



# BUSINESS

Policy Summary

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## Policy Summary

**Your RSA Business Policy is an annual contract which may be renewed each year subject to your needs and our terms and conditions.**

You can select the cover that suits your needs from a number of options. You need only select one option but this must be either:

- Property Damage (including Money Insurance).
- Business Interruption.

or

- Liability (Public/Employee/Products Liability).

In addition to selecting one, or a combination, of the above covers you can add any of the following optional covers:

- Legal Expenses Insurance.
- Personal Accident Insurance.
- Fidelity Insurance.

Full details of the covers you have chosen are shown in your Policy Schedule and Statement of Fact.

The following tables provide a summary of the main policy features and benefits and any significant exclusions and limitations. For full policy details and our full terms and conditions please read your Policy Wording, which will be provided on completion of your contract, or at any time on request.

### Other Important Information

The Other Important Information section of this Policy Summary explains the following:

- Law applicable to the Policy
- Complaints Procedure
- Our complaints process
- Customer Relations Contact Details
- What to do if you are still not satisfied

**Table 1 Standard Features and Benefits**

The following will automatically be included in your Policy, according to the cover you have selected:

Features and Benefits	Significant Exclusions or Limitations	Policy Section
<p><b>Property Damage Insurance</b></p> <p>Our Property Damage Insurance allows you to choose which parts of your business you would like to cover, for example: your business premises (Buildings), your business equipment (Contents), your business stock (Stock), against the following standard risks:</p>		
<p><b>Standard Covers:</b></p> <p>Loss or damage caused by:</p> <ul style="list-style-type: none"> <li>• Fire, Lightning, Explosion, Aircraft, Earthquake.</li> <li>• Riot, Civil Commotion, Malicious Damage.</li> <li>• Storm, Flood, Escape of Water (including sprinklers).</li> <li>• Subsidence.</li> <li>• Impact.</li> <li>• Theft.</li> <li>• Accidental Damage.</li> <li>• Glass Damage.</li> <li>• Damage to Office Machines.</li> <li>• Mechanical /Electrical breakdown (of own office computers only).</li> </ul>	<p>Please note that these exclusions apply to cover for Buildings, Contents and Stock.</p> <ul style="list-style-type: none"> <li>• Excludes theft not involving forcible and violent entry or exit.</li> <li>• Cover does not include loss or damage to data, or information arising from viruses, hacking, denial of service attacks, malicious damage, accidental damage or omission.</li> </ul> <p>Please note –</p> <ul style="list-style-type: none"> <li>• Some specific causes of damage may be excluded see you Policy Wording/Schedule for details.</li> <li>• Some specific property may be excluded see your Policy Wording/Schedule for details.</li> <li>• The amount you must pay in the event of a claim is: Subsidence - £1000. Stock in transit - £100. Deterioration of stock - £100. For all other events - £250.</li> </ul>	<p>Property Damage</p>
<p><b>Inflation Protection (Day One Basis of Cover)</b></p> <p>Provides an automatic 15% increase in the Buildings and Contents values you declare for insurance during the Policy period.</p>	<p>If the value you declare is less than the full amount that your contents should be insured for, your claim may be reduced.</p>	<p>Property Damage</p>
<p><b>Reinstatement</b></p> <p>Cover is on an 'as new' basis.</p>	<p>Excludes betterment.</p>	<p>Property Damage</p>

Table I Standard Features and Benefits (continued)

Features and Benefits	Significant Exclusions or Limitations	Policy Section
<b>Buildings</b> If you have selected Buildings and/or Tenant's Improvements cover, the following will automatically be included in your Policy:		
<b>Standard Covers:</b> <ul style="list-style-type: none"> <li>• Buildings.</li> <li>• Landlord's Fixtures and Fittings.</li> <li>• Small outside buildings.</li> <li>• Walls, gates, fences and Services.</li> </ul>	<ul style="list-style-type: none"> <li>• Please see exclusions to Standard Covers in your Policy Wording/Schedule for details.</li> <li>• If the value you declare is less than the full amount the building should be insured for, your claim may be reduced.</li> </ul>	Property Damage
<b>Contents</b> If you have selected General Contents the following will automatically be included in your Policy:		
<b>Cover for:</b> <ul style="list-style-type: none"> <li>• Equipment and contents at the specified premises.</li> <li>• Directors', partners' and employees' personal effects.</li> <li>• Closed circuit television and alarm system equipment.</li> <li>• Neon, illuminated signs and electric light fittings.</li> </ul>	<ul style="list-style-type: none"> <li>• Please see exclusions to Standard Covers in your Policy Wording/Schedule for details.</li> <li>• Cover for directors', partners' and employees' personal effects is limited to a maximum of £500 per person.</li> </ul>	Property Damage
<b>Cover for:</b> <ul style="list-style-type: none"> <li>• Computer records, documents, manuscripts and business books.</li> <li>• Cover applies at any location and while in transit.</li> </ul>	<ul style="list-style-type: none"> <li>• Excludes the value to you of the information contained.</li> <li>• Cover is only for loss, destruction or damage caused by Standard Covers.</li> </ul>	Property Damage

Table 1 Standard Features and Benefits (continued)

Features and Benefits	Significant Exclusions or Limitations	Policy Section
<b>Stock</b>		
If you have selected Stock the following will automatically be included in your Policy:		
<p><b>Cover for:</b></p> <ul style="list-style-type: none"> <li>• Stock and materials in trade.</li> <li>• Work in progress.</li> <li>• Finished goods.</li> </ul> <p>At the business premises you have specified.</p> <p>A 25% seasonal increase in the Sums Insured is provided for November; December and the 31 days prior to Easter. The periods that this applies to can be changed on request.</p>	<ul style="list-style-type: none"> <li>• Please see exclusions to Standard Covers in your Policy Wording/Schedule.</li> </ul>	Property Damage
<p><b>Indemnity</b></p> <p>Cover is on the basis of the value of the property at the time of its destruction or the amount of the damage caused by the event.</p>	<p>If the sum insured is less than the full Insurable amount your claim may be reduced.</p>	Property Damage
<p><b>Stock in Transit</b></p> <p>Covers stock while in transit in any vehicle owned or operated by you and/or at exhibitions.</p>	<ul style="list-style-type: none"> <li>• Cover is limited to Great Britain, Northern Ireland, the Republic of Ireland, the Channel Islands and the Isle of Man.</li> <li>• Standard Cover is limited to £10,000 (but can be increased to £75,000) plus £2,500 for reloading, redelivery and removal of debris. £2,500 for damage to sheets, ropes etc. £2,500 for personal effects of any one person.</li> <li>• Exhibitions may not exceed 7 days duration, cover is limited to £5,000.</li> </ul>	Property Damage
<p><b>Deterioration of Stock</b></p> <p>Covers loss or damage to chilled or frozen stock caused by a rise or fall in temperature or by 'refrigerant' fumes.</p>	<ul style="list-style-type: none"> <li>• Stock within fridges and freezers over 15 years old is excluded.</li> <li>• Standard Cover is limited to £2,000 per freezer (but can be increased up to £10,000 on request).</li> <li>• Some specific causes of damage may also be excluded – please see your Policy wording/ Schedule for details.</li> </ul>	Property Damage

Table 1 Standard Features and Benefits (continued)

Features and Benefits	Significant Exclusions or Limitations	Policy Section
<b>Money Insurance</b> The following will automatically be included if Property Damage Insurance is chosen:		
<b>Standard Cover:</b> <ul style="list-style-type: none"> <li>• Money in transit, on premises during business hours or in a bank night safe.</li> <li>• Money kept in a locked safe or strong room at your premises outside business hours.</li> <li>• Money in your home not in safe when occupied by an adult.</li> <li>• Crossed cheques, crossed money orders and crossed postal orders.</li> <li>• Any other Money at your premises not in a locked safe outside business hours.</li> </ul>	<ul style="list-style-type: none"> <li>• £5,000 for any one loss but may be increased to £10,000.</li> <li>• £2,000 for any one loss but may be increased for specified safes.</li> <li>• £500</li> <li>• £250,000</li> <li>• £250</li> </ul> <p>Please note -</p> <ul style="list-style-type: none"> <li>• Some specific causes of loss may be excluded - please see your Policy Wording/Schedule for details.</li> <li>• Damage to data is excluded.</li> <li>• The amount you must pay in the event of each claim is £50.</li> </ul>	Money
<b>Personal Injury (Robbery)</b> Covers you or any directors, partners or employees sustaining bodily injury during a robbery for: <ul style="list-style-type: none"> <li>• Death Benefit – £10,000.</li> <li>• Loss of one or more Limbs or Eyes – £10,000.</li> <li>• Permanent Total Disablement from gainful employment of any and every kind – £10,000.</li> <li>• Temporary Total Disablement from usual occupation – £100 per week.</li> <li>• Medical Expenses necessarily incurred.</li> <li>• Clothing and personal effects.</li> </ul>	<ul style="list-style-type: none"> <li>• Please see your Policy Wording/Schedule for specific Interpretations of these benefits.</li> <li>• Payable up to 104 weeks.</li> <li>• Limited to a maximum of 15% of the Temporary Total Disablement benefit.</li> <li>• Up to £250 per person.</li> </ul>	Money

Table 1 Standard Features and Benefits (continued)

Features and Benefits	Significant Exclusions or Limitations	Policy Section
<b>Business Interruption Insurance</b>		
This cover protects you against the financial consequences of damage to your insured property, caused by any event covered by our standard covers listed in the Property Damage Section:		
<p><b>Cover</b></p> <ul style="list-style-type: none"> <li>• <b>Loss of Gross Profit</b> occurring during the Indemnity Period as a consequence of interruption to the business caused by a Standard Cover:</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• <b>Additional Cost of Working</b> occurring during the Indemnity Period as a consequence of interruption to the business caused by a Standard Cover:</li> </ul> <p><b>Please note</b> - The Indemnity Period starts when the loss or damage occurs and ends when the business trading position ceases to be affected by it.</p>	<ul style="list-style-type: none"> <li>• Some specific causes of damage may be excluded – please see your Policy Wording/ Schedule for details.</li> <li>• Cover does not include loss or damage to data, or information arising from viruses, hacking, denial of service attacks, malicious damage, accidental damage or omission.</li> <li>• Sum Insured is limited to a maximum of £1,500,000.</li> <li>• Varying Indemnity periods are available from 12 months to 36 months.</li> </ul>	Business Interruption
<p>Cover extends to include loss resulting from:</p> <ul style="list-style-type: none"> <li>• Notifiable disease, food or drink poisoning, defective sanitation, murder, suicide, vermin and pests.</li> <li>• Prevention/Denial of Access to the business premises because of damage to adjacent premises covered by the Standard Covers.</li> <li>• Failure of Public Utilities.</li> <li>• Damage caused by the Standard Covers at a Supplier's or Customer's premises within Great Britain, Northern Ireland, the Isle of Man or the Channel Islands.</li> </ul>	<ul style="list-style-type: none"> <li>• Cover for these extensions is limited to the Sum Insured or £1,000,000 whichever is less.</li> <li>• Cover is limited to the Sum Insured.</li> <li>• Cover is limited to 10% of Sum Insured or £1,000,000 whichever is less.</li> </ul>	Business Interruption
<p><b>Outstanding Debit Balances</b></p> <p>(also known as book debts) - this means we will pay any outstanding debts that you are unable to trace following damage caused by the Standard Covers.</p>	<p>Automatic cover is limited to £5,000 with an option to increase up to £100,000.</p>	Business Interruption

**Table I Standard Features and Benefits (continued)**

Features and Benefits	Significant Exclusions or Limitations	Policy Section
<b>Liability Insurance</b> You may choose the following covers:		
<p><b>Standard Cover</b></p> <ul style="list-style-type: none"> <li>• Employers' Liability - liability for injury to employees.</li> <li>• Public Liability – liability for injury / damage to third parties or their property arising out of the business.</li> <li>• Products Liability – liability for injury / damage to third parties arising out of products/ services provided by the business.</li> <li>• Legal Defence Costs in defending proceedings arising from a breach of the Health and Safety at Work Act 1974, the Health and Safety at Work (Northern Ireland) Order 1978 or Part II of the Consumer Protection Act 1987 where there has been no actual injury or damage.</li> </ul>	<ul style="list-style-type: none"> <li>• Limit of Indemnity for Employers' Liability is £10,000,000 (with a £5,000,000 limit for Terrorism). Limits for Public Liability, Products Liability and Legal Defence Costs are shown in your Policy Schedule.</li> <li>• Excludes any Public or Products liability arising in connection with advice, design or specification provided for a fee.</li> <li>• Damage to property means material property but does not include electronic data.</li> <li>• Some other specific events may be excluded or cover may be qualified – please see your Policy Wording/Schedule for details.</li> </ul>	Liability

**Table Ia Additional Features and Benefits**

Features and Benefits	Significant Exclusions or Limitations	Policy Section
<b>Property Damage Insurance</b> The following are also included:		
<p><b>Property at other locations</b></p> <p>Covers</p> <ul style="list-style-type: none"> <li>• Computer records documents manuscripts and business books.</li> <li>• Other property while temporarily removed from the premises for cleaning, renovation, repair or other similar process.</li> </ul> <p>In addition you may choose cover for Specified Equipment at any location and while in transit</p>	<ul style="list-style-type: none"> <li>• Limit shown in your Policy Schedule.</li> <li>• Cover is limited to 15% of buildings contents or stock Sum Insured.</li> <li>• Single items of equipment - Cover is limited to £10,000 (£50,000 in total).</li> <li>• Security restrictions apply to the covers – please see your Policy Wording/Schedule for details.</li> <li>• Cover is limited to within the United Kingdom.</li> </ul>	Property Damage



**Table 2 Optional Benefits**

You may also choose to add the following Covers to your Business Policy:

Features and Benefits	Significant Exclusions or Limitations	Policy Section
<b>Legal Expenses Insurance</b>		
<p>Cover is provided for the costs incurred in pursuing or defending the legal rights of the business in relation to statutory employment and taxation legislation, contract disputes and in pursuit of common law actions against third parties for nuisance or property damage.</p>	<ul style="list-style-type: none"> <li>• £100,000 any one event. Any restrictions to this amount are detailed in your Policy Wording/Schedule (for example taxation proceedings limit £25,000).</li> <li>• £1,000,000 in any one period of insurance.</li> <li>• The minimum amount in dispute for contract disputes is £1,000.</li> <li>• Some specific events are excluded – please see your Policy Wording/Schedule for details.</li> </ul>	Legal Expenses
<b>Personal Accident Insurance</b> Covers you, partners, directors and/or all other employees, subject to an age limit of 16 to 70		
<p>There are two options for cover – <b>Units or Multiple of Salary</b></p> <p><b>Cover is for:</b> Occupational Accidents Only, or Occupational Accidents and Commuting Cover; Or Any personal accident (24 hours-a-day)</p> <p>The following benefits are for the <b>Units</b> option:</p> <p>The following benefits are for <b>1 unit</b> of cover (available per person).</p> <ul style="list-style-type: none"> <li>• Death £10,000.</li> <li>• Loss of one or more limbs or eyes £10,000.</li> <li>• Permanent Total Disablement from gainful employment of any and every kind £10,000.</li> <li>• Temporary Total Disablement from usual occupation £50 per week.</li> <li>• Temporary Partial Disablement from a substantial part of usual occupation £20 per week.</li> <li>• Medical Expenses £2,500</li> </ul>	<p><b>Units</b> option.</p> <ul style="list-style-type: none"> <li>• Cover is limited to a maximum of 5 units of cover (per person).</li> <li>• Payable for up to 104 weeks.</li> <li>• Payable for up to 104 weeks.</li> <li>• £2500 is the maximum amount payable (per person) regardless of number of units.</li> </ul>	Personal Accident



Table 2 Optional Benefits (continued)

Features and Benefits	Significant Exclusions or Limitations	Policy Section
<b>Fidelity Insurance</b>		
<ul style="list-style-type: none"> <li>• Cover is provided for loss of money or goods caused by fraud or dishonesty of an employee.</li> <li>• Minimum Standards of Control form part of your Policy Wording.</li> </ul>	<ul style="list-style-type: none"> <li>• Limit of Indemnity - £50,000 or up to a maximum of £200,000.</li> <li>• Damage to data is excluded.</li> </ul>	Fidelity
<b>Terrorism Cover</b>		
Terrorism is excluded from the Property Damage, Money, Business Interruption and Fidelity Insurance Sections.		
You may choose to add All Risks Terrorism Insurance to the Property Damage, Business Interruption and Computer covers.		
Cover is provided for events arising from acts of Terrorism in Great Britain.	<ul style="list-style-type: none"> <li>• Terrorism cover can not be purchased selectively. If you require Terrorism cover it must apply to all your insured property.</li> <li>• Cover will be limited to the Sums Insured that you have selected.</li> <li>• The same exclusions as under the Property Damage and Business Interruption.</li> </ul>	Terrorism Extension

### Table 3 General Conditions and Exclusions

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

General Conditions and Exclusions	Policy Section
<ul style="list-style-type: none"> <li>• If there are any changes to your business, the premises, the property therein, or any other circumstances whereby the risk is increased, you must inform us as soon as reasonably practical. Failure to do so could invalidate your Policy, or result in a claim being rejected.</li> <li>• Nuclear Risks, War and Sonic Bangs are excluded.</li> <li>• Terrorism (part of which can be bought back), Northern Ireland terrorism and Civil Commotion are excluded.</li> </ul>	<p>All</p> <p>Various</p> <p>Various</p>
Excesses and Limits	Policy Section
<ul style="list-style-type: none"> <li>• Any excesses applicable to your Policy are detailed in your Policy Wording. These amounts must be paid in the event of each and every claim.</li> <li>• Limits may apply to your Policy, please see your Policy Schedule.</li> <li>• Your Policy is subject to <b>The Minimum Standard of Security</b>, this will be shown in your Policy Schedule and Policy Wording.</li> </ul>	<p>All</p>

# OTHER IMPORTANT INFORMATION

## Our complaints procedure

We aim to give customers a high standard of service at all times. If you are unhappy with the service provided for any reason or have cause for complaint, you should initially contact the person who arranged the policy for you or the manager of RSA at the address shown on your Quotation or Schedule, as appropriate. They will tell you what they will do to resolve your concerns and how long it will take. In the unlikely event that you remain dissatisfied and wish to make a complaint, please contact our Customer Relations Office at the address below.

## Customer Relations Contact Address:

The Head of Compliance  
 RSA Northern Ireland Insurance Ltd  
 Law Society House  
 Victoria Street  
 Belfast  
 BT1 3GN

## What to do if you are still not satisfied

If they cannot resolve the matter to your satisfaction, we will provide you with our final response so that you can, if you wish, refer the matter to the Financial Ombudsman Service. If you make a complaint, your right to legal action against us is not affected.

Financial Ombudsman Service  
 Exchange Tower  
 Harbour Exchange  
 London  
 E14 9SR  
 Tel 0300 123 9 123 or  
[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

## Compensation

RSA Insurance Ireland DAC is a member of the Financial Services Compensation Scheme (FSCS). This provides compensation in case any member goes out of business or into liquidation and is unable to meet any valid claims against its policies. You may be entitled to compensation if we cannot meet our obligations, depending on the circumstances of the claim. Further information about the compensation scheme can be obtained from the FSCS.

## Law applicable to the Policy

Both you and we may choose the law which applies to this contract. However, unless you and we agree otherwise, the law which applies is the law applicable in the part of the United Kingdom, Channel Islands or the Isle of Man in which you live. Full details will be provided in your Policy documentation.

## Renewal and cancellation

Shortly before each policy anniversary we will tell you the premium and terms and conditions that will apply for the following year. If you wish to change or cancel the cover you must tell us before the renewal date.

If you pay by direct debit, we will renew the policy and continue to collect payments unless you tell us, before the renewal date, that you wish to cancel the policy. If you pay by any other method, you must submit a further payment if you wish to renew the policy.

You may cancel your policy at any time by informing us in writing; you will be entitled to a refund of any premiums already paid for the remaining period of insurance if you have not made a claim during the current policy year.

We may cancel this policy by giving you at least 14 days notice to your last known address (30 days notice will be given if you pay your premium annually); provided you have not made a claim during the current policy year we will refund any premiums already paid for the remaining period of insurance.

### **Who regulates us?**

RSA Insurance Ireland DAC is registered in Ireland under number 148094 with registered office at RSA House, Dundrum Town Centre, Sandyford Road, Dundrum, Dublin 16 and regulated by the Central Bank of Ireland.



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