

Retail Insurance

Insurance Product Information Document

Company: NPAInsurance Ltd Product: Retail 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 your stock, trade contents and premises that you own and automatically includes a package of various other covers such as employer's liability and business interruption. It can also be extended to include the buildings or tenant's improvement depending on what you are responsible for. The cover you select will be confirmed in 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
- ✓ Business Legal Expenses cover for a range of common business problems, such as employee disputes, adverse publicity or a tax enquiry up to £100,000
- ✓ **NPA Insurance Renewal Scheme** – Under this scheme your policy will be renewed free of charge every sixth year, where applicable. This is dependent on there being no claim payments, replacement or reinstatement of property made during the previous five years and/ or there has been no change in your policy at the 6th year renewal that results in an additional change

Contents

- ✓ Seasonal increase – stock sum insured increased by 25% for the months of September, October, November and December
- ✓ Loss of metered water and oil up to £5,000
- ✓ Replacement of locks to insured premises, safe or cabinets following loss of keys up to £1,000

Business Interruption

- ✓ Covers the reduction in your total income, for up to 24 months if your business suffers an interruption caused by an insured event with the option to increase the sum insured and indemnity period
- ✓ Denial of Access- covering the result of damage by an insured event to a neighbouring property
- ✓ Failure of a selection of utilities including electricity, gas and water supplies
- ✓ Closure of the whole of the premises by order of the relevant Public Authority for the area in which the premises are situated.
- ✓ Failure of telecommunications services including internet provision
- ✓ Suppliers - damage to the premises of your suppliers within the geographical limits
- ✓ Loss of attraction - damage to property in the vicinity of the premises which solely and directly deters potential customers

Employer's Liability

- ✓ Employer's 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 & Product Liability

- ✓ Covering compensation and costs for accidental injury to any person, accidental damage to property or accidental injury or damage caused by products supplied by you with a range of indemnity limits available

Glass

- ✓ Cover to glass fittings, including damage to framework, replacing window alarm foil and lettering including neon signs caused by the breakage of glass or sanitary fittings, trade contents damaged as a direct result of the breakage of glass and cost of boarding up with access to 24hr emergency glaziers

Money

- ✓ Covering the loss of money relating to your business such as money in transit up to £4,000, within business Hours up to £1,500 and non- negotiable instruments e.g. Cheques up to £250,000

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 as a result of a violent attack while carrying on your business. Death, loss of limbs or sight or permanent total disablement up to £10,000 & Temporary total disablement up to £100 per week up to 104 weeks

Goods in transit

- ✓ Damage to stock in trade being loaded onto, carried by or unloaded by you or any of your employees within the UK

Optional Extensions if selected

- All Risk Specified Items – covering property such as laptops whilst away from the insured premises
- Buildings cover and Tenant's Improvements
- Loss of Liquor Licence covering your financial loss
- 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 your 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 means unless occurring outside business hour; b) unless discovered and reported to us within 48 hrs (excluding Sundays and Bank holidays) of its occurrence
- ! Malicious damage or escape of water or oil occurring whilst the property is unoccupied or unattended. Clerical error or omission
- ! Loss of refrigerated stock resulting from deliberate act of any supply authority, withdrawal of the supply upon non-payment/ other failure by you to comply with contract terms; wilful act or neglect of your or your employee. Mechanical or electrical breakdown
- ! A claim under Business Legal Expenses must be more likely than not that your claim will be successful for legal costs and expenses to be covered
- ! Business interruption if liability has not been accepted under the Contents, Glass or Buildings section, or by the buildings insurers. Denial of access does not cover obstruction by snow. Failure of utilities lasting less than 30 minutes, up to £250 per day for a maximum of 7 days. Public authority if service of a compulsory purchase order or expiry of the lease. Closure of the whole of the premises by or due to Notifiable Human Infectious or Contagious Disease
- ! Employer's 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
- ! Public & Product Liability does not cover any fines, penalties, aggravated, liquidated, punitive or exemplary damages or multiplication of damages
- ! Glass damage arising directly from repairs/ 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

- Electrical or mechanical breakdown, failure or derangement
- Money is not covered if loss from any unattended vehicle. Loss caused by the dishonesty of any director, partner or employee unless it is discovered and reported
- Goods in transit does not cover loss from an unattended vehicle/trailer
- Loss or damage due to theft or attempted theft, malicious damage or escape of water or oil occurring whilst the property is unoccupied or unattended
- Landslip, subsidence and or heave unless occurring on the site upon which the premises stand or immediately adjoining sites
- Damage to fences, gates or hedges by weather condition or falling trees
- Cost of maintenance and normal redecoration, cleaning, repairs or renovation
- Loss of liquor licence is not covered if you lose your licence because of Town or country planning, compulsory purchase orders or improvement or development schemes, Changes in the law which affect your licence, any cause in your control, any cause where you are entitled to compensation by law.



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