



redefining / standards

# Offices & Surgeries summary of cover

September 2014

## Why choose AXA's Offices & Surgeries Insurance policy?

The Office & Surgeries Insurance offers a range of covers and caters for customers who operate from up to 10 locations. Cover applies to Great Britain, Northern Ireland, the Isle of Man and the Channel Islands and additionally in respect of business liability to temporary visits abroad.

### We offer cover for

- Contents
- Employers liability
- Public liability
- Buildings
- Business interruption
- Specified all risks
- Computer breakdown
- Legal Expenses
- Terrorism

### Someone to help you when you need it

As accidents and incidents don't only happen between 9am and 5pm the Offices & Surgeries Insurance provides a 24 hour emergency helpline to ensure there's someone to help you when you need it most. A legal and tax helpline, providing free advice, is also available Monday to Friday between the hours of 9am to 5pm.

### Glass replacement service

Broken glass? Not to worry, the Offices & Surgeries Insurance offers a 24 hour replacement service which can fix windows, doors or partitions. Just call and assistance can be provided.

### Inflation protection

The Offices & Surgeries Insurance helps to take away the burden of keeping your buildings and contents sums insured in line with inflation – we use recognised independent cost indices to amend your sums insured to reflect inflation.

### Expert loss management

We take on the burden of negotiating with third parties on your behalf, allowing you to concentrate on running your business.

### About this document

This document provides details of the key features of the cover and any significant exclusions and conditions. It does not contain the full terms and conditions of your insurance. You can find the full terms and conditions of the product in the policy document. This information is provided to you for information purposes only and does not form part of your insurance contract. A copy of the full policy wording is available on request.

## Offices and Surgeries summary of cover

### Contents

Cover offered	Standard cover
Cover for computers and electronic equipment, and all other contents where selected by you	Up to the sums insured selected by you
Fire and specified causes including accidental damage subject to certain exclusions	✓
Loss of metered water charges	Up to £10,000 per claim
Breakage of fixed glass	Up to £2,500 per claim
Damage to fixed signs	Up to £1,000 in any one period of insurance
Goods in transit	Up to £2,000 in any one vehicle
Cost of replacement locks and keys following theft	Up to £2,500 in any one period of insurance
Exhibition and trade fair cover	Up to £5,000 per claim
Deterioration of stock cover	Up to £5,000 in any one period of insurance
Option to include subsidence cover	

### Business interruption

Cover offered	Standard cover
Loss of business income following a claim under the Buildings or Contents section. Cover can be taken on a full gross income or increased cost of working only basis	£250,000 gross income with a 12 month indemnity period unless you choose a different sum insured, indemnity period or basis of cover
Cover for outstanding debit balances where records are lost following damage	Up to the book debts sum insured
Denial of access to as a result of damage to premises in the vicinity	Up to the gross income sum insured
Failure of public utilities	Up to the gross income sum insured subject to a three month indemnity period

### Loss of money

Cover offered	Standard cover
Loss of money	
1 money during business hours	1 £5,000
2 money in a bank night safe	2 £5,000
3 money in a locked safe when closed for business	3 £3,000
4 money in transit	4 £5,000
5 money not in a locked safe when closed for business	5 £500
	You can change limits 1 to 4 if you need to

## Offices and Surgeries summary of cover – Standard covers *continued*

### Employers liability

Cover offered	Standard cover
Employers liability	£10million limit of cover (certain inner limits apply)

### Public liability

Cover offered	Standard cover
Limit of indemnity	Flexibility to select a limit of cover from £1million to £5million (certain inner limits may apply)

## Offices and Surgeries summary of cover – Optional covers

### Buildings

Cover offered	Standard cover
Buildings including architects, surveyors, legal and consulting engineers fees	Up to the sums insured selected by you
Fire and specified causes including accidental damage subject to certain exclusions	✓
Cables and underground pipes as a result of insured damage	✓
Cover for tracing and accessing the source of damage to leaking underground pipes	Up to £25,000 any one period of insurance
Option to include subsidence cover	

### Theft by employees

Cover offered	Standard cover
Theft of money by employees	Up to a limit of £5,000

### Specified all risks

Cover offered	Standard cover
Specified all risks	For the area covered and sum insured selected by you. Cover can be selected for UK only, Europe or worldwide

## Offices and Surgeries summary of cover – Optional covers *continued*

### Legal expenses

<b>Cover offered</b>	<b>Standard cover</b>
Claims made during the period of insurance Cover includes Contract disputes, Data protection, Criminal prosecution defence, Employment disputes, Personal injury, Property disputes, Statutory licence and Tax protection	£50,000 per claim and £500,000 any one period of insurance

Legal expenses cover is administered by Arc Legal Assistance Ltd, The Gatehouse, Lodge Park, Lodge Lane, Colchester, Essex CO4 5NE.

### Terrorism

<b>Cover offered</b>	<b>Standard cover</b>
Damage caused by terrorist acts	Up to the sum insured under each section

## Significant or unusual exclusions, conditions and limitations

Exclusion, condition or limitation	Applicable section(s)
You must tell us about any changes that may affect our assessment of the risk	All
You must disclose all information relevant to this insurance and not make any statement which is incorrect	All
Special terms apply to empty buildings – you must tell AXA immediately if any premises become empty	All
Minimum security conditions apply	Buildings and Contents
Tree inspection and pruning condition	Buildings and Contents when subsidence cover is taken
Flat roof inspection condition	Buildings
Electronic equipment security condition	Contents
Money in transit condition	Contents (money cover)
Key security condition	Contents (money cover)
Before any Legal expenses are incurred you must consult the Legal advice helpline to seek and follow advice given and receive approval	Legal expenses
Excludes manual work away from the premises	Employers liability and Public liability

## Standard excesses

Section	Standard excess
<b>Buildings, Contents and Specified all risks</b>	
(a) Fire, lightning, explosion, aircraft or earthquake	No excess
(b) All other insured damage (where an excess applies)	£300 (option to vary between £100 and £1,000)
Subsidence minimum excess (Optional cover)	£1,000
Deterioration of stock	20% of any loss where frozen food cabinet, freezer, cold room, cold store or chilled cabinet is over 10 years old
<b>Public liability</b>	
Property damage	£300
<b>Legal expenses</b>	
Contract disputes	£250
Statutory licence protection	£250

## **Policy duration**

This is an annually-renewable policy.

## **Sum insured**

Correct values at risk must be advised to us. If the sums insured you request are not adequate this will result in the amount we pay in the event of a claim being reduced. You should review your sums insured and levels of cover regularly to ensure these remain adequate.

## **Law applicable**

You and we can choose the law which applies to this policy. We propose that the Law of England and Wales apply. Unless we and you agree otherwise, the Law of England and Wales will apply to this policy.

## **Making a complaint**

If you have a complaint about your policy you should contact the agent or AXA office where it was bought.

If your complaint relates to a claim on your policy please contact the department dealing with your claim.

If we have given you our final response and you are still not satisfied you may be eligible to refer your case to the Financial Ombudsman Service (FOS). If applicable, you will receive details of how to do this at the appropriate stage of the complaints process.

## **Financial Services Compensation Scheme (FSCS)**

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme in the unlikely event we cannot meet our obligations to you. This depends on the type of insurance, size of the business and the circumstances of the claim.

Further information about the compensation scheme arrangements is available from the FSCS ([www.fscs.org.uk](http://www.fscs.org.uk)).

**This document is available in other formats.**

If you would like a Braille, large print or audio version, please contact your insurance adviser.

**[www.axa.co.uk](http://www.axa.co.uk)**