the voting rights
- b) appoint a majority of the board of directors
- c) have the right to appoint a majority of the board of directors subject to a written agreement with other shareholders.

Third party

Any person or entity other than the **insured** or **outside entity**.

Trustee

Any:

- a) past, present or future **director or officer** or **employee** of the **sponsoring company** duly appointed as a trustee of the **pension scheme** in accordance with the provisions of the **pension scheme** or by Court Order
- b) **subsidiary company** incorporated for the sole purpose of administering a **pension scheme** or acting as a trustee of a **pension scheme**.

Wrongful act

Any actual, alleged or attempted breach of duty, breach of trust, breach of warranty of authority, neglect, error, misstatement, misleading statement, libel, slander or defamation, **employment wrongful act**, a proposed act, error or omission with respect to a shareholder derivative demand or any other wrongful act or omission committed or attempted by or allegedly committed or attempted by:

- a) any **insured person** while acting in their capacity on behalf of **you** or any matter claimed against such **insured person** solely by reason of their status as such
- b) any **insured person** while acting in the capacity as a **director or officer** of an **outside entity** at **your** specific direction or request

You, your, yours, yourselves

The legal entity designated in the schedule as the policyholder including its predecessors.

Cover

The following insurance covers are afforded for **claims** first made against **you** or an **insured person** during the period of insurance or during an extended reporting period and notified to **us** as required by this policy.

Insured person

We will pay on behalf of any **insured person**:

- a) the **financial loss** of any **claim** made against such **insured person** other than to the extent that such **insured person** is indemnified by the **insured company** and
- b) **pre-claim costs**.

Company reimbursement

We will pay the **financial loss** of an **insured company** that arises from a **claim** made against an **insured person** but only to the extent that such **insured company** has indemnified such **insured person**.

Additional cover extensions applicable to Section H – Directors' & officers' liability

1. Automatic acquisition

We will pay the **financial loss** on behalf of an **insured person** of a **subsidiary company** which **you** founded or acquired after the inception date of this policy provided that the newly founded or acquired **subsidiary company**:

- a) is not domiciled outside the European Union
- b) does not have publicly traded **securities**
- c) is not a **financial institution**
- d) does not have assets which exceed 25% of **your** total assets as stated in **your** last published accounts.

2. Bilateral extended reporting period

In the event that either **we** do not renew or **you** do not renew or replace this section **you** have the right to extend the period of insurance:

- a) automatically for 90 days at no additional premium
- b) for 12 months subject to payment of an additional premium of 50% of the last annual premium stated in the schedule only in respect of any **wrongful act** committed prior to the effective date of such non-renewal.

You must give **us** written notice of **your** intention to purchase the extended reporting period within 30 days of the effective date of non-renewal of this section and pay the relevant premium promptly after electing this extension. In the event of **change of control** the extended reporting period will not be available.

3. Civil fines and penalties

We will pay *civil fines and penalties* of a *director or officer* and an *outside entity executive* that arise from a *claim* made against such *insured person* but only to the extent that such *civil fines and penalties* are not *indemnifiable financial loss*.

Our liability will not exceed 10% of the applicable *limit of indemnity* in the aggregate during the period of insurance and this limit will form part of and not be in addition to the *limit of indemnity* stated in the schedule.

4. Company investigations

We will pay on behalf of any *insured person* such *investigation costs* as arise from or are a consequence of an *investigation* into *your* affairs commenced or brought by an *official body* once an *insured person* is legally required to attend including any formal or official request or demand from an *official body*:

- a) to interview or depose an *insured person*
- b) for the production of documents from an *insured person* in connection with such *investigation*.

An *investigation* will be deemed to be first made when the *insured person* is first so required in writing to attend such *investigation*.

5. Costs for shareholder derivative claims

If an *insured company* is ordered by a court to pay the costs of the claimants in pursuing a derivative action against *insured persons* we will pay such costs provided that such derivative action constitutes a *claim* otherwise covered under this policy.

6. Emergency costs

If our written consent cannot reasonably be obtained before *defence costs* are incurred with respect to any covered *claim* we will give retrospective approval for such *defence costs*.

Our liability will not exceed 10% of the applicable *limit of indemnity* in the aggregate during the period of insurance and this limit will form part of and not be in addition to the *limit of indemnity* stated in the schedule.

7. Environmental mismanagement claim

We will pay the *financial loss* of an *insured person* and an *insured company* that arises from any *claim* based upon, arising out of or attributable to:

- a) the actual, alleged or threatened discharge, release, escape, seepage, migration or disposal of *pollutants* or *greenhouse gases* into or on real or personal property, water or the atmosphere
- b) any direction or request that the *insured company* or the *insured persons* test for, monitor, clean up, remove, contain, treat, detoxify or neutralise *pollutants* or *greenhouse gases*, or any voluntary decision to do so, whether or not such *greenhouse gases* are *pollutants*

if and to the extent such *claim*:

- i) is an *employment claim* against an *insured person*, including without limitation any such *claim* for retaliatory treatment
- ii) is against an *insured person* for *wrongful acts* in connection with misrepresenting or failing to disclose information related to *greenhouse gases* or actual or alleged global warming or climate changes
- iii) results in *financial loss* incurred by any *insured person*.

8. Estates, heirs or legal representatives

We will pay on behalf of any estates, heirs or legal representatives of any *insured person* such *financial loss* as arises from or in consequence of any *claim* arising from any *wrongful act* by *insured person* committed prior to the death, incapacity, insolvency or bankruptcy of the *insured person* provided that such estates, heirs or legal representatives observe and will be subject to the terms and conditions of this policy in so far as they can apply.

9. Marital estates

We will pay **financial loss** arising from or in consequence of any **claim** first made against the lawful spouse or domestic partner of any **insured person** during the period of insurance arising solely out of their capacity as the spouse or domestic partner of any **insured person**. The cover provided by this extension is limited to **financial loss** arising from actions or proceedings for the enforcement of judgments or damages against an **insured person** resulting from a **claim** against that **insured person** covered under this section where such enforcement relates to the ownership of property including marital community property jointly held by the **insured person** and their spouse or domestic partner. This clause will not cover any **claim** arising out of any **wrongful act** of the spouse or domestic partner.

10. Non-executive director

We will pay the **financial loss** of each and every **non-executive director** of **you** when the following have been exhausted:

- a) the **limit of indemnity** applicable to this section; and
- b) all other applicable Directors' & officers' liability insurance whether specifically written as **excess** over the **limit of indemnity** of this section or otherwise; and
- c) all other indemnification for loss available to any **non-executive director**.

Our liability will not exceed £250,000 in the aggregate during the period of insurance and this limit will be in addition to the **limit of indemnity** stated in the schedule.

11. Outside entity executive

We will pay on behalf of the **outside entity executive** the **financial loss** of such **outside entity executive** in respect of any **claim** made against such **outside entity executive** and **pre-claim costs** but only **excess** of any indemnification provided by an **outside entity** and **excess** of any Directors' & officers' liability insurance coverage afforded to an **outside entity** or its **directors or officers**.

12. Reputation recovery costs

We will pay on behalf of **insured person** the reasonable fees and expenses payable to outside public relations professionals incurred by such **insured person** with our prior written consent in order to mitigate damage to their reputation due to a covered **claim** as objectively established by media reports or other publicly available third-party data provided that such **claim** is first made against an **insured person** during the period of insurance and notified to us in accordance with the **claim** notification condition on this section.

Our liability will not exceed £100,000 in the aggregate during the period of insurance and this limit will form part of and not be in addition to the **limit of indemnity** stated in the schedule.

13. Retired and resigned directors and officers

If this policy is not renewed or replaced or where such renewal or replacement does not specifically provide cover for such **directors or officers** we will provide an unlimited extended reporting period under this section for any **director or officer** who has resigned or retired all of their position(s) as **director or officer** with **you** during:

- a) the period of insurance of this policy
- b) the period of insurance of any other Directors' & officers' insurance policy issued by **us** to **you** of which this policy is a continuous renewal.

This cover will not apply to **indemnifiable financial loss** or to any **directors or officers** who resigned or retired their positions with **you** by reason of, in connection with or after a **change of control**.

14. Taxes and employee compensation

We will pay on behalf of *directors or officers* all financial loss relating to:

- a) corporate taxes owed by *you*; and
- b) *employee* compensation other than bonus owed by *you*

to the extent that:

- i) it is determined by law that the *directors or officers* are personally liable for such taxes and compensation; and
- ii) it is not *indemnifiable financial loss*; and
- iii) *you* have become insolvent; and
- iv) such taxes and compensation are not owed as the result of any intentional, criminal or wilful act to breach any statutory or contractual duty governing the payment of such taxes or compensation by such *director or officer*.

Our liability will not exceed £50,000 in the aggregate during the period of insurance and this limit will form part of and not be in addition to the *limit of indemnity* stated in the schedule.

Special exclusions

This section does not cover financial loss:

1. Bodily injury and property damage

in respect of any *claim* for:

- a) bodily injury, sickness, disease or death of any person and any other loss arising directly there from
- b) any damage to or destruction of any tangible property including loss of use thereof and any other loss arising directly there from other than loss, damage or destruction of documents or records.

Provided always that this exclusion will not apply to:

- i) *defence costs*;
- ii) mental or emotional distress in connection with an *employment claim*
- iii) *financial loss* other than defence costs that is not *indemnifiable financial loss*

2. Conduct

arising from, based upon, attributable to or as a consequence of:

- a) any *insured person* or *insured company* having gained any profit or advantage to which he, she or it had or has no legal entitlement
- b) any intentionally dishonest or intentionally fraudulent act or omission committed by any *insured person*;

in the event that either of a) or b) is determined or established by:

- i) a written admission by *you*
- ii) a judgment or other final, non-appealable adjudication or proceeding adverse to *you*;

Until such determination *defence costs* will be advanced by *us*

3. Prior circumstances and claims

in respect of any *claim*:

- a) arising from or in consequence of any circumstance, fact, matter or occurrence that might give rise to any *claim* that was reported under any other insurance policy prior to inception of this policy or that was disclosed on *your* latest *proposal* to us; or
- b) alleging or deriving from the same or similar facts or that has the same originating source or cause as the matters alleged in any *claim* made against *you* or an *insured person* prior to inception of this policy

4. Trustee

in respect of any *claim* arising from or in consequence of infringement of obligations imposed by any statute, regulation or common law while acting in the capacity of *trustee* of any pension, superannuation scheme, profit sharing or other employee benefit scheme

Special conditions

1. Arbitration

All disputes and differences arising under or in connection with this section of the contract will be referred to arbitration under ARIAS Arbitration Rules.

The Arbitration Tribunal will consist of three arbitrators, one to be appointed by the claimant, one to be appointed by the respondent and the third to be appointed by the two appointed arbitrators. The third member of the Tribunal will be appointed as soon as practicable and no later than 28 days after the appointment of the two party-appointed arbitrators. The Tribunal will be constituted upon the appointment of the third arbitrator.

The arbitrators will be persons (including those who have retired) with not less than 10 years' experience of insurance or reinsurance within the industry or as lawyers or other professional advisers serving the industry. Where a party fails to appoint an arbitrator within 14 days of being called upon to do so or where the two party-appointed arbitrators fail to appoint a third within 28 days of their appointment, then upon application ARIAS (UK) will appoint an arbitrator to fill the vacancy. At any time prior to their appointment by ARIAS (UK) the party or arbitrators in default may make such appointment. The Tribunal may in its sole discretion make such orders and directions as it considers necessary for the final determination of the matters in dispute. The Tribunal will have the widest discretion permitted under the law governing the arbitral procedure when making such orders or directions.

2. Change of control

If there is a *change of control* during the period of insurance then the cover provided by this section only applies in respect of *wrongful acts* occurring prior to the effective date of that *change of control*. You must give written notice to us of the *change of control* as soon as reasonably practicable.

3. Contracts (Rights of Third Parties) Act 1999

A person or *insured company* including an *insured person* who was not a party to this policy has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this section but this does not affect any right or remedy of a *third party* which exists or is available apart from that Act.

4. Contribution

If a *claim* under this section would but for the existence of this policy be *insured* by any other valid and collectable:

- a) Directors' & officers' liability or Management liability policy or indemnity
- b) Employment Practices Liability insurance policy
- c) General Liability insurance policy
- d) Pollution Liability insurance policy
- e) any other insurance which has a duty to defend such *claim*

we will only be liable for any amount above that collectable under such other policy.

In the event of a *claim* made against an *outside entity executive* coverage as is afforded by this section will be specifically excess of:

- a) any indemnification provided by an *outside entity*; and
- b) any insurance coverage afforded to an *outside entity* or its *directors or officers* or equivalent executive or management position.

In the event such other Directors' & officers' or Management liability insurance coverage afforded to the *outside entity* or any of its *directors or officers* is provided by us or Zurich Insurance Group or would be provided but for the application of the retention amount, exhaustion of the *limit of indemnity* or failure to submit a notice of a *claim* as required, then our maximum aggregate *limit of indemnity* for all *financial loss* under this section as respects such cover will be reduced by the amount of the *limit of indemnity* as set forth on the schedule of the other Zurich Insurance Group insurance provided to such *outside entity*.

5. Excess

We will only pay that amount of **financial loss** or loss in respect of each **claim** that is in excess of the applicable **excess** in the schedule. The **excess** is not part of our **limit of indemnity** and is to be borne by you and will remain uninsured. If more than one **excess** is applicable to a single **claim**, then the applicable **excess** will be applied separately to each part of such **claim**, but the maximum total **excess** applicable to such **claim** will not exceed the largest applicable **excess**.

6. Limit of indemnity

The **limit of indemnity** is the total aggregate amount payable by us under this section of this policy for all **financial loss** and/or **loss**, irrespective of the number of **claims** or the number of **insureds** who may **claim** under this policy and irrespective of the amounts of any such claims or when they are made.

7. Representations and severability

The **proposal** will be construed as a separate **proposal** for coverage by each **insured**. No statement in the **proposal** form or knowledge possessed by you will be imputed to any **insured person** for the purpose of determining if coverage is available. The declarations and representations in the **proposal** and knowledge possessed by any past, present or future Chief Executive Officer, Chief Financial Officer, Director of Human Resources and/or in-house General Counsel of the **insured company** or the **sponsoring company** will be imputed to the **insured company** or the **sponsoring company** for determining if coverage is available with respect to claims against such party under the applicable section of the policy.

8. Subrogation

Upon any payment made or to be made under this section of the policy we will be entitled to assume conduct of all rights of recovery available to you and all reasonable assistance will be rendered to us in the prosecution of such rights by you including but not limited to trying to recover from the **insured company** any deductible paid by us. You will execute all papers reasonably required and will take all reasonable action that may be necessary to secure any and all subrogation rights of us. With respect to this section, in no event will we exercise our rights of subrogation against an **insured person** under this section unless it is determined by a written admission, a final judgment or other adjudication in the underlying action or in a separate action or proceeding that such **insured person** had obtained an illegal profit or advantage or committed an intentionally dishonest act or omission or intentionally fraudulent act or omission.

9. Territorial limits

Coverage under this section will apply to **financial loss** incurred resulting from **claims** made and **wrongful acts** occurring anywhere in the world except United States of America.

Special claims conditions

1. Claims notification

Upon learning of any circumstance or receiving verbal or written notice of any **claim** you must tell us as soon as reasonably possible and in any event no later than 45 days after the expiry of the period of insurance of:

- a) any **claim**
- b) any **insured person** being required to attend an **investigation**.

If an **insured** becomes aware of any circumstances which may reasonably be expected to give rise to a **claim** being made against you or an **insured person** then you will have the right to give written notice to us of those circumstances within the period of insurance (such notice to comprise the **wrongful act** allegations anticipated and the reasons for anticipating such a **claim**).

Written notice must include but is not limited to a description of the **claim, investigation** or circumstance as applicable, the nature of the alleged or potential damage, the names of the actual or potential claimants and the date and manner in which the **insured** first became aware of the **claim, investigation** or circumstance.

2. Claims series

Any *claim* or *investigation* whether made before, during or after the period of insurance or series of such *claims* or *investigations* which arise out of the same *wrongful act* or which have the same originating cause or are otherwise casually connected will constitute a single *claim* or *investigation* for the purposes of this section.

All such claims and such *investigations* that constitute a single *claim* or *investigation* under this condition will be deemed to have been made during the period of insurance if either the first such *claim* or first such *investigation* was first made during the period of insurance.

Provided that if the first such *claim* or first such *investigation* was made prior to the period of insurance then all such *claims* and *investigations* will be deemed to have been made prior to the period of insurance and therefore excluded from cover.

3. Defence of claim

It is the duty of *you* or an *insured person* when receiving a *claim* to take all reasonable steps to defend such *claim* and not do anything which may prejudice *our* position.

We will have no duty to defend any *claim* made under this section.

Provided that for any *claim* which may be covered under this section *we* will have the right to be provided with all such information regarding the *claim* as *we* will reasonably require and *we* will be kept fully informed regarding all matters regarding the *investigation*, defence or settlement of any *claim* and will have the right to receive copies of all relevant documents.

In the event of any dispute between *you* and *us* regarding whether or not to contest any *claim* then the procedure described by the Arbitration condition in this section will apply.

4. Fair allocation

If a *claim* is made against any *insured* and any defendant not insured under this section includes both *financial loss* which is covered under this section and *financial loss* together with associated *defence costs* which are not covered then *we* and *you* will use all reasonable endeavours to determine a fair allocation between *financial loss* which is covered and *financial loss* which is not covered under this section.

5. First settlement offer

If *you* consent to the first reasonable settlement offer made by the claimant which *we* support and recommend with regard to a *claim* which results in a settlement of the *claim* then the applicable *excess* amount will be retroactively reduced by 50% provided always that *you* agree to such settlement within 21 days of the settlement first being recommended by *us* and that the *financial loss* of the *claim* exceeds the *excess*.

6. Payments

We will pay *defence costs* covered under this section to *you* or an *insured person* as and when those *defence costs* fall due. If *you* or an *insured person* have no entitlement to payment for *financial loss* under the terms and conditions of this section *you* or the *insured person* must repay *us* any payments of *defence costs* which have been made by *us*.

7. Payments on behalf of insured persons

If the *insured company* fails for reasons other than insolvency to indemnify the *insured person* to the fullest extent permitted or required by law in respect of *financial loss* covered under this section *we* will pay such *financial loss* on behalf of the *insured person*. *We* will then be entitled to obtain reimbursement from the *insured company* for all payments made by *us* that would not have been made if the indemnity had been provided by the *insured company*.

8. Written consent

Our written consent must be obtained before:

- a) any *defence costs* are incurred
- b) any legal representative is retained to defend any *insured person* or to take any steps in connection with any legal proceedings that may potentially be covered under this policy
- c) any *claim* is settled.

Paragraphs a) and b) will not apply in the case of emergency costs.

Section I – Professional indemnity

This section is only operative if stated in the schedule.

Special definitions

Asbestos surveys

A management survey or a refurbishment or demolition survey as described in HSG264 published by the Health and Safety Executive in connection with Regulation 4 of the Control of Asbestos Regulations 2006 or any comparable survey or inspection whether of commercial or residential land or property.

Business

The professional services provided in the conduct of the business stated in the schedule.

Business partner

Any person in *business* with *you* under the terms of a partnership agreement whether express or implied under legislation.

Circumstance

Incident, occurrence, fact, matter, act or omission that may give rise to a *claim*.

Claim

Demand for or an assertion of a right to civil compensation or civil damages or an intimation of an intention to seek such compensation or damages.

Defence costs

Reasonable costs and expenses necessarily incurred with *our* written consent in the investigation, defence or settlement of any *claim* or investigation into any *circumstance* which may be the subject of indemnity under this section.

Employee

Any natural person who is:

- a) under a contract of service or apprenticeship with *you*
- b) self-employed
- c) under a work experience or similar scheme
- d) hired or borrowed by *you* from another employer

and working for *you* in connection with the *business* while under *your* direct control or supervision.

Environmental audit

Any investigation specifically intended to assess whether there is actual *pollution or contamination* present.

Excess

The amount stated in this section, the schedule or any endorsement in respect of each and every *claim* for which *you* will be responsible.

Insured

You and *your* predecessors:

- a) any current or former *business partner*, director, *member* or principal or any person who becomes a *business partner*, director, *member* or principal during the period of insurance
- b) any current or former *employee* or any person who becomes an *employee* during the period of insurance
- c) the personal representative of any *business partner*, director, *member*, principal or *employee* in the event of their death, incapacity, insolvency or bankruptcy.
- d) any retired *business partner*, retired director or retired *member* whilst acting as a consultant to the insured.

Member

A member of **your** limited liability partnership as defined in the Limited Liability Partnerships Act 2000.

Pollution or contamination

Pollution or contamination of buildings or other structures or of water or land or the atmosphere.

Related entity

Any individual or entity or its subcontractors or assignees:

- a) which wholly or partially own, operate or manage **you**
- b) in which **you** have an ownership interest in excess of 20%
- c) which is controlled, operated or managed by **you**.

Territorial limits

Worldwide excluding:

- a) the United States of America
- b) Canada

and any territories under their jurisdiction.

You or your

The person, people either acting in partnership or on behalf of an unincorporated organisation or the company stated in the schedule as the policyholder.

Cover

We will pay any **insured** in respect of any **claim** first made against any **insured** and notified to **us** during the period of insurance in respect of any civil liability including liability for claimants' costs and expenses arising out of the conduct of the **business** within the **territorial limits**.

In addition to the limit of indemnity **we** will pay **defence costs**.

Defence costs will not be subject to any **excess**.

Where **you** become liable to pay a sum in excess of the amount of indemnity available under this policy **we** will pay only the proportion of any **defence costs** that the amount of indemnity available under this policy bears to the **insured's** total liability.

Additional cover extensions applicable to Section I – Professional Indemnity

1. Bodily injury and property damage

We will also indemnify **you** against:

- a) death, bodily injury, mental injury, sickness, disease, mental anguish or shock sustained by any person including emotional distress arising from libel or slander
- b) loss of or **damage** to property

provided that it arises out of a breach of professional duty due to any negligent act, error or omission committed or alleged to have been committed by any **insured**.

2. Costs of criminal proceedings

We will also indemnify **you** against reasonable legal costs and expenses necessarily incurred with **our** prior consent in the defence of any criminal proceedings first made against **you** and notified to **us** during the period of insurance under:

- a) the Bribery Act 2010
- b) the Construction (Design and Management) Regulations 2007
- c) the Corporate Manslaughter and Corporate Homicide Act 2007
- d) the Data Protection Act 1998
- e) the Health and Safety at Work etc Act 1974 or the Health and Safety at Work (Northern Ireland) Order 1978
- f) any statutory or secondary legislation implementing the Council Directive 92/57/EEC or similar legislation enacted elsewhere in the world.

Provided that:

- i) the criminal proceedings arise out of the conduct of the **business**; and
- ii) the circumstances giving rise to such proceedings may otherwise give rise to an indemnity under this section; and
- iii) in **our** reasonable belief the defence of such proceedings would assist in the defence of any **claim** against any **insured**.

Any subsequent or concurrent civil action arising out of criminal proceedings notified hereunder will be deemed to be notified in accordance with Special claims conditions – 1. Claim notification.

For the purpose of this clause the **excess** will be £2,500 or the **excess** stated in the schedule whichever is the lesser.

Our liability will not exceed £1,000,000 in the aggregate or the limit of indemnity in the aggregate stated in the schedule whichever is the lesser during the period of insurance and this limit will form part of and not be in addition to the limit of indemnity stated in the schedule.

3. Court attendance costs

We will also pay **you** the daily rates stated below if any of these people are required to attend court as a witness at **our** request:

- a) any **business partner**, director, **member** or principal £500
- b) any **employee** £250

Our liability will not exceed £25,000 in the aggregate during the period of insurance and this limit will form part of and not be in addition to the limit of indemnity stated in the schedule.

4. Fee costs

We may also at **our** discretion pay **your** outstanding fee in circumstances where **your** client has expressed dissatisfaction with **your** work. They must:

- a) demonstrate reasonable grounds for such dissatisfaction and subsequent refusal to pay such fee including amounts **you** are legally obligated to pay subcontractors at the time of the refusal to pay such fee; and
- b) threaten to bring a **claim** against **you** for a sum greater than the outstanding fee; and
- c) agree not to pursue such **claim** if **you** agree not to press for **your** outstanding fee.

Our payment of **your** outstanding fee will only be made if **we** believe that this will avoid a **claim** for a greater amount. If following this a **claim** still arises then the amount paid under this clause will be deducted from the limit of indemnity. If **you** eventually recover the outstanding fee or any part thereof then **you** must repay **us** any amount **you** recover less **your** reasonable expenses necessarily incurred in recovering the outstanding fee.

5. First party copyright infringement

We will also pay any reasonable costs and expenses necessarily incurred in the issue of any proceedings notified to us during the period of insurance for any injunction or for damages for infringement of any copyright vested in you. Provided always that we will not be required to incur any obligation to meet such costs where your cause of action is not one that is reasonable to pursue. In the event of any dispute arising between you and us as to the reasonableness of pursuing any such cause of action the opinion of a Queen's Counsel the appointment of whom will be mutually agreed between you and us will be obtained and their decision will be binding.

If you and we cannot agree on the appointment of a Queen's Counsel the chairman of the Bar Council will appoint one.

Our liability will not exceed £25,000 in the aggregate during the period of insurance and this limit will form part of and not be in addition to the limit of indemnity stated in the schedule.

6. Libel or slander

We will also indemnify you against any act of libel or slander provided such act of libel or slander is committed or uttered by an insured in good faith.

7. Loss of documents

We will also pay reasonable costs necessarily incurred by you with our prior consent for the restoration or replacement of records associated with the business including computer systems records which have been accidentally lost or damaged. Provided always that any computer systems records are backed up no less frequently than once every 7 days or as otherwise agreed by us and such backed up records are held at a separate location. This clause does not apply to negotiable instruments of whatsoever nature.

Our liability will not exceed £1,000,000 in the aggregate or the limit of indemnity in the aggregate stated in the schedule whichever is the lesser during the period of insurance and this limit will form part of and not be in addition to the limit of indemnity stated in the schedule.

8. Representation costs

We will also pay reasonable costs and expenses necessarily incurred by you with our written consent for representation at any official examination, inquiry, investigation or other proceedings ordered or commissioned by a body legally empowered to investigate your affairs that is first instigated against you and notified to us during the period of insurance and which may give rise to a claim under this section.

Our liability will not exceed £25,000 in the aggregate during the period of insurance and this limit will form part of and not be in addition to the limit of indemnity stated in the schedule.

Special exclusions

This section does not cover:

1. Asbestos

liability, loss, cost or expense caused by, contributed to by or arising out of any asbestos, asbestos fibres or any derivatives of asbestos including any product containing any asbestos fibres or derivatives unless arising out of a breach of professional duty due to any negligent act, error or omission committed or alleged to have been committed in the conduct of the business.

Provided that:

- a) this policy will not cover liability for:
 - i) asbestos surveys
 - ii) death, bodily injury, mental injury, sickness, disease, mental anguish, shock or the fear of suffering thereof sustained by any person
- b) our liability including defence costs will not exceed £1,000,000 in the aggregate or the limit of indemnity in the aggregate stated in the schedule whichever is the lesser during the period of insurance and this limit will form part of and not be in addition to the limit of indemnity stated in the schedule.

2. Claims by related entities

any *claim* brought by any *insured* or any related entity unless such *claim* emanates from an independent third party

3. Competition, restraint of trade or taxation

liability arising from the breach of any taxation, competition, restraint of trade or antitrust legislation or regulation

4. Contractual liability

- a) liability arising from any express warranty, guarantee, contractual promise, indemnity, liquidated damages, waiver or express agreement given by *you* unless *you* would have been liable even if there had not been any such express warranty, guarantee, contractual promise, indemnity, liquidated damages, waiver or express agreement
- b) any *claim* or loss payable which would have been recoverable but for any restriction on *your* rights of recovery imposed by the terms of any contract entered into by *you*

5. Courts jurisdiction

any *claim* made or brought:

- a) in the United States of America or Canada or territories under their jurisdiction
- b) under or in consequence of any judgment or order in or under the laws of the United States of America or Canada or territories under their jurisdiction

6. Criminal or malicious acts

liability arising out of any criminal, dishonest, fraudulent or malicious act, error or omission committed by any *insured* or on the direction of any *business partner*, director, *member* or *principal* unless:

- a) committed by any *employee* which for the purpose of this clause will not include any *business partner*, director, *member* or *principal* of *yours*; and
- b) there was no reasonable cause for suspicion by any *business partner*, director, *member* or *principal* in relation to such person.

Provided always that:

- i) in the event of a loss being sustained as a result of any criminal, dishonest, fraudulent or malicious act, error or omission the amount of indemnity under this section will be reduced by an amount equal to the sum of:
 - 1) any monies owed by *you* to any person committing, condoning or contributing to the act or omission
 - 2) any monies held by *you* and belonging to such person; and
- ii) no person committing, condoning or contributing to any criminal, dishonest, fraudulent or malicious act, error or omission is entitled to an indemnity under this section

7. Directors' and officers' and trustee liability

liability while any *insured* is carrying out the duties of:

- a) a director or officer of *you* or any other body corporate
- b) a trustee of any pension fund or any other employee benefit scheme

8. Electronic risks

liability arising out of virus or similar mechanism or hacking or denial of service attack

9. Employment

liability arising out of:

- a) death, bodily injury, mental injury, sickness, disease, mental anguish or shock of any *business partner*, director, *member*, *principal* or *employee* while in the course of their employment with *you*
- b) any obligation owed by *you* as an employer or potential employer to any director or *employee* or applicant for employment
- c) any express or implied terms of a partnership agreement or membership agreement

10. Goods and services

liability arising from any contract or arrangement for the supply to or use by *you* of goods or services

11. Insolvency

liability arising out of *your* insolvency or bankruptcy. This exclusion will not apply to any *circumstance* or *claim* that may be covered under this section but for *your* insolvency or bankruptcy

12. Pension and employee benefit schemes

liability arising out of the operation or administration of *your* pension or other employee benefit scheme

13. Pollution or contamination

liability, loss, cost or expense directly or indirectly caused by, contributed to by or arising out of:

- a) *pollution or contamination* unless arising out of a breach of professional duty due to any negligent act, error or omission committed or alleged to have been committed in the conduct of the *business*
- b) any *environmental audit*.

Our liability including *defence costs* will not exceed the limit of indemnity in the aggregate during the period of insurance and this limit will form part of and not be in addition to the limit of indemnity stated in the schedule

14. Prior circumstances and claims

liability arising from:

- a) any *circumstance* that:
 - i) *you* knew or that in *our* reasonable opinion *you* ought to have known prior to inception of this policy which may give rise to a *claim* against *you*
 - ii) was notified by *you* under any other insurance policy prior to inception of this policy
 - iii) was disclosed or in *our* reasonable opinion ought to have been disclosed on *your* latest proposal to *us*
- b) any *claim* made against any *insured* prior to inception of this policy

15. Products and buildings

liability arising out of any:

- a) supply, repair, alteration, manufacture, installation or maintenance of goods, materials or products
- b) construction, repair, installation, erection, removal or demolition of buildings, building works or physical structures by any *insured*, subcontractor or *related entity*

16. Property and transport

liability arising out of the ownership, possession or use by *you* or on *your* behalf of any land, building, aircraft, watercraft, mechanically propelled vehicle or trailer

17. Punitive damages or fines

any amount in respect of:

- a) penalties or fines
- b) punitive or exemplary damages unless arising out of libel or slander committed or uttered in good faith

18. Survey and valuation

liability arising out of any survey or valuation

19. Terrorism

loss, damage, consequential loss, cost or expense directly or indirectly caused by, contributed to by, resulting from or arising out of or in connection with **terrorism**.

In any action or suit or other proceedings where **we** allege that by reason of this exclusion cover is not provided under this policy the burden of proving that cover is provided under this policy will be upon **you**.

20. Trading losses

liability arising out of *your* trading loss or trading debt or *your* liability for VAT or its equivalent.

Special provisions

1. Contracts (Rights of Third Parties) Act 1999

For the purposes of the Contracts (Rights of Third Parties) Act 1999 this section is not enforceable by any third party.

2. Discharge of liability

We may at any time pay in connection with any *claim* the maximum amount payable under this section after deduction of any sum already paid in respect of such *claim* or any lower amount for which the *claim* can be settled and then relinquish the conduct and control and be under no further liability in respect of the *claim* except for the payment of *defence costs* incurred with our written consent prior to the date of such payment.

3. Joint liabilities

If the *insured* comprises more than one party we will indemnify each party as though a separate policy had been issued to each of them provided always that the total amount of indemnity to all such parties will not exceed the amount payable if the *insured* comprised only one party and in any event will not exceed the limit of indemnity stated in the schedule.

4. Limit of indemnity

The limit of indemnity stated in the schedule is our monetary limit (other than any limit otherwise stated) and applies to any one *claim*.

All *claims* against any one or more of the *insured* arising from:

- a) one act or omission
- b) one series of related acts or omissions
- c) the same act or omission in a series of related matters or transactions
- d) similar acts or omissions in a series of related matters or transactions
- e) one matter or transaction

will be regarded as one *claim*. All such *claims* will be considered first made on the date upon which the earliest *claim* is first made.

5. Queen's Counsel

You will not be required to contest any legal proceedings unless a Queen's Counsel or similar authority agreed upon by you and us advises that on the facts of the case such *claim* may be contested with a reasonable prospect of success.

If you and we cannot agree on the appointment of a Queen's Counsel the chairman of the Bar Council will appoint one.

Special conditions

1. Observance

The due observance and fulfilment of the terms and conditions of this section by you in so far as they relate to anything to be done or complied with by you will be a condition precedent to our liability to make any payment under this section.

2. Sole agent

It is agreed that:

- a) if the *insured* comprises more than one party the person, company or entity set out as you in the schedule will act for itself and be deemed to act as the sole agent for the *insured*. All parties comprising the *insured* are deemed to have consented and agreed that rights of action under this section are not assignable except with our prior written consent
- b) you have the sole right to file notice or proof of loss or make a *claim*
- c) you have the sole right to bring legal proceedings arising under or in connection with this section
- d) knowledge possessed or discovery made by any person, company or entity forming part of you or by any *business partner*, director, *member*, *principal* or officer, departmental head or other senior manager or the equivalent thereof will be deemed to constitute knowledge possessed or discovery made by all other persons, companies or other entities forming part of you.

Special claims conditions

1. Claim notification

Upon learning of any *circumstance* or on receiving verbal or written notice of any *claim you* must:

- a) tell **us** as soon as reasonably possible and give **us** any assistance **we** may reasonably require
- b) immediately send to **us** any *claim*, writ or summons issued against **you** and any notice of prosecution, inquest or fatal inquiry
- c) supply at **your** own expense and as soon as reasonably possible full details of the *claim* in writing including any supporting evidence and information that **we** require and keep **us** up to date with any future information **you** receive or **we** may reasonably require
- d) in the case of notification of a *circumstance* supply full details including all material facts, dates and persons involved and the reasons for anticipating that it is by definition a *circumstance*.

2. Claim settlement

We will:

- a) be entitled to take over and conduct the defence or settlement of any claim including the appointment of legal counsel
- b) treat any *circumstance* notified during the period of insurance which subsequently gives rise to a *claim* after the period of insurance as a *claim* first made during the period of insurance.

3. Negotiation or settlement

You must not admit, deny, negotiate or settle any *claim* without **our** written consent.

4. Other insurance

If at the time of any *circumstance* or *claim* there is any other policy providing an indemnity in respect of such *circumstance* or *claim* **we** will be liable only for **our** proportionate share. If any other policy has a provision preventing it from contributing in like manner then **our** share of the *claim* will be limited to the amount in excess of that which would be payable under such other policy had this policy not been effected.

5. Prejudice

Where **you** have prejudiced the settlement of any *claim* the amount **we** will pay including **defence costs** will be reduced to such an amount as would have been payable in the absence of such prejudice.

6. Subrogation rights

We are entitled to:

- a) take the benefit of **your** rights against another person prior to or after we have paid a *claim*
- b) take over the defence or settlement of a *claim* against **you** by another person.

Section J – Legal expenses

Cover under this section is underwritten by DAS Legal Expenses Insurance Company Limited. Head and registered Office: DAS House, Quay Side, Temple Back, Bristol BS1 6NH England. Registered in England and Wales, number 103274

Important Note

Please do not ask for help from a solicitor or accountant before this has been agreed by **us**. Costs incurred before agreement and approval by **us** will not be paid.

Special definitions

Appointed representative

The *preferred law firm or tax consultancy*, law firm, accountant or other suitably qualified person **we** will appoint to act on the *insured person's* behalf.

Aspect enquiry

An examination by HM Revenue & Customs which considers one or more specific aspects of *your* self assessment and/or corporation tax return.

Costs and expenses

- a) All reasonable and necessary costs chargeable by the *appointed representative* and agreed by **us** in accordance with the *DAS standard terms of appointment*.
- b) The costs incurred by opponents in civil cases if the *insured person* has been ordered to pay them or the *insured person* pays them with **our** agreement.

Countries covered

- a) For insured incidents Legal defence (excluding 5. Statutory notice appeals) and Personal injury:

The European Union, the Isle of Man, the Channel Islands, Albania, Andorra, Bosnia Herzegovina, Gibraltar, Iceland, Macedonia, Monaco, Montenegro, Norway, San Marino, Serbia, Switzerland and Turkey.

- b) For all other insured incidents:

The **territorial limits**.

Cross tax enquiry

A *full enquiry* which includes a review of Value Added Tax and/or Employer compliance.

DAS standard terms of appointment

The terms and conditions including the amount **we** will pay to an *appointed representative* that apply to the relevant type of claim which could include a conditional fee agreement (no win, no fee).

Date of occurrence

- a) For civil cases other than under insured incident Tax protection the date of the event that leads to a claim. If there is more than one event arising at different times from the same originating cause the date of occurrence is the date of the first of these events. (This is the date the event happened which may be before the date *you* or an *insured person* first became aware of it.)
- b) For criminal cases the date the *insured person* began or is alleged to have begun to break the law.
- c) For insured incident Statutory licence appeal the date when *you* first became aware of the proposal by the relevant licensing or regulatory authority to suspend, alter the terms of, refuse to renew or cancel *your* licence, mandatory registration or British Standard Certificate of Registration.
- d) For insured incident Tax protection the date when HM Revenue & Customs or the relevant authority first notifies *you* of its intention to carry out an enquiry. For *VAT disputes* or *employer compliance disputes* the date the dispute arises during the *period of insurance*.
- e) For insured incident Legal defence 5 – Statutory notice appeals the date when the *insured person* is issued with the relevant notice and has the right to appeal.

Employer compliance dispute

A dispute with HM Revenue & Customs concerning **your** compliance with Pay As You Earn, Social Security, Construction Industry or IR35 legislation and regulations.

Full enquiry

An extensive examination by HM Revenue & Customs which considers all aspects of **your** tax affairs and includes a request to examine all **your** books and records. Excludes an examination limited to one or more specific aspects of **your** self assessment and/or corporation tax return. Please refer to the definition for **aspect enquiry**.

Insured person

You and the directors, partners, managers, employees and any other individuals declared to **us** by **you**.

Period of insurance

The period for which **we** have agreed to cover the **insured person**.

Preferred law firm or tax consultancy

A law firm, barristers' chambers or tax expert **we** choose to provide legal or other services. These specialists are chosen as they have the proven expertise to deal with the **insured person's** claim and must comply with **our** agreed service standard levels which **we** audit regularly. They are appointed according to the **DAS standard terms of appointment**.

Reasonable prospects

- a) For civil cases the prospects that the **insured person** will:
- i) recover losses or damages or a reduction in tax or National Insurance liabilities
 - ii) obtain any other legal remedy that **we** have agreed to including an enforcement of judgment
 - iii) make a successful defence or make a successful appeal or defence of an appeal
- must be at least 51%.

We or a **preferred law firm or tax consultancy** on **our** behalf will assess whether there are **reasonable prospects**.

- b) For criminal cases there is no requirement for there to be prospects of a successful outcome. However for appeals the prospects must be at least 51%.

VAT dispute

A dispute with HM Revenue & Customs following the issue of an assessment, written decision or notice of a civil penalty relating to **your** VAT affairs.

Cover

We agree to provide the insurance described in this section for the *insured person* in respect of any insured incident arising in connection with the **business**.

Provided that:

- a) *reasonable prospects* exist for the duration of the claim; and
- b) the *date of occurrence* of the insured incident is during the *period of insurance*; and
- c) any legal proceedings will be dealt with by a court or other body which we agree to within the *countries covered*; and
- d) the insured incident happens within the *countries covered*.

We will pay an *appointed representative* on *your* behalf *costs and expenses* incurred following an insured incident and any compensation awards that we have agreed to.

Provided that:

- i) the most we will pay for all claims resulting from one or more event arising at the same time or from the same originating cause is shown as the limit of indemnity stated in the schedule
- ii) the most we will pay in *costs and expenses* is no more than the amount we would have paid to a *preferred law firm or tax consultancy*
- iii) in respect of an appeal or the defence of an appeal *you* must tell us within the time limits allowed that *you* want to appeal. Before we pay the *costs and expenses* for appeals we must agree that *reasonable prospects* exist
- iv) for an enforcement of judgment to recover money and interest due to *you* after a successful claim under this section we must agree that *reasonable prospects* exist
- v) where an award of damages is the only legal remedy to a dispute and the cost of pursuing legal action is likely to be more than any award of damages the most we will pay in *costs and expenses* is the value of the likely award
- vi) in respect of insured incident Legal defence – 6. Jury service and court attendance the most we will pay is the *insured person's* net salary or wages for the time that the *insured person* is absent from work less any amount the court pays.

We will not pay:

1. any costs that fall outside the *DAS standard terms of appointment* if *you* decide not to use the services of a *preferred law firm or tax consultancy*
2. more than £1,000,000 in any one *period of insurance* in respect of all compensation awards payable by us
3. the first £500 of any contract dispute claim where the amount in dispute exceeds £5,000
4. more than £2,000 for claims in respect of *aspect enquiries*
5. the first £200 of *costs and expenses* of each and every claim in respect of *aspect enquiries*.

Insured incidents

A. Employment disputes and compensation awards

A1. Employment disputes

We will pay *costs and expenses* to defend *your* legal rights:

- a) before the issue of legal proceedings in a court or tribunal following the dismissal of an **employee**
- b) in unfair dismissal disputes under the ACAS Arbitration Scheme
- c) in legal proceedings in respect of any dispute relating to:
 - i) a contract of employment with *you*
 - ii) an alleged breach of the statutory rights of an **employee**, ex-**employee** or prospective **employee** under employment legislation.

We will not pay any claim relating to:

1. a dispute where the cause of action arises within the first 90 days of the start of this section
2. a dispute with an **employee** under a written or oral warning (formal or informal) within 180 days immediately before the start of this section if the **date of occurrence** was within the first 180 days of the start of this section
3. redundancy or alleged redundancy or unfair selection for redundancy which occurs within the first 180 days of the start of this section
4. damages for personal injury or **damage** to property
5. Transfer of Undertakings (Protection of Employment) Regulations 2006 or the Transfer of Employment (Pension Protection) Regulations 2005.

A2. Compensation awards

We will pay:

- a) any basic and compensatory award; and/or
- b) an order for compensation following a breach of **your** statutory duties under employment legislation in respect of a claim **we** have accepted under insured incident 1.

Provided that:

- i) in cases relating to performance and/or conduct **you** have throughout the employment dispute either:
 - 1) followed the ACAS Code of Disciplinary and Grievance Procedures
 - 2) followed equivalent codes of practice issued by the Labour Relations Agency in Northern Ireland
 - 3) sought and followed advice from **our** legal advice service (Telephone 0344 893 9022)
- ii) for an order of compensation following **your** breach of statutory duty under employment legislation **you** have at all times sought and followed advice from **our** legal advice service since the date when **you** should have known about the employment dispute (Telephone 0344 893 9022)
- iii) for any compensation award for redundancy or alleged redundancy or unfair selection for redundancy, **you** have sought and followed advice from **our** Claims Department prior to serving notice of redundancy (Telephone 0344 893 9022)
- iv) the compensation is awarded by a tribunal or through the ACAS Arbitration Scheme under a judgment made after full argument and otherwise than by consent or default or is payable under settlement approved in writing in advance by **us**.

We will not pay:

1. any compensation award relating to:
 - a) trade union activities, trade union membership or non-membership
 - b) pregnancy or maternity rights, paternity, parental or adoption rights
 - c) health and safety related dismissals brought under section 44 of the Employment Rights Act 1996
 - d) statutory rights in relation to trustees of occupational pension schemes
2. any compensation award relating to non-payment of money due under a contract of employment or a statutory provision
3. any award ordered because **you** have failed to provide relevant records to **employees** under National Minimum Wage legislation
4. a compensation award or increase in a compensation award relating to failure to comply with a current or previous recommendation made by a tribunal.

A3. Employee civil legal defence

We will pay *costs and expenses* to defend the *insured person's* (other than *your*) legal rights if an event arising from their work as an employee leads to civil action being taken against them:

- a) under legislation for unlawful discrimination
- b) as trustee of a pension fund set up for the benefit of *your employees*.

Please note that we will only provide cover for an *insured person* (other than *you*) at *your* request.

A4. Service occupancy

We will pay *costs and expenses* to pursue a dispute with an *employee* or *ex-employee* to recover possession of premises owned by or for which *you* are responsible.

We will not pay any claim relating to defending *your* legal rights other than defending a counter-claim.

B. Legal defence

At *your* request we will pay *costs and expenses* to defend the *insured person's* legal rights in the following circumstances:

B1. Criminal pre-proceedings cover

prior to the issue of legal proceedings when dealing with the Police, Health and Safety Executive and/or Local Authority Health and Safety Enforcement Officer where it is alleged that the *insured person* has or may have committed a criminal offence.

B2. Criminal prosecution defence

following an event which leads to the *insured person* being prosecuted in a court of criminal jurisdiction provided that the criminal investigations or prosecutions arise in direct connection with the **business**.

B3. Data protection and Information Commissioner registration

- a) if civil action is taken against the *insured person* for compensation under section 13 of the Data Protection Act 1998. We will also pay any compensation award made against the *insured person* under section 13 of the Data Protection Act 1998
- b) in an appeal against the refusal of the Information Commissioner to register *your* application for registration provided that at the time of the insured incident *you* have registered with the Information Commissioner.

B4. Wrongful arrest

if civil action is taken against *you* for wrongful arrest in respect of an accusation of theft alleged to have been carried out during the *period of insurance*.

B5. Statutory notice appeals

in an appeal against the imposition or terms of any Statutory Notice issued under legislation affecting the **business** but excluding:

- a) an appeal against the imposition or terms of any Statutory Notice issued in connection with *your* licence, mandatory registration or British Standard Certificate of Registration
- b) a Statutory Notice issued by an *insured person's* regulatory or governing body.

B6. Jury service and court attendance

We will pay expenses in respect of an *insured person's* absence from work:

- a) to perform jury service
- b) to attend any court or tribunal at the request of the *appointed representative*.

The maximum we will pay is the *insured person's* net salary or wages for the time that they are absent from work less any amount *you*, the court or tribunal have paid them.

We will not pay any claim related to prosecution due to infringement of road traffic laws or regulations in connection with the ownership, driving or use of a motor vehicle.

Provided that for claims under Legal Defence relating to the Health and Safety at Work etc Act 1974 the **countries covered** will be any place where the Act applies.

C. Statutory licence appeal

We will represent **you** in an appeal to the relevant statutory or regulatory authority, court or tribunal following a decision by a licensing or regulatory authority to suspend, alter the terms of, refuse to renew or cancel **your** licence, mandatory registration or British Standard Certificate of Registration.

We will not cover any claim relating to:

- a) assistance with the application process either in relation to an original application or application for renewal of a statutory licence, mandatory registration or British Standard Certificate of Registration
- b) the ownership, driving or use of a motor vehicle.

D. Contract disputes

This insured incident is an optional cover and only operative if stated in the schedule as insured.

We will negotiate for **your** legal rights in a contractual dispute arising from an agreement or an alleged agreement which has been entered into by **you** or on **your** behalf for the purchase, hire, sale or provision of goods or of services.

Provided that:

- a) the amount in dispute exceeds £500 including VAT. If the amount in dispute exceeds £5,000 including VAT **you** will be responsible for the first £500 of **costs and expenses** in each and every claim
- b) if the amount in dispute is payable in instalments the instalments due and payable at the time of making the claim exceed £500 including VAT
- c) if the dispute relates to money owed to **you** a claim under this section is made within 90 days of the money becoming due and payable.

We will not cover any claim relating to:

1. a dispute arising from an agreement entered into prior to the start of this section if the **date of occurrence** is within the first 90 days of the cover provided by this section
2.
 - a) the settlement payable under an insurance policy (**we** will cover a dispute if **your** insurer refuses **your** claim but not for a dispute over the amount of the claim)
 - b) the sale, purchase, terms of a lease, licence, or tenancy of land or **buildings**. However **we** will cover a dispute with a professional adviser in connection with these matters
 - c) a loan, mortgage, pension, guarantee or any other financial product and choses in action
 - d) a motor vehicle owned by or hired or leased to **you** other than agreements relating to the sale of motor vehicles where **you** are engaged in the business of selling motor vehicles
3. a dispute with an **employee** or ex-**employee** which arises out of or relates to a contract of employment with **you**
4. a dispute which arises out of:
 - a) the sale or provision of computer hardware, software, systems or services
 - b) the purchase or hire of computer hardware, software, systems or services tailored by a supplier to **your** own specification
5. a dispute arising from a breach or alleged breach of professional duty by an **insured person**
6. the recovery of money and interest due from another party other than disputes where the other party indicates that a defence exists.

E. Debt recovery

This insured incident is an optional cover and only operative if stated in the schedule as insured.

We will negotiate for **your** legal rights in a dispute relating to the recovery of money and interest due from the sale or provision of goods or services, including enforcement of judgments.

Provided that:

- a) the debt exceeds £500 including VAT
- b) a claim is made within 90 days of the money becoming due and payable
- c) **we** have the right to select the method of enforcement or to forego enforcing judgment if **we** are not satisfied that there are or will be sufficient assets available to satisfy judgment.

We will not cover any claim relating to:

1. any debt arising from an agreement entered into prior to the start of this section if the debt is due within the first 90 days of the cover provided by this section
2.
 - a) the settlement payable under an insurance policy
 - b) the sale, purchase, terms of a lease, licence or tenancy of land or **buildings**
 - c) a loan, mortgage, pension, guarantee or any other financial product and choses in action
 - d) a motor vehicle owned by or hired or leased to **you** other than agreements relating to the sale of motor vehicles where **you** are engaged in the business of selling motor vehicles
3. a dispute which arises out of the supply, hire, sale or provision of computer hardware, software, systems or services
4. the recovery of money and interest due from another party where the other party indicates that a defence exists
5. any dispute which arises from debts **you** have purchased from a third party.

F. Property protection

We will negotiate for **your** legal rights in a civil dispute relating to material property which is owned by **you** or is **your** responsibility following:

- a) any event which causes **damage** to such material property
- b) a legal nuisance (meaning any unlawful interference with **your** use or enjoyment of **your** land, or some right over or in connection with it)
- c) a trespass

provided that **you** have established the legal ownership or right to the land that is the subject of the dispute.

We will not cover any claim relating to:

1. a contract **you** have entered into
2. goods in transit or goods lent or hired out
3. goods at premises other than those occupied by **you** unless the goods are at the premises for the purpose of installations or use in work to be carried out by **you**
4. mining subsidence
5. defending **your** legal rights but **we** will cover defending a counter-claim
6. a motor vehicle owned or used by or hired or leased to an *insured person* other than **damage** to motor vehicles where **you** are in the business of selling motor vehicles
7. the enforcement of a covenant by or against **you**.

G. Personal injury

At **your** request we will pay **costs and expenses** for an **insured person's** and their family members' legal rights following a specific or sudden accident that causes the death of or **bodily injury** to them.

We will not cover any claim relating to:

1. any illness or **bodily injury** that happens gradually
2. psychological injury or mental illness unless the condition follows a specific or sudden accident that has caused physical **bodily injury**
3. defending an **insured person's** or their family members' legal rights other than in defending a counter-claim
4. clinical negligence.

H. Tax protection

1. A **full enquiry** or **aspect enquiry**.
2. A **cross tax enquiry**.
3. An **employer compliance dispute**.
4. A **VAT dispute**.

Provided that **you** have taken reasonable care to ensure that all returns are complete and correct and are submitted within the statutory time limits allowed

Please note **we** will only cover tax claims which arise in direct connection with the activities of the **business**.

We will not cover any insured incident:

1. arising from tax avoidance schemes
2. caused by **your** failure to register for Value Added Tax or Pay As You Earn
3. arising from investigation or enquiries by, with or on behalf of HM Revenue & Customs Special Investigations Section, Special Civil Investigations, Criminal Investigations Unit, Criminal Taxes Unit, under Public Notice 160 or by the Revenue & Customs Prosecution Office
4. arising from import or excise duties and import VAT
5. arising from any investigation or enquiry by HM Revenue & Customs into alleged dishonesty or alleged criminal offences.

Special exclusions applicable to Section J

We will not pay for:

1. A dispute with DAS

a dispute with **us** not otherwise dealt with under special condition 1

2. Bankruptcy

any claim where either at the start of or during the course of a claim **you**:

- a) are declared bankrupt
- b) have filed a bankruptcy petition
- c) have filed a winding-up petition
- d) have made an arrangement with **your** creditors
- e) have entered into a deed of arrangement
- f) are in liquidation
- g) part or all of **your** affairs or property are in the care or control of a receiver or administrator

3. Calendar date devices

any claim directly or indirectly caused by or resulting from any device failing to recognise, interpret or process any date as its true calendar date

4. Costs we have not agreed

costs and expenses incurred before **our** written acceptance of a claim

5. Court awards and fines

fines, penalties, compensation or damages which the *insured person* is ordered to pay by a court or other authority other than compensation awards covered under insured incidents Employment disputes and compensation awards and Legal defence

6. Defamation

any claim relating to written or verbal remarks that damage the *insured person's* reputation

7. Deliberate acts

any insured incident deliberately or intentionally caused by an *insured person*

8. Franchise or agency agreements

any claim relating to rights under a franchise or agency agreement entered into by **you**

9. Group or class actions

any claim where legal action resulting from one or more event arising at the same time or from the same originating cause which could lead to the court making a Group Litigation Order

10. Intellectual property rights

any claim relating to patents, copyrights, trademarks, merchandise marks, registered designs, intellectual property, secrecy and confidentiality agreements

11. Judicial review

costs and expenses arising from or relating to judicial review, coroner's inquest or fatal accident inquiry

12. Late reported claims

any claim reported to **us** more than 180 days after the date the *insured person* should have known about the insured incident

13. Legal action we have not agreed

legal action an *insured person* takes which **we** or the *appointed representative* have not agreed to or where the *insured person* does anything that hinders **us** or the *appointed representative*

14. Litigant in person

any claim where an *insured person* is not represented by a law firm, barrister or tax expert

15. Nuclear, war and terrorism risks

any claim caused by, contributed to by or arising from:

- a) ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from burning nuclear fuel
- b) the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear part of it
- c) war, invasion, foreign enemy hostilities (whether war is declared or not), civil war, rebellion, revolution, military force or coup or any other act of terrorism or alleged act of terrorism as defined by the Terrorism Act 2000
- d) pressure waves caused by aircraft or any other airborne devices travelling at sonic or supersonic speeds

16. Shareholding or partnership disputes

any claim relating to a shareholding or partnership share in the **business**.

Special conditions applicable to Section J

1. Arbitration

If there is a disagreement between **you** and **us** about the handling of a claim and it is not resolved through **our** internal complaints procedure and **you** are a small business **you** can contact the Financial Ombudsman Service for help. Details available from www.financial-ombudsman.org.uk. Alternatively there is a separate arbitration process (this applies to all sizes of business). The arbitrator will be a barrister chosen jointly by **you** and **us**. If there is a disagreement over the choice of arbitrator **we** will ask the Chartered Institute of Arbitrators to decide.

2. Assessing and recovering costs

- a) An *insured person* must instruct the *appointed representative* to have *costs and expenses* taxed, assessed or audited if **we** ask for this.
- b) An *insured person* must take every step to recover *costs and expenses* and court attendance and jury service expenses that **we** have to pay and must pay **us** any amounts that are recovered.

3. Cancelling an appointed representative's appointment

If the *appointed representative* refuses to continue acting for an *insured person* with good reason or if an *insured person* dismisses the *appointed representative* without good reason the cover **we** provide will end at once unless **we** agree to appoint another *appointed representative*.

4. Cancelling this section

We can cancel this section at any time as long as **we** tell **you** at least 14 days beforehand.

You can cancel this section at any time as long as **we** are told at least 14 days beforehand.

5. Claims under this section by a third party

Apart from **us** only **you** may enforce all or any part of this section and the rights and interests arising from or connected with it. This means that the Contracts (Rights of Third Parties) Act 1999 does not apply to this section in relation to any third-party rights or interest.

6. Expert opinion

We may require **you** to obtain at **your** own expense an opinion from an expert that **we** consider appropriate on the merits of the claim or proceedings or on a legal principle. The expert must be approved in advance by **us** and the cost agreed in writing between **you** and **us**. Subject to this **we** will pay the cost of obtaining the opinion if the expert's opinion indicates that it is more likely than not that **you** will:

- a) recover damages
- b) obtain any other legal remedy that **we** have agreed to
- c) make a successful defence.

7. Fraudulent claims

We will at **our** discretion void this section (make it invalid) from its start date or from the date of claim or alleged claim or **we** will not pay the claim if:

- a) a claim the *insured person* has made to obtain benefit under this section is fraudulent or intentionally exaggerated
- b) a false declaration or statement is made in support of a claim.

8. Keeping to the policy terms

An *insured person* must:

- a) keep to the terms and conditions of this section
- b) take reasonable steps to avoid and prevent claims
- c) take reasonable steps to avoid incurring unnecessary costs
- d) send everything **we** ask for in writing, and
- e) report to **us** full and factual details of any claim as soon as possible and give **us** any information **we** need.

9. Law that applies

This section is governed by the law that applies in the part of the United Kingdom, Channel Islands or Isle of Man where the **business** is registered. Otherwise the law of England and Wales applies.

All Acts of Parliament mentioned in this section include equivalent laws in Scotland, Northern Ireland, the Isle of Man and the Channel Islands as appropriate.

10. Offers to settle a claim

- a) An *insured person* must tell **us** if anyone offers to settle a claim and must not negotiate or agree to any settlement without **our** written consent.
- b) If an *insured person* does not accept a reasonable offer to settle a claim **we** may refuse to pay further *costs and expenses*.
- c) **We** may decide to pay an *insured person* the reasonable value of the claim that the *insured person* is claiming or is being claimed against them instead of starting or continuing legal action. In these circumstances an *insured person* must allow **us** to take over and pursue or settle a claim in their name. An *insured person* must allow **us** to pursue at **our** own expense and for their benefit any claim for compensation against any other person and an *insured person* must give **us** all the information and help **we** need to do so.
- d) Where a settlement is made on a without-costs basis **we** will decide what proportion of that settlement will be regarded as *costs and expenses* and payable to **us**.

11. Other insurances

If any claim covered under this section is also covered by another policy or would have been covered if this section did not exist **we** will only pay **our** share of the claim even if the other insurer refuses the claim.

12. Your representation

- a) On receiving a claim if representation is necessary **we** will appoint a *preferred law firm or tax consultancy* or in-house lawyer as **your appointed representative** to deal with **your** claim. They will try to settle **your** claim by negotiation without having to go to court.
- b) If the appointed *preferred law firm or tax consultancy* or **our** in-house lawyer cannot negotiate settlement of **your** claim and it is necessary to go to court and legal proceedings are issued or there is a conflict of interest then **you** may choose a law firm or tax expert to act as the *appointed representative*. **We** will choose the *appointed representative* to represent **you** in any proceedings where **we** are liable to pay a compensation award.
- c) If **you** choose a law firm as **your appointed representative** that is not a *preferred law firm or tax consultancy* **we** will give **your** choice of law firm the opportunity to act on the same terms as a *preferred law firm or tax consultancy*. However if they refuse to act on this basis the most **we** will pay is the amount **we** would have paid if they had agreed to the *DAS standard terms of appointment*.
- d) The *appointed representative* must co-operate with **us** at all times and must keep **us** up to date with the progress of the claim.

13. Your responsibilities

An *insured person* must:

- a) co-operate fully with **us** and the *appointed representative*
- b) give the *appointed representative* any instructions that **we** ask **you** to.

14. Withdrawing cover

If an *insured person* settles a claim or withdraws their claim without **our** agreement or does not give suitable instructions to the *appointed representative* **we** can withdraw cover and will be entitled to reclaim any *costs and expenses* **we** have paid.

Data protection

To provide and administer the legal advice service and legal expenses insurance **we** must process the personal data (including sensitive personal data such as convictions) that **we** collect from **you** in accordance with **our** Privacy Policy.

To do so, **we** may need to send this information to other parties, such as lawyers or other experts, the court, insurance intermediaries or insurance companies. To give **you** legal advice, **we** may have to send information outside the European Economic Area.

In doing this, **we** will comply with the Data Protection Act 1998. Unless required by law or by a professional body, **we** will not disclose personal data about an *insured person* to any other person or organisation without written consent.

For any questions or comments, or requests to see a copy of the information **we** hold about **you**, please write to the Group Data Protection Controller at **our** Head Office address below.

How to make a complaint

We always aim to give **you** a high quality service. If **you** think **we** have let **you** down, please write to **our** Customer Relations Department at our DAS Head Office address.

Or **you** can phone us on 0344 893 9013 or email **us** at customerrelations@das.co.uk

Details of **our** internal complaint-handling procedures are available on request.

If **you** are still not satisfied and are a small business, **you** can contact the Insurance Division of the Financial Ombudsman Service at:

Exchange Tower | Harbour Exchange Square | London | E14 9SR

You can also contact them on: 0800 023 4567 (free from a landline), 0300 123 9123 (free from some mobile phones) or email them at complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Your complaint may be more suitably handled by a comparable complaints scheme, the Legal Ombudsman Service.

You can contact the Legal Ombudsman Service at: PO Box 6806 | Wolverhampton | WV1 9WJ

You can also contact them by telephone on 0300 555 0333 or email them at enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

Helping you with your legal problems

If **you** wish to speak to **our** legal teams about a legal problem, please phone **us** on 0344 893 9022. **We** will ask **you** about **your** legal issue and if necessary call back to give legal advice.

Making a claim

If **your** issue cannot be dealt with through legal advice and needs to be dealt with as a potential claim under this policy, phone **us** on 0344 893 9022 and **we** will give you a reference number. At this point **we** will not be able to tell **you** whether the claim is covered or not but **we** will pass the information **you** have given **us** to **our** claims-handling teams and explain what to do next.

Please do not ask for help from a lawyer, accountant or anyone else before **we** have agreed that **you** should do so. If **you** do, **we** will not pay the costs involved even if **we** do accept the claim.

Section K – Employee dishonesty

This section is only operative if stated in the schedule.

Special definition

Act of fraud or dishonesty

Any single, continuous or repeated act of fraud or dishonesty.

Benefits

Any type of compensation or the equivalent value thereof other than salary and wages including but not limited to:

- a) perquisites, fringe benefits, bonus payments
- b) incentive or deferred compensation
- c) the value of any actual, beneficial or contingent rights to benefits, incentives or other compensation whose value is imputed or derived in any way from the value of **your securities** including but not limited to, share options, share grants, restricted shares or share warrants.
- d) medical or insurance benefits and payments due to any person in connection with an employee benefit plan or **pension scheme**.

Change of control

Where any person, entity or group:

- a) acquires more than 50% of **your** share capital
- b) acquires the majority of the voting rights in **you**
- c) assumes the right to appoint or remove the majority of **your** board of directors or equivalent positions
- d) assumes control pursuant to written agreement with other shareholders over the majority of the voting rights in **you**
- e) merges with **you** such that you are not the surviving entity
- f) is appointed to **you** as a **trustee** in bankruptcy, receiver, liquidator or administrator or similar official or person

or

The winding up of the **pension scheme** that will be deemed to have occurred on the date of the final asset distribution made from a **pension scheme** which has terminated.

Director or officer

Any natural person who is:

- a) a past, present or future director, officer, management committee member, member of the board of managers, supervisory board member, management board member or governor of **you** elected or appointed according to law
- b) a past, present or future de facto director or officer or any natural person who is deemed a shadow director as defined in section 251 of the Companies Act 2006 of **you**
- c) employed by you to whom the Financial Conduct Authority has given its approval to perform one or more of controlled functions 1-30 for a company pursuant to Section 59 of the Financial Services and Markets Act of 2000.

Discovery or discovered

The moment at which **you** or any trustee, **director or officer**, departmental head or other senior manager or the equivalent thereof becomes aware of any fact or facts that give reasonable grounds to believe that loss as insured by this section has been or may be incurred even though the exact amount or details of the loss may not then be known.

Employee

Any natural person who is:

- a) under a contract of service or apprenticeship with **you**
- b) under a work experience or similar scheme
- c) a labour master or labour only subcontractor or person supplied by any of them
- d) hired or borrowed by **you** from another employer

and working under **your** direct control or supervision in connection with **your** business.

Provided that for the purposes of this section the following are excluded:

- i) any partner in **you**
- ii) any **employee** who at the time of committing any **act of fraud or dishonesty** controls more than five per cent of the issued share capital of **you**
- iii) any broker, factor commission merchant, consignee, contractor or other agent or representative of the same general character.

Financial institution

Any bank including any merchant or investment bank, finance company, hedge fund, insurance or reinsurance company, mortgage bank, savings and loan association, building society, credit union, stockbroker, investment trust, asset management company, fund manager or any entity established principally for the purpose of carrying out commodities, futures or foreign exchange trading or any other similar entity.

Forgery

The signing by hand of another natural persons name, or the endorsing or amending by hand without authority of any cheque, draft, promissory note or bill of exchange given or received by **you** with the intent to deceive in consequence of which **you** have acted or transferred funds or goods.

Insured

- a) An **insured person**
- b) an **insured company**
- c) a **sponsoring company**

Insured company

- a) **You**
- b) any past, present or future **subsidiary company**

Insured person

Any natural person who is:

- a) a **director or officer**
- b) a **trustee**
- c) an **outside entity executive**
- d) an **employee** who is **your** risk manager or equivalent position
- e) an **employee** while acting in a managerial or supervisory capacity for **you**
- f) an **employee** including while acting as a lawyer on behalf of **you** for:
 - i) any **securities claim** against such **employee** or **employment claim**
 - ii) any other **claim** against such **employee** where such **claim** is also made and is continuously maintained against a **director or officer**.

Provided that insured person will not include any consultant, external auditor, or liquidator, administrator or receiver of **you**.

Limit of indemnity

Our maximum liability in the aggregate payable under this section of the policy. The limit of indemnity applies over and above any **excess**.

Loss

Direct financial loss of any **property**, money or **securities** sustained by **you** as a direct result of any **act of fraud** or **dishonesty**.

Outside entity

- a) Any not-for-profit entity
- b) any other entity except any:
 - i) **financial institution**
 - ii) other entity if its **securities** are traded on a primary, secondary or other market
 - iii) other entity that had negative net assets or negative net worth at the inception date of this policy.

Outside entity executive

Any **director or officer** or any **employee** while serving or acting in the capacity of a **director or officer** of an **outside entity** at your specific direction and request.

Pension scheme

Your sponsored scheme, plan or arrangement.

Property

Your tangible property other than money or **securities**.

Securities

Any bond, debenture, note, share, stock or other equity or security for debt, and will include any certificate of interest or participation in, receipt for, warrant or other right to subscribe to or to purchase, voting trust certificate relating to, or other interest in any of the foregoing items representing money or property.

Sponsoring company

You and including any **employee** of the sponsoring company acting with the authorisation of the **trustees** to perform duties directly related to the **pension scheme**.

Subsidiary company

Any entity in which **you** directly or indirectly:

- a) hold more than 50% of the voting rights
- b) appoint a majority of the board of directors
- c) have the right to appoint a majority of the board of directors subject to a written agreement with other shareholders.

Third party

Any person or entity other than the **insured** or **outside entity**.

Trustee

Any:

- a) past, present or future **director or officer** or **employee** of the **sponsoring company** duly appointed as a trustee of the **pension scheme** in accordance with the provisions of the **pension scheme** or by Court Order
- b) **subsidiary company** incorporated for the sole purpose of administering a **pension scheme** or acting as a trustee of a **pension scheme**.

Cover

We will indemnify **you** for **loss** for which **you** are responsible at law committed by an **employee** acting alone or in collusion with others which is first **discovered** during the period of insurance.

Additional cover extensions applicable to Section K – Employee dishonesty

1. Bilateral extended reporting period

In the event that either **we** do not renew or **you** do not renew or replace this section **you** have the right to extend the period of insurance:

- a) automatically for 90 days at no additional premium
- b) for 12 months subject to payment of an additional premium of 50% of the last annual premium stated in the schedule only in respect of any **act of fraud or dishonesty** committed prior to the effective date of such non-renewal.

Provided always that:

- i) **you** must give **us** written notice of **your** intention to purchase the extended reporting period within 30 days of the effective date of non-renewal of this section and pay the relevant premium promptly after electing this extension.
- ii) in the event of **change of control** the extended reporting period will not be available.

2. Computer fraud

We will pay **you** for the theft of **your** money, **securities** or goods due to any fraudulent or dishonest misuse or manipulation by a **third party** of the computer systems and programs operated by **you**.

3. Employee benefit plans

We will pay the **trustees** of any **pension scheme** or other employee benefits scheme set up by **you** to provide benefit to **your employees** in respect of **loss** as insured in this section.

Provided that payment under this extension will form part of and not be in addition to the **limit of indemnity** stated in the schedule.

4. Forgery

We will pay **you** for **loss** of money or **securities** resulting from **forgery**.

5. Funds transfer fraud

We will pay **you** for the theft of any of **your** funds from an account maintained by **you** at a **financial institution** following fraudulent electronic, telegraphic, cable, teletype, telephone or written instructions to debit such account and to transfer, pay or deliver funds from such account and which instructions purport to have come from **you** but which are fraudulently transmitted or issued, are a **forgery** or fraudulently altered by another.

6. Investigation costs

We will pay **you** in respect of reasonable fees and costs other than remuneration payable to any **employee**, partner, **director or officer** of any **insured company**, cost of their time or costs or overhead of any **insured company** necessarily incurred by **you** with **our** written consent to establish the amount of direct **loss** in connection with a claim covered under this section.

Provided that payment under this extension will form part of and not be in addition to the **limit of indemnity** stated in the schedule.

7. Money orders

We will pay **you** for **your** direct **financial loss** arising from **your** acceptance in good faith in exchange for money, goods or services of any post office or express money order issued or purporting to have been issued by any post office or express office if such money order is not paid on presentation.

8. New entities

If you:

- a) consolidate or merge with
- b) acquire majority voting rights, control of
- c) acquire the assets of

another entity cover is immediately provided to such entity where such entity:

- i) has gross annual turnover which is less than 10% of **your** gross annual turnover and has less than 10% of **your** total **employees**
- ii) does not undertake any activities which vary materially from **your** activities as advised to us
- iii) complies with the controls and procedures adopted by **you** as advised to **us**
- iv) has not in the preceding 3 years suffered loss of a type covered by this section whether insured or not which was greater than 25% of the amount of the **excess** stated in the schedule.

Provided that:

- 1) **you** will give notice to **us** of all entities added to the insurance under this section by virtue of this extension within 30 days of the date of such addition. Failure to give such notice will be an election by **you** for that entity not to be included under this section
- 2) **you** will provide **us** with all information concerning the addition that **we** may require and will pay any additional premium required by **us**. Failure to pay such additional premium within 30 days of request by **us** will be an election by **you** for that entity not to be included under this section
- 3) the insurance provided under this extension will only apply to **losses** occurring after the date of any addition to this section.

9. Paper currency

We will pay **you** for **your** direct **financial loss** arising from **your** acceptance in good faith in the regular course of business of counterfeit paper currency.

10. Reconstitution costs

We will pay **you** for the reasonable costs incurred in rewriting or amending the software programs or systems where such rewriting or amendment is necessary to correct the programs or amend the security codes following the fraudulent use of the computer hardware or software programs or systems operated by **you** and which was the subject of a claim under this section.

Our liability will not exceed £25,000 in the aggregate during the period of insurance and this limit will form part of and not be in addition to the **limit of indemnity** stated in the schedule

Special exclusions

This section does not cover:

1. Damages and fines

damages, fines, penalties or taxes of any description

2. Defence costs

the costs of defending any legal proceedings brought against **you** or the fees, costs or expenses incurred or paid by **you** in prosecuting or defending any legal proceedings whether or not such legal proceedings result or would result in a loss to **you** under this section except as may be stated specifically elsewhere in this section

3. Extortion kidnap and ransom

loss arising out of or in connection with kidnap or ransom or any threat thereof or extortion other than extortion by an **employee**

4. Fees, costs or expenses

any fees, costs or expenses incurred by **you** in establishing the existence of or the amount of loss covered under this section except as provided for by the Additional cover extension – 6. Investigation costs

5. Fraudulent employee

loss caused by any **employee** whom **you** were aware had previously committed a criminal act before or after the date of commencement of employment with **you**

6. Indirect loss

loss of any kind not directly associated with the incident that caused **you** to claim unless expressly stated to be insured

7. Inter insured

loss sustained by one part of **you** to the benefit of any other part of **you**

8. Proprietary information and trade secrets

loss of intangible property howsoever caused including but not limited to intellectual rights, trade secrets, proprietary information, patents, trademarks, copyrights, computer programs, confidential processing methods or other confidential information of any kind.

Claims conditions applicable to Section K

1. Claims notification

Upon the *discovery* of *loss* that may give rise to a claim **you** will notify **us** in writing as soon as reasonably possible but in all events no later than 45 days after the expiry of the period of insurance or the extended reporting period if applicable. Such notice will include but not be limited to a description of the circumstances leading to the *loss* and the names if known of the persons causing such *loss*.

2. Claims series

Where more than one *loss* arises from one *act of fraud or dishonesty* or from a series of *acts of fraud or dishonesty* which are connected causally with another or which are by any means inter-related or inter-connected they will be deemed to be a single *loss* notwithstanding the number of *loss* notifications that have been made and such single *loss* will be attributed solely to the period of insurance or the extended reporting period (if applicable) during which the first *loss* arising from such series of *acts of fraud or dishonesty* was *discovered*.

3. Limitation

Our aggregate liability for *loss* sustained by any or all of the persons, companies or other entities forming part of **you** will not exceed the amount for which **we** would be liable if all *losses* were sustained by any one of the persons, companies or other entities forming part of **you**.

4. Loss settlement

We may with **your** consent settle any demand for *loss* of property with the owner thereof. Any property for which **we** have made indemnification will become **our** property. **We** may at **our** discretion pay such actual cash value or make such repairs or replacements. If **we** and **you** cannot agree upon such cash value or such cost of repairs or replacements such cash value or such cost will be determined by arbitration.

5. Submission of records

In the event of a *loss* **you** will immediately upon **our** request deliver to **us** all pertinent records, information, explanation and other evidence as may be reasonably required for the purposes of investigating or verifying the *loss* together with if required a statutory declaration of the truth of the *loss* and of any matters connected with it.

Special conditions applicable to Section K

1. Cancellation on discovery

The insurance under this section in respect of any *employee* will be deemed to be cancelled immediately upon *discovery* by *you* or any partner, *director or officer*, departmental head, senior manager or the equivalent thereof not in collusion with such *employee* of any *act of fraud or dishonesty* committed by that *employee* and any further *acts of fraud or dishonesty* committed by that *employee* are not insured.

2. Dealing and trading

In respect of any *act of fraud or dishonesty* committed by any *employee* who is engaged in trading or dealing in stocks, shares, equities, bonds, *securities*, valuable papers, commodities, foreign exchange, derivatives, loans, transactions in the nature of a loan or other extension of credit and the like you will prove conclusively that such *acts of fraud or dishonesty* were committed by the *employee* with the clear intention of causing you to suffer such *loss* and to obtain and resulting in improper financial gain for that *employee* or any other person or entity intended by the *employee* to receive such gain. Salaries, commissions, fees, bonuses, promotions, awards, profit sharing, pensions and other *benefits* will not constitute improper financial gain.

3. Joint insured

- a) If *you* comprises more than one party the person, company or entity set out as *you* in the schedule will act for itself and be deemed to act as the sole agent for *you*. All parties comprising *you* are deemed to have consented and agreed that rights of action under this policy are not assignable except with *our* prior written consent
- b) *you* have the sole right to file notice or proof of *loss*, adjust, receive or enforce payment of any *loss*
- c) payment of any *loss* will fully release us on account of such *loss*. If we agree to make payment to an entity other than *you* such payment will be deemed to have been made to *you*
- d) *you* have the sole right to bring legal proceedings arising under or in connection with this section.

4. Knowledge and reliance

Knowledge possessed or *discovery* made by any *insured* forming part of *you* or by any partner, *director or officer*, departmental head or other senior manager or the equivalent thereof will be deemed to constitute knowledge possessed or *discovery* made by all other persons, companies or entities forming part of *you*.

5. Non-identification

If a *loss* is alleged to have been caused by an *act of fraud or dishonesty* by any *employee* and *you* are unable to discover the identity of the actual *employee* we will indemnify *you* provided that the evidence submitted proves beyond reasonable doubt that the *loss* was caused by the fraudulent or dishonest acts of one or more *employee*.

6. Prosecution

You will if and when required by *us* but at *our* expense if a conviction is obtained use all diligence in prosecuting to conviction any person by whose dishonesty a claim will have been made under this section.

7. Valuation

a) Securities

In no event will *we* be liable as respects *securities* for more than the actual cash value thereof at the close of business on the business day preceding the day on which the *loss* was *discovered*

b) Books of accounts and records

In the case of *loss* of or damage to *property* consisting of books of accounts or other records other than electronic data used by *you* in the conduct of *your* business we will be liable under this section only if such books or records are actually reproduced and then for not more than the cost of blank books, blank pages or other materials plus the cost of labour and computer time for the actual transcription or copying of data which will have been furnished by *you* in order to reproduce such books and other records

c) Electronic data

In the event that a *loss* as covered under this section results in the destruction, erasure or theft of electronic data used by *you* while such data is stored within *your* computer systems *we* will be liable under this section if such data is actually reproduced and cover hereunder will only apply to the cost of labour for the actual transcription or copying of data, which will have been furnished by *you* in order to reproduce such electronic data

d) Damage to premises

In the case of damage to the premises **we** will not be liable for more than the actual cost of repairing such premises with material of like quality and value

e) Foreign currency

If a foreign currency being a currency other than the currency in which this section is written is involved in a *loss* sustained by **you** under this section then for the purpose of any calculation required in the settlement of a *loss* the rate of exchange will be the rate as offered by **our** London Clearing Bank on the date of such settlement

f) Other property

In no event will **we** be liable as respects other *property* not included in the above for more than the actual cash value thereof at the time of *loss* or for more than the actual cost of repairing such other *property* or of replacing same with *property* or material of like quality and value provided however the actual cash value of such other *property* held by **you** as a pledge, or as collateral for an advance or a loan will be deemed not to exceed the value of the *property* as determined and recorded by **you** when making the advance or loan nor in the absence of such record the unpaid portion of the advance or loan plus accrued interest thereon at legal rates.

Section L – Personal accident

This section is only operative if stated in the schedule.

Special definitions

Bodily injury

Bodily injury which is caused by an **event**.

Channel Islands

Jersey, Guernsey, Alderney and Sark.

Country of permanent residence

The country where a **person insured** resides indefinitely or where a **person insured** has the intent to reside indefinitely.

For the purpose of this definition the **Channel Islands** as a single group of territories, the Isle of Man and the **United Kingdom** will each be treated as separate and distinct countries.

Country of secondment

The country where a **person insured**:

- a) temporarily resides under a contract of employment with **you**
- b) undertakes an activity on **your** behalf and at **your** request for more than 6 months and agreed by **us** in a country of secondment endorsement attached to and forming part of this policy.

For the purpose of this definition the **Channel Islands** as a single group of territories, the Isle of Man and the **United Kingdom** will each be treated as separate and distinct countries.

Deferment period

The beginning of a period of temporary disablement during which compensation for **temporary total disablement** will not be payable.

Director

Any person holding the position of director with **you** excluding any non-executive director unless specifically agreed with **our** written consent.

Event

A sudden, unforeseen and identifiable occurrence.

Any events or series of events consequent upon or attributable to one source or original cause will be regarded as a single event for the purposes of this policy where they occur within a 20 kilometres radius and within 24 consecutive hours of the one source or original cause.

Event aggregate limit

The maximum amount for which **we** can be held liable in respect of any claims for **bodily injury** arising out of any one **event**.

Hi-jack

The unlawful seizure or taking control of a conveyance in which the **person insured** is travelling.

Journey

A **business** journey not exceeding 30 days in duration authorised by **you** and undertaken by a **person insured** and commencing during the period of insurance.

Kidnap

The unlawful abduction and detention of a **person insured** against their will.

Medical expenses

Any reasonable costs necessarily incurred for medical, surgical or other diagnostic or remedial treatment given or prescribed by a qualified medical practitioner and any hospital, nursing home or ambulance charges.

Dental, optical expenses and routine pregnancy expenses are excluded unless incurred as the result of an emergency.

Multi-Engined Aeroplane Limit

Our maximum liability in respect of all claims for **bodily injury** arising out of any one **event** involving the same multi-engined aeroplane as stated in special provision 3.

Operative time

24 hours per day while the **person insured** is engaged in any activity not excluded by this section including any **journey**.

Other forms of aerial transport limit

The maximum amount for which **we** can be held liable in respect of all claims for **bodily injury** arising out of any one **event** involving the same aircraft (not being a multi-engined aeroplane) as stated in special provision 3.

Temporary total disablement

Temporary disablement which totally prevents the **person insured** from engaging in any elements of their **usual occupation**.

United Kingdom

England, Scotland, Wales and Northern Ireland.

Usual occupation

The main occupation of the **person insured** for which they are suited by training and qualifications under a contract of employment with **you**.

War

Armed conflict between nations including forces acting for any international authority whether war be declared or not, invasion, civil war, any attempt to usurp power or any activity arising out of an attempt to participate in military force between nations.

Cover

If a **person insured** sustains **bodily injury** during the **operative time** that within 24 months solely and independently of any other cause results in accidental death or accidental disablement **we** will pay **you** the appropriate benefit stated in the schedule.

Provided that:

- a) benefit 5 will be payable for a maximum of 104 weeks and is subject to a **deferment period** of 7 days
- b) in respect of any one **person insured** a benefit will not be payable under more than one of benefits 1 to 4. Any benefit payable under benefit 5 will immediately cease should a benefit under one of benefits 1 to 4 subsequently be payable by **us** to **you**
- c) in respect of a **person insured** under the age of 16 the maximum compensation payable under benefit 1 will not exceed £15,000 or the amount stated in the schedule whichever is the lesser.

We will settle **your** claim in accordance with the Claims conditions.

Additional cover extensions applicable to Section L – Personal accident

1. Disappearance

If a **person insured** disappears and after a suitable period of time as judged reasonable by the appropriate legal authority it is reasonable to believe that the **person insured's** death resulted from **bodily injury** during the **operative time** we will pay **you** the amount stated under benefit 1 in the schedule. If it later transpires that the **person insured** has not died any amount paid will be refunded by **you** to **us**.

2. Exposure

If a **person insured** suffers unavoidable exposure to the elements during the **operative time** that within 24 months solely and independently of any other cause results in death or disablement **we** will pay **you** in accordance with the benefits stated in the schedule.

3. Funeral costs

If a payment is made under benefit 1 **we** will pay **you** up to £5,000 for reasonable funeral expenses. **We** will not be liable for more than the **event aggregate limit** stated in special provision 2.

4. Hi-jack or kidnap

If a **person insured** is the victim of **hi-jack** or **kidnap** during the **operative time** the cover provided under this section will remain in force until the **person insured** has returned to their **country of permanent residence** or **country of secondment** or until a period of 12 months from the date of the **hi-jack** or **kidnap** has expired whichever will occur first.

5. Medical costs

If a **person insured** incurs **medical expenses** as a result of **bodily injury** sustained during the **operative time** **we** will pay **you** up to 20% of the amounts paid under benefits 1 to 4 inclusive or 30% of the amounts paid under benefit 5 whichever is the greater but not exceeding £5,000.

6. Rehabilitation support

Where a **person insured** suffers **bodily injury** resulting in disablement for which **we** agree to pay a benefit under this section **we** will at **our** discretion for a maximum period of 12 months from the date of the disablement enlist the services of Zurich Medical Management to:

- a) carry out by telephone an initial medical assessment of the **person insured** in conjunction with the **person insured's** medical advisers and discuss options for beneficial medical, prosthetic and counselling services
- b) provide support to the **person insured** during the recovery period:
 - i) to minimise the effects of their **bodily injury**; and
 - ii) to follow the agreed rehabilitation plan; and
 - iii) to advise on and coordinate a return to work plan.

Provided that **you** or the **person insured** will bear the cost of any treatment or other services taken up as a result of any support or arrangements offered or made by Zurich Medical Management.

Special exclusions

This section does not cover any expense or loss arising from:

1. Active service

a **person insured** engaging in active service in any of the armed forces of any nation

2. Age limitation

bodily injury to a **person insured** who has attained the age of 85 years unless the **bodily injury**, loss or expense occurs during the period of insurance in which the **person insured** attains the age of 85 years

3. Excluded causes

any sickness or disease, any naturally occurring or degenerative condition, any gradually operating cause or post traumatic stress disorder excluding a direct result of **bodily injury** caused by an **event**

4. Excluded travel to dangerous or unsettled areas

a **journey** to the following countries or specific areas of countries:

Afghanistan, Iran, Iraq, Somalia, Yemen, Israeli occupied Territories

5. Non passenger air travel

a **person insured** engaging in aviation as a pilot of a fixed wing or rotary propelled aircraft

6. Suicide or self injury

a **person insured** committing or attempting to commit suicide or intentionally inflicting self injury

7. War risks

war within the **person insured's country of permanent residence or country of secondment**.

Special provisions

1. Any one person insured maximum benefit

The maximum payable under this section is as follows:

Maximum benefit any one **Person Insured** Benefits 1 to 4

As stated in the schedule.

Maximum benefit any one **Person Insured** Benefit 5

As stated in the schedule.

2. Event aggregate limitation

The maximum payable under this section as the **event aggregate limit** is £5,000,000.

Provided that if the total amount of any claims for **bodily injury** arising out of any one **event** exceeds the **event aggregate limit** each individual claim will be proportionately reduced until the total value of any claims does not exceed the **event aggregate limit**.

3. Multi-engined aeroplane and other forms of aerial transport limitation

The maximum payable under this section is as follows:

Multi-engined aeroplane limit

£1,000,000

Other forms of aerial transport limit

£500,000

Provided that if the total amount of any claims for **bodily injury** arising out of any one **event** involving the same:

- multi-engined aeroplane exceeds the **multi-engined aeroplane limit** each individual claim will be proportionately reduced until the total value of any claims does not exceed the **multi-engined aeroplane limit**
- aircraft, not being a multi-engined aeroplane, exceeds the **other forms of aerial transport limit** each individual claim will be proportionately reduced until the total value of any claims does not exceed the **other forms of aerial transport limit**.

Special conditions applicable to section L

1. Duplicate cover

If a loss is covered under more than one subsection of Sections L and M **we** will provide cover under the subsection that provides the most cover but never under more than one subsection. In no event will **we** make duplicate payments for the same loss.

2. Interest

No sum payable under Section L will carry interest.

Section M – Business travel

This section is only operative if stated in the schedule.

Reference should be made to the schedule for specific detail of the territorial limits applicable to this section.

Special definitions

Bodily injury

Bodily injury which is caused by an **event**.

Cancellation or curtailment limit

The maximum amount for which we can be held liable in respect of any claims under subsection M4 for loss and expense arising out of any one **event**.

Channel Islands

Jersey, Guernsey, Alderney and Sark.

Child

Any child of a **person insured** who is:

- a) unmarried and dependant; and
- b) under 18 years of age or under 25 years of age if in full-time education.

Consultants' costs

Reasonable fees and expenses of **our** chosen consultants necessarily incurred in response to a **kidnap**.

Conveyance

An aircraft, ship, train, coach or similar means of transport which operates under a scheduled published timetable.

Country of permanent residence

The country where a **person insured** resides indefinitely or where a **person insured** has the intent to reside indefinitely.

For the purpose of this definition the **Channel Islands** as a single group of territories, the Isle of Man and the **United Kingdom** will each be treated as separate and distinct countries.

Country of secondment

The country where a **person insured**:

- a) temporarily resides under a contract of employment with **you**
- b) undertakes an activity on **your** behalf and at **your** request for more than 6 months and agreed by **us** in a country of secondment endorsement attached to and forming part of this policy.

For the purpose of this definition the **Channel Islands** as a single group of territories, the Isle of Man and the **United Kingdom** will each be treated as separate and distinct countries.

Director

Any person holding the position of director with **you** excluding any non-executive director unless specifically agreed with **our** written consent.

Electronic business equipment

Property owned by **you** and provided to the **person insured** to enable the **person insured** to perform their occupational tasks. These items must be of an electronic nature and cannot be items supplied or manufactured by **you**.

Emergency repatriation expenses

Any reasonable costs including the cost of medical attendants necessarily incurred in transporting the **person insured** to an appropriate hospital or nursing home or to the **country of permanent residence** or the **country of secondment** if recommended by **Zurich Travel Assistance** in conjunction with the local attending **medical practitioner**.

Employee

Any person under a contract of service or apprenticeship with **you** or any person **you** have the right to instruct in their performance.

Event

A sudden, unforeseen and identifiable occurrence. Any events or series of events consequent upon or attributable to one source or original cause will be regarded as a single event for the purposes of this section where they occur within a 20 kilometres radius and within 24 consecutive hours of the one source or original cause.

Excluded territories

The countries or parts of countries listed in the schedule.

Journey

A **business** journey not exceeding 30 days in duration authorised by **you** and undertaken by a **person insured** and commencing during the period of insurance.

Kidnap

The unlawful abduction and detention of a **person insured** against their will.

Medical expenses

Any reasonable costs necessarily incurred for medical, surgical or other diagnostic or remedial treatment given or prescribed by a qualified **medical practitioner** and any hospital, nursing home or ambulance charges.

Dental, optical expenses and routine pregnancy expenses are excluded unless incurred as the result of an emergency.

Medical practitioner

Any legally qualified medical practitioner excluding a **person insured**, a member of the immediate family of an **insured person** or a non-executive **director** of **you**, a **director** or **employee**.

Missed departure

The failure of a **conveyance** in which a **person insured** is travelling to reach its destination point at the published expected time of arrival resulting in the **person insured** missing the first conveyance at the beginning of a **journey** which involves travel outside the **person insured's country of permanent residence** or **country of secondment**.

Missed international connection

The failure of a **conveyance** in which a **person insured** is travelling to reach its destination point outside the **person insured's country of permanent residence** or **country of secondment** at the published expected time of arrival resulting in the **person insured** missing an onward connecting **conveyance** on which the **person insured** is booked to travel in the course of a **journey**.

Money

Current coins, bank and currency notes, bankers drafts, bills of exchange, letters of credit, postal and money orders, postal stamps, signed travellers and other cheques, postal and money orders, phone cards, travel tickets, debit/credit cards, charge cards, gift tokens and coupons which belong to or are in the custody and control of the **person insured** on a **journey** and are intended for travel, meals, accommodation and personal expenditure only.

Operative time

The period of time during which a **person insured** is undertaking a **journey** outside the **United Kingdom** or **country of permanent residence** and within if it involves an internal flight or overnight stay commencing from the time of leaving the place of residence or normal place of work whichever is left last and continuing until arrival back home or normal place of work whichever is reached first.

Overseas medical expenses

All reasonable costs necessarily incurred for medical, surgical or other diagnostic or remedial treatment given or prescribed by a qualified *medical practitioner* and any hospital, nursing home or ambulance charges outside the **person insured's country of permanent residence** or **country of secondment**.

Dental, optical and routine pregnancy expenses are excluded unless incurred as the result of an emergency.

Personal property

Personal goods belonging to the **person insured** or for which they are legally responsible which are taken by them on a *journey*, sent in advance of a *journey* or acquired during a *journey*, excluding *money* and *electronic business equipment*.

Travel expenses

All reasonable costs necessarily incurred for:

- a) travel, sustenance and accommodation expenses of up to 2 nominated persons who on medical advice are required to travel to or remain with the **person insured** up to a maximum of £10,000 any one claim
- b) funeral expenses incurred in the burial of the **person insured** outside their **country of permanent residence** and **country of secondment**
- c) costs incurred in transporting the **person insured's** body or ashes and *personal property* back to their **country of permanent residence** or **country of secondment**
- d) travel expenses incurred by the **person insured** in returning to attend the funeral of a close relative in their **country of permanent residence** or **country of secondment**.

United Kingdom

England, Scotland, Wales and Northern Ireland.

War

Armed conflict between nations including forces acting for any international authority whether war be declared or not, invasion, civil war, any attempt to usurp power or any activity arising out of an attempt to participate in military force between nations.

Zurich Travel Assistance

The coordinator on **our** behalf of a range of services in respect of medical and security assistance supported by a 24 hour helpline (refer to subsection M7).

Section M1 – Overseas medical costs

Cover

We will pay you or the **person insured** for:

- a) *overseas medical expenses*
- b) *travel expenses*
- c) *emergency repatriation expenses*

incurred as a direct result of a **person insured** becoming ill or sustaining *bodily injury* while on a *journey* during the *operative time* for a period not exceeding 2 years from the date of the *bodily injury* or first diagnosis of the illness up to a maximum of £10,000,000.

Provided that:

you or a **person insured** must contact *Zurich Travel Assistance* as soon as reasonably possible if illness or *bodily injury* results in the need for in-patient hospital treatment.

Additional cover extensions applicable to Section M1 – Overseas medical costs

1. Premature childbirth

In the event of the premature birth of a *child* to a **person insured** while on a *journey* outside of the **person insured's country of permanent residence** or *country of secondment* during the *operative time* we will pay you up to a maximum of £20,000 for the *overseas medical expenses* and repatriation expenses actually incurred in respect of the prematurely born *child*.

2. Search and rescue costs

Where a **person insured** is reported missing to the appropriate authorities during a *journey* we will pay you on behalf of the **person insured** for costs incurred by recognised rescue authorities in searching for and rescuing the **person insured** up to a maximum of £50,000 per **person insured**.

Provided that we will not pay more than £100,000 irrespective of the number of **persons insured** involved in one *event*.

3. Supplementary hospital costs

In the event of a valid claim under this subsection we will pay the reasonable costs of hospital in-patient medical charges necessarily incurred within the 3 months immediately following the date of return to the **person insured's country of permanent residence** or *country of secondment* up to a maximum of £25,000.

4. United Kingdom repatriation costs

In the event of a **person insured** becoming ill or sustaining *bodily injury* while on a *journey* within the *United Kingdom* or the **person insured's country of permanent residence** or *country of secondment* and as a direct result requiring hospital treatment as an in-patient we will pay you for the reasonable costs necessarily incurred for transporting the **person insured** and accompanying medical staff by private ambulance or air ambulance to a hospital local to the **person insured's** home address up to a maximum of £10,000.

Exclusions applicable to Section M1

Section M1 does not cover:

1. Drug or alcohol abuse costs

any expenses arising from drug or alcohol abuse by the **person insured**

2. Non passenger air travel

any expenses arising from a **person insured** engaging in aviation as a pilot of a fixed wing or rotary propelled aircraft

3. Other insurances

any expenses which have been recovered from:

- a) any other insurance policy in **your** name or the **person insured's** name
- b) any national insurance programme which is applicable to the **person insured**

4. Suicide or self-injury

any expenses arising from a **person insured** committing or attempting to commit suicide or intentionally inflicting self-injury

5. Travelling against medical advice or for medical treatment or advice

any expenses incurred if a **person insured** is travelling or intending to travel:

- a) against the advice of a *medical practitioner*
- b) travel for the purpose of obtaining medical treatment or medical advice

6. Unapproved emergency repatriation costs

any *emergency repatriation expenses* incurred without the prior consent of *Zurich Travel Assistance*

7. Unapproved hospital treatment

any hospital treatment provided on an in-patient basis where the **person insured** has not made all reasonable attempts to obtain the prior consent of *Zurich Travel Assistance* or obtained the consent of *Zurich Travel Assistance* at the first opportunity after the treatment.

Section M2 – Personal property

Cover

We will pay you or the **person insured** up to a maximum of £2,500 in the event of **damage** to *personal property* on a *journey* during the *operative time* subject to a single article limit for each lost or **damaged** article of £500.

Additional cover extensions applicable to Section M2 – Personal property

1. Delayed personal property

We will pay you or the **person insured** up to £500 for any reasonable expenses necessarily incurred in purchasing essential replacement items if while on a *journey* during the *operative time* a **person insured's personal property** is temporarily lost for more than 4 consecutive hours during the outward or onward trip of the *journey*. Any payment we make will be deducted from the total amount payable under this section if the *personal property* is permanently lost.

2. Passport or visa indemnity

We will pay you or the **person insured** up to £750 for reasonable additional travel and accommodation expenses necessarily incurred including any charges levied by the issuing office for a replacement passport or visa if a **person insured** loses or damages their passport while on a *journey* during the *operative time*.

3. Assistance services

We will also provide assistance in replacing lost or stolen tickets, passport or other travel documents and assistance in locating lost or delayed luggage.

Exclusions applicable to Section M2

Section M2 does not cover:

1. Changes in environment, moth or vermin, mechanical or electrical failure and process risks

damage due to moth, vermin, wear and tear, atmospheric or climatic conditions or gradual deterioration, mechanical or electrical failure or any process of cleaning, restoring, repairing or alteration

2. Confiscation or detention

loss due to confiscation or detention by customs or any other competent authority

3. Excluded property

damage to vehicles, their accessories, trailers or spare parts

4. Other insurances

damage to *personal property* which is insured under any other insurance policy.

Section M3 – Money

Cover

We will pay you or the **person insured** up to a maximum of £1,500 in the event of the loss or theft of *money* or financial loss suffered as the result of the fraudulent use of credit, debit or charge cards on a *journey* during the *operative time*. In respect of *money* cover is extended to 120 hours immediately preceding the commencement of a *journey* and for 120 hours immediately following its completion.

Additional cover extension applicable to Section M3 – Money

1. Assistance services

We will also provide assistance in replacing cash lost or stolen during a *journey* provided that the value of any cash advance will be deducted from any subsequent claim under this subsection.

Where a claim is made the value of the cash advanced will be reimbursed by you to us upon completion of the *journey*.

Exclusions applicable to Section M3

Section M3 does not cover:

1. Cash limitation

more than £500 per **person insured** in respect of loss of cash

2. Confiscation or detention

loss due to confiscation or detention by customs or any other authority

3. Failure to comply with credit, debit or charge card terms and conditions

loss arising from fraudulent use of a credit, debit or charge cards unless the **person insured** has complied where it was reasonably possible with all the terms and conditions under which the card was issued

4. Loss from unattended vehicles

loss of **money** from any unattended vehicle unless the **money** was out of sight in a locked compartment

5. Money shortages and depreciation

devaluation of currency or shortages due to errors or omissions during monetary transactions.

Section M4 – Cancellation, curtailment, rearrangement and replacement costs

Cover

If during the **operative time** or between the confirmed booking of the **journey** and the **operative time** any part of the pre-booked travel arrangements for a **journey** are cancelled, curtailed or rearranged as a direct result of any cause outside the control of **you** or the **person insured** we will pay **you** or the **person insured** up to a maximum of £5,000 and subject to the **cancellation or curtailment limit** for:

- a) deposits, advance payments and other charges which have not been and will not be used but which become forfeit or payable under contract or cannot be recovered elsewhere; and
- b) reasonable additional travel and accommodation expenses necessarily incurred.

Additional cover extensions applicable to Section M4 – Cancellation, curtailment, rearrangement and replacement costs

1. Missed international connection and missed departure

We will pay **you** or the **person insured** up to a maximum of £5,000 for the reasonable additional costs of travel, accommodation and subsistence that are necessarily incurred less any amount recoverable elsewhere if a **person insured** suffers a **missed international connection** or **missed departure** during the **operative time**.

Provided that in respect of **missed international connection** or **missed departure**:

- a) a **person insured** must obtain written confirmation from the relevant travel provider detailing the actual time of arrival of the **conveyance** at its destination and written confirmation from the connecting operator that the connection has been missed as a result of the late arrival of the **conveyance**
- b) a **person insured** must accept an alternative equivalent means of travel if this is offered by the travel provider within the period of delay.

2. Promotional vouchers and awards

We will pay **you** or the **person insured** up to a maximum of £5,000 and subject to the **cancellation or curtailment limit** in respect of a **journey** funded wholly or partially by promotional vouchers or awards which have been redeemed and which are non refundable if during the **operative time** any part of the pre-booked travel arrangements for the **journey** are cancelled curtailed or rearranged as a direct result of any cause outside the control of **you** or the **person insured**.

3. Replacement costs

We will pay you or the **person insured** up to a maximum of £5,000 for expenses limited to the reasonable cost of an air flight and other essential expenses necessarily incurred in sending a substitute person to complete the original **person insured's journey** if during the *operative time* any part of the pre-booked travel arrangements for a **journey** are cancelled, curtailed or rearranged as a direct result of any cause outside the control of you or the **person insured**.

4. Travel delay

If the departure of a **conveyance** on which a **person insured** is booked to travel in order to get to their planned destination at the commencement, onward connection or completion of a **journey** is delayed due to strike, industrial action, adverse weather conditions or mechanical breakdown we will pay the **person insured** £50 per hour in excess of the first 4 hours delay up to a maximum of £500.

Exclusions applicable to Section M4

Section M4 does not cover:

1. Cancellation prior to policy inception

any loss arising from cancellation of pre-booked travel arrangements for a **journey** where the cause of the cancellation occurs prior to the period of insurance

2. Cancellation or curtailment of an event held by you

any loss arising from the cancellation or curtailment of an event held by you or a subsidiary or parent company of you

3. Default of transport or accommodation provider or agent

any expenses arising from the default of any provider or their agent of transport or accommodation or any agent acting for you or the **person insured**

4. Disinclination to travel

any expenses incurred solely as a result of disinclination to travel or to continue the **journey**

5. Failure to check-in

the failure of the **person insured** to check in for any **journey** according to the itinerary supplied unless due to fortuitous circumstances beyond the control of the **person insured**

6. Financial circumstances

any expenses incurred due to your or the **person insured's** financial circumstances

7. Non passenger air travel

any loss or expenses arising from a **person insured** engaging in aviation as a pilot of a fixed wing or rotary propelled aircraft

8. Other insurances

any loss which is insured under any other insurance policy

9. Pre-existing circumstances

any expenses due to strike, labour dispute, mechanical breakdown or failure of the means of transport excluding disruption of road or rail services by avalanche, landslide, snow or flood which existed or for which advanced warning had been given prior to the date upon which the **journey** was booked

10. Prior redundancy or termination of employment

any expenses incurred as a result of the **person insured's** redundancy or the termination of their employment more than 31 days prior to a **journey** taking place

11. Public authority or government regulation

any expenses incurred as a result of regulations made by any public authority or government

12. Suicide or self-injury

any loss or expenses arising from a **person insured** committing or attempting to commit suicide or intentionally inflicting self-injury

13. Travelling against medical advice or for medical treatment or advice

any expenses incurred if a **person insured** is travelling or intending to travel against the advice of a *medical practitioner* or for the purpose of obtaining medical treatment or medical advice

14. Withdrawal from service of conveyance

any claim for cancellation following delay to an aircraft or ship if the delay is due to withdrawal from service temporarily or permanently on the orders of any port authority or the Civil Aviation Authority or any similar body in any country.

Provision applicable to Section M4

1. Event limit

The *cancellation or curtailment limit* is £100,000.

The total amount payable under this subsection in respect of any one **person insured** arising from any one **event** will not exceed £5,000.

If the total amount of any claims under this subsection for loss and expense arising out of any one **event** exceeds the *cancellation or curtailment limit* each individual claim will be proportionately reduced until the total value of any claims does not exceed the *cancellation or curtailment limit*.

Section M5 – Kidnap

Cover

We will pay you up to a maximum of £250,000 for *consultants' costs* incurred solely and independently as a result of *kidnap* occurring on a *journey* during the *operative time* and while outside the **person insured's country of permanent residence** or *country of secondment*.

Provided that:

- a) the maximum amount we will be liable to pay under this subsection during any one period of insurance is £500,000
- b) in the event of any circumstances that could give rise to a claim under this subsection you will give notice to *Zurich Travel Assistance* by the most expeditious means and provide *Zurich Travel Assistance* with any assistance and information in a timely manner.

Any incident that could give rise to a claim under this subsection must be notified immediately to *Zurich Travel Assistance*.

Their contact number is +44 (0)1489 868 888

Exclusions applicable to Section M5

Section M5 does not cover:

1. Claims by parent or guardian

any claim for a *child* by its parent or guardian

2. Damages and legal costs

any sums you become legally liable to pay as the result of any legal action for damages including legal costs incurred by you in defence of the action as the result of alleged:

- a) negligence or incompetence in hostage retrieval operations or negotiations following *kidnap*
- b) negligence in not preventing *kidnap*

3. Excluded territories

any *kidnap* which occurs in the following excluded territories:

Algeria, Brazil, Colombia, Ecuador, Georgia, Haiti, India, Indonesia, Iran, Iraq, Israel, Lebanon, Malaysia, Mexico, Nigeria, Pakistan, Peru, Philippines, Russia, Somalia, Sri Lanka, Ivory Coast and Venezuela

4. Fraudulent, dishonest or criminal acts

loss due to any fraudulent, dishonest or criminal act committed or attempted by **you** or any *director, employee* or authorised representative of **you** including any person who has custody of any ransom monies

5. Journey in excess of 30 days

any claim for a **person insured** while on a *journey* in excess of 30 days duration

6. Payments to other persons

any sums, property or other consideration surrendered to any person making a ransom demand to **you**.

7. Prior cancellation or declinature of kidnap insurance

any claim if **you** or any **person insured** have had *kidnap* insurance declined or cancelled.

Section M6 – Political and natural disaster evacuation

Cover

We will pay **you** up to a maximum of £10,000 any one **person insured** for the reasonable costs necessarily incurred while a **person insured** is travelling on a *journey* during the *operative time* outside their *country of permanent residence* or *country of secondment* to evacuate the **person insured** to their *country of permanent residence* or *country of secondment* or the nearest place of safety when:

- a) officials of the country to or in which the **person insured** is travelling on a *journey* recommend that certain categories of person including the **person insured** should leave that country for safety reasons
- b) the British Government through its Foreign and Commonwealth Office issues a travel advice for a particular country or region in which the **person insured** is travelling on a *journey* recommending that certain categories of person including the **person insured** should leave that country or region
- c) the **person insured** is expelled or declared persona non grata in the country where the **person insured** is travelling on a *journey*
- d) the **person insured's** property is seized, confiscated or expropriated during a *journey*
- e) a state of emergency has been declared in the country where the **person insured** is travelling on a *journey* necessitating immediate evacuation.

Provided that:

- i) **you** or a **person insured** must contact *Zurich Travel Assistance* as soon as reasonably possible if evacuation becomes necessary
- ii) **we** will not be liable to pay more than £50,000 any one *event*.

Additional cover extension applicable to Section M6 – Political and natural disaster evacuation

1. Accommodation costs

In the event that the **person insured** is unable to return to their *country of permanent residence* or *country of secondment* we will pay **you** for reasonable accommodation costs necessarily incurred up to a maximum of £150 per day for a total of 14 days.

Provided that:

- a) where the **person insured** holds a valid return ticket to their *country of permanent residence* or *country of secondment* or to another place of safety we will only pay **you** or the **person insured** for any additional costs to evacuate the **person insured**
- b) where the **person insured** is entitled to a refund on an unused ticket we will be entitled to deduct the value of the unused portion from the indemnity provided to **you** or the **person insured** under this subsection
- c) in respect of any necessary air flight we will pay **you** or the **person insured** for the cost of an economy flight fare.

Exclusions applicable to Section M6

We will not pay any benefit under this subsection if:

1. Breach of contract, bond or license

you or the **person insured** fail to honour any contractual obligation, bond or specific performance condition in a license

2. Foreseeable costs

the conditions leading to the **person insured's** departure were in existence prior to the **person insured** entering the country or where the conditions were reasonably foreseeable prior to the **person insured** entering the country on a *journey*

3. Missing or invalid documentation

the **person insured** fails to produce or maintain immigration, work, residence or similar visas, permits or other relevant documentation for the country in which a *journey* takes place

4. Nationality

the **person insured** is a national of the country in which they are on a *journey*

5. Property repossession

property belonging to you or the **person insured** is repossessed by a titleholder or other interested party to satisfy any debt, insolvency, financial failure or other financial obligation of yours or of the **person insured**

6. Violation of laws or regulations

a) the **person insured** has committed any:

i) act or alleged act which if committed by them in the *United Kingdom* or *country of permanent residence* would be a criminal offence

ii) fraudulent or criminal act or alleged fraudulent or criminal act alone or in collusion with others in the territory in which a *journey* takes place and contravenes the laws of that territory

b) you or the **person insured** have failed properly to procure or maintain immigration, work or residence or similar visas, permits or other relevant documentation

c) the **person insured** takes part in any anti government activity or the operations of any security or armed forces.

Section M7 – Medical assistance and security services

The cover provided under Section M includes a range of assistance services supported by the *Zurich Travel Assistance* 24 hour helpline. Please note that these services are supplied by third parties who are contracted to Zurich.

A. Medical and other assistance

In the event that a **person insured** is travelling on a *journey* during the *operative time* and requires assistance they should contact the emergency helpline:

+44 (0)1489 868 888

The helpline is manned 24 hours a day 365 days a year by multi-lingual assistance co-ordinators experienced in managing medical assistance cases with hospitals and clinics worldwide.

You or a **person insured** must contact *Zurich Travel Assistance* as soon as reasonably possible if illness or *bodily injury* results in the need for in-patient hospital treatment.

We will not pay for any *emergency repatriation expenses* incurred without the prior consent of *Zurich Travel Assistance* or for any hospital treatment provided on an in-patient basis where the **person insured** has not made all reasonable attempts to obtain the prior consent of *Zurich Travel Assistance* or obtained the consent of *Zurich Travel Assistance* at the first opportunity after the treatment.

When seeking medical or travel assistance please make sure the following information is available:

- a) the **person insured's** name
- b) the telephone or facsimile number where a **person insured** can be contacted
- c) the **person insured's** address abroad
- d) the nature of the emergency or the assistance required
- e) the name of the **person insured's** company, employer or organisation.

The medical assistance services are:

Air ambulance

The medical assistance service has the resources to provide repatriation by air ambulance or scheduled airline services depending on the circumstances. If necessary this can include a fully qualified medical escort.

Direct billing

The medical assistance service has the ability to arrange direct billing with a network of hospitals and clinics worldwide which guarantees the payment for treatment provided.

Emergency medical supplies

Assistance in locating and forwarding medicine or medical equipment that might be unavailable locally.

Emergency travel assistance

Where a **person insured** falls ill or sustains *bodily injury* during a *journey* and the attending *medical practitioner* recommends that 2 relatives or friends travel to and remain with the **person insured** assistance will be provided in making the travel and accommodation arrangements.

Medical referral

Where out-patient treatment is required referral can be made to a suitable hospital, doctor or dentist. With access to a team of highly qualified medical consultant's advice can be provided on a range of medical conditions.

Medical staff

The medical assistance service has a team of medical consultants and nursing staff on hand at any time to coordinate any medical assistance cases, arranging hospital admissions and ensuring that the most appropriate treatment is provided.

The medical assistance services also include a range of additional services which are summarised below:

Emergency cash advance

Assistance in replacing cash lost or stolen during a *journey*. The value of any cash advance will be deducted from any subsequent claim under subsection M3. Where a claim is made the value of the cash advanced will be reimbursed by **you to us** upon completion of the *journey*.

Emergency message communication

Forwarding on messages to family and **business** colleagues in an emergency.

Legal referral

The service enables the **person insured** to have access to an Embassy or Consulate if legal assistance is required including referral to an English speaking lawyer. Assistance can also be provided in facilitating the payment of bail subject to a satisfactory financial guarantee of reimbursement.

Lost ticket and baggage location

Assistance in replacing lost or stolen tickets, passport or other travel documents and assistance in locating lost or delayed luggage.

On-line information

A web information service is also available and accessed via: www.zurich.co.uk/travelassistance and provides valuable medical and travel information including online country guides that provide security information reflecting the situation in numerous territories. Access is gained by entering **your** policy number when prompted.

Travel advice

The **person insured** has access to a wealth of helpful and relevant information including currency and banking information, visa details, health requirements and reciprocal health agreements.

Vehicle return

The assistance service can organise the return of a rental or privately owned vehicle where a **person insured** falls ill or sustains *bodily injury* during a *journey*.

B. Security assistance services

We have partnered with security experts to provide **you** with a comprehensive range of complementary security services.

In the event that a **person insured** is travelling on a *journey* during the *operative time* and requires security assistance they should contact the emergency helpline:

+44 (0)1489 868 888

or visit

www.zurich.co.uk/travelassistance

The security assistance services provided are:

Daily news

Subscription is available to email reports sent each weekday, covering political instability, civil unrest, disease outbreaks, crime patterns and terrorism news from around the world. Please subscribe/unsubscribe for these reports at:

www.zurich.co.uk/travelassistance

Emergency response

Where serious difficulties or a life-threatening situation arise during a *journey* abroad (personnel missing, attacked or kidnapped or a rapid deterioration in the safety of the location – as insured under subsections 5 and 6) the team of security specialists appointed by **Zurich Travel Assistance** will be available to assist **you** and **your** personnel with advice, *kidnap* negotiation and coordination of their return to safety.

Please contact **Zurich Travel Assistance** on: +44 (0)1489 868 888

Travel security website

Security information on over 180 countries worldwide via the **Zurich Travel Assistance** website www.zurich.co.uk/travelassistance

Travel security and safety briefings for high risk destinations

With 48 hours' notice the security partner of **Zurich Travel Assistance** will provide **your** personnel with a security briefing tailored for their travel itinerary for high risk destinations, subject to a maximum of 2 briefings per trip or group booking. This will cover the risks, preventative measures and important contact details **your** personnel require to help them remain safe while abroad on a *journey*. For any standard destinations the **Zurich Travel Assistance** website www.zurich.co.uk/travelassistance is available:

Please contact **Zurich Travel Assistance** on: +44 (0)1489 868 888

Special exclusions applicable to the whole of Section M

Section M does not cover any *bodily injury*, loss or expense suffered:

1. Active service

as a result of a **person insured** engaging in active service in any of the armed forces of any nation

2. Age limitation

by a **person insured** who has attained the age of 85 years unless the *bodily injury*, loss or expense occurs during the period of insurance in which the **person insured** attains the age of 85 years

3. Excluded travel to dangerous or unsettled areas

resulting from a *journey* to Afghanistan, Iran, Iraq, Somalia, Yemen, Israeli Occupied Territories

4. War risks

as a result of *war* within the **person insured's country of permanent residence** or *country of secondment*.

5. Travel outside the territorial limits

as a result of a *journey* outside of the territorial limits stated in the schedule

Special conditions applicable to Section M

1. Duplicate cover

If a loss is covered under more than one subsection of Sections L and M **we** will provide cover under the subsection that provides the most cover but never under more than one subsection. In no event will **we** make duplicate payments for the same loss.

2. Interest

No sum payable under Section M will carry interest.

Section N – Terrorism

This section is only operative if stated in the schedule.

Special definitions

Phishing

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

Terrorism

Any act or 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 Her Majesty's Government in the United Kingdom or any other government **de jure** or **de facto**.

Cover

Section N1 – Certified terrorism

In the event of:

- a) **damage** to property insured under Sections A and G
- b) **business interruption** insured under Section B

caused by or arising from **terrorism** we will pay you the amount of the loss.

We will settle your claim in accordance with the Claims conditions.

Provided that:

- i) 1) Her Majesty's Government or Her Majesty's Treasury or any successor relevant authority issue a certificate certifying an event or occurrence to have been **terrorism**
2) or Her Majesty's Government or Her Majesty's Treasury or any successor relevant authority refuse to issue a certificate certifying an event or occurrence to have been **terrorism** and that refusal is reversed by the decision of a validly constituted tribunal
- ii) the **damage** and/or **business interruption** occurs in England, Wales or Scotland but not the territorial seas adjacent to them as defined by the Territorial Sea Act 1987 and not Northern Ireland, the Channel Islands or the Isle of Man
- iii) in any action, suit or other proceedings where we allege that any **damage** or **business interruption** is not covered under Section N1 the burden of proving that the **damage** or **business interruption** is covered will fall upon you.

Excluding:

- 1) any losses whatsoever:
 - A) occasioned by riot, civil commotion, war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power
 - B) directly or indirectly caused by or contributed to by or arising from or occasioned by or resulting from the alteration, modification, distortion, corruption of or damage to any computer or other equipment or component or system or item which processes, stores, transmits, retrieves or receives data or any part of them whether tangible or intangible including but without limitation any information or programs or software or any alteration modification distortion erasure, corruption of data processed by any such computer or other equipment or component or system or item whether your property or not where the 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**
- 2) any type of property which has been specifically excluded under Sections A, B or G of this policy
- 3) any **nuclear installation** or **nuclear reactor** and all fixtures and fittings situated thereon and attached thereto and all pipes, wires, cables, drains or other conduits or service media of any description which are affixed or connected to or in any way serve the **nuclear installation** or **nuclear reactor**.

Save for the exclusions listed above no other exclusions applicable to Sections A, B or G will apply to the insurance under Section N1. All the other terms, definitions, provisions and conditions of said sections including but not limited to any **excess** or deductible to be borne by **you** will apply to the insurance under Section N1 except for:

- 1) any Long Term Agreement applying to this policy
- 2) any terms which provide for adjustments of premium based upon declarations on expiry or during the period of insurance
- 3) any extension of **premises** to locations outside England and Wales and Scotland.

Section N2 – Uncertified terrorism

In the event that:

- a) Her Majesty's Government or Her Majesty's Treasury or any successor relevant authority refuse to issue a certificate certifying an event or occurrence to have been **terrorism**; and
- b) the refusal is upheld by the decision of a validly constituted tribunal

general exclusion 5 of this policy will not apply to Sections A, B or G in respect of the event or occurrence.

We will settle **your** claim in accordance with the Claims conditions.

Provided that:

- i) the event or occurrence and the **damage** to property insured and/or **business interruption** that result from it occurs in England, Wales or Scotland but not the territorial seas adjacent to them as defined by the Territorial Sea Act 1987 and not Northern Ireland, the Channel Islands or the Isle of Man
- ii) other than to the extent they are altered by proviso i) of Section N2 all the terms, definitions, exclusions (except general exclusion 5), provisions and conditions applicable to Sections A, B and G will apply to Section N2.

General exclusions

The following exclusions do not apply to Sections D – Employers’ liability, I – Professional Indemnity, J – Legal expenses, L – Personal accident and M – Business travel. Otherwise they apply to the remainder of this policy except as stated below. Other special exclusions that may be applicable to a section of cover will be set out in the section of cover.

This policy does not cover:

1. Date related performance and functionality Not applicable to Sections C – Money and K – Employee dishonesty

loss or **damage**, consequential loss, additional expenditure or extra expenses, legal liability, fees, costs, disbursements, awards or other expenses of whatsoever nature directly or indirectly caused by or contributed to by or consisting of or arising in whole or in part from:

- a) the way in which any **data processing system** responds to or deals with or fails to respond to or fails to deal with any true calendar date
- b) any **data processing system** responding to or dealing in any way with:
 - i) any data denoting a calendar date or dates as if the data did not denote a calendar date or dates
 - ii) any data not denoting a calendar date or dates as if the data denoted a calendar date or dates

whether the **data processing system** is your property or not but in respect of all insurances other than Section E – Public and products liability this will not exclude subsequent **damage** or consequential loss, additional expenditure or extra expenses not otherwise excluded which itself results from 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 or attempted theft, earthquake, storm, flood, escape of water from any tank, apparatus or pipe or impact by any vehicle or by goods falling from them or by any animal if covered by this policy

2. Electronic risks

Not applicable to Sections C – Money, E – Public and products liability, F – Goods in transit and K – Employee dishonesty

- a) **damage** caused by **virus or similar mechanism or hacking or denial of service attack** to any **computer** or other equipment, component, system or item which processes, stores, transmits, retrieves or receives data or any part thereof whether tangible or intangible including but without limitation any information, programs or software and whether the property is insured or not
- b) **business interruption** directly or indirectly caused by or arising from **virus or similar mechanism or hacking or denial of service attack**

but this will not exclude subsequent **damage** or **business interruption** insured under this policy which itself results from 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 provided there is evidence of physical force or violence, theft or attempted theft, earthquake, storm, flood, escape of water from any tank, apparatus or pipe or impact by any vehicle or by goods falling from them or by any animal if covered by this policy

3. Northern Ireland civil commotion

Not applicable to Sections E – Public and products liability and K – Employee dishonesty

damage or **business interruption** in Northern Ireland occasioned by or happening through or in consequence directly or indirectly of civil commotion

4. Nuclear and war risks, government or public authority order and sonic bangs

Not applicable to Sections L – Personal accident and M – Business travel

death, injury, disablement or loss or **damage** to any property or any loss or expense resulting or arising from or any consequential loss or any legal liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from:

- a) ionising radiations from or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel
- b) the radioactive, toxic, explosive or other hazardous or contaminating properties of any **nuclear installation, nuclear reactor** or other nuclear assembly or nuclear component thereof
- c) any weapon or device employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter
- d) the radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter but this exclusion d) will not apply to radioactive isotopes other than nuclear fuel when such isotopes are being prepared, carried, stored or used for commercial, agricultural, medical, scientific or other peaceful purposes
- e)
 - i) war, invasion, act of foreign enemy, hostilities whether war be declared or not, civil war, rebellion, revolution, insurrection, military or usurped power
 - ii) nationalisation, confiscation, requisition, seizure or destruction by any government or public authority
- f) pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds

5. Terrorism

Not applicable to Sections C – Money, E – Public and products liability and F – Goods in transit

loss, **damage**, consequential loss, cost or expense directly or indirectly caused by, contributed to by, resulting from or arising out of or in connection with **terrorism**.

In any action or suit or other proceedings where **we** allege that by reason of this exclusion cover is not provided under this policy the burden of proving that cover is provided under this policy will be upon **you**.

General conditions

The following conditions apply to the whole policy except Section J – Legal expenses and any other section where stated. Other special conditions that may be applicable to a section of cover will be set out in the section of cover.

1. Alteration

Not applicable to Section I – Professional Indemnity

You must notify **us** as soon as possible during the period of insurance if there is any change in circumstances or to the material facts previously disclosed by **you** to **us** or stated as material facts by **us** to **you** which increases the risk of accident, injury, loss, damage or liability.

Upon notification of any such change **we** will be entitled to vary the premium and terms for the rest of the period of insurance. If the changes make the risk unacceptable to **us** then **we** are under no obligation to agree to make them and may no longer be able to provide **you** with cover.

If **you** do not notify **us** of any such change **we** may exercise one or more of the options described in clauses c) i), ii) and iii) of general condition 7 – Fair presentation of the risk but only with effect from the date of the change in circumstances or material facts.

2. Arbitration

Not applicable to Section H – Directors' & officers' liability

If **we** admit liability for a claim but there is a dispute as to the amount to be paid the dispute will be referred to an arbitrator. The arbitrator will be appointed jointly by **you** and **us** in accordance with the law at the time. **You** may not take any legal action against **us** over the dispute prior to the arbitrator having reached a decision.

3. Cancellation

If **you** decide **you** do not want to accept this policy or any subsequent renewal of it please tell **us** (or your broker or insurance intermediary) within 14 days of receiving this policy or renewal notice. **We** will charge **you** on a pro rata basis for the time **we** have been on cover, subject to a minimum premium of £50 plus insurance premium tax. (IPT)

If this policy is cancelled at any other time **we** will charge **you** on a pro rata basis for the time **we** have been on cover subject to a minimum premium of £50 plus insurance premium tax (IPT).

We will not refund any premium if **we** have paid a claim or one is outstanding when the policy is cancelled. Where a claim is submitted after the policy has been cancelled **we** will deduct the amount of any premium returned to **you** following the cancellation from any claim payment **we** may make to **you**. If **you** are paying by instalments and **you** have made a claim **you** must still pay **us** the balance of the full annual premium. If **you** do not do this **we** may take the balance of any outstanding premium from any claim payment **we** are making to **you** subject to the Consumer Credit Act 1974 if it applies.

4. Cancellation notice

We have the right to cancel this policy or any section or part of it by giving 14 days notice in writing by special delivery mail to **your** last known address.

You will be entitled to a pro rata return of premium from the date of cancellation.

We will not refund any premium if **we** have paid a claim or one is outstanding when the policy is cancelled. Where a claim is submitted after this policy has been cancelled **we** will deduct the amount of any premium returned to **you** following the cancellation from any claim payment **we** may make to **you**. If **you** are paying by instalments and **you** have made a claim **you** must still pay **us** the balance of the full annual premium. If **you** do not do this **we** may take the balance of any outstanding premium from any claim payment **we** are making to **you**.

5. Compulsory insurance

You must repay **us** any amounts which **we** are required by compulsory insurance legislation to pay out under this policy to the extent that **we** would not otherwise have been liable to make such payments on account of a breach of any of the terms or conditions of this policy.

6. Contractual right of renewal (tacit)

If **you** pay the premium to **us** using **our** Direct Debit instalment scheme **we** will have the right which **we** may choose not to exercise to renew this policy each year and continue to collect premiums using this method. **We** may vary the terms of this policy including the premium at renewal. If **you** decide that **you** do not want **us** to renew this policy provided **you** tell **us** or **your** broker or insurance intermediary prior to the next renewal date **we** will not renew it.

7. Fair presentation of the risk

- a) At inception and renewal of this policy and also whenever changes are made to it at **your** request **you** must:
- i) disclose to **us** all material facts in a clear and accessible manner; and
 - ii) not misrepresent any material facts.
- b) If **you** do not comply with clause a) of this condition **we** may:
- i) avoid this policy which means that **we** will treat it as if it had never existed and refuse all claims where any non-disclosure or misrepresentation by **you** is proven by **us** to be deliberate or reckless in which case **we** will not return the premium paid by **you**; and
 - ii) recover from **you** any amount **we** have already paid for any claims including costs or expenses **we** have incurred.
- c) If **you** do not comply with clause a) of this condition and the non-disclosure or misrepresentation is not deliberate or reckless this policy may be affected in one or more of the following ways depending on what **we** would have done if **we** had known about the facts which **you** failed to disclose or misrepresented:
- i) if **we** would not have provided **you** with any cover **we** will have the option to:
 - 1) avoid the policy which means that **we** will treat it as if it had never existed and repay the premium paid; and
 - 2) recover from **you** any amount **we** have already paid for any claims including costs or expenses **we** have incurred
 - ii) if **we** would have applied different terms to the cover **we** will have the option to treat this policy as if those different terms apply. **We** may recover any payments made by **us** on claims which have already been paid to the extent that such claims would not have been payable had such additional terms been applied
 - iii) if **we** would have charged **you** a higher premium for providing the cover **we** will charge **you** the additional premium which **you** must pay in full.

- d) Where this policy provides cover for any person other than **you** and that person would if they had taken out such cover in their own name have done so for purposes wholly or mainly unconnected with their trade, business or profession **we** will not invoke the remedies which might otherwise have been available to **us** under this condition if the failure to make a fair presentation of the risk concerns only facts or information which relate to a particular insured person other than **you**.

Provided always that if the person concerned or **you** acting on their behalf makes a careless misrepresentation of fact **we** may invoke the remedies available to **us** under this condition as against that particular person as if a separate insurance contract had been issued to them leaving the remainder of the policy unaffected.

8. Fraudulent claims

If **you** or anyone acting on **your** behalf:

- a) makes a fraudulent or exaggerated claim under this policy; or
- b) uses fraudulent means or devices including the submission of false or forged documents in support of a claim whether or not the claim is itself genuine; or
- c) makes a false statement in support of a claim whether or not the claim is itself genuine; or
- d) submits a claim under this policy for loss or damage which **you** or anyone acting on **your** behalf or in connivance with **you** deliberately caused; or
- e) realises after submitting what you reasonably believed was a genuine claim under this policy and then fails to tell us that you have not suffered any loss or damage; or
- f) suppresses information which you know would otherwise enable us to refuse to pay a claim under this policy

we will be entitled to refuse to pay the whole of the claim and recover any sums that **we** have already paid in respect of the claim.

We may also notify you that **we** will be treating this policy as having terminated with effect from the date of any of the acts or omissions set out in clauses a) to f) of this condition.

If **we** terminate this policy under this condition **you** will have no cover under this policy from the date of termination and not be entitled to any refund of premium.

If any fraud is perpetrated by or on behalf of an insured person and not on behalf of **you** this condition should be read as if it applies only to that insured person's claim and references to this policy should be read as if they were references to the cover effected for that person alone and not to the policy as a whole.

9. Legal representatives

If **you** die **we** will insure **your** legal personal representatives for any liability **you** had previously incurred under this policy provided that they keep to the terms of this policy.

10. Payment by instalments

Where **we** refer in this policy to the payment of premiums this will include payment by monthly instalments. If **you** pay by this method this policy remains an annual contract. The date of payment and the amount of the instalment are governed by the terms of the credit agreement. If an instalment is not received by the due date then subject to the Consumer Credit Act 1974 if it applies the credit agreement and this policy will be cancelled immediately.

11. Reasonable care

You will take any reasonable steps to protect the property, prevent accidents and comply with laws, bye-laws or regulations and take reasonable care in the selection and supervision of **employees**.

12. Sanctions

Notwithstanding any other terms of this policy **we** will be deemed not to provide cover nor will **we** make any payment or provide any service or benefit to **you** or any other party to the extent that such cover, payment, service, benefit and/or any business or activity of **yours** would violate any applicable trade or economic sanctions law or regulation.

Claims conditions

The following conditions apply to the whole policy except Sections H – Director’s and officers’ liability, I – Professional indemnity and J – Legal expenses.

1. Claims notification excluding Section L – Personal accident and Section M – Business Travel

Upon learning of any circumstances likely to give rise to a claim **you** must:

- a) tell **us** as soon as reasonably possible and give **us** any assistance **we** may reasonably require
- b) as soon as is reasonably possible tell the police if the **damage** is by theft or attempted theft or by riot or civil labour or political disturbances or vandals or malicious people
- c) immediately send to **us** any writ or summons issued against **you**
- d) supply at **your** own expense full details of the claim in writing including any supporting evidence and information that **we** require within the following periods:
 - i) 7 days for **damage** by riot or civil, labour or political disturbances or vandals or malicious people
 - ii) 30 days after the expiry of the *indemnity period* under Section B
 - iii) 30 days after any other **damage**, interruption or **bodily injury**
- e) take action to minimise the **damage** and to avoid interruption or interference with the **business** and to prevent further injury or **damage**.

2. Section L – Personal accident and Section M – Business Travel – Claims notification

- a) i) give notice to **us** as soon as reasonably possible by writing to the following address:

Zurich Accident and Health Claims, 3000C Parkway, Whiteley, Fareham, PO15 7JZ
e-mailing A&HClaims@uk.zurich.com or telephoning +44 1489 868901
(fax +44 1489 868802)
- ii) make no admission of liability without **our** prior written consent

- iii) provide **us** or **our** appointed representatives with:
 - 1) any necessary assistance in a timely manner
 - 2) any information reasonably required
 - 3) any documentation and records necessary to establish and assess indemnity under this policy
- iv) prove the loss to **our** reasonable satisfaction
- v) forward immediately to **us** or **our** representatives any letter, writ or other document received in respect of any claim made under this policy
- vi) assist and concur with any reasonable arrangements for **our** medical advisers to examine a **person insured** in respect of which a claim has arisen; and
- b) as often as may be reasonably required provide a statutory declaration sworn before a solicitor, justice of the peace or notary public named by **us** on any matters connected with a claim at a reasonable time and place as **we** may designate.

No act by **us** or **our** representatives in respect of any investigation will be deemed a waiver of any defence which **we** might otherwise have. Any acts will be deemed to have been made without prejudice to **our** liability.

3. Claim settlement

We will have the right to settle a claim by:

- a) the payment of money
- b) **reinstatement** or replacement of the property lost or **damaged**
- c) repair of the property lost or **damaged**.

If **we** decide upon **reinstatement**, replacement or repair **we** will do so in a reasonable manner but not necessarily to its exact previous condition or appearance. **We** will not spend on any one item more than its sum insured.

4. Negotiation or settlement

You must not admit, deny, negotiate or settle any claim without **our** written consent.

5. Other insurance

If at the time of the claim there is any other policy covering the same property or occurrences insured under this policy **we** will be liable only for **our** proportionate share. If any other policy has a provision preventing it from contributing in like manner then **our** share of the claim will be limited to the proportion that the sum insured bears to the value of the property insured.

6. Right of entry

We have the right to enter the **buildings** where the **damage** has happened and to take and keep any of the property insured and to deal with salvage in a reasonable manner.

7. Salvage

We have the right to the salvage of any insured property.

8. Section A – Material damage and Section G – Specified and unspecified items ‘all risks’ reinstatement

a) In respect of each item on **buildings, contents** and Section G – Specified and unspecified items ‘all risks’ **we** will pay the cost of **reinstatement** of the **damaged** part of the property insured.

Provided that:

- i) the cost of **reinstatement** is actually incurred; and
- ii) the work of **reinstatement** is done without unreasonable delay; and
- iii) if the property insured is also insured under any other policy the same basis of settlement applies under both policies.

Where provisos i), ii) or iii) are not complied with **we** will pay **you** the lesser of:

- 1) the amount of reduction in value of the property insured caused by its **damage** after deducting for wear and tear occurring before the **damage**
- 2) the cost for which repairs could have been completed.

b) In respect of each item of **stock** **we** will pay the amount of reduction in value caused by its **damage**.

The amount **we** pay will be adjusted for:

- i) **underinsurance** where applicable; and
- ii) the **excess**.

9. Subrogation rights

We are entitled to:

- a) take the benefit of **your** rights against another person prior to or after **we** have paid a claim
- b) take over the defence or settlement of a claim against **you** by another person.
- c) take steps as **we** deem necessary to prevent mitigate or minimise a loss under section L and M
- d) take over and conduct the defence or settlement of claims made against a **person insured** that is covered under this policy under section L and M
- e) pursue any rights or remedies available to **you** whether or not payment has been made under section L and M

Our complaints procedure

Our commitment to customer service

We are committed to providing a high level of customer service. If you do not feel we have delivered this, we would welcome the opportunity to put things right for you.

Who to contact in the first instance

Many concerns can be resolved straight away. Therefore in the first instance please get in touch with your usual contact at Zurich or your broker or insurance intermediary as they will generally be able to provide you with an immediate response to your satisfaction.

Contact details will be provided on correspondence that we or our representatives have sent you.

Most complaints can be resolved within 3 business days

If we can resolve your complaint to your satisfaction within 3 business days we will do so and we will write to you to confirm. (A business day is defined as Monday to Friday, but excluding bank holidays.)

Complaints that take longer than 3 business days to resolve

If we have not been able to resolve your complaint to your satisfaction within 3 business days, we will keep you updated with progress and provide you with our decision as quickly as possible. This will be in the form of a final decision letter from our Customer Relations Team.

Next steps if you are still unhappy

If you are not happy with the outcome of your complaint, you can ask the Financial Ombudsman Service to review your case. You will need to contact them within 6 months of the date of our final decision letter.

You can also ask the ombudsman to review your case if we have not provided you with a final decision within 8 weeks of receiving your complaint.

The ombudsman can help with most complaints if you are:

- a consumer
- a business employing fewer than 10 persons that has an annual turnover or balance sheet that does not exceed €2 million
- a charity with an annual turnover of less than £1 million
- a trustee of a trust with a net asset value of less than £1 million.

If you are unsure whether the ombudsman will consider your complaint or for more information please contact the ombudsman directly, or visit <http://www.financial-ombudsman.org.uk>

The service they provide is free and impartial. They can be contacted as follows:

Post: Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Telephone: 08000 234567
(free on mobile phones and landlines)

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

Website: <http://www.financial-ombudsman.org.uk>

The Financial Services Compensation Scheme (FSCS)

We are covered by the Financial Services Compensation Scheme (FSCS) which means that you may be entitled to compensation if we are unable to meet our obligations to you. Further information is available on www.fscs.org.uk or by contacting the FSCS directly on 0800 678 1100.



CommunityMark
developed by Business in the Community

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Zurich Insurance plc is authorised by the Central Bank of Ireland and authorised and subject to limited regulation by the Financial Conduct Authority. Details about the extent of our authorisation by the Financial Conduct Authority are available from us on request. Our FCA Firm Reference Number is 203093.

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