

BUSINESS INSURANCE

Business Insurance with a flexible range of covers





Business Insurance is especially designed for a wide range of businesses and organisations and offers a flexible range of cover.

Cover for Business Insurance is underwritten by Ansvr Insurance Company Limited.

This summary outlines the main features and exclusions of Ansvr's Business Insurance policy - it does not provide all the terms, conditions and exclusions that are contained in the policy wording, a copy of which is available on request. We have also included additional information that may be of help to you.

Business Insurance offers you a flexible choice of cover where you decide the type of cover required (some sections of cover are not available in isolation). Cover available: All Risks, Book Debts, Buildings, Business Interruption, Employers Liability, Frozen Foods, Goods in Transit, Loss of Rent, Money, Personal Accident (Assault), Personal Accident, Products Liability, Property Owners Liability and Public Liability.

Terrorism cover for property damage is also available (not in Northern Ireland).

Why Ansvr?

Ansvr is a leading general insurance company specialising in insuring non-profit organisations and connected individuals. Our ethical investment and trading policy precludes dealing with organisations predominantly involved in alcohol, tobacco, gaming and armaments. In addition, we commit a portion of profits to helping charities involved in alcohol and drug education and rehabilitation.

Ansvr has been trading in the UK for over 40 years and is renowned for offering an excellent personal service and providing a fast and sympathetic response to claims.

Business

Discounts

- One year No Claims Discount
- Three years Long Term Undertaking.

Tax

Insurance Premium Tax (IPT) is added to your premium at a rate set by H.M. Government.

Instalments

For a small additional charge, the premium can be paid in monthly instalments by Direct Debit. A Direct Debit form and Credit Agreement will need to be completed and we will make the necessary arrangements with your bank or building society. We will issue you with an agreement regulated by the Consumer Credit Act.

24 Hour Helplines

Provided by DAS Legal Expenses Insurance Company Ltd and available 24 hours a day, 365 days a year to assist at times of need or emergency:

- Counselling
- Emergency Assistance
- Emergency Glass Replacement
- Eurolaw Legal Advice
- Tax Advice.

Index-linking

Each month the sums insured for Buildings, Contents, All Risks, Frozen Foods and Goods in Transit sections of cover are automatically increased in line with our index-linking tables.

Calculating Sums Insured

The selection of adequate sums insured remains the responsibility of the policyholder and these should be regularly reviewed to ensure that they remain sufficient.

When calculating sums insured, include VAT to the extent that you may be liable to pay it.

If the sums insured are not sufficient then claim payments may be reduced.

Buildings

The cost of rebuilding as new including an additional amount to cover debris removal, architects' and surveyors' fees.

Contents and All Risks

The cost of replacement as new (in the event of a claim for clothing, employees' personal effects and customers' goods, a deduction is made for wear and tear).

Stock

New stock - the cost price.

Business Interruption

- Extra Expenses - additional costs you will incur during the period needed in trying to minimise the loss (including the cost of removal to temporary premises, increased rent/rates/salaries, and the cost of clerical time in reproducing business books and documents).
- Loss of Income - the estimated annual gross income (includes Extra Expenses).
- Gross Profit - the amount by which the sum of turnover plus the value of closing stock and work in progress exceeds purchases plus the value of the opening stock and work in progress and uninsured working expenses (e.g. packing, transport, power, food costs etc.) plus an amount for auditors' fees payable following a claim.

If the period needed for the business/organisation to return to normal operation (the indemnity period) is more than 12 months, the sum insured must be increased proportionately to reflect the extra time. An allowance for any

inflationary trends and any expansion should be included.

Declarations

For some policyholders, at each renewal a declaration will be requested to provide up to date information on the type of work and level of activity undertaken by the business/organisation. No additional or return premium will result following the declaration, but any adjustments will be taken into consideration from the next renewal. Any other amendments to cover or sums insured will be subject to our normal terms.

Business

Policy Cover		
Refer to the policy wording for full details of cover, exclusions, and the General Conditions and General Exclusions.		
In most instances, for property damage losses the first amount of any claim is not covered (known as a policy excess). *The minimum excess, but in some cases this may be higher.		
COVER	LIMITS	SIGNIFICANT EXCLUSIONS
All Risks		
Specified or unspecified items of your property on the premises or anywhere in the British Isles or World-wide		£75* excess Theft from unattended vehicles
Book Debts		
Outstanding debit balances that cannot be recovered due to loss of records by an insured event		Bad debts
Buildings		
The main events insured against are loss or damage caused by: Fire, explosion, lightning or earthquake Smoke Theft or attempted theft involving entry or exit to the premises by force Impact by train, vehicles, animals or aircraft Riot, civil commotion (excluding Northern Ireland) Malicious people or vandals (excluding Northern Ireland) Storm or flood Escape of water from specified installations Escape of oil from any fixed heating installation Falling aerials or satellite dishes Falling trees, telegraph poles or lamp posts Accidental damage to underground services (excluding subsidence) for which the policyholder is legally liable Optional Cover for: Accidental damage External glass (if Contents section of policy not insured) Subsidence		£75* excess Damage to fences or gates by falling trees or posts or by storm or flood Theft, malicious damage and escape of water damage when premises untenanted, empty or disused Subsidence, heave or landslip or if optional cover included a £1,000* excess
Buildings Extensions		
Additional costs to comply with building regulations or local authority requirements		
Capital additions (alterations to the buildings)	10% of buildings sum insured or £100,000 whichever is the less	

Business

Policy Cover (cont.)		
COVER	LIMITS	SIGNIFICANT EXCLUSIONS
Buildings Extensions (cont.)		
Clearing drains following damage to the buildings		
Damage to grounds caused by the Emergency Services	Up to £5,000	
Minor Building Works JCT Clause 6.3B (excluding accidental damage)	Up to £100,000 in any one period of insurance	Works you have not advised us before commencement Where contract price exceeds £100,000
Non-invalidation by any act or omission whereby risk of damage increased		
Transfer of interest		Buildings otherwise covered by the purchaser
Workmen effecting minor repairs to the buildings without prejudice to your policy		
Business Interruption		
Cover available for:		
Loss of Income: following damage caused by an insured event (including Extra Expenses)	Up to £500 for clerical time in reproducing computer system records (but not expenses in the production of information to be recorded therein)	Loss of income after business/ organisation wound up or permanently discontinued
Extra Expenses: additional expenses (e.g. cost of alternative accommodation necessarily incurred in the event of the buildings being rendered uninhabitable) caused by an insured event		
Gross Profit: a reduction in gross profit caused by an insured event		
Business Interruption Extensions		
Bomb scare (excluding Northern Ireland)	Up to £2,500	Closure of less than 4 hours
Denial of access		
Exhibition sites	Up to £5,000	
Failure of public supply		
Murder, suicide or disease		
Suppliers	Up to £10,000	

Business

Policy Cover (cont.)		
COVER	LIMITS	SIGNIFICANT EXCLUSIONS
Contents		
The main events insured against are loss or damage caused by: Fire, explosion, lightning or earthquake Smoke Theft or attempted theft involving entry or exit to the premises by force Impact by train, vehicles, animals or aircraft Riot, civil commotion (excluding Northern Ireland) Malicious people or vandals (excluding Northern Ireland) Storm or flood Escape of water from specified installations Escape of oil from any fixed heating installation Falling aerials or satellite dishes including loss or damage to them Falling trees, telegraph poles or lamp posts Accidental damage (optional cover)	Up to £1,500 for pictures and works of art unless otherwise agreed Up to £500 any one person for clothing and personal effects of employees and voluntary workers Computer records and documents for the cost of stationery and materials only Up to £750 in respect of metered water	£75* excess Theft, malicious damage and escape of water damage when premises untenanted, empty or disused Storm, flood or escape of water damage to contents in any basement unless stored at least 15 centimetres above floor level Movable property in the open
Contents Extensions		
Accidental breakage of glass and sanitary fittings	No limit Up to £500 for damage to doors and window frames	£75* excess While the buildings are untenanted, empty or disused
Contents temporarily removed	Up to 15% of the sum insured for cleaning, renovation or repair Up to £1,000 in the custody of an employee Up to £1,000 for documents (cost of stationery and other materials) including while in the post	£75* excess Stock in trade Theft from unattended vehicles unless the property is hidden from view and all points of entry are closed and locked
Debris removal costs		
External signs, fitments and blinds	No limit (provided you are legally responsible for such damage)	£75* excess
Theft damage to building	No limit (provided you are legally responsible for such damage)	£75* excess
Employers Liability		
Legal liability for damages, legal costs and expenses as a result of injury to employees (including voluntary workers)	Indemnity limit of £10,000,000 including costs and expenses	

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Policy Cover (cont.)		
COVER	LIMITS	SIGNIFICANT EXCLUSIONS
Employers Liability Extensions		
Additional persons insured		
Court attendance expenses	Up to £50 per day for any employee (£100 for partner or director)	
Cross liabilities		
Health and Safety at Work etc Act 1974		Fines and penalties
Indemnity to principal		
Private work for directors or executives		
Unsatisfied court judgements		
Frozen Foods		
Cover for deterioration of foodstuffs in refrigeration units.		£50 excess Foodstuffs in refrigeration units over 5 years old and not under a maintenance contract with a qualified refrigeration engineer
Goods in Transit		
Cover for loss or damage to your goods a) in your own or in hired vehicles including loading and unloading b) sent by road haulier, parcel post or by rail	Up to £250 any one claim for personal effects (excluding audio/video equipment) of drivers or attendants	£75 excess Theft from the vehicle between the hours of 8pm and 7am Money, precious items and valuables Breakdown of refrigeration or insufficient packaging Consequential loss Unexplained shortages
Loss of Rent		
Following loss or damage to property caused by an insured event when buildings are rendered unfit for occupation		
Money		
Cheques and other non-negotiables	£250,000	£75* excess
Cash and other negotiables:		Loss from unattended vehicles
In transit by any authorised employee/ voluntary worker, or on the premises during business hours	£2,000	
On the premises in a safe outside business hours	£1,000	
At the private residence of an authorised employee	£500	
On premises outside business hours and not in a locked safe	£300	
Misappropriation by employee/ voluntary worker		Misappropriation not discovered within 14 days of the occurrence

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Policy Cover (cont.)		
COVER	LIMITS	SIGNIFICANT EXCLUSIONS
Personal Accident		
Injury to employees or voluntary workers (aged 16 to 70 inclusive) arising from accidents while working in connection with the business/ organisation		Employees and volunteers under 16 or over 70 years old Specified sport and hazardous activities (refer to policy wording for full details) Sustained outside the UK
Death benefit	£5,000	
Capital sum for loss of limbs, eyes or permanent total disablement	£5,000	
Total and irrecoverable loss of speech or hearing	£5,000	
Temporary total disablement	£25 per week up to 104 weeks	
Personal Accident Assault		
Injury to employees or voluntary workers (aged 16 to 70 inclusive) due to theft or attempted theft of money or contents		Employees and volunteers under 16 or over 70 years old
Death benefit	£10,000	
Capital sum for loss of limbs, eyes or permanent total disablement	£10,000	
Temporary total disablement	£50 per week (£100 per week if gainfully employed) up to 104 weeks	
Personal Accident Assault Extension		
Damage to clothing and personal effects caused by theft or attempted theft of money or contents	£500 any one person	
Products Liability		
Legal liability for damages, legal costs and expenses as a result of injury to the public or damage to their property arising from the sale or supply of goods	Indemnity limit £1,000,000 including costs and expenses in any one period of insurance	Products sold or supplied to the USA or Canada Liability assumed under contract Fines and penalties Design, formula or specification
Products Liability Extensions		
Additional persons insured		
Consumer Protection Act 1987	Up to £25,000	Fines and penalties
Cross liabilities		
Property Owners Liability		
Legal liability for damages, legal costs and expenses as a result of injury to the public or damage to their property arising from ownership of buildings or land (including Defective Premises Act 1972)	Indemnity limit of £1,000,000 including costs and expenses	Liability assumed under contract

Business

Policy Cover (cont.)		
COVER	LIMITS	SIGNIFICANT EXCLUSIONS
Public Liability		
Legal liability for damages, legal costs and expenses as a result of injury to the public or damage to their property	Indemnity limit of £1,000,000 including costs and expenses	Professional: advice, error, negligence or services Treatment other than first aid Property being worked upon Liability assumed under contract Manual work away from the premises Use of mechanically propelled vehicles for which compulsory motor insurance required Use of watercraft and craft designed to travel through air or space Work abroad (other than temporary visits by employees who are normally resident in the British Isles)
Public Liability Extensions		
Additional persons insured		
Court attendance expenses	Up to £50 per day for any employee (£100 for partner or director)	
Cross liabilities		
Health and Safety at Work etc Act 1974		Fines and penalties
Hired or rented buildings		£100* excess for third party property damage
Indemnity to principal		
Motor contingent liability		
Personal liability during visits abroad		
Terrorism Cover		
For property damage only. (This option is not available in Northern Ireland)		

Business

Answers To Some Questions About The Policy

How long does the policy provide cover for?

The insurance contract normally runs for a period of 12 months from the inception date shown in the policy schedule.

Approximately 4 weeks before the expiry date, we will send a renewal notice advising our terms for the next 12 months.

What if you want to cancel the policy?

You may cancel the policy at any point by giving us notice in writing and returning any current certificates of insurance. You will be entitled to a refund of part of your premium, as long as you have not made a claim during the current period of insurance and that there is no Long Term Undertaking in force.

Ansvar also have the right to cancel the policy by giving you 14 days notice in writing. If we cancel the policy, we will refund the premium for the unexpired period of insurance.

What if you need to make a claim?

To report a new claim or make an enquiry about an existing claim, write, phone, fax or email Ansvar (office hours 9am to 5pm, Mondays to Fridays).

What if you have a complaint?

We aim to provide a high standard of service. However, if you have any reason to complain about the advice or service you have received you should contact your insurance advisor or Ansvar. You can make your complaint in writing or verbally to the General Manager or any manager at:

Ansvar Insurance Company Limited

Ansvar House, St. Leonards Road,
Eastbourne, East Sussex, BN21 3UR
Tel: 01323 737541 Fax: 01323 644082
Email: ansvar.insurance@ansvar.co.uk
www.ansvar.co.uk

- We will acknowledge all complaints within 5 working days.
- All complaints will be investigated independently at a senior level within Ansvar Insurance.
- We will aim to respond formally to your complaint within 4 weeks, but we shall endeavour to report to you within 10 working days whenever possible.
- If after 4 weeks we have not completed our investigation we will write to you to tell you the progress of the investigation. We will then write to you again within 8 weeks of receiving your complaint with our response, or to inform you of the progress being made.
- If you are not satisfied with our response, or we have not completed our investigation after 8 weeks, we will inform you of your right to take the complaint to:

Financial Ombudsman Service

South Quay Plaza, 183 Marsh Wall,
London, E14 9SR.
Tel: 020 7964 1000 Fax: 020 7964 1001
Email: general.info@financial-ombudsman.org.uk

- If you are a business or charity with an annual turnover of less than £1 million, you can ask the Financial Ombudsman Service to review your case.

This complaints procedure does not affect your right to take legal proceedings

The Financial Services Compensation Scheme (FSCS)

This scheme was set up under the terms of the Financial Services and Markets Act 2000.

The aim of FSCS is to protect private and small business customers should an insurer go out of business and be unable to meet its liabilities or pay claims. In this event it is likely that the FSCS would consider churches and charities similarly to small companies i.e. you may be entitled to compensation depending upon your income and the number of people you employ.

FSCS may arrange to transfer your policy to another insurer, provide a new policy or, if these actions are not possible, provide compensation. The maximum level of compensation you can receive from the Scheme for a claim against an insurance firm depends on the type of insurance policy.

- For compulsory insurance, such as third party motor insurance, the full amount of the claim or unused premiums is protected in full.
- For non-compulsory insurance, such as property insurance, the first £2,000 of a claim or policy is protected in full followed by 90% of the remainder.

For further information:

Financial Services Compensation Scheme

7th Floor, Lloyds Chambers,
Portsooken Street,
London E1 8BN
www.fscs.org.uk
Tel: 020 7892 7300

Insurance Agent



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