



SHOPS

Policy Summary

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Your RSA Shops Policy is an annual contract which may be renewed each year subject to your needs and our terms & conditions.

This Policy includes the following covers as standard:

- Property Damage
- Business Interruption
- Employers' Liability
- Public/Products Liability and
- Money

You may also add further covers as shown overleaf to suit your needs. Full details of what you have chosen are shown in your Policy Schedule and Statement of Fact.

The following tables provide a summary of the main policy features & benefits and any significant limits or exclusions. For full policy details and our full terms & conditions, please read your Policy Wording, a copy of which will be provided on completion of your contract or at any time on request.

Other Important Information

The Other Important Information section of this Policy Summary explains the following:

- Law applicable to the Policy
- Complaints Procedure
- Our complaints process
- Customer Relations Contact Details
- What to do if you are still not satisfied

Table | Standard Features & Benefits

The following will automatically be included in your Policy, according to the cover you have selected:

Features and Benefits	Significant Exclusions or Limitations	Policy Section
Property Damage Insurance		
Your business equipment (Contents) and your business stock (Stock) are covered against the following standard risks. You may also choose to cover your business premises (Buildings) against the following standard risks:		
Standard Covers: Loss or Damage caused by: <ul style="list-style-type: none">• Fire, Lightning, Explosion, Aircraft, Earthquake.• Riot, Civil Commotion, Malicious Damage.• Storm, Flood, Escape of Water.• Impact.• Theft.• Accidental Damage.• Subsidence, Ground Heave and Landslip.	<ul style="list-style-type: none">• Some specific causes of damage may be excluded.• Some specific property may be excluded.• Excludes theft not involving forcible and violent entry or exit.• Cover does not include loss or damage to computer data, or information arising from viruses, hacking, denial of service attacks, malicious damage, accidental damage or omission.• The amount you must pay in the event of a claim is:<ul style="list-style-type: none">- £1,000 for subsidence- £100 for stock in transit- £50 for deterioration of stock and- £250 for all other events. <p>Please note that these exclusions apply to cover for Buildings, Contents and Stock.</p>	Property Damage
Buildings		
If you have selected Buildings and/or Tenant's Improvements cover, the following will automatically be included:		
Standard Covers: <ul style="list-style-type: none">• Buildings.• Landlord's fixtures & fittings.• Small outside buildings.• Walls, gates, fences and services.	Please see exclusions to the Standard Covers in your Policy Wording.	Property Damage
Reinstatement Cover is on an 'as new' basis.	Excludes betterment.	Property Damage
Inflation Protection (Day One Basis of Cover) Provides an automatic 15% increase in the Buildings value you declare for insurance during the Policy period.	If the value you declare is less than the full amount that your Buildings should be insured for, your claim may be reduced.	Property Damage

Table 1 Standard Features & Benefits (continued)

Features and Benefits	Significant Exclusions or Limitations	Policy Section
Contents		
The following will automatically be included as part of Contents cover:		
Standard Covers: <ul style="list-style-type: none">• Equipment and contents at the specified premises.• Directors', partners' and employees' personal effects.• Satellite dishes.• Neon and illuminated signs and electric light fittings.• Cover up to £1000 for the cost of replacing locks following theft of keys from the business premises or from the residence of an authorised key holder.	<ul style="list-style-type: none">• Please see exclusions to Standard Covers in your Policy Wording.• Cover for directors', partners' and employees' personal effects is limited to a maximum of £500 per person.	Property Damage
Inflation Protection (Day One Basis of Cover) <p>Provides an automatic 15% increase in the Contents value you declare for insurance during the Policy period.</p>	If the value you declare is less than the full amount that your Contents should be insured for, your claim may be reduced.	Property Damage
Reinstatement <p>Cover is on an 'as new' basis.</p>	Excludes betterment.	Property Damage
Property at other locations <p>Covers</p> <ul style="list-style-type: none">• 1 Documents manuscripts and business books.• 2 Other property while temporarily removed from the premises for cleaning, renovation, repair or other similar processes.• 3 General Contents at any location and while in transit.	<ul style="list-style-type: none">• Loss or damage by theft is excluded for covers 1 & 2• Security restrictions apply to 3• Cover is limited to within the United Kingdom.• Limits apply to the amounts payable, please see your Policy Schedule.	Property Damage

Table 1 Standard Features & Benefits (continued)

Features and Benefits	Significant Exclusions or Limitations	Policy Section
Stock		
The following will automatically be included as part of Stock cover:		
Standard Covers: <ul style="list-style-type: none">• Stock and materials in trade.• Work in progress.• Finished goods at the business premises you have specified. A 50% seasonal increase in the Sums Insured is provided for November, December and 31 days prior to Easter - can be varied on request.	Please see exclusions to Standard Covers in your Policy Wording.	Property Damage
Indemnity Cover is based on: <ul style="list-style-type: none">• The value of the property at the time of its destruction, or• The amount of any damage caused to it.	If the Sums Insured selected is less than the full Insurable Amount, your claim may be reduced.	Property Damage
Stock in Transit Covers stock while in transit, in any vehicle owned or operated by you and at exhibitions.	<ul style="list-style-type: none">• Cover is limited to:<ul style="list-style-type: none">- Great Britain- Northern Ireland- The Republic of Ireland- The Channel Islands, and- The Isle of Man.• Exhibitions may not exceed 7 days.• Cover is limited to £2,500, or £100 for any one person for personal effects.	Property Damage
Deterioration of Stock Covers loss or damage to chilled or frozen stock caused by a rise or fall in temperature, or by 'refrigerant' fumes.	<ul style="list-style-type: none">• Stock within fridges and freezers over 15 years old is excluded.• The standard limit is £2,000 per freezer; which can be increased up to £10,000 on request.• Some specific causes of damage may be excluded, please see your Policy Wording.	Property Damage

Table I Standard Features & Benefits (continued)

Features and Benefits	Significant Exclusions or Limitations	Policy Section
Business Interruption Insurance This cover protects you against the financial consequences of damage to your insured property, caused by any event covered by our Standard Covers listed in the Property Damage section. The following will automatically be included:		
Loss of Gross Profit: The Indemnity Period starts when the loss or damage occurs and ends when the business trading position is at the level it was before the accident.	<ul style="list-style-type: none">• Some specific causes of damage may be excluded, please see your Policy Wording.• The Indemnity Period is 24 months.• The standard limit of cover is £500,000, which can be increased to up to £1,500,000 on request.• If the limit selected is less than the full Insurable Amount, your claim may be reduced.• Cover does not include loss or damage to computer data, or information arising from viruses, hacking, denial of service attacks, malicious damage, accidental damage or omission.	Business Interruption
Cover can be extended to include losses resulting from: <ul style="list-style-type: none">• Notifiable diseases, food or drink poisoning, defective sanitation, murder, suicide, vermin & pests.• Prevention/Denial of Access to the business premises due to damage to adjacent buildings, as covered by the Standard Covers.• Failure of Public Utilities.• Damage caused by the Standard Covers at a supplier's premises within Great Britain, Northern Ireland, the Isle of Man or the Channel Islands.	<p>Cover for losses due to Damage at Suppliers premises is limited to a maximum of 10% of the cover limit.</p>	Business Interruption
Outstanding Debit Balances (also known as book debts) We will pay any outstanding debts that you are unable to trace, following damage caused by the Standard Covers.	<p>Automatic cover is limited to £5,000 with an option to increase to up to £100,000.</p>	Business Interruption
Loss of Liquor Licence Covers loss of gross profit, or a reduction in the value of the premises, as a result of loss of liquor licence.	<ul style="list-style-type: none">• Standard limit is £100,000 with an option to increase to £250,000 on request.• Some specific causes of loss may be excluded, please see your Policy Wording	Business Interruption

Table I Standard Features & Benefits (continued)

Features and Benefits	Significant Exclusions or Limitations	Policy Section
Liability Insurance		
The following will automatically be included:		
Standard Covers: <ul style="list-style-type: none">• Employers' Liability.• Public/Products Liability.• Legal Defence Costs, in defending proceedings arising from a breach of the Health & Safety at Work Act 1974, the Health & Safety at Work (Northern Ireland) Order 1978 or Part II of the Consumer Protection Act 1987 where there has been no actual injury or damage.	<ul style="list-style-type: none">• Limit of Indemnity for Employers' Liability (Limit £10,000,000 with a £5,000,000 limit for terrorism), Public Liability, Products Liability and Legal Defence Costs are shown in your Policy Schedule.• Cover excludes any Public or Products Liability in connection with advice, design or specification provided for a fee.• Damage to property means material property, but does not include electronic data.• Some other specific events may be excluded, or cover may need to be qualified, please see your Policy Wording.	Liability
Money Insurance		
The following will automatically be included:		
Standard Covers: <ul style="list-style-type: none">• Money in transit, on premises during business hours or in a bank night safe.• Money kept in a locked safe or strongroom in the shop outside of business hours.• Money in your home, not in a locked safe, when occupied by an adult.• Crossed cheques, crossed money orders and crossed postal orders.• Any other money at your premises, not in a locked safe, outside of business hours.	<ul style="list-style-type: none">• £4,000 any one loss, but may be increased to £10,000.• £2,000 any one loss, but may be increased for specified safes.• £500• £250,000• £500• Some specific causes of loss may be excluded, please see your Policy Wording.• Damage to data is excluded.• The amount you must pay in the event of a claim is £50.	Money

Table I Standard Features & Benefits (continued)

Features and Benefits	Significant Exclusions or Limitations	Policy Section
Money Insurance (continued)		
<p>Personal Injury (Robbery)</p> <p>employees sustaining bodily injury during a robbery for:</p> <ul style="list-style-type: none">• Death Benefit - £10,000.• Loss of one or more Limbs or Eyes - £10,000.• PermanentTotal Disablement from gainful employment of any and every kind - £10,000.• TemporaryTotal Disablement from usual occupation - £100 per week.• Clothing and personal effects.• Medical Expenses necessarily incurred.	<ul style="list-style-type: none">• Please see your Policy Wording for specific interpretations of these benefits.• Payable for up to 104 weeks.• Up to £250 per person.• Limited to a maximum of 15% of the TemporaryTotal Disablement benefit.	Money

Table 2 Optional Covers

You may choose to add the following covers to your Shops Policy:

Features and Benefits	Significant Exclusions or Limitations	Policy Section
Terrorism Cover		
Terrorism is excluded from the Property Damage, Money, Business Interruption and Fidelity Insurance Sections. You may choose to add 'All Risks' Terrorism Insurance to the Property Damage and Business Interruption covers.		
Cover is provided arising from acts of terrorism in Great Britain.	<ul style="list-style-type: none">• Terrorism cover cannot be purchased selectively. If you require terrorism cover, it must apply to all your insured property.• Cover will be limited to the Sums Insured that you have selected.• The same exclusions as under the Property Damage and Business Interruption Sections will apply.	Terrorism Extension
Legal Expenses Insurance		
Cover is provided for the costs incurred in pursuing or defending the legal rights of the business in relation to statutory employment and taxation legislation, contract disputes and in pursuit of common law actions against third parties for nuisance or property damage.	<ul style="list-style-type: none">• Limit £100,000 any one event. Any restrictions to this amount are detailed in your Policy Wording (for example: taxation £25,000).• Limit £1,000,000 in any one period of insurance.• Contract dispute claims under £1000 are excluded.• Our consent to pay Legal Expenses must be obtained before any expenses are incurred. Consent will be given only if there is a reasonable prospect of success and it is reasonable for Legal Expenses to be provided in the particular case.• Some specific events are excluded, please see your Policy Wording.	Legal Expenses
Fidelity Insurance		
Cover is provided for loss of money or goods caused by fraud or dishonesty of an employee. The minimum Standards of Control form part of your Policy Wording.	<ul style="list-style-type: none">• Limit of Indemnity £100,000.• Damage to data is excluded.	Fidelity

Table 2 Optional Covers (continued)

Features and Benefits	Significant Exclusions or Limitations	Policy Section
Personal Accident Insurance		
Covers you, Partners and Directors OR All other Employees, subject to an age limit of 16 to 70		
Cover is for: Occupational Accidents Only Or Occupational Accidents and Commuting Cover Or Any accidents (24 hour-a-day cover). The following benefits are for 1 unit of cover (per person): <ul style="list-style-type: none">• Death - £10,000.• Loss of one or more limbs or eyes - £10,000.• Permanent Total Disablement from gainful employment of any and every kind - £10,000.• Temporary Total Disablement from usual occupation - £50 per week.• Temporary Partial Disablement from a substantial part of usual occupation - £20 per week.• Medical Expenses - £2,500.	<ul style="list-style-type: none">• Cover is limited to a maximum of 5 units of cover (per person).• Please see your Policy Wording for specific interpretations of these benefits.• Please see your Policy Wording for specific events and activities that are excluded. <ul style="list-style-type: none">• Payable - up to 104 weeks.• Payable - up to 104 weeks.• £2,500 is the maximum payable, regardless of number of units.	Personal Accident

Table 3 General Conditions & Exclusions and Excesses & Limits

The following apply to the Policy as a whole, regardless of the specific cover you have selected. For full details of these and other exclusions & limits, please read your Policy Wording.

General Conditions and Exclusions	Policy Section
<ul style="list-style-type: none">• If there are any changes to your business, the premises, the property therein, or any other circumstances whereby the risk is increased, you must inform us as soon as reasonably practical. Failure to do so could invalidate your Policy, or result in a claim being rejected.• Nuclear Risks, War and Sonic Bangs are excluded.• Terrorism (part of which can be bought back), Northern Ireland terrorism and Civil Commotion are excluded.	All Various Various
Excesses and Limits	Policy Section
<ul style="list-style-type: none">• Any excesses applicable to your Policy are detailed in your Policy Wording. These amounts must be paid in the event of each and every claim.• Limits may apply to your Policy, please see your Policy Schedule.• Your Policy is subject to The Minimum Standard of Security, this will be shown in your Policy Schedule and Policy Wording.	All

OTHER IMPORTANT INFORMATION

Our complaints procedure

We aim to give customers a high standard of service at all times. If you are unhappy with the service provided for any reason or have cause for complaint, you should initially contact the person who arranged the policy for you or the manager of RSA at the address shown on your Quotation or Schedule, as appropriate. They will tell you what they will do to resolve your concerns and how long it will take. In the unlikely event that you remain dissatisfied and wish to make a complaint, please contact our Customer Relations Office at the address below.

Customer Relations Contact Address:

The Head of Compliance
RSA Northern Ireland Insurance Ltd
Law Society House
Victoria Street
Belfast
BT1 3GN

What to do if you are still not satisfied

If they cannot resolve the matter to your satisfaction, we will provide you with our final response so that you can, if you wish, refer the matter to the Financial Ombudsman Service. If you make a complaint, your right to legal action against us is not affected.

Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London E14 9SR
Tel 0300 123 9 123 or
www.financial-ombudsman.org.uk

Compensation

RSA Insurance Northern Ireland Ltd is a member of the Financial Services Compensation Scheme (FSCS). This provides compensation in case any member goes out of business or into liquidation and is unable to meet any valid claims against its policies. You may be entitled to compensation if we cannot meet our obligations, depending on the circumstances of the claim. Further information about the compensation scheme can be obtained from the FSCS.

Law applicable to the policy

Both you and we may choose the law which applies to this contract. However, unless you and we agree otherwise, the law which applies is the law applicable in the part of the United Kingdom, Channel Islands or the Isle of Man in which you live. Full details will be provided in your Policy documentation.

Renewal and cancellation

Shortly before each policy anniversary we will tell you the premium and terms and conditions that will apply for the following year. If you wish to change or cancel the cover you must tell us before the renewal date.

If you pay by direct debit, we will renew the policy and continue to collect payments unless you tell us, before the renewal date, that you wish to cancel the policy. If you pay by any other method, you must submit a further payment if you wish to renew the policy.

You may cancel your policy at any time by informing us in writing; you will be entitled

to a refund of any premiums already paid for the remaining period of insurance if you have not made a claim during the current policy year.

We may cancel this policy by giving you at least 14 days notice to your last known address (30 days notice will be given if you pay your premium annually); provided you have not made a claim during the current policy year we will refund any premiums already paid for the remaining period of insurance.

Who regulates us?

RSA Insurance Ireland DAC is registered in Ireland under number 148094 with registered office at RSA House, Dundrum Town Centre, Sandyford Road, Dundrum, Dublin 16 and regulated by the Central Bank of Ireland.

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