



POLICY SUMMARY

Office Policy

This is a summary of your Policy, giving important information about the cover provided so you can check that it is right for you

Arista Insurance Office Policy Summary

Policy Summary

This is a summary of the cover provided by your policy and does not contain the full terms and conditions of the cover, which can be found in the policy document. It is important that you read the policy document when you receive it.

Insurance Provider

This insurance is provided by Arista Insurance Limited and the covers are underwritten by certain underwriters at Lloyd's for all covers other than for:

1. the Essential Business Legal Expenses Section which is issued by ARAG plc acting on behalf of Brit Insurance Limited
2. the Equipment Breakdown Section which is underwritten by HSB Engineering Insurance Limited

Key Covers, Features and Exceptions

Your policy includes the following key covers, features and exceptions, which are detailed in your policy documentation.

Type of Insurance

This policy provides a comprehensive range of covers tailored for the professional services industry and surgeries. The policy operates with a wide range of core covers plus optional additional covers.

Policy Term

The duration of the policy is 12 months from cover inception date, or as detailed in your policy schedule.

Office Policy

Property Damage - Contents - Core Cover

Cover, Features and Benefits

Cover for Contents is on an All Risks basis

Cover includes:

- Glass breakage and boarding up costs
- Goods in transit automatically included - Limit £5,000
- Specified equipment temporarily removed from the premises to anywhere in the world
- Loss of metered water up to £5,000
- Employees', customers' and visitors' personal effects up to £500 per person
- Replacing locks if keys are lost
- Property at exhibitions up to £2,500
- Damage by emergency services up to £1,000
- Sums insured are automatically index linked

Optional covers:

- Buildings
 - Terrorism
 - Subsidence, ground heave and landslip available in most cases
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Significant Exceptions and Limitations - Please refer to your policy document

- Wear and tear, gradual deterioration, faulty or defective design, materials or workmanship
 - Mechanical or electrical breakdown
 - Unexplained losses, acts of fraud or dishonesty
 - Theft or attempted theft where you or your partners, directors or employees are involved or from any building, outbuilding detached from the main building or property in the open
 - Damage to moveable property in the open by storm or flood
 - Damage by storm or flood, escape of water, fuel or beverages to stock and/or trade samples stored in the basement unless raised at least 100mm above floor level
 - Damage due to theft, malicious damage (other than fire or explosion), escape of water, fuel or beverages, breakage of glass, in respect of buildings which are vacant or disused
 - Changes in the water table and frost damage
 - Minimum standards of security apply
 - The first part of any claim – your excess
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Equipment Breakdown Section – Core Cover

Cover, Features and Benefits

- Cover for breakdown, explosion and collapse and operator error in respect of covered plant
 - Covered plant includes boilers, lifts, air-conditioning, computers, office equipment i.e. faxes, copies, etc.
 - Computers includes cover for reinstatement of data and increased cost of working
 - Business interruption
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Significant Exceptions and Limitations - Please refer to your policy document

- Process or production machinery
 - Equipment used for research, diagnostic experimental and scientific purposes
 - Mobile plant and equipment or construction equipment
 - Maximum computer limit £100,000 including reinstatement of data and increased cost of working
 - Maximum business interruption limit £30,000
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Money and Assault Section – Core Cover

Cover, Features and Benefits

Loss of money belonging to your business

- Money on the premises during business hours - £5,000
- Money in transit and in a bank night safe - £5,000
- Money in private residence, out of hours not in a safe and at contract sites - £500
- Money from a locked safe - £2,500
- Money in gaming machines - £300

Bodily injury to you or your employees as a result of robbery, theft or attempted theft which happens whilst carrying money belonging to your business

- Capital benefits – Maximum payable - £15,000
 - Incurred medical expenses up to £500
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Significant Exceptions and Limitations - Please refer to your policy document

- Accompaniment condition
 - Loss due to the fraud or dishonesty of your employees unless discovered within 7 days
 - Shortages due to errors or omissions
 - Losses from unattended vehicles and automated teller machines
 - Loss or damage outside Great Britain, Northern Ireland, the Channel Islands and the Isle of Man
 - Loss due to sendings by unregistered post
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Legal Liabilities Section – Core Cover

Cover, Features and Benefits

Employers' Liability

Protection against your legal liability to pay compensation in respect of injury sustained by your employees in the course of the business up to a limit of £10,000,000 including costs and expenses

Cover includes:

- Legal costs and expenses in defending prosecutions under all relevant health and safety legislation
- Trainees and personnel undergoing work experience
- Unsatisfied court judgments in favour of employees injured in your employment by third parties
- Worldwide cover (other than USA and Canada) for non-manual employees normally resident in the UK who are temporarily working overseas

Significant Exceptions and Limitations - Please refer to your policy document

- Cover for acts of terrorism is limited to £5,000,000 any one event
- Work in or on or travel to or from any offshore installation
- Injury to an employee for which compulsory motor insurance is required under Road Traffic Acts legislation

Cover, Features and Benefits

Public Liability

Protection against your legal liability for injury to third parties and damage to their property including nuisance trespass obstruction or interference

Cover extends to include:

- Contingent motor third party liability arising out of the use of vehicles not owned by you within Great Britain, Northern Ireland, the Channel Islands and the Isle of Man
- Legal costs and expenses in defending prosecutions under all relevant health and safety legislation
- Personal liability of employees, directors or partners whilst they are overseas on your business
- Employees' and visitors' personal belongings

Significant Exceptions and Limitations - Please refer to your policy document

- Cover for acts of terrorism is limited to £2,000,000 any one event
 - Loss or damage to property in your custody or control
 - Limit of indemnity to include all compensation, costs and expenses
 - Cover for any design, formula and advice provided by you for a fee or where a fee would normally be charged is excluded
 - Pollution unless caused by a sudden and identifiable incident
 - Work in or on or travel to or from any offshore installation
 - Fines penalties or punitive damages
 - The first £250 of each and every claim for damage to property
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- Exposure to, inhalation of, fears of the consequences of exposure to/inhalation of, costs incurred in repairing, removing, replacing, recalling, rectifying, reinstating or managing any property arising out of the presence of asbestos
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Cover, Features and Benefits

Products Liability

Protection against your legal liability for injury to third parties and damage to their property arising out of any product supplied

Cover extends to include:

- Legal costs and expenses in defending prosecutions under Consumer Protection legislation
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Significant Exceptions and Limitations - Please refer to your policy document

- Cover for acts of terrorism is limited to £2,000,000 any one event
 - Pollution unless caused by a sudden and identifiable incident
 - Any design, formula and advice provided by you for a fee or where a fee would normally be charged is excluded
 - Territorial limit for products supplied is worldwide other than those that is known to be sold, supplied, erected, repaired, altered, treated or installed by you in the USA or Canada
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Essential Business Legal Expenses

Cover, Features and Benefits

Cover up to £100,000 for your legal costs and expenses for the following:

- Defence of Employment Disputes and payment of Compensation Awards
 - Representation for Tax Investigations and VAT assessments
 - Pursuit of Property disputes
 - Defence of prosecutions relating to Compliance & Regulation
 - Employees Extra Protection defence
 - Legal/Tax Advice and Counselling Helplines
 - Legal Document Max which provides access to a 'free to use' legal services website, providing assistance in drafting important legal documents such as employment contracts and health and safety policies
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Exceptions and Limitations - Please refer to your Policy document

- It must always be more likely than not that the claim will be successful
 - You must notify us immediately after you become aware of circumstances that could give rise to a claim
 - No legal costs and expenses will be covered before acceptance of the claim by us
 - Redundancy claims are excluded within the first 180 days of the policy unless equivalent legal cover was in force up until the start of this policy
 - Advice from the legal helpline must be taken and followed prior to serving a notice of redundancy
 - Any dispute relating to a transfer under TUPE
 - You are responsible for the first £250 in respect of tax aspect enquiry claims
 - You are responsible for the first £500 (if the amount in dispute exceeds £5,000) in respect of Contract and Debt Recovery claims
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Loss of Income Section – Core Cover

Cover, Features and Benefits

Interruption to your business following an insured loss under the property damage – Contents and Building section which results in reduced income and increased running costs

The cover extends to include:

- Loss of book debts as a result of your business records being lost, destroyed or damaged due to an insured event
- Damage to property in the vicinity of the premises which hinders or prevents access to the premises
- Damage at your suppliers premises – Limit £10,000
- Enforced closure due to notifiable infectious disease at the premises – Limit £25,000
- Accidental failure of telecommunications at the premises lasting at least 24 hours – Limit £2,500
- Accidental failure of public supplies of electricity, gas or water lasting at least 30 minutes

Cover can include Terrorism provided that cover is provided under Contents and Buildings

Significant Exceptions and Limitations - Please refer to your policy document

- Losses excluded under the property damage – Contents and Building section
 - If your business is wound up or carried on by a liquidator or receiver or is permanently discontinued
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Cancellation

If this cover does not meet with your requirements please return all your documents and any Employers Liability Certificate(s) to your insurance agent who has arranged the cover within 14 days of receipt and We will return any premium paid in full.

If you wish to terminate the cover at any other time please contact your insurance agent who arranged it and any return premium will be at the discretion of Arista Insurance.

How to Make a Claim

To register a claim you should contact **Robins Claims Solutions on 0844 770 5150** who provide our claims service and are authorised to handle and settle claims on our behalf. Please have your policy number to hand when calling. If you have a need to seek additional assistance please contact your insurance agent.

How to Complain

Our goal is to provide excellent customer service to all our customers but we recognise that sometimes things may go wrong. If for any reason you are unhappy with our service we would like to hear from you.

Should You have any enquiry or complaint arising from Your Policy please contact Your insurance agent who arranged the Policy for You or the local Arista Insurance office quoting the Policy number in all cases

If You are not satisfied with the way in which a complaint has been dealt with please write to
The Chief Executive, Arista Insurance Limited, Gallery 10, One Lime Street, London EC3M 7HA

After this action if You are still not satisfied with the way a complaint has been dealt with You should do the following

If Your Underwriter is at Lloyd's You may ask the Policyholder and Market Assistance department at Lloyd's to review Your case (this would not affect Your rights to take legal action if necessary) The address is Policyholder and Market Assistance, Lloyd's Market Services, One Lime Street, London EC3M 7HA, telephone: 020 7327 5693, fax: 020 7327 5225 or email: complaints@lloyds.com.

Having followed this procedure for Lloyd's Underwriters or if Your Underwriter is not at Lloyd's Your complaint may be referred to the Financial Ombudsman Service (FOS)
The address is: Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR

The underwriters are members of the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we are unable to meet our liabilities under this insurance



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