



COMPUTER INSURANCE

Policy Summary

Computer Insurance

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This policy is an annually renewable Computer insurance, underwritten by Royal & Sun Alliance Insurance plc. The information below provides a summary of the cover provided. For full terms and conditions of the cover, please refer to the policy document a copy of which is available on request.

This policy can provide you with reinstatement cover against physical loss, destruction or damage to computer equipment.

The policy can provide cover in respect of:

- Computer Equipment
- E-Risk and Virus Hacking
- Additional Expenditure
- Loss of Gross Profit
- Loss of Gross Revenue

The following tables provide a summary of the main policy features and benefits and any significant exclusions and limitations.

For full policy details and our full terms and conditions please read your policy wording, a copy of which will be provided upon completion of your insurance contract, or at any time on request.

Other Important Information

This section of the Policy Summary provides important information on:

- Law and language applicable to the policy
- Our complaints procedure

Table 1 Standard Features and Benefits

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

FEATURES & BENEFITS	SIGNIFICANT EXCLUSIONS OR LIMITATIONS
<p>Standard Cover:</p> <p>Insurance in respect of damage to computer and ancillary equipment, software and current and back up computer records whilst situated or in transit anywhere in the world.</p> <p>Insurance in respect of damage, loss of information or interruption with the computer operations of the business from</p> <ol style="list-style-type: none"> i) The transmission or impact of any virus. ii) Unauthorised access to a system. iii) Failure of a system. iv) Damage arising out of any misinterpretation, use or misuse of data. <p>In the event of loss of information the Company will pay the costs incurred by the Policyholder to reinstate such information.</p> <p>In the event that the operation of the business is interrupted by an insured event, the Company will pay the additional expenditure incurred by the Policyholder.</p> <p>In the event that the operation of the business is interrupted by an insured event, the Company will pay the profit or revenue lost by the Policyholder as a direct result.</p> <p>In the event of an insured loss you will be covered for the value of the property destroyed, or the cost of repair, or, at the company's option, reinstatement or replacement, from any cause not excluded by your policy.</p>	<p>The Policy does not cover:</p> <ul style="list-style-type: none"> • More than 10% of the computer equipment sum insured or £100,000 whichever is less for computer equipment cover outside of the UK and/or whilst in transit. • More than £5,000 for theft of computer equipment from unattended vehicles. • Damage to or loss of information from computer equipment for which cover is provided under a maintenance agreement. • Computer equipment for lease, hire, loan or sale. • Computer equipment belonging to a third party. • More than £100,000 or any limit of liability stated in the schedule for E-risk, virus and hacking. • Expendable or consumable parts. • Light sources or scratching or scoring of lenses. • Electronic components of limited design life. • Loss of profit or revenue as a result of breakdown of any equipment that has not run satisfactorily for a minimum period of 1 month. • Deliberate withdrawal of supply or service. • Failure of telecommunications systems due to a deliberate act of the telecommunications authority or non approved use by the policyholder.
	<p>The Policy does not cover:</p> <ul style="list-style-type: none"> • Failure of satellite or atmospheric conditions. • Corrosion or erosion and wear and tear. • Pollution or Contamination. • Equipment housed in buildings of non-standard construction. • Unproven software. • Storage of equipment that does not follow the manufacturer's recommendations. • Damage caused by radioactive contamination. • Interference with electronic means of communication. • Damage occurring prior to successful completion of commissioning. • Damage occurring underground, or in water or in the air, other than scheduled air or sea services.

Table 1a Additional Features and Benefits

Included in your Computer Policy.

FEATURES & BENEFITS	SIGNIFICANT EXCLUSIONS OR LIMITATIONS
<p>Standard Cover:</p> <ul style="list-style-type: none"> • Accidental discharge of gas flooding systems. • Additional property during the period of insurance. • Automatic restoration of the sum insured following a loss. • Computer virus seek and destroy. • Consulting engineers fees / repair investigation costs. • Removal of debris caused by damage. • Incompatibility of computer records. • Indemnity to parent and subsidiary companies. • Research and development costs. • Security Guard Costs. • Temporary repairs and/or expediting costs. • Additional lease or rental charges. • Cost of Recovery. • Waste Electrical & Electronic Equipment Disposal Costs. 	<p>The Policy does not cover:</p> <ul style="list-style-type: none"> • A limit of £50,000 applies. • A limit of 20% of the computer equipment sum insured or £250,000 whichever is less applies. • A limit of £10,000 applies. • A limit of 10% of the computer equipment sum insured or £10,000 whichever is less applies. • A limit of £50,000 applies. • A limit of 10% of the computer equipment sum insured or £50,000 whichever is less applies. • A limit of £50,000 applies. • Limited to the sums insured stated in the policy/ schedule. • A limit of £25,000 applies. • A limit of £10,000 applies • A limit of £50,000 applies. • A limit of £10,000 applies. • A limit of £10,000 applies. • A limit of £25,000 applies.

Table 2 General Conditions and Exclusions

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

GENERAL CONDITIONS & EXCLUSIONS

- 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 immediately.
- Nuclear risks and war are excluded.
- Terrorism (which can be bought back).

EXCESSES & LIMITS

- Any Policyholder's Contribution or exclusion period applicable to your policy are detailed in your policy wording and schedule. These amounts must be paid in the event of each and every claim.
- Limits may apply to your policy, please refer to your policy wording and schedule for details.

Important Information

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 are based. Full details will be provided in your policy documentation.

Financial or Trade Sanctions

Royal & Sun Alliance Insurance plc is unable to provide insurance in circumstances where to do so would be in breach of any financial or trade sanctions imposed by the United Nations or any government, governmental or judicial body or regulatory agency. Full details will be provided in your policy documentation.

Compensation

Royal & Sun Alliance Insurance plc 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.

Complaints Procedure

OUR COMMITMENT TO CUSTOMER SERVICE

At RSA we are committed to going the extra mile for our customers. If you believe that we have not delivered the service you expected, we want to hear from you so that we can try to put things right. We take all complaints seriously and following the steps below will help us understand your concerns and give you a fair response.

Our complaints process

Step 1

If your complaint relates to your policy then please contact the sales and service team in the office which issued the Policy or your Broker. If your complaint relates to a claim then please call the claims helpline number shown in your policy booklet.

We aim to resolve your concerns by close of the next business day. Experience tells us that most difficulties can be sorted out within this time

Step 2

In the unlikely event that your concerns have not been resolved within this time, your complaint will be referred to our Customer Relations Team who will arrange for an investigation on behalf of our Chief Executive.

Their contact details are as follows:

Post: RSA Customer Relations Team
P O Box 255
Wymondham
NR18 8DP

Email: crt.halifax@uk.rsagroup.com

Our promise to you

We will:

- Acknowledge all complaints promptly
- Investigate quickly and thoroughly
- Keep you informed of progress
- Do everything possible to resolve your complaint
- Use the information from your complaint to proactively improve our service in the future.

Once we have reviewed your complaint we will issue our final decision in writing within 8 weeks of the date we received your complaint.

If you are still not happy

If you are still unhappy after our review, or you have not received a written offer of resolution within 8 weeks of the date we received your complaint, you may be eligible to refer your case to the Financial Ombudsman Service .

The Financial Ombudsman Service is an independent body that arbitrates on complaints.

They can be contacted at:

Post: Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall London E14 9SR

Telephone: 0800 0234567 (for landline users)
0300 1239123 (for mobile users)

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

You have six months from the date of our final response to refer your complaints to the Financial Ombudsman Service. This does not affect your right to take legal action, however, the Financial Ombudsman Service will not adjudicate on any case where litigation has commenced.

Thank you for your feedback

We value your feedback and at the heart of our brand we remain dedicated to treating our customers as individuals and giving them the best possible service at all times. If we have fallen short of this promise, we apologise and aim to do everything possible to put things right.

