

This is a summary of the 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 carefully when you receive it.

Name of the Insurer

The insurer of the policy is Aviva Insurance Limited.

Type of Insurance and Cover

This policy is designed to meet the insurance needs of property owners with a portfolio of up to 10 commercial properties. It is also designed to cover residential elements of such commercial property.

The policy can cater for buildings with a sum insured per location of up to £2 million and provides a core element of cover whilst allowing tailoring of the product to meet the customer's needs with optional covers.

Key Covers, Features and Exceptions

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

Asset Protection

Cover, Features and Benefits	Exceptions and Limitations
<p>Property Damage (Core Cover) Provides cover for Buildings and Contents (where covered) on an All Risks basis including Subsidence.</p> <p>Cover includes:</p> <ul style="list-style-type: none"> • Automatic cover up to £1,000,000 for newly acquired or erected property, with up to £250,000 for alterations and improvements • Loss of metered water, gas or electricity up to £10,000 • Damage to landscaped gardens and grounds up to £25,000 • Up to £2,500 for replacement locks if keys are lost due to theft or attempted theft • Cover for buildings in the period between exchange of contract and completion • Removal of debris following a loss • Reasonable costs and expenses incurred to refill, recharge, replace or reset risk protection equipment • Costs and expenses incurred in locating and repairing the actual source of damage caused by escape of water or oil from any tank, apparatus or pipe up to £25,000 <p>Optional Cover</p> <ul style="list-style-type: none"> • Terrorism 	<p>Please refer to the Property Damage Section of the policy booklet</p> <ul style="list-style-type: none"> • The first part of any claim (the excess) • Wear and tear, gradual deterioration, faulty design, materials or workmanship • Mechanical or electrical breakdown or derangement • Pollution or contamination unless resulting from a loss covered by the policy • Acts of fraud or dishonesty • Damage to moveable property in the open, including fences and gates, by wind, rain, hail, sleet, snow, flood or dust.

Revenue Protection

Cover, Features and Benefits	Exceptions and Limitations
<p>Business Interruption – Loss of Rent (Core Cover) Interruption to the business following an insured loss under the Property Damage section which results in the shortfall in rental income during the indemnity period selected.</p> <p>Cover includes:</p> <ul style="list-style-type: none"> Any additional expenses incurred which assists in preventing or reducing a drop in rental income, such as the cost of provisional repairs Accountant’s fees incurred in producing information required by us in preparation of a claim Loss of income due to damage to a nearby property that prevents tenants gaining access to the premises A reduction in income due to accidental failure of the public electricity, gas, water or telephone supply at the terminal end of the suppliers feed to the premises Loss of rent due to damage at managing agents premises. <p>Optional Cover</p> <ul style="list-style-type: none"> Terrorism 	<p>Please refer to the Business Interruption – Loss of Rent Section of the policy booklet</p> <ul style="list-style-type: none"> Losses excluded under the Property Damage section of the policy.

Legal Liabilities

Cover, Features and Benefits	Exceptions and Limitations
<p>Public and Products Liability (Core Cover) Protection against legal liability to pay compensation in respect of personal injury to third parties and loss or damage to their property, including obstruction, trespass, nuisance, interference, wrongful arrest and eviction.</p> <p>Cover includes:</p> <ul style="list-style-type: none"> Actions under the Defective Premises Act Contingent motor third party liability arising out of the use of vehicles not owned by the policyholder within the UK Legal liability for accidental damage to employees’ and visitors’ personal belongings Legal fees and expenses defending prosecutions under relevant Health & Safety legislation Court attendance costs in connection with a claim Legal liability for financial loss, subject to a maximum in any one period of insurance of £500,000 Legal fees and expenses arising from the Corporate Manslaughter and Corporate Homicide Act 2007. 	<p>Please refer to the Public and Products Section of the policy booklet</p> <ul style="list-style-type: none"> The first part of any claim (the excess) Cover for acts of terrorism is limited to £2,000,000 per event or the amount stated in the schedule, whichever is lower Loss or damage to property in the custody or control of the policyholder Liability arising out of products supplied in the knowledge that they could affect the navigation, propulsion or safety of any aircraft or other aerial device Injury to employees Pollution unless caused by a sudden and identifiable incident 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.

Legal Liabilities

Cover, Features and Benefits	Exceptions and Limitations	Cover, Features and Benefits	Exceptions and Limitations
<p>Employers' Liability (Optional Cover) Protection against legal liability to pay compensation in respect of bodily injury to employees up to a limit of indemnity of £10,000,000 including costs and expenses.</p> <p>Cover includes:</p> <ul style="list-style-type: none"> • Legal fees and expenses in defending prosecutions under relevant health and safety legislation • Worldwide cover for employees normally resident in the UK who are temporarily working overseas. • Work experience and government scheme trainees • Legal fees and expenses arising from the Corporate Manslaughter and Corporate Homicide Act 2007. <p>Property Owners Legal Protection Protection for legal costs and expenses arising from specified civil and criminal incidents in connection with your business. A limit of indemnity of £100,000 will apply except for Residential Tenant Default, where the maximum limit is £25,000.</p> <ul style="list-style-type: none"> • Property Protection (core) - Protection for civil action following any event causing or likely to cause physical damage to your property or any nuisance or trespass • Residential Repossession (optional) Defending your legal rights to get possession of the premises that you have let under an assured shorthold tenancy, a short assured tenancy or an assured tenancy. 	<p>Please refer to the Employers' Liability Section of the policy booklet</p> <ul style="list-style-type: none"> • Cover for acts of terrorism is limited to £5,000,000 per event • Liability in respect of liquidated damages, penalty clauses and fines • Work in or on or travel to or from any offshore installation or support vessel • Bodily injury to an employee carried in or on, entering or alighting a vehicle or where Road Traffic Act legislation applies. <p>Please refer to the Property Owners Legal Protection Section of the policy</p> <ul style="list-style-type: none"> • Goods in transit, lent or hired out or at premises that are not occupied by the business unless these are for installation or to be used in work carried out by the business • Motor vehicles owned, hired or leased by an insured person other than damage to motor vehicles where they are in the business of selling motor vehicles or used by an insured person 	<p>Cover, Features and Benefits</p> <ul style="list-style-type: none"> • Residential Tenant Default (optional) Protection for the rent owed to you, up to the vacant possession under an assured shorthold tenancy, a short assured tenancy or an assured tenancy. • Commercial Lease Protection (optional) Defending your legal rights in a dispute with a tenant arising from a breach or alleged breach of the tenancy. • Legal Defence (optional) - Defence for you or an employee acting on your behalf if any criminal action or certain civil action is taken against you for any non-motor related incident arising in connection with the business, including prosecution under health and safety legislation and data protection rules. • Contract Disputes (optional) - Cover is provided to negotiate disputes relating to a contract you have entered into with a customer or supplier for the purchase or sale of goods or service where the amount in dispute exceeds £250. • Debt Recovery (optional) – Cover is provided to negotiate the recovery of money and interest due from the sale or provision of goods or services where the amount in dispute exceeds £250. <p>(Cover also includes Tax Protection, Employment Disputes and Compensation Awards, Bodily Injury and Statutory Licence Protection)</p>	<p>Exceptions and Limitations</p> <ul style="list-style-type: none"> • For residential repossession, any dispute that arises within the first 90 days of cover for an existing tenancy agreement and, any claims where any government, public or local authority legally obtained the property. • For residential tenant default, claims for more than 12 months payments, the first calendar month rent owed and any amount in excess of £25,000. • For Commercial Lease Protection, any claim where the cause of action arises within 90 days of the start of the cover. • For Debt Recovery, a claim must be made within 90 days of the money becoming due. <p>If a solicitor is required to deal with your legal problem, we will appoint one from the approved panel. These solicitors have been carefully chosen as experts in the areas of the law covered by the policy and are required to comply with strict service standards.</p>

Duration of Policy

The policy will remain in force for 12 months from date of commencement, or as otherwise shown on your policy schedule.

Cancellation

There are no statutory cancellation rights under this policy.

How to Claim

If you need to make a claim please call our claims line on **0800 015 1498**. Our line operates 24 hours a days, 365 days a year. Please have your policy number to hand when calling.

Complaints Procedure

We hope that you will be very happy with the service that we provide. However, if for any reason you are unhappy with it, we would like to hear from you.

In the first instance, please contact your insurance adviser or usual Aviva point of contact.

Aviva is covered by the Financial Ombudsman Service. If you have complained to us and we have been unable to resolve your complaint, you may be entitled to refer it to this independent body. Following the complaints procedure does not affect your right to take legal action.

Financial Services Compensation Scheme

We are members of the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations, depending on the type of insurance and circumstances of your claim.

