

## Optima Shop – Summary of cover

This document is a guide to the cover provided under your Optima Shop policy. It is only a summary and does not contain the full terms and conditions of the contract. For full details of your cover please read your insurance policy, your schedule (which indicates operative sections) and any endorsements that apply. A copy of your insurance policy booklet can be obtained by contacting your Insurance Advisor.

Ageas Insurance Limited provides this insurance.

Type of Insurance                      Shop Package

Period of Cover                         12 Months or as shown on the Schedule

The law which applies to the contract                      The law of England and Wales unless agreed otherwise

<b>BUILDINGS</b>		
<b>Significant Features and Benefits</b>	<b>Significant Exclusions or Limitations</b>	<b>Section of the Policy that Contains further Details</b>
<p>Buildings and Tenants Improvements are covered against loss or damage up to the sum insured stated in the schedule, from various causes including Fire, Lightning, Explosion, Storm, Flood, Escape of Water, Leakage of Heating Oil, Malicious Damage, Impact by Vehicles or Theft</p> <p>The following costs are also insured in respect of insured damage to buildings:-</p> <ul style="list-style-type: none"> <li>Architects, Surveyors, Legal and Other fees</li> <li>Removal of Debris and making the buildings safe</li> </ul> <p>The insurance can be extended to cover Loss by Accidental Damage and Subsidence for an additional premium</p> <p>Buildings Sums Insured are Index Linked using the General Building Cost Index</p>	<p>An Excess of £250 applies to all losses</p> <p>Storm damage to gates and fences is excluded</p> <p>Storm, Flood, Escape of Water, Leakage of Heating Oil, Malicious Damage and Theft in respect of Unoccupied Buildings is excluded</p> <p>Damage caused by pollution or a rise in the water table level is excluded.</p> <p>An increased excess (normally £1,000) will apply to subsidence</p> <p>The sums insured must be at least 85% of the value of the Property Insured at the time of a loss or you may have to pay a proportion of the claim yourself</p>	Buildings section
<p>Your legal liability for injury to third parties or damage to their property arising out of your ownership of the buildings up to the Limit of Indemnity stated in the schedule</p>	<p>Damage by pollution caused over a period of time is excluded</p>	Additional Insurances Section 1 Buildings
<b>CONTENTS</b>		
<b>Significant Features and Benefits</b>	<b>Significant Exclusions or Limitations</b>	<b>Section of the Policy that Contains further Details</b>
<p>Loss or damage to Contents whilst in your shop are covered against the same causes as on the Buildings section</p> <p>The Contents cover can be similarly extended to cover loss by Accidental Damage and Subsidence for an additional premium</p> <p>Removal of Debris and making the buildings safe following insured damage is also insured</p> <p>Contents Sums Insured are Index Linked using the General Index of Retail Prices</p>	<p>An Excess of £250 applies to all losses</p> <p>Loss or damage to specific valuable Property over £1,000 is excluded</p> <p>Storm, Flood, Escape of Water, Leakage of Heating Oil, Malicious Damage and Theft in respect of Unoccupied Buildings is excluded</p> <p>Damage to Stock in any basement caused by Storm, Flood, Escape of Water or Leakage of Heating Oil is excluded unless the Stock is kept at least 6 inches off the floor</p> <p>Damage to Stock in any basement caused by Storm, Flood, Escape of Water or Leakage of Heating Oil is excluded unless the Stock is kept at least 6 inches off the floor</p> <p>Damage caused by pollution or a rise in the water table level is excluded</p> <p>The sums insured must be at least 85% of the value of the Property Insured at the time of a loss or you may have to pay a proportion of the claim yourself</p>	Contents section

## CONTENTS (continued)

Significant Features and Benefits	Significant Exclusions or Limitations	Section of the Policy that Contains further Details
<p>Machinery, fixtures, fittings and Other Contents are insured for up to 15% of their sums insured whilst temporarily removed from your premises</p> <p>The cost of replacing locks following theft of keys to the premises or to safes is insured</p>	<p>Damage by Theft, Storm and or from unlocked buildings is excluded</p> <p>The maximum amount payable is £1,000</p>	<p>Extension Section 2 Contents Contents section</p>
<p>Stock sums insured are automatically increased by 30% during November, December and around Easter</p>		<p>Additional Benefits section 2 Contents</p>
<p>Damage to Frozen food caused by equipment breakdown, failure of the electricity supply or refrigerant leakage is covered, up to the sum insured shown in the schedule</p>	<p>Losses involving refrigeration equipment more than 15 years old is excluded</p> <p>Losses arising from deliberate action by the electricity supply company is excluded</p> <p>Refrigeration equipment over 2 years old must be annually inspected and maintained</p>	<p>Additional Insurances Section 2 Contents</p>
<p>Breakage of glass forming part of the buildings for which you are responsible</p>	<p>The maximum amount payable is £5,000</p>	<p>Additional Insurances Section 2 Contents</p>
<p>Damage to Contents in transit by any of your vehicles is covered up to the sum insured in the schedule</p>	<p>Specified valuable items are excluded</p> <p>All vehicles must be properly secured when left unattended</p>	<p>Additional Insurances Section 2 Contents</p>
<p>Your liability to employees for injury or disease (including damages and claimants costs and expenses) is insured up to the limit of indemnity stated in the schedule</p>	<p>Cover is limited to injury or disease occurring in the Territorial limits and arising out of your trade or business</p> <p>Injury or disease occurring during work Offshore is excluded</p>	<p>Additional Insurances Section 2 Contents</p> <p>“Territorial Limits” is defined in the Definitions section of the policy</p> <p>“Offshore” is defined in the Definitions section of the policy</p>
<p>Your liability to third parties for injury or damage to their property arising from the following trade or business activities is insured up to the Limit of Indemnity stated in the schedule:</p> <ul style="list-style-type: none"> <li>• Work at your premises</li> <li>• Collection or delivery of goods or commercial visits involving non-manual work within the Territorial Limits</li> <li>• Goods or services sold or supplied</li> </ul> <p>The Limit of Indemnity is the maximum amount payable in respect of all liability arising out of goods or products sold or supplied in total in any one period of insurance</p> <p>Legal Costs and Expenses relating to prosecution or appeals under the Consumer Protection Act 1987 are also insured</p>	<p>Liability for the following is excluded:-</p> <ul style="list-style-type: none"> <li>• Pollution or contamination</li> <li>• Property in your custody possession or control</li> <li>• Motor vehicles used in a situation where insurance is required</li> <li>• Advice or treatment</li> <li>• Making up or dispensing of medicines or medical / cosmetic / hair preparations</li> <li>• Goods that are known to be for use or supply in the USA or Canada</li> </ul> <p>The amount of any fine or penalty is excluded</p>	<p>Additional Insurances Section 2 Contents</p> <p>“Territorial Limits” is defined in the Definitions section of the policy</p> <p>“Pollution or Contamination” is defined in the Definitions section of the policy</p>
<p>Money is insured:-</p> <ul style="list-style-type: none"> <li>• On the premises and whilst in transit during business hours</li> <li>• In a safe at your premises or a bank night safe</li> <li>• In the homes of directors or authorised employees</li> </ul>	<p>The following losses are excluded:-</p> <ul style="list-style-type: none"> <li>• Losses from unattended vehicles</li> <li>• Losses from coin operated machines</li> <li>• Money stolen by employees unless discovered within 7 days or insured by a Fidelity insurance</li> </ul>	<p>Additional Insurances Section 2 Contents</p> <p>“Money” is defined in the Definitions section of the policy</p>
<p>If, as a result of Robbery or Hold-up, you or employees are killed or suffer a serious permanent injury, a lump sum benefit of £5,000 (or £50 per week for up to 2 years for temporary disablement) is payable</p>	<p>This benefit does not apply to people under 16 or over 70 years of age</p> <p>Injury involving intoxication or drugs or any existing physical defect / infirmity is excluded</p>	<p>Additional Insurances Section 2 Contents</p>

## BUSINESS INTERRUPTION

Significant Features and Benefits	Significant Exclusions or Limitations	Section of the Policy that Contains further details
<p>If the trade or business is interrupted by loss from an insured cause of loss under the Buildings or Contents sections, this section will pay for loss of Gross Earnings and Increase in Cost of Working during the Indemnity Period</p> <p>Cover for Loss of Earnings and Increase in Cost of Working is extended to apply in consequence of the following:-</p> <ul style="list-style-type: none"> <li>Prevention of Access to the premises by an insured cause of loss</li> <li>Defective Sanitation, Poisoning, Murder, Suicide or Disease</li> <li>Damage at premises of your suppliers from an insured cause</li> <li>Accidental failure of water, gas or electricity supplies</li> </ul> <p>Professional Accountants and Auditors charges for certifying details of your claim are also insured</p>	<p>The amount payable for Additional Cost of Working is restricted to the loss of Gross Income avoided</p> <p>The sum insured must be at least equal to the Gross Earnings at the time of a loss or you may have to pay a proportion of the claim yourself</p>	<p>Business Interruption section</p> <p>"Gross Earnings" is defined in this section under Special Definitions</p> <p>"Indemnity Period" is defined in this section under Special Definitions and is shown in the policy schedule</p>
<p>This section also covers book debts if your records are destroyed by an insured cause of loss and you are subsequently unable to trace details of the debt</p>	<p>Records must be kept in a metal cabinet or safe when not in use</p>	<p>Section 3 Business Interruption Special Extension</p>

## PERSONAL ACCIDENT

Significant Features and Benefits	Significant Exclusions or Limitations	Section of the Policy that Contains further Details
<p>If an Insured Person is killed or suffers a serious permanent injury, a lump sum benefit of £5,000 (or £50 per week for up to 2 years for temporary disablement) is payable</p> <p>Medical Expenses of up to £500 are also payable</p>	<p>The benefit amounts shown are 'per Unit of cover' and up to 6 Units per person may be purchased</p> <p>This section does not apply to people under 16 or over 70 years of age</p> <p>Injury involving intoxication or use of drugs or any existing physical defect / infirmity is excluded</p> <p>Injury arising from specified hazardous pursuits is excluded</p>	<p>Insured Persons are specified in the policy schedule</p>

## LOSS OF LIQUOR LICENCE

Significant Features and Benefits	Significant Exclusions or Limitations	Section of the Policy that Contains further Details
<p>If your liquor licence for the insured premises is forfeited or refused renewal from causes beyond your control, we will pay for depreciation in value of your interest in the premises up to the sum insured</p> <p>We will also pay your costs and expenses in connection with an appeal against the forfeiture or refusal to renew</p>	<p>The cover will not operate where</p> <ul style="list-style-type: none"> <li>You are entitled to obtain compensation under any Act of Parliament</li> <li>Forfeiture or refusal to renew results from any change in the law</li> </ul> <p>You must notify us of any</p> <ul style="list-style-type: none"> <li>Complaints relating to the premises</li> <li>Breach of the licensing laws and convictions / proceedings against the licenceholder</li> </ul>	<p>Loss of Liquor Licence section</p>

## SPECIFIED ALL RISKS

Significant Features and Benefits	Significant Exclusions or Limitations	Section of the Policy that Contains further Details
This section covers accidental loss or damage to property specified in the schedule	<p>The following are excluded:-</p> <ul style="list-style-type: none"><li>• Electrical or mechanical breakdown or derangement</li><li>• Wear and tear, deterioration, depreciation or any other gradually operating cause</li><li>• Damage caused by use contrary to manufacturers instructions</li><li>• Theft from unattended vehicles</li></ul>	Specified All Risks section

## GENERAL EXCLUSIONS

Significant Exclusions or Limitations	Section of the Policy that Contains further Details
<p>Damage caused by virus hacking to computer equipment or date recognition failures is excluded</p> <p>Loss damage or liability arising from any incident involving nuclear explosions, radiation or contamination from such incidents is excluded</p> <p>Loss due to Acts of War or confiscation, nationalisation or requisition of property in times of war is excluded</p> <p>Loss damage or liability arising from acts of terrorism (other than in respect of compulsory Employers Liability insurance) is excluded</p> <p>Loss damage or liability arising outside the Territorial Limits is excluded unless the cover under the Policy has been specifically extended</p>	<p>General Exclusions</p> <p>"Territorial Limits is defined in the definitions section</p>

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### How to complain

We are committed to treating our customers fairly. However, we realise that there may be times when things go wrong. If this happens, please use the most suitable contact from the following list.

For complaints about claims, please phone **0870 600 2123** or e-mail **claims.director@ageas.co.uk**.

For complaints about policy administration and documents, please phone **0161 834 9888** or e-mail **underwritingcustomerservice@ageas.co.uk**.

If you are not satisfied with our final response, you may be able to pass your complaint to the Financial Ombudsman Service.

### Financial Services Compensation Scheme

Ageas Insurance Limited is covered by the Financial Services Compensation Scheme (FSCS). If we fail to carry out our responsibilities under this policy, you may be entitled to compensation from the Financial Services Compensation Scheme. Information about the scheme is available at **www.fscs.org.uk** or by phone on **0207 892 7300**.

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Registered in England and Wales no 354568

Ageas Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.