

A large, abstract geometric pattern composed of numerous overlapping triangles in various shades of blue, creating a complex, crystalline structure that serves as a background for the main text.

Business Commercial Combined Insurance. Giving you the advantage

Policy Summary

KBCC010126

Business Commercial Combined Policy Summary

This document provides a high level summary of the significant features, benefits and limitations of the cover provided by your Business Commercial Combined policy underwritten by QBE. **It does not contain the full terms and conditions of the cover, which can be found in the policy wording, schedule and endorsements (if any).**

To ensure the policy is suitable for you, you are advised to read the full policy wording (including the policy guide which explains the basis on which the cover is provided), any applicable endorsements and the schedule, which together set out all of the policy features, conditions, definitions, limitations, and exclusions. Some of these are only applicable to certain sub-sections of the policy. **This document does not form part of the policy and it is not intended to vary the policy terms.**

The policy is divided into a number of sections, but not all of the sections may be operative as part of your insurance. **Please refer to your policy schedule for confirmation of the sections of cover that you have selected.**

Your policy is an annual contract, which may be renewed each year, subject to your needs, as well as the terms and conditions applicable upon renewal. Details of the start date and end date of the policy are contained in the policy schedule. The law and jurisdiction applicable to the policy is also stated in the policy schedule.

It is important that you review and update your insurance cover periodically to ensure it remains adequate for your needs.

Claim Notification

Should you wish to make a claim under the policy, you must notify QBE as soon as practical on receipt of any claims, court documents or becoming aware of circumstances that may lead to a claim. **Please read your policy since specific time limits may apply for claim notification and use the details provided in the policy wording to notify QBE.**

Excess

When you make a claim, a policy excess may apply. The amount will vary according to the type of loss. This is the first amount of each claim or occurrence, which is not covered by your insurance and which you must pay. The amount(s) will be stated in your policy wording and policy schedule, and/or any applicable endorsement.

Limits and sub-limits of indemnity, sums insured and territorial limits and jurisdictional limits

The policy is subject to various limits of indemnity, sub-limits of indemnity and sums insured. **Please refer to your policy and policy schedule for further details and confirmation of the applicable limits, along with any applicable territorial and jurisdictional limits.**

Cancellation

This policy may be cancelled at any time during the period of insurance by you or us by serving written notice on us or you respectively at the address shown in the policy schedule cancelling the policy with effect from the thirtieth (30th) day after service of the notice. **For full details of when and how to cancel the policy and whether you will be entitled to a refund of any premium, you should check your policy documentation.**

Underinsurance

We recognise that it can sometimes be difficult to work out the right amount for your sums insured. That's why we allow you a margin of error in your calculations for certain aspects of your policy.

In the Property Section of your policy, the Condition of Average threshold is 85%. If your sum insured is less than 85% of the cost of reinstatement, we will reduce the reinstatement payment on a pro rata basis to reflect the amount you are underinsured by.

In the Business Interruption Section of your policy, the Condition of Average threshold is 50%. If your Business Interruption losses are more than 50% greater than your sum insured, we will reduce the payment for business interruption loss on a pro rata basis to reflect the amount you are underinsured by.

For full details of Underinsurance and how we apply average clauses to claims payments, you should read the policy documentation.


Privacy notice


Any personal data provided to us will be processed in compliance with all applicable laws and regulations and in accordance with the privacy notice which can be found at: <https://qbееurope.com/privacy-policy/>


Policy Contents

The main sections of your policy are summarised below:

PROPERTY


 **Covered:** loss or damage to insured buildings, contents, stock, and machinery. It also covers costs you incur as a result of damage insured by this section. This section also contains extensions providing cover for deterioration of stock, debris removal, professional fees, lock replacement, exhibitions, and temporary removal.

 **Excluded:** livestock, bloodstock, fishstock, growing crops or trees; watercraft or aircraft or any other aerial devices including unmanned aerial vehicles; railway locomotives or rolling stock or their accessories; motor vehicles or their contents, accessories, caravans or trailers except for such vehicles that are not licensed for road use; money, bullion, foreign coins, counterfeit or substitute money; land, piers, jetties, bridges, culverts or excavations; property in the course of erection or installation; specified property in transit; explosives, utility equipment and moveable property in the open; indirect loss; property insured elsewhere; and unprotected property.



 **Conditions Precedent:** Minimum Standards of Security, Fire & Security Systems, Use of Frying Range, Waste, and Battery Charging at the Premises outside Business Hours. *You must satisfy these conditions precedent to benefit from the cover available under this policy.*

ALL RISKS – SPECIFIED BUSINESS EQUIPMENT




 **Covered:** accidental damage to specified property insured within the territorial limits.

 **Excluded:** items insured elsewhere including under the 'Property' section and theft from unattended vehicles unless adequately secured.



COMPUTER BREAKDOWN

-  **Covered:** damage to computer equipment caused by breakdown, power failure, and corruption affecting computer equipment and data. Includes additional increased cost of working, additional rental, data recovery and loss of income.
-  **Excluded:** damage to computer equipment caused by specified circumstances including where such equipment is subject to a guarantee or maintenance agreement, programming errors, and consequential losses unless specified.



BUSINESS INTERRUPTION

-  **Covered:** loss of income following insured property damage, including reduced Gross Profit, Fees, Revenue, or Rent Receivable, and Increased Cost of Working, and Outstanding Debtors. This section also includes claims-related professional accountants costs. Various extensions include additional increased cost of working, losses relating to contract sites, customer/supplier premises, prevention of access, utilities failure, exhibitions, loss of attraction, failure of public supply and specified disease, murder or suicide, food or drink poisoning.
-  **Excluded:** livestock, bloodstock, fishstock, growing crops or trees; watercraft or aircraft or any other aerial devices including unmanned aerial vehicles; railway locomotives or rolling stock or their accessories; motor vehicles or their contents, accessories, caravans or trailers except for such vehicles that are not licensed for road use; money, bullion, foreign coins, counterfeit or substitute money; land, piers, jetties, bridges, culverts or excavations; property in the course of erection or installation; specified property in transit; explosives; utility equipment and moveable property in the open; loss insured elsewhere under this or any other policy; and off premises property.
-  **Conditions Precedent:** Waste and Plant Battery Charging at the Premises outside Business Hours. *You must satisfy these conditions precedent to benefit from the cover available under this policy.*




TERRORISM

-  **Covered:** physical damage and business interruption from certified terrorism in Great Britain.
-  **Excluded:** Nuclear, war, and certain cyber-related losses.


MONEY & ASSAULT


-  **Covered:** loss of money in transit or on premises. Benefits for assault are also provided, along with cover for damage to clothing or personal effects, and safes, and dental costs.
-  **Excluded:** Indirect loss, dishonesty, loss from unattended vehicles, non-specific loss or damage, loss recoverable from specialist security carriers and losses where protection from security systems has been withdrawn.

FIDELITY GUARANTEE


-  **Covered:** loss of money or goods due to employee theft.
-  **Excluded:** losses resulting from other acts of dishonesty involving the same employee, lack of controls or continued use of an employee after suspicion about their integrity arises.
-  **Conditions Precedent:** Auditors, Cash & Petty Cash, Cash Receipts, Payroll and References. *You must satisfy these conditions precedent to benefit from the cover available under this policy.*

GOODS IN TRANSIT


 **Covered:** goods damaged during UK/Eire transit, along with transfer expenses. Extensions include cover for employees' effects and ropes/sheets.


 **Excluded:** damage to livestock, damage to refrigerated goods caused by temperature change, consequential loss, dangerous goods, damage caused by inadequate packing, and theft from unsecured vehicles.

PROPERTY RELATED EXCLUSIONS


 In addition to the policy's General exclusions, the Property, All risks – Specified Business Equipment, Computer Breakdown, Business Interruption, Terrorism, Money, Fidelity Guarantee, and Goods in Transit Sections of this policy are subject to a number of additional exclusions. These include exclusions relating to communicable disease, gradual or environmental changes, pollution, unoccupied buildings and wear and tear.


PERSONAL ACCIDENT

 **Covered:** accidental death or disablement, as well as temporary disablement. Cover includes funeral and emergency travel costs.


 **Excluded:** physical illness or disease, hazardous activities, suicide, war risks, and pre-existing conditions.

EMPLOYERS' LIABILITY

 **Covered:** legal liability for employee injury, costs and defence costs. Extensions include cover for claims involving contractual liability, cross liabilities, data protection, indemnity to other insured parties/principals, jury to working partners, manslaughter and statutory defence costs, unsatisfied court judgments, war and terrorism and medical treatment.


 **Excluded:** claims relating to employment practices disputes, fees for intervention, fines and penalties, claims connected with any North American jurisdiction, offshore work, liability insured under motor policies, and workman's compensation or social security payments.


PUBLIC LIABILITY

 **Covered:** public liability claims (including claimant costs and defence costs) by third parties for personal injury, property damage, as well as interference with property and personal rights, including nuisance and trespass. This section also covers claims by third parties (including claimant costs and defence costs) for personal injury, property damage and interference with property caused by pollution. Extensions include cover for third party claims relating to data protection, the Defective Premises Act 1972, environmental statutory liability, and terrorism.


 **Excluded:** claims relating to materials prior to installation and products.

PRODUCTS LIABILITY


 **Covered:** claims by third parties (including claimant costs and defence costs) for injury and/or damage caused by products you supply.

 **Excluded:** claims relating to aviation-related components, recall/guarantee costs, and products exported to North America.


PUBLIC LIABILITY & PRODUCTS LIABILITY EXTENSIONS

 **The following extensions apply to both the Public Liability and Products Liability sections:** advertising liability, contingent motor liability, contractual liability, cross liabilities, indemnity to other parties, claims relating to the Local Democracy, Economic Development and Construction Act 2009, motor liability, manslaughter and statutory defence costs, tenants liability and terrorism.


PUBLIC LIABILITY & PRODUCTS LIABILITY EXCLUSIONS


 **The following exclusions apply to both the Public Liability and Products Liability sections:** Claims relating to: Advice, design or plans; aircraft and watercraft; asbestos; the policy excess; financial loss; hazardous work; liability from employment; the policy limit of indemnity; liquidated damages; claims subject to the laws of North America or pursued therein; certain claims outside the United Kingdom; ownership or use of mechanically propelled vehicles; property in your care, custody and control; statutory and manslaughter defence costs; your products; pollution; and rectification of defective work.

PUBLIC LIABILITY & PRODUCTS LIABILITY CONDITIONS PRECEDENT

 **The following conditions precedent apply to both the Public Liability and Products Liability sections:** Subcontractor's Insurance Check, Adjudication, Heat Away From Premises and Burning Debris. *You must satisfy these conditions precedent to benefit from the cover available under this policy.*

LEGAL EXPENSES (ARAG):


 **Covered:** legal costs for employment disputes, property protection, tax matters, contract disputes, statutory licence appeals, legal defence, and personal injury. Includes 24-hour legal helpline.

 **Excluded:** claims not notified within a reasonable period of time, costs incurred without prior approval, excluded types of disputes (e.g., patents, franchise agreements, defamation), insolvency situations, and claims arising from nuclear risks, war, or terrorism.

GENERAL EXCLUSIONS

 **The following exclusions apply to all sections of the policy:** Specified Cyber Risks, Nuclear Hazards and Weapons, War and Terrorism, Deliberate Acts, Fines and penalties, and Fees for intervention.

GENERAL TERMS AND CONDITIONS

 **The following terms and conditions apply to all or specified sections of the policy:** Arbitration, Expert Opinion, Material changes during the policy period, Other insurance, and Waiver of Subrogation.

How To Complain

Complaints to QBE

You can complain about this **policy** by contacting **your** broker or where **your policy** is insured by QBE Europe SA/NV, QBE UK Limited or where **your** insurer is or includes a Lloyd's syndicate write to:

Customer Relations, QBE European Operations, 30 Fenchurch Street, London EC3M 3BD

Email: CustomerRelations@uk.qbe.com

Telephone: 020 7105 5988

Complaints to ARAG

For complaints relating to the '**Legal Services**' Section, write to:

Customer Relations Department, ARAG Legal Expenses Insurance Company Limited, Unit 4a, Greenway Court, Bedwas, Caerphilly CF83 8DW

Email: customer-relations@arag.co.uk

Telephone: 0344 893 9013 Online: www.arag.co.uk/complaints

UK Financial Ombudsman Service (UK FOS)

If **you** feel that **your** complaint has not been satisfactorily resolved, **you** may be eligible to contact the UK FOS to review the complaint. Information about the eligibility criteria is available on the UK FOS website: <https://www.financial-ombudsman.org.uk/consumers/how-to-complain>.

You can contact the UK FOS via its website or write to:

The Financial Ombudsman Service, Exchange Tower, London E14 9SR.

Tel: 0800 023 4567

Financial Services Compensation Scheme (FSCS)

You may be entitled to compensation from the FSCS if **we** are unable to meet **our** obligations under the **policy**. Further information is available from: www.fscs.org.uk.

You can write to:

The Financial Services Compensation Scheme, PO Box 300, Mitcheldean, GL17 1DY.



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