

Commercial Combined Insurance

Insurance Product Information Document

Company: NPA Insurance Ltd

Product: Commercial Combined Policy

NPA Insurance Ltd is registered in England. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register number 202069.



This document provides a summary of the key information relating to the insurance policy and is not personalised to your individual needs. Please refer to your policy documentation for full details of your cover and the terms and conditions.

What is this type of insurance?

This policy offers cover for those risks that do not really fit into our standard package policies, such as multi premises and warehouse risks. Cover is available for Buildings and Contents, All Risks Specified Items, Stock, Employers' Liability, Public, Products and Property Owners' Liabilities, Business Interruption, Glass, Money, Goods in Transit, Deterioration of Stock, Loss of Liquor Licence and Book Debts. The cover you select will be confirmed on your schedule.



What is insured?

- ✓ A wide range of sudden and unforeseeable events such as fire, theft, escape of water, storm or flood, subsidence and accidental damage
- ✓ 24 hour claims assistance helpline open 365 days a year

Buildings and Contents

- ✓ Provides cover for your stock, business contents, buildings or tenant's improvements for accidental loss or damage at the premises including Architects', surveyors', consulting engineers' and legal fees. The cost of removing debris, demolishing and shoring up
- ✓ Replacement of locks and external doors following loss of keys up to £1,000

Business Interruption

- ✓ Covers the reduction in your total income, a range of indemnity periods up to 60 months if your business suffers an interference or interruption caused by an insured event
- ✓ Auditors and professional accountants
- ✓ A range of optional extensions including Increased cost of working is also available

Glass

- ✓ Damage to fixed external or internal glass or fixed sanitary ware at your premises including external name signs and the cost of boarding up and provision of a temporary door consequent on the breakage of glass

Money

- ✓ Covering the loss of money relating to your business such as money in transit, within business hours and non-negotiable instruments e.g. cheques up to the limits shown on the policy schedule

Fidelity

- ✓ Covering the loss of business money or other property arising from any acts of fraud or dishonesty by any of your employees

Personal Assault

- ✓ Physical injury to you, director, partner or employee occurring during the course of theft or attempted theft of money. Death, loss of limbs or sight or permanent total disablement, temporary total disablement up to the limits shown on the policy schedule.

Goods in transit

- ✓ Damage to stock in trade being loaded onto, carried by, or unloaded from any enclosed vehicle within the geographical limits. Cover for accidental damage to driver's personal effects up to £100

Deterioration of Stock

- ✓ To cover stock in any frozen food cabinet, deep freezer, cold room, cold store, refrigerator or chilled unit against deterioration due to breakdown, failure of thermostatic device or failure of public electricity supply

Loss of Liquor Licence

- ✓ Cover for the depreciation in the value of your premises as a result of the forfeiture of your licence or the refusal to renew your licence

Book Debts

- ✓ To cover the event of the insured's books or other business records being damaged whilst at the premises such as money owed to you by customers which cannot be collected following damage at your premises and reasonable charges payable to your auditor or accountant

Employers' Liability

- ✓ Employers' liability covering amounts for which you are legally liable to pay for an employee as compensation and cost for accidental injury up to £10 million

Public & Products Liability

- ✓ To cover the legal liabilities of the Business resulting from accidental injury to any person other than an employee or accidental damage to property belonging to other people with the limit of indemnity stated in the policy schedule in respect of any one event

Optional Extensions if selected

- Terrorism cover insuring the property in the event of an act of terrorism



What is not insured?

- ✗ The excess is the first amount of any claim settlement you must pay. If you decide to have a voluntary excess in return for a premium discount, this will be applied in addition to any standard policy excess. Details of these excesses will be shown on the policy schedule.
- ✗ Wear and tear or costs for maintenance of the property insured
- ✗ Losses that occurred before the insurance policy start date
- ✗ Losses resulting from war, terrorism (unless optional extension selected), asbestos, pressure waves, abuse and communicable disease (other than under the Employers' Liability section), any reduction in market value, any criminal or deliberate act, by, for, or on behalf of the policyholder, liability under agreement, nuclear and pollution events



Are there any restrictions on cover?

- ! If the property insured by this policy is of greater value than the sum insured at the time that any damage occurs, then the amount of any payment, due in settlement of the claim, will be reduced by the same proportion
- ! Damage caused by theft or attempted theft not involving forcible and violent entry into or exit from the premises. Loss or damage due to theft or attempted theft, malicious persons, freezing or escape of water or oil occurring whilst the property is unoccupied or unattended. Theft of money. Clerical error or omission. Mechanical or electrical breakdown. Water damage from sprinkler system. Destruction or damage attributable to vehicle vibration. Damage to fences, gates or hedges by weather conditions or falling trees. Cost of maintenance and normal redecoration, cleaning, repairs or renovation. Landslip, subsidence and or heave unless occurring on the site upon which the premises stand or immediately adjoining sites but in any case. Destruction or damage resulting from compaction or inadequate infill
- ! Business Interruption where liability has not been accepted under the Buildings and Contents, Glass or Deterioration of Stock sections, or where liability has been accepted by the buildings insurers. We will not pay for fines or damages for breach of contract for late or non-completion of order or any penalties of whatever nature. Erasure, loss, distortion or corruption of information on computer systems caused by deliberate acts by rioters or malicious persons. Accidental erasure, loss, distortion or corruption of information on computer. Closure of the whole of the premises by or due to communicable disease
- ! Glass cover does not include Damage arising directly from repairs or alterations to the premises. Scratching or chipping of glass unless it extends through the complete fabric of the glass



Are there any restrictions on cover?

Continued

- ! Personal Assault does not cover any pre-existing physical or mental defect or infirmity or any person under 16 years of age or over 70 years of age
- ! Goods in transit does not cover Damage from an unlocked vehicle or trailer. Damage by theft from the vehicle whilst left unattended. Delay, loss of market or any other loss arising as a consequence of loss or damage. Clerical or documentary error or omission or delivery to the wrong consignee
- ! Deterioration of stock does not cover damage caused by the deliberate act or wilful neglect by you, any partner, director or employee of yours
- ! Loss of Licence does not cover forfeiture or refusal to renew as a result of planning improvement, redevelopment or compulsory purchase order surrendered, reduction or redistribution of licences. Any alteration in the law regarding the issuing of licences. Any cause in your control or if you are entitled to obtain compensation under the provision of any Act of Parliament. Any extension to the licence to operate outside the standard hours for the district
- ! Employers' liability where you should have had motor insurance and any claim relating to an offshore oil or gas installation or any associated vessel or structure
- ! In respect of both public and product liability the following apply: We will not pay for any claim arising out of: ownership, possession or use of a railway, water craft, aircraft or hovercraft. We will not pay any fines, penalties or damages of a similar nature. Claims arising from advice provided by you or design, plan, formula or specification of products for a fee. Any liability caused by or in connection with products which to your knowledge are directly or indirectly exported to the United States of America or Canada



Where am I covered?

- United Kingdom, Channel Islands and the Isle of Man.



What are my obligations?

- You must take reasonable care to provide complete and accurate answers to the questions asked when you take out, make changes to and renew your policy.
- You must take reasonable care to make sure all information provided by you or on your behalf is honest and accurate. Check your policy documentation when you receive it to make sure the policy covers your needs.
- You must take reasonable steps to prevent or reduce loss or damage and maintain the property in a good state of repair.
- You must tell us as soon as reasonably possible of any event which may result in a claim.
- You must pay the premium when required.



When and how do I pay?

- You can either pay your policy in full or in monthly instalments by Direct Debit which will include a finance charge.



When does the cover start and end?

- The cover can start once you have accepted our terms and conditions and have agreed to pay the premium. Your policy will normally run for 12 months from your policy start or renewal date unless you or we choose to cancel before it ends. Please refer to the quotation provided for full details. We will send a renewal notice when your policy is approaching renewal.



How do I cancel the contract?

- You can cancel the policy at any time by contacting us.

If you cancel the policy within 14 days after you receive your policy documents, no service charge will be applied and a full refund will be returned unless a claim has been submitted under the policy.

After 14 days we will refund the premium paid less a charge for the days the policy has been on cover. We will also make a cancellation charge of £50.

Please refer to our Terms of Business Agreement for full terms and conditions.

Telephone: 0800 496 0426

Email: InsuranceService@npa.co.uk