

Policy Summary - Office Package Insurance

The information provided in this policy summary is key information you should read.

This Policy Summary does not contain the full terms and conditions of your Office Package Insurance. Complete pre-contractual and contractual information on the product can be found in your policy documentation.

The Insurer is Great Lakes Insurance SE, UK Branch.

This policy is valid for 12 months unless otherwise stated and is renewable annually. Your cover start and end dates are shown on the policy schedule and forms the period of insurance. You can find details of sums insured and your annual premium in the policy schedule. You can pay your premium annually via your insurance broker or intermediary. We do not arrange any premium finance, please contact your insurance broker or intermediary for any queries in relation to premium finance arrangements

This is a commercial policy for office risks and has been designed to protect your business from property damage, business interruption and other items as specified in the schedule.

Significant Features and Benefits	Significant and unusual Exclusions or Limitations
<p>Section 1 - Material Damage - Specified Perils (if selected)</p> <p>Provides cover for damage to buildings, stock, machinery, plant and equipment at your premises caused by the following optional perils:</p> <p>Fire, Lightning, Explosion, Aircraft. Riot, Theft, Earthquake, Storm, Flood, Sprinkler Leakage, Escape of Water, Impact, Leakage of beer or mineral water.</p> <p>Capital Additions up to 10% of buildings sum insured (up to a maximum of £1,000,000).</p> <p>Unauthorised use of utilities up to a maximum of £10,000.</p> <p>Damage to services for which you are responsible.</p>	<p>The excess shown in the schedule.</p> <p>Damage caused by theft or attempted theft not involving violent and forcible entry or exit.</p> <p>Damage to property or structures in course of construction or erection and materials or supplies in connection with all such property.</p> <p>Damage caused by subsidence, collapse, landslip, ground heave, settling, cracking, shrinkage, expansion, settlement or bedding down of any building or foundation unless resulting from damage not otherwise excluded.</p> <p>Theft, wind, rain, hail, sleet, snow, flood or dust damage to movable property in the open, in yards, open sided buildings, compounds, or other open spaces unless specifically mentioned in the Schedule, fences and gates.</p> <p>Unattended building obligation applies.</p> <p>Minimum standards of security apply.</p>
<p>Section 2 - Material Damage - All Risks (if selected)</p> <p>Provides cover for damage to buildings, stock, machinery, plant and equipment at your premises.</p> <p>Capital Additions up to 10% of buildings sum insured (up to a maximum of £1,000,000).</p> <p>Unauthorised use of utilities up to a maximum of £10,000.</p> <p>Damage to services for which you are responsible.</p>	<p>The excess shown in the schedule.</p> <p>Damage caused by theft or attempted theft not involving violent and forcible entry or exit.</p> <p>Damage to property or structures in course of construction or erection and materials or supplies in connection with all such property.</p> <p>Damage caused by subsidence, collapse, landslip, ground heave, settling, cracking, shrinkage, expansion, settlement or bedding down of any building or foundation unless resulting from damage not otherwise excluded.</p> <p>Theft, wind, rain, hail, sleet, snow, flood or dust damage to movable property in the open, in yards, open sided buildings, compounds, or other open spaces unless specifically mentioned in the Schedule, fences and gates.</p> <p>Unattended building obligation applies.</p>

	Minimum standards of security apply.
<p>Section 3 - Glass (if selected)</p> <p>Provides cover for replacing fixed glass at the premises following breakage</p>	<p>The excess shown in the schedule.</p> <p>Any breakage arising directly or indirectly from repairs, renovation or building works or defects in frames, framework or other fittings.</p>
<p>Section 4 - Sub Section 1 - Money & Non-Negotiable Items (if selected)</p> <p>Damage to money on the premises, in a private residence, whilst in transit or a bank night safe.</p> <p>Damage to non-negotiable items up to a maximum of £250,000 in any one period of insurance.</p>	<p>The excess shown in the schedule.</p> <p>Damage caused by theft or attempted theft not involving violent and forcible entry or exit.</p> <p>Damage arising from fraud or dishonesty of any employee unless discovered within 7 working days of its occurrence.</p> <p>Damage to money in transit that is left unaccompanied.</p>
<p>Section 4 - Sub Section 2 - Assault (if selected)</p> <p>Injury as a direct result of assault, robbery or hold up.</p>	<p>Death, injury, permanent or temporary total disablement caused or contributed to or arising from a pre-existing condition.</p>
<p>Section 5 - Business Interruption (if selected)</p> <p>Financial compensation as a result of loss of gross profit following an insured event.</p> <p>Optional cover available for: Additional Cost of Working only.</p>	<p>The excess shown in the schedule.</p> <p>Losses excluded under Sections 1 or 2.</p>
<p>Section 6 - Employers Liability (If selected)</p> <p>Your legal liability in respect of damages and costs in the event of an employee sustaining bodily injury during the course of their employment.</p> <p>Covers employees temporarily working overseas in a non-manual labour capacity.</p>	<p>Cover for acts of terrorism limited to £5,000,000.</p> <p>Cover in relation to asbestos limited to £5,000,000.</p> <p>No cover for work undertaken offshore.</p> <p>No cover where compulsory insurance is required under applicable Road Traffic legislation.</p>
<p>Section 7 - Public Liability (if selected)</p> <p>Your legal liability in respect of damages and costs in the event of bodily injury, accidental damage or loss of property, obstruction, loss of amenities, trespass, nuisance or interference with any right of way, light, air or water arising out of the activities of your business.</p> <p>Liability incurred in connection with the Defective Premises Act 1972.</p>	<p>The excess shown in the schedule.</p> <p>Liability arising from professional services given by you for a fee.</p> <p>Liability arising out of the ownership, possession or use of any aircraft, hovercraft, offshore installation or watercraft.</p> <p>Costs incurred in recalling or making refunds in respect of any products of contract works.</p> <p>Liability arising from any trade carried out by any tenant of your premises.</p>

Contingent liability for non-owned vehicles.	
<p>Section 8 - Products Liability (if selected)</p> <p>Your legal liability in respect of damages and costs in the event of bodily injury and loss or damage to property caused by your products.</p>	<p>The excess as shown in the schedule.</p> <p>Liability arising from products delivered or used in the United States of America or Canada.</p> <p>Liability arising from products used on any aircraft, hovercraft or waterborne craft or for marine or aviation purposes.</p> <p>Liability arising from professional services provided (or which would normally be provided) for a fee.</p>
<p>Territorial Limits:</p> <p>In respect of Section 1 to 5 Great Britain, Northern Ireland, the Channel Islands or the Isle of Man.</p> <p>In respect of Sections 6 to 8 Great Britain, Northern Ireland, the Channel Islands or the Isle of Man and the surrounding territorial waters.</p> <p>For full details of the coverage you must read your policy.</p>	<p>For full details of exclusions you must read your policy document.</p> <p>Limits may apply to your policy - these are shown in your policy document and schedule.</p> <p>You may have to pay the first amount of any claim - the amount is shown in the schedule as excess.</p>

The Policy is a complex document and contains a large number of specific terms relevant in specific circumstances, depending on the nature of the risks being insured and those extensions requested. The policy may also contain warranties describing actions that you must take or avoid for any cover to operate

Your obligations

In deciding to accept this insurance and in setting the terms and premium, We have relied on the information You have given us. Please refer to "How to amend this insurance" below.

You must take care when answering any questions We ask by ensuring that all information provided is accurate and complete including any presentation(s) to Us on Your behalf.

At the commencement of the Period of Insurance or at the subsequent renewal of the Policy You must disclose every material circumstance You know or ought to know and provide a fair presentation of the information required to enable Us to assess Your insurance risk.

Information is material if it could:

- a) affect Our assessment of the risk; or
- b) it could mean that We may need to change the terms or premium or both; or
- c) mean that We may not be able to cover that aspect of risk; or
- d) mean that We may no longer be able to provide You with insurance cover.

You must notify Us as soon as is reasonably practicable of any changes in circumstances which may increase the possibility of loss, damage or legal liability covered by this Policy. For example, We would need You to notify us:

- if You change or expand Your Business activities stated in the Schedule;
- You let or sub-let Your Premises
- if any of Your Employees are to engage in work Offshore;
- if You purchase a company, whether in its entirety or a part interest, and want or intend the activities of that company to be covered under this Policy.

These are just some examples and there may be other circumstances We would want You to tell Us about. If You are in any doubt, please contact Your Broker directly as failure to notify Us of any changes could lead to Your Policy being cancelled, or a claim rejected or not fully paid.

If You are unsure as to whether or not certain facts should be disclosed, please contact Your Broker.

If You do not disclose all information Your insurance may not cover You fully, or at all.

On learning of any circumstances likely to give rise to a claim or on receiving verbal or written notice of any claim you must:

1. notify us as soon as reasonably practicable, but in any event within 14 days of discovery of an occurrence that may give rise to a claim under this Policy;
2. take all practicable steps to recover property lost and otherwise minimise the claim;
3. give all information and assistance we may reasonably require in a timely manner.

Claims

In the first instance claims should be notified to MPL Claims Management Ltd, Unit 6 Godbolts Business Park, Marks Tey, Colchester, Essex, CO6 1HS. Tel: 0345 060 0014. Email: ergo@mplclaims.com

Complaints Procedure

Please quote your policy number in all correspondence so that your concerns may be dealt with speedily.

If your complaint is about the way in which the policy was sold to you or whether it meets your requirements, you should contact the Insurance Broker who arranged the policy for you.

If your complaint relates to a claim, you should refer the matter to MPL Claims Management Limited. Their contact details are provided below.

MPL Claims Management Ltd, Unit 6 Godbolts Business Park, Marks Tey, Colchester, Essex, CO6 1HS

Telephone: 0345 060 0014

Alternatively you can ask your broker to refer the matter on for you.

If your complaint is not able to be resolved satisfactorily by close of business on the third working day following receipt, your complaint will be referred to the Complaints Manager for Great Lakes Insurance SE, UK Branch at ERGO UK Specialty Limited, who will send you an acknowledgement letter. If you don't receive any acknowledgement letter, or at any time if you wish to do so, you may contact the Complaints Manager yourself by using any of the below contact details:

Complaints Manager, ERGO UK Specialty Limited for Great Lakes Insurance SE, UK Branch, Munich Re Group Offices, 10 Fenchurch Avenue, London, EC3M 5BN. Telephone: 020 3003 7130 E-mail: complaints@ergo-commercial.co.uk

The Complaints Manager will investigate your complaint and will provide you with a written response within eight weeks of your initial complaint. This will either be a final response or a letter informing you that we need more time for our investigation.

If we have not resolved your complaint at the end of eight weeks, or if after receiving our final response you remain dissatisfied, you may be able to refer your complaint to the Financial Ombudsman Service (contact details below). You will have six months from the date of the final response to make this referral.

Your rights as a customer to take legal action are not affected by the existence or use of the complaints procedure mentioned above. However the Financial Ombudsman Service may not adjudicate on a case where court proceedings are actively in progress.

The Financial Ombudsman Service, Exchange Tower, Harbour Exchange, London, E14 9SR
Telephone: 0800 023 4567

Further information is available from them and you may refer a complaint to them online at www.financial-ombudsman.org.uk.

Cancellation of this policy

You may cancel the policy within 14 days of the conclusion of the contract or the day on which you receive the policy document, although we reserve our rights on refunding any premium and no refund will be due if a claim is made. To exercise your right to cancel, contact the Broker who arranged this cover for you.

Compensation

Great Lakes Insurance SE, UK Branch is covered by the Financial Services Compensation Scheme (FSCS). This means that you may be entitled to compensation from the scheme in the unlikely event that they cannot meet their obligations. Further details can be obtained from FSCS, PO Box 300, Mitcheldean, GL17 1DY Tel: 0800 678 1100 or www.fscs.org.uk