

Summary of Cover

Shop Policy

About Your Policy

This document provides a summary of the cover provided by the Shop Policy. This summary is provided to you for information purposes only and does not form part of your insurance contract. It does not fully describe all of the terms and conditions of your policy. You will find the full terms and conditions of the contract in the policy wording, a copy of which is available to download from our website.

The Shop policy has been designed to meet the demands and needs of retail businesses who wish to insure against some of the risks that may be encountered whilst running a retail business. There are core covers that include contents, liabilities, loss of income, glass breakage, equipment breakdown and legal expenses. You may also select optional covers that are relevant to your particular business.

Normally, you will have to pay a contribution towards the cost of any claim (this is known as the excess). These excesses will vary according to the covers you have selected and/or our assessment of your risk. Your policy schedule will show the specific excesses applicable to your cover.

To ensure that this Policy continues to meet your needs you should review and update your cover periodically.

Correct values at risk must be advised to us. If the sums insured you request are not adequate this may result in the amount that your insurers pay to you in the event of a claim being reduced.

Your cover will be valid for 12 months and will be renewable annually.

Your policy will be issued on the basis that you confirm the minimum standards of security apply to your premises.

Cover will be granted on the understanding that you will cooperate with your insurers in any survey process and that you will comply with any requirement arising from any survey of your premises.

About your Cover (Please refer to your policy document for full details of terms, conditions and exclusions)

Please note this **Policy** does not cover any loss, **Damage** or liability however caused or resulting from Coronavirus (Covid 19)

Features and Benefits	Significant Exclusions or Limitations
<p>Section 1 & 2 The Buildings and Contents of the Premises</p> <p>Your contents (and if selected buildings) are insured against loss or damage caused by a standard range of insured risks normally associated with your trade including Accidental Damage. In addition cover is automatically extended to include:</p> <ul style="list-style-type: none"> ▶ Damage to Underground Services ▶ Trace and Access costs ▶ Removal of Debris costs ▶ Architect and Surveyors Fees ▶ Automatic Reinstatement of Sums Insured 	<ul style="list-style-type: none"> ▶ Subsidence, ground heave or landslip (unless specifically extended) ▶ Acts of Terrorism (unless specifically extended) ▶ Damage to Property other than by Fire, Lightning, Explosion, Aircraft or Earthquake in premises which have empty or disused for more than 30 days ▶ Theft not involving forcible and violent entry or exit (Contents Section only) ▶ Minimum Security Conditions apply ▶ Stillage condition applies – all goods to be stored at least 150mm (6”) above floor level ▶ Damage caused by mechanical electrical or electronic breakdown

Features and Benefits	Significant Exclusions or Limitations
<p>Money and Personal Accident (Assault) Sub-Section 3A Business Money Covers your business money</p> <ul style="list-style-type: none"> ▶ In transit, on premises during business hours, or in a bank night safe ▶ In the business premises when closed for business ▶ In the private dwelling £500 <p>Sub-Section 3B Personal Accident (Assault)</p> <ul style="list-style-type: none"> ▶ Death, Loss of Limb(s), Loss of Eye(s), Permanent Total Disablement £10,000 ▶ Total uninterrupted Disablement (up to 104 weeks) £100 per week 	<ul style="list-style-type: none"> ▶ Damage resulting from theft, fraud or dishonesty of any employee unless discovered within 14 working days of the loss of Money ▶ Loss from any unattended vehicle ▶ Any person who at the time of the death or bodily injury is under 16 or over 70 years of age ▶ Any death or bodily injury which is in any way brought about by drugs or intoxication
<p>Section 4 Glass Breakage</p> <ul style="list-style-type: none"> ▶ Damage to fixed glass and fixed items of sanitaryware 	<ul style="list-style-type: none"> ▶ Damage in any portion of the building which is empty or disused
<p>Section 5 Goods In Transit If you have selected this option your needs are those of a retail business that delivers or collects goods and requires cover on those goods whilst in the course of transit</p> <ul style="list-style-type: none"> ▶ Damage to the trade contents whilst in transit by vehicles owned hired or leased by you 	<ul style="list-style-type: none"> ▶ Theft from an unattended vehicle unless <ul style="list-style-type: none"> ▶ the vehicle is locked ▶ between the hours of 9.00pm and 6.00am, the vehicle is locked and garaged in a locked building
<p>Section 6 Business Liability The following will automatically be included</p> <ul style="list-style-type: none"> ▶ Employers Liability £10m ▶ Public/Products Liability £2m ▶ Legal costs and expenses 	<ul style="list-style-type: none"> ▶ Liability incurred whilst working away from the insured premises other than for non manual commercial duties, collection and delivery ▶ Liability for which compulsory motor insurance is required In respect of Public and Products Liability only ▶ The cost of remedying defects in products supplied ▶ Injury or Damage to property caused by or in connection with anything knowingly sold or supplied into USA or Canada ▶ Any liability arising out of advice, instruction, consultancy, design, formula, specification, inspection, certification or testing
<p>Section 7 Business Interruption Loss of Gross Profit following loss or damage by an insured peril Cover is extended to provide cover in respect of:</p> <ul style="list-style-type: none"> ▶ Prevention of Access ▶ Specified Diseases, Murder, Suicide, Poisoning, Vermin or Pests, Defective Sanitation ▶ Damage at Suppliers premises ▶ Failure of Public Supply of Electricity Gas or Water Failure of Telecommunications 	<ul style="list-style-type: none"> ▶ The deliberate act of electricity gas or water or telecommunications services other than for the sole purpose of safeguarding life or protecting any part of the supply undertaking ▶ Damage caused by mechanical electrical or electronic breakdown
<p>Section 8 Accounts Receivable If you have selected this option your needs are those of a retail business that has outstanding amounts owed to it by customers and you require cover for those amounts should your books of account be lost or destroyed by an insured risk</p> <ul style="list-style-type: none"> ▶ Cover for any outstanding debit balances that you are unable to trace following damage caused by an insured peril 	

Features and Benefits	Significant Exclusions or Limitations
<p>Section 9 Loss of Licence (OPTIONAL) If you have selected this option your needs are those of a retail business that has a licence to sell alcohol and require cover should the licence be revoked by reason of an insured risk</p> <ul style="list-style-type: none"> ▶ Loss of Gross Profit, or depreciation in the value of the business, following forfeiture of the licence or refusal of its renewal ▶ Costs and expenses of any appeal against forfeiture of the licence or refusal of its renewal 	<ul style="list-style-type: none"> ▶ Any cause within the control of the insured ▶ Any loss where you are entitled to obtain compensation under any legislation ▶ Any surrender, reduction or redistribution of licences due to Town and County planning improvement
<p>Section 10 All Risks on Specified Equipment (OPTIONAL) If you have selected this option your needs are those of a retail business that takes business equipment away from the premises and require cover against loss or damage to that equipment caused by an insured risk</p> <ul style="list-style-type: none"> ▶ "All Risks" cover on specified items anywhere in Great Britain, Northern Ireland, The Channel Islands and the Isle of Man and up to 21 consecutive days during the Period of Insurance worldwide 	<ul style="list-style-type: none"> ▶ Theft of property from an unattended motor vehicle unless it is securely locked ▶ Damage caused by mechanical electrical or electronic breakdown
<p>Section 11 Commercial Legal Protection including:</p> <ul style="list-style-type: none"> ▶ Employment Disputes ▶ Employment Compensation Awards ▶ Employment Restrictive Covenants ▶ Tax Protection ▶ Property Disputes ▶ Legal Defence ▶ Compliance & Regulation ▶ Statutory Licence Appeals ▶ Loss or Earnings ▶ Employees' Extra Protection, Bodily Injury and Identity Theft ▶ Crisis Communication ▶ Contract and Debt Recovery 	<ul style="list-style-type: none"> ▶ Personal Injury claims are excluded Loss or damage to property is excluded ▶ Motoring prosecutions are excluded ▶ The amount in dispute must be more than £250.
<p>Further Optional Policy Extensions</p> <ul style="list-style-type: none"> ▶ Treatment Risks Extends Section 6 Liability to include treatment risks such as ear piercing and solaria & sunbeds ▶ Work Away Extends Section 6 – Liability to include work away from the premises such as in respect of installation ▶ Subsidence, Ground Heave & Landslip (Sections 1 & 2 only) ▶ Theft by Employees Loss of money or goods caused by fraud or dishonesty of an employee £5,000 <p>Terrorism Extension (Sections 1, 2, 4, 7, 8 &10)</p>	<ul style="list-style-type: none"> ▶ Materials produced, mixed or treated by You or on Your behalf Limit of indemnity limited to £1,000,000 any one period of insurance

Excesses

For details of the excesses applicable to your policy, please refer to the written quotation confirmation where we have provided you with a quotation or to your policy schedule if you have a live policy us.

Your Insurers

Your Insurers will be shown on your quotation and policy schedule.

Cancellation Procedures

To effect cancellation of your policy, you should contact the firm that arranged your insurance.

Cancellation by you during the cooling-off period

This insurance provides you with a cooling-off period to decide whether you wish to continue with this insurance. The cooling-off period is for 14 days from the date you receive your policy documentation.

If a period of less than 14 days has elapsed since you received your policy documentation, and you have not made a claim, you have the right to cancel the policy and receive a refund of the premium you have paid:

- If at the date of cancellation your policy has not yet commenced you will receive a full refund of the premium you have paid from us; or
- If your policy has already commenced, you will receive a refund of premium from us, equivalent to the unexpired period of cover on a pro rata basis.

Cancellation by you – after the cooling-off period

You may cancel this policy by contacting the firm that arranged your insurance with us.

If you have paid the full annual premium, and there have been no claims or incidents likely to result in a claim in the current period of insurance, you will receive a refund of premium from us equivalent to the unexpired period of cover on a pro rata basis.

Where you have made a claim and wish to cancel your policy you will not be entitled to a refund of premium.

If you are paying the annual premium by monthly instalments, no further premiums will be collected from you once the firm that arranged your insurance with us received notice of cancellation from you, provided there have been no claims or incidents likely to result in a claim in the current period of insurance.

If you are cancelling the policy and there has been a claim or incident likely to result in a claim in the current period of insurance the full annual premium must be paid by you. Cancellations will not be backdated.

Cancellation by us – during and after the cooling off period

We, or the administrator can cancel this policy where there is a valid reason for doing so by giving you 7 days' notice in writing setting out the reason for cancellation. This will be sent to the last address you notified to us.

Valid reasons include but are not limited to the following:

Cancellation by us – non-payment of premium

We, the administrator or the firm that arranged your insurance with us can cancel this policy by giving you 7 days' notice in writing to the last address you notified to us. If we receive payment by the date set out in the letter we will take no further action. There will be no refund of premium if our cancellation is the result of your failure to pay the full premium.

Cancellation by us – where we reasonably suspect fraud

The Consumer Insurance (Disclosure and Representations) Act 2012 and The Insurance Act 2015 requires you to take reasonable care to provide complete and accurate answers to the questions we ask and sets out situations where failure by a policyholder to provide complete and accurate information requested by an insurer allows the insurer to cancel the policy, sometimes back to its start date and to keep any premiums paid. There will be no refund of premium if our cancellation is the result of your dishonesty or where we reasonably suspect fraud by you.

Where our investigation provides evidence of fraud or a serious non-disclosure we may cancel the policy immediately and backdate the cancellation to the date of the fraud or when you provided us with incomplete or inaccurate information, which may result in your policy being cancelled from the date you originally took it out. We may also seek reimbursement of any claims monies paid by us since the fraud was committed.

Cancellation by us – for your non-compliance with policy terms and conditions

We, the administrator or the firm that arranged your insurance with us can cancel this policy by giving you 7 days' notice in writing to the last address you notified to us. There will be no refund of premium if our cancellation is the result of your failure to comply with the policy terms and conditions e.g. you fail to co-operate with us or provide us with information or documentation we, the administrator or claims service provider reasonably require, and this affects our ability to process a claim or defend our interests.

Cancellation by us – other reasons

Where cancellation is affected by us, the administrator or the firm that arranged your insurance with us any refund of premium will be calculated on a pro rata basis taking into account the original policy period and the number of days remaining to the expiry date of the policy. Provided there have been no claims or incidents likely to result in a claim in the current period of insurance, we will refund the premium relating to any unused portion of cover within the current period of insurance on a pro-rata basis.

When your premiums are paid by the instalment plan

If the Policy is cancelled by us or by you

- (a) Any outstanding balance of your loan and any additional charges levied by the finance provider in accordance with the terms and conditions of your credit agreement will be deducted from any return of premium due to you
- (b) You will become liable for the difference if the return premium is less than the balance due to the loan provider We will return any premium you have paid for any period of insurance left. However, we will not return any premium if the amount is less than £25.

Certificate of Employers Liability Insurance

In relation to cancellation in any of the circumstances outlined above you shall immediately return to us any effective certificate(s) of employer's liability insurance.

Payment of Your Premium

Your administrator will advise you how you can pay your premium and will let you know if there are any fees or charges applicable.

Making a Claim

A full explanation of our claims procedures can be found in your policy wording within the claims conditions section and specific claims contact details will be stated on your policy schedule.

Fair Processing Notice

If false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies to prevent fraud and money laundering.

Please see the policy wording for details of how the information held by fraud prevention agencies may be used. For a copy of the policy wording, please contact your administrator.

Customer Complaints

We hope that You are extremely happy with your Shop Insurance Policy but we do recognise that on occasions things can go wrong. If your complaint is about the way your policy was sold to you, please contact your administrator who arranged your policy for you. Their address and telephone number are shown on your policy schedule.

Contacting Your Insurer

If you have a complaint about your insurer or a claim, please contact your insurer directly. Their contact details can also be found on your policy schedule.

Once your insurer has received your complaint they will;

- ▶ Send an acknowledgment of your complaint within 5 working days of receiving it and notify you of the name of the person managing your complaint
- and
- ▶ Respond in full to your complaint within 8 weeks. If this is not possible for any reason they will write to you to explain why they have not been able to settle the matter quickly. They will also let you know when they will contact you again.

If you are still dissatisfied

If you remain dissatisfied, and your insurer subscribes to the service, you may refer your complaint to the Financial Ombudsman Service (FOS);

- **Telephone** 0800 023 4567 if calling from a landline or 0300 123 9123 if calling from a mobile
- **In writing to** Financial Ombudsman Service
Exchange Tower Harbour Exchange Square London E14 9SR
- **Website** www.fos.org.uk

The Financial Ombudsman Service (FOS) is available to consumers. Their service is also open to businesses employing fewer than 10 persons that have an annual turnover or balance sheet that does not exceed two million Euros, charities with an annual income of less than one million pounds Sterling or the trustee of a trust with a net asset value of less than one million pounds Sterling.

You can refer to the Financial Ombudsman Service if you are dissatisfied with your insurers final response or if they have not issued their final response within eight weeks from the time you first raised the complaint. They offer a free and independent service for resolving disputes about most financial matters and you have six months from the date of the final response letter to contact them. However, they will only consider your complaint once you have tried to resolve it with your insurer.

Following the complaints process does not affect your right to take legal action

Eaton Gate MGU Ltd are dedicated to resolving your complaint so if you have a complaint about Eaton Gate MGU Ltd or wish to discuss a

complaint you have with your administrator or insurer, please contact the Eaton Gate MGU Ltd customer services team;

- **Telephone** 0333 234 1741
- **By e-mail** compliers@egmgu.co.uk
- **In writing to** Customer Services Manager, Eaton Gate MGU Ltd. 20 St Dunstan's Hill, London, EC3R 8HL

Use of Language

Unless otherwise agreed the contractual terms and conditions and other information relating to this contract will be in English.

Financial Conduct Authority

Eaton Gate MGU Ltd is authorised and subject to limited regulation by the Financial Conduct Authority. Details about the extent of our authorisation and regulation by the Financial Conduct Authority are available from us on request. You can check their website at www.fca.org.uk which includes a register of all the firms they regulate or You can phone them on 0800 111 6768.

Financial Services Compensation Scheme (FSCS)

Eaton Gate MGU Ltd is covered by the Financial Services Compensation Scheme (FSCS) This means that you may be entitled to compensation from the scheme if We cannot meet Our obligations. This depends upon the type of business and the circumstances of the claim. Further information about the scheme is available from the FSCS;

- **Telephone** 0800 678 1100 or 020 7741 4100
- **By e-mail** enquiries@fscs.org.uk
- **In writing to** Financial Services Compensation Scheme
10th Floor,
Beaufort House 15
St Botolph Street London
EC3A 7QU
- **Website** www.fscs.org.uk

If you telephone FSCS then please have any relevant correspondence to hand.

About Eaton Gate MGU Ltd

Eaton Gate MGU Limited which is registered in England (No. 9825821) at 2 Eaton Gate, London, SW1W 9BJ. Eaton Gate MGU Limited (FRN 773194) is authorised and regulated by the Financial Conduct Authority (FCA).

Telephone Call Recording

CALLS MAY BE MONITORED AND RECORDED AND MAY BE USED FOR FRAUD PREVENTION AND DETECTION AND FOR QUALITY CONTROL AND TRAINING PURPOSES