

# Commercial Property Owners

## Policy Summary

The Commercial Property Owners product is designed to meet the demands and needs of the majority of commercial landlords who wish to ensure their businesses are protected.

As standard, the Policy will provide cover for:

- **Buildings**
- **Glass**
- **Owners liability to the public**

The following optional covers are also available:

- **Landlords contents**
- **Loss of rent receivable**
- **Employers' liability**

*(If you have employees whose duties relate specifically to the property which you are insuring, e.g. rent collectors, gardeners or general maintenance staff, you will need to acquire this optional cover to meet your legal requirements under the Employers' Liability (Compulsory Insurance) Act 1969.)*

This Policy Summary does not describe all the terms and conditions of your Policy, so please take time to read the Policy booklet to make sure you understand the cover it provides.

Your cover is valid for 12 months and is renewable annually.

### Registration and Regulatory Information

Insurance cover is provided by Covea Insurance plc. Registered in England and Wales No. 613259. Registered office: Norman Place, Reading, Berkshire RG1 8DA.

Covea Insurance plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Its Firm Reference Number is 202277.

All information in this document is correct at the time of printing (January 2015), for full up to date information please visit our website

[coveainsurance.co.uk](http://coveainsurance.co.uk)

**CO**  
**vea** Insurance

# Significant features and benefits of the Policy

The table below shows the benefits of this Policy and the maximum amounts we will pay in the event of a claim:

## Description

### Section 1A – Buildings

Accidental loss, destruction or damage to your buildings, permanent outbuildings, fixtures and fittings, walls, gates and fences

Cover up to the buildings sum insured as shown in the Policy schedule

#### Replacement of Locks

Cost of replacing locks at the buildings if the keys are stolen from your home or business premises up to £5,000

#### Trace and Access

Cost of locating the source of water damage and subsequent making good up to £5,000

#### Unauthorised use of Electricity, Gas or Water

Cost of metered electricity, gas, or water for which you are legally responsible arising from its unauthorised use by persons taking possession or occupying the property without your authority up to £10,000 for any one loss

#### Metered Water or Heating Oil

Additional water or heating oil charges incurred by you as a result of damage to the buildings up to £2,500 in any one period of insurance

#### Landscape Gardens

Cost of making good destruction of or damage to landscaped gardens or grounds at the premises caused by the emergency services to prevent loss or damage to the property up to £10,000 in any one occurrence

#### Fire Extinguishing Appliances

Costs incurred for refilling fire extinguishing appliances, replacing used sprinkler heads and refilling sprinkler tanks in consequence of damage to the buildings up to £5,000 in any one occurrence

#### Removal of Debris

Cost of removing debris, dismantling, demolishing, shoring up or propping up of the damaged buildings

# Significant features and benefits of the Policy

*continued*

The table below shows the benefits of this Policy and the maximum amounts we will pay in the event of a claim:

Description
<p><b>Landlord's Contents (Optional)</b></p> <p>Loss of or damage to your furniture, furnishings, fixtures and fittings whilst contained within the buildings up to the contents sum insured as shown in the Policy schedule or £1,000 any one article</p>
<p><b>Further Policy Extensions</b></p> <ul style="list-style-type: none"><li>• Day one reinstatement 25 % of the buildings declared value</li><li>• Capital additions up to 10 % of the buildings sum insured or £250,000, whichever is the less</li><li>• Non-invalidatio</li><li>• Tenants' subrogation waiver</li><li>• Architects &amp; Surveyors fees necessarily incurred in the reinstatement of the buildings</li></ul>
<p><b>Section 1B – Glass</b></p> <p>Accidental Damage to all fixed glass in windows doors or fanlights at the premises, including the cost of any necessary boarding up pending replacement</p>
<p><b>Section 1C – Owners' Liability to the Public</b></p> <p>Liability in respect of any claim or number of claims arising from any one cause in respect of injury to any person other than an Employee or Damage to property other than property belonging to the Insured or in the custody or control of the Insured or any employee arising from the ownership of Insured buildings including:</p> <ul style="list-style-type: none"><li>• Indemnity to joint insured and employees</li><li>• Solicitors fees</li><li>• Legal costs and expenses</li><li>• Loading or unloading a motor vehicle</li><li>• Motor Vehicle contingency cover</li><li>• Legal Liability incurred by the Insured under Section 3 of the Defective Premises Act 1972</li></ul> <p>Up to £2,000,000 in respect of any claim or number of claims arising out of one cause other than for injury or damage arising directly or indirectly from pollution or contamination where the limit is £1,000,000</p>

# Significant features and benefits of the Policy

*continued*

The table below shows the benefits of this Policy and the maximum amounts we will pay in the event of a claim:

Description
<p><b>Section 2 – Rent (Optional)</b></p> <p>Loss of rent resulting from accidental loss destruction or damage to insured buildings including:</p> <ul style="list-style-type: none"><li>• Prevention of Access</li><li>• Alternative Accommodation</li></ul>
<p><b>Section 3 – Employers’ Liability (Optional)</b></p> <p>Liability in respect of any claim or number of claims arising from any one cause in respect of Bodily Injury to any Employee of the Insured in connection with the Business including:</p> <ul style="list-style-type: none"><li>• Indemnity to joint insured</li><li>• Solicitors costs for representation at any coroner’s inquest or fatal injury or Court of Summary Jurisdiction</li><li>• Legal defence costs for criminal proceedings relating to Health and Safety at Work Act 1974</li></ul> <p>Up to £10,000,000 in respect of any claim or numbers of claims arising out of one cause</p>

# Significant and unusual exclusions or limitations of the Policy

The table below shows exclusions that are contained in your Policy and where they can be found. For full details of the exclusions, please refer to the Policy booklet.

Description	See Policy Booklet
<p><b>Section 1A – Buildings</b></p> <ul style="list-style-type: none"> <li>• Damage to Buildings in the course of construction 19</li> <li>• Damage to blinds or signs not securely fixed to the Buildings 19</li> <li>• Damage to fences and gates caused by storm 19</li> <li>• Subsidence ground heave or landslip (unless specifically extended) 19</li> <li>• Acts of Terrorism (unless specifically extended) 13</li> <li>• Damage caused by the use, removal, disposal, sale or storage of Asbestos 13</li> <li>• The first £250 of each and every loss or damage 13</li> </ul>	
<p><b>Section 1B – Glass</b></p> <ul style="list-style-type: none"> <li>• Damage caused by scratching or chipping 20</li> <li>• Damage to glass already cracked at the commencement of insurance of this section 20</li> <li>• The first £250 of each and every loss or damage 13</li> </ul>	
<p><b>Section 1C – Owners Liability to the Public</b></p> <ul style="list-style-type: none"> <li>• Products Liability 23</li> <li>• Liability of any amount in respect of liquidated damages, fines or penalties attributable solely due to contract 22</li> <li>• Injury or damage caused directly or indirectly from gradual pollution or contamination 22</li> <li>• Injury or Damage caused by the use, removal, disposal, sale or storage of Asbestos 13</li> </ul>	
<p><b>Section 2 – Rent (Optional)</b></p> <ul style="list-style-type: none"> <li>• Subsidence ground heave or landslip (unless specifically extended) 19</li> <li>• Acts of Terrorism (unless specifically extended) 13</li> <li>• Damage caused by the use, removal, disposal, sale or storage of Asbestos 13</li> <li>• The first £250 of each and every loss or damage 13</li> </ul>	
<p><b>Section 3 – Employers’ Liability (Optional)</b></p> <ul style="list-style-type: none"> <li>• Injury arising in connection with work on offshore installations 27</li> </ul>	

# Customer Information

## Commercial Care Line 0844 902 0790

### How to contact us to make a claim

Should you need to make a claim, [Covéa Insurance Commercial Care Line](#) will manage all aspects of the claim for you from the time it is reported.

#### **Covéa Insurance Commercial Care Line**

- Dedicated telephone number – [0844 902 0790](#)
- Dedicated fax number – [0844 902 2207](#)
- By email – [commercialclaims@coveainsurance.co.uk](mailto:commercialclaims@coveainsurance.co.uk)
- In writing to – [Covéa Insurance Commercial Care Line, Norman Place, Reading, Berkshire RG1 8DA](#)

[Covéa Insurance Commercial Care Line](#) is a service operated **24 hours a day, 365 days a year** by staff trained in managing commercial claims.

They can:

- Take the details of your claim over the phone, in most cases removing the need for completion of an incident report form.
- Help outside normal opening hours with practical advice and assistance.
- Arrange replacement of goods lost or stolen using the latest product information.
- Take control of the management of claims from start to finish.

### How to cancel your Policy

If you do not want to accept the Policy you have the right to cancel it within 14 days from the date of purchase of your Policy or the day you receive your Policy documentation, whichever is later. To do this you must return the Policy documentation to your broker when giving your instruction to cancel.

If cover has not yet started a full refund will be given. If cover has started we will refund the premium for the exact number of days left on the Policy, less an additional charge of £25 plus the prevailing rate of Insurance Premium Tax as stated on your Policy Schedule. No refund will be given if a claim has been submitted or there have been any incidents likely to give rise to a claim during the current period of insurance. We will also do this if you want to cancel the Policy within 14 days after the renewal date.

You may cancel the Policy at any other time by contacting your broker.

If you cancel your Policy after 14 days and a claim has been submitted or there have been any incidents likely to give rise to a claim during the current period of insurance, we will not refund any part of the premium. If you have a Loan Agreement with us, all outstanding monies must be paid to us as described in your Loan Agreement.

# Customer Information

*continued*

If no claims have been submitted and there have been no incidents that are likely to give rise to a claim during the current period of insurance, we will refund the premium for the exact number of days left on the Policy less an additional charge of £25 plus the prevailing rate of Insurance Premium Tax as stated on your Policy Schedule.

## How to make a complaint

It is always our intention to provide a first class standard of service. However we do appreciate that occasionally things go wrong. In some cases the broker who arranged your insurance will be able to resolve any concerns, particularly if your complaint relates to the way the Policy was sold, and you should contact them directly.

Alternatively please contact us using the following details quoting your Policy or claim number.

Customer Relations, Covéa Insurance,  
Norman Place, Reading, Berkshire RG1 8DA.  
Telephone: 0844 902 1000  
Website: [www.coveainsurance.co.uk](http://www.coveainsurance.co.uk)  
Email:  
[customer.relations-rdg@coveainsurance.co.uk](mailto:customer.relations-rdg@coveainsurance.co.uk)

Full details of the Covéa Insurance Internal Complaints Procedure are detailed in our leaflet 'Complaints Procedure' which is available on request or may be downloaded from our website at [www.coveainsurance.co.uk/complaints](http://www.coveainsurance.co.uk/complaints).

If you remain dissatisfied, once we have had the opportunity to resolve your complaint, you may be eligible to refer your complaint to the Financial Ombudsman Service. For further details they can be contacted at Exchange Tower, Harbour Exchange Square, London E14 9SR  
[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

There are a few instances where the Financial Ombudsman Service will not be able to assist and you must have allowed us the opportunity to resolve your complaint before the Financial Ombudsman Service become involved.

## Financial Services Compensation Scheme (FSCS)

We are covered by the Financial Services Compensation Scheme. You may be entitled to receive compensation from the scheme if we cannot meet our obligations.

Further information is available from the Financial Services Compensation Scheme, 10th Floor Beaufort House, 15 St Botolph Street, London EC3A 7QU.  
Telephone: 020 7741 4100  
Email: [enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk)  
Website: [www.fscs.org.uk](http://www.fscs.org.uk)

## **Covéa Insurance**

Norman Place

Reading

RG1 8DA

Telephone: 0844 902 1000

Fax: 0118 955 2211

[www.coveainsurance.co.uk](http://www.coveainsurance.co.uk)

Covea Insurance plc

Registered Office: Norman Place, Reading, Berkshire RG1 8DA

Registered in England and Wales No. 613259

Authorised by the Prudential Regulation Authority and regulated by the  
Financial Conduct Authority and the Prudential Regulation Authority No. 202277

