

Small Business Office Summary of Cover CONTENTS

What is a Summary of Cover

This Summary of Cover was written to provide you with the main features of our Contents insurance. The purpose of this document is to help you understand how contents insurance can protect you and your business without having to read the full policy wording. But please note that this document does not contain the full terms and conditions of your policy. You can find the full terms and conditions of your policy here:

www.travelers.co.uk/small-business-insurance/terms-conditions.aspx.

Insurer details

The Contents insurance is underwritten by Travelers Insurance Company Limited.

What is covered

Our Contents insurance covers damage to the property you use in your shop including equipment, furniture, machinery, stock, glass, works of art (not for sale), signs, and more. We will also cover visitors and your employees personal effects on your premises.

- We will repair or replace your property if it is damaged by a range of causes including:
 - Fire;
 - Lightning;
 - Strike;
 - Aircraft;
 - Theft
 - Storm;
 - Flood;
 - Water leaks;
 - Theft or attempted theft;
 - Explosion (caused by gas leaks etc.);
 - Earthquake;
 - Vandalism;
 - Vehicle collisions with the building;
 - Accidental damage;
 - Subsidence.

- We understand that at times your property may be taken away from your shop premises. We will cover your property while temporarily away from your shop, while at exhibitions, conferences, outside markets where you sell stock, promotional events or trade shows.
- We will cover the deterioration of your stock contained in chilled or freezer units.
- We will cover your stock while temporarily located at a third party premises within the UK.
- We provide an automatic seasonal increase to your stock sum insured including stock contained in chilled or freezer units.
- We will cover your computer equipment, like servers, if they are permanently located at a third party location in the UK.
- You can choose to cover your portable equipment (laptops, tablets) away from your shop either anywhere in Europe or anywhere in the world.
- We will also cover your property while it is being transported by you or others in the UK.
- If the building you occupy as a tenant is damaged, we will cover the rent you must continue to pay if required to by the lease whilst the property is out of action following damage.
- We will cover your computer equipment if it breaks down and also pay for the cost of reinstalling your software and data.
- If you have a claim, we will not reduce your sum insured so it always stays at the level you've told us.
- We will cover your money while on your premises and away from your premises.
- We will cover subsidence to your property.

What isn't covered - significant exclusions or limitations

- We will not cover:
 - Wear and tear, gradual deterioration, dry rot, scratching, vermin or the action of light;
 - Electrical or mechanical breakdown (but we do provide computer breakdown cover);
 - The first part of any claim which you are responsible for (the excess for Contents shown in the Schedule);
 - Property in an unattended vehicle away from your office unless it is out of sight and in a locked boot;
 - Pollution or contamination;
 - Any internal automatic teller machine (ATM) which you fill, all external automatic teller machines (ATMs) and the money inside them;
 - The dishonesty of your employees, partners or directors;
 - Property in the open by wind, rain, sleet, snow, flood, or dust;
 - Any buildings if they are being constructed or renovated;
 - War, terrorism;
 - Civil commotion in Northern Ireland;
 - The use, misuse, unauthorised access or operation of your computers.
- If your premises are unoccupied for more than 30 consecutive days, we will restrict cover.

What you need to do

- The information you have given us is important, as we use this in setting the terms and premium for your insurance. You must take care when answering any questions we ask and ensure that all information provided is accurate and complete.
- If we establish that you've deliberately or recklessly provided us with false or misleading information we will treat this insurance as if it never existed and decline all claims.
- If we establish that you carelessly provided us with false or misleading information it could adversely affect your insurance and any claim.
- If you, or anyone acting on your behalf, makes a claim knowing it to be false or fraudulent in amount or in any other respect, this insurance will become invalid and we will not pay this claim, or any subsequent claim.
- You must read the conditions set out in the terms and conditions of your policy. If you fail to comply with them, we may not pay your claim.
- You must take reasonable steps to prevent claims and comply with your statutory obligations.
- You must make back-up copies of your programmes and data and store them away from your office.
- If your premises are unoccupied for more than 30 consecutive days, you will have to turn off the water supply.
- If you store any stock in your basement, it must be at least 30 centimetres off the floor.
- We require your office to be compliant with a minimum standard of security and construction. Your policy has full details and our security requirements are explained here: www.travelers.co.uk/small-business-insurance/hints-and-tips/security-standards.aspx.
- When we provide you with a quote, we will tell you which minimum security requirement applies to you. We will also tell you in the terms and conditions of your policy.
- If you are making a claim, you must follow the requirements set out in the terms and conditions of your policy.

Policy period

Your insurance policy has a 12-month cover period.

Cooling-off period, cancellation and instalments

You have 14 days from the date you receive your insurance documentation to notify us if you want to cancel your policy. If you cancel your policy during this period we will refund in full any premium you have paid as long as you have not made a change to your policy during the cooling-off period or made a claim.

You may cancel your policy at any time after the cooling-off period by giving us notice in writing. We will refund any premium paid for the remaining period of insurance as long as you have not made any claim.

We can cancel this policy at any time by giving you 30 days' notice in writing. We will refund any premium paid for the remaining period of insurance as long as you have not made any claim.

If you are paying by instalments and your credit agreement has been terminated, we will cancel the policy. Your period of cover will equate to the period for which premium instalments have been paid to us.

If you are paying by instalments and you make a claim or tell us of a possible claim, the annual premium remains due in full. We may deduct any outstanding premiums from any claim amounts that may be due to you.

If you are paying the premium in full, we may cancel the policy if any premium remains unpaid 14 days after the due date. We will give you 7 days' notice in writing and cover will cease on the date that the premium was due.

Alterations during the policy year

We will not apply any administration fees.

If you alter your policy during the policy year which results in you having to pay us an additional premium, we will only charge you that additional premium if it exceeds £5.00 (without any IPT).

If you alter your policy during the policy year which results in us returning some premium to you, we will not return any premium to you that is less than £5.00 (without any IPT). If you cancel your policy, you will receive all of the resulting return premium as long as you have not made any claim.

You should tell us if the e-mail address you provided to us has changed.

Law and language

The Law applicable to this policy is the law of England and Wales or the law of Scotland if your registered address is in Scotland.

The language in this policy and any communication relating to it will be English.

What to do to make a claim

If you wish to make a claim, please contact us on 0800 587 8388 or at ukclaims@travelers.com, or at the following address quoting your policy number: Travelers Insurance Company Limited, Exchequer Court, 33 St. Mary Axe, London, EC3A 8AG.

Please also refer to our on-line guidance on how to make a claim which can be found at www.travelers.co.uk/small-business-insurance/make-a-claim/index.aspx.

For information on how we treat any personal data, please refer to the terms and conditions of your policy and our Cookies and Privacy Policy which can be found at www.travelers.co.uk/small-business-insurance/cookie-privacy-policy.aspx.

What to do if you have a complaint

If you have a complaint, please contact us on 0800 587 8357, email us at ukcomplaints@travelers.com or write to us at the address below quoting your policy number or claim reference if appropriate:

The Compliance Team, Travelers Insurance Company Limited, Exchequer Court, 33 St. Mary Axe, London, EC3A 8AG.

For all our customers, if your complaint cannot be resolved to your satisfaction and you are an eligible complainant (a private individual or a small business), you may refer the matter to the Financial Ombudsman Service (FOS) at the following address:

Financial Ombudsman Service, Exchange Tower, London, E14 9SR.

Email: complaint.info@financial-ombudsman.org.uk.

Website: www.financial-ombudsman.org.uk.

Please note that your complaint needs to be referred to the FOS within six months of receiving our final response.

Compensation

If we are unable to meet our liabilities to policyholders, you may be able to claim compensation from the Financial Services Compensation Scheme. More information on the compensation scheme arrangements can be found on the FSCS website, www.fscs.org.uk.

Our regulatory information

Travelers Insurance Company Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Registered office: Exchequer Court, 33 St. Mary Axe, London, EC3A 8AG. Registered in England 1034343.