



## Commercial Combined Insurance

POLICY SUMMARY

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# MG INSURANCE CONSULTANTS LIMITED

## Commercial Combined Policy Summary

The information provided in this Policy Summary is key information You should read.

This Policy Summary does not contain the full terms and conditions of Your Commercial Combined Insurance Policy. The full terms and conditions can be found in the policy document.

### YOUR INSURER

This policy is underwritten by **Certain Underwriters at Lloyd's**, who are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

### PERIOD OF INSURANCE

The policy period is detailed in Your Schedule. The policy is normally valid for 12 months and renewable annually.

The policy is a complex document and contains a large number of specific terms relevant in specific circumstances. Many of these terms may however be extended, curtailed or removed in individual cases, depending on the nature of the risks being insured and those covers requested. The policy may also contain warranties describing actions that You must take or avoid for any cover to operate.

**If the amount insured is not as much as the value of the items you are trying to insure, then any claim may not be payable in full.**

**Please use the following descriptions of cover with the corresponding sections in the full policy wording. All sections are optional and are not included in the policy unless selected.**

### SECTION 1 – BUILDINGS AND CONTENTS

#### Significant Features and Benefits of Cover (if selected)

- Damage to Buildings and Contents by any Peril shown in the Schedule applicable to this Section during the Period of Insurance.
- Loss of Rent if the Buildings are unfit for occupation as a result of the Damage.
- The cost of replacement locks and keys following theft of keys to the Premises, up to £2,500 during any one Period of Insurance.
- Additional metered water charges incurred following Damage to the water installation at the premises, up to a maximum of £10,000 during any one Period of Insurance.
- Cover for tracing and making good leaking underground pipes and drains, subject to a limit of £1,000.
- Contents cover when temporarily removed for cleaning, renovation, repair or similar purposes.

### **Significant and Unusual Exclusions or Limitations**

- Damage to goods by storm, flood or escape of water if stored at or below ground level unless racked 15cm off the floor.
- Damage caused by theft or attempted theft not involving violent and forcible entry or exit.

Check your policy schedule for any special conditions or warranties applicable to the cover available under this section.

## **SECTION 2 – BUSINESS INTERRUPTION**

### **Significant Features and Benefits of Cover (if selected)**

- Loss of Business income resulting from Damage covered under Section 1 – Buildings and Contents
- Covers any reasonable charges payable by You to Your professional accountants for producing evidence of financial loss.
- Includes Interruption to Your Business as a result of Damage to neighbouring premises which prevents access to the property.

## **SECTION 3 – BOOK DEBTS**

### **Significant Features and Benefits of Cover (if selected)**

- Cover for outstanding debts that you are unable to trace following Damage to your books of account covered under Section 1 – Buildings and Contents.

### **Significant and Unusual Exclusions or Limitations**

- If there are fire-resisting safes or cabinets at the Premises, your books must be kept in such safes or cabinets when not in use.

## **SECTION 4 – ALL RISKS ON SPECIFIED ITEMS**

### **Significant Features and Benefits of Cover (if selected)**

- Cover for lost, destroyed or damaged Specified Items with an appropriate Sum Insured noted in the Schedule, within the Premises or Geographical Limits specified.

## **SECTION 5 – GLASS**

### **Significant Features and Benefits of Cover (if selected)**

- Cover for Glass, sanitary ware, neon signs or light boxes following Damage to the Property covered by Section 1 – Buildings and Contents.
- Payment for any reasonable temporary boarding-up costs pending repair.
- Costs for repairing or reinstating window frames and contents, plus alarm foil, lettering, painting, silvering or other ornamental work forming part of and attached to the Glass sum insured specified in the Schedule.

## SECTION 6 – MONEY AND PERSONAL INJURY

### Significant Features and Benefits of Cover (if selected)

- Money in Transit, in the premises during business hours and in any bank safe covered to the limit shown in your quotation.
- Money in a locked safe outside of business hours.
- Bodily injury as a result of assault, robbery or hold up.

### Significant and Unusual Exclusions or Limitations

- For higher amounts of Money in Transit, an increased number of accompanying employees or the use of a security company may be required. See the Custodian Condition on your policy schedule for further details.
- Loss of Money arising from the dishonesty of an employee which is not discovered within 7 days.

## SECTION 7 – GOODS IN TRANSIT

### Significant Features and Benefits of Cover (if selected)

- Goods in Transit which are lost, destroyed or damaged by any accidental cause, including Property being loaded/unloaded from any disclosed Vehicles or kept in temporary warehousing during Transit for a period not exceeding 30 days.

### Significant and Unusual Exclusions or Limitations

- This cover relates to Goods in Transit within the United Kingdom, the Channel Islands, the Isle of Man and the Republic of Ireland only.
- Theft of goods from unattended vehicles is generally excluded unless the vehicle is in a locked building or compound.

## SECTION 8 – DETERIORATION OF STOCK

### Significant Features and Benefits of Cover (if selected)

- Damage caused by deterioration or putrefaction occurring during the Period of Insurance to specified goods stored in cold storage.

## SECTION 9 – LOSS OF LICENCE

### Significant Features and Benefits of Cover (if selected)

- The depreciation in the value of the interest in the property as a result of the Loss of Licence to retail alcohol.
- Cover for costs and expenses incurred by You, with the written consent of the Insurers, in connection with any appeal against the forfeiture of or refusal to renew the Licence.

## LEGAL JURISDICTION

Underwriters will indemnify the Insured against their legal liability to pay damages (including claimants' costs, fees and expenses) in accordance with the law of the United Kingdom.

## SIGNIFICANT GENERAL EXCEPTIONS

It is a condition precedent to the liability of Underwriters that the Insured does not manufacture, mine, process, distribute, test, remediate, remove, store, dispose, sell or use asbestos, or materials/products containing asbestos.

## LIABILITIES

This policy does not provide cover the following:

- Public Liability
- Employers Liability
- Products Liability

Check your policy schedule to see if this cover is operational with an additional insurer.

## EXCESS

The excesses applicable to this Policy vary according to the different insured perils (e.g. fire, flood, theft) – please refer to your Schedule for the excess levels applicable to Your Policy.

## CLAIMS PROCEDURE

In the first instance claims should be notified to Your insurance broker.

## COMPLAINTS PROCEDURE

If You have a Complaint which relates to either Your Policy or to a claim which You have submitted under Your Policy then please raise this in the first instance with Your broker who will aim to resolve Your concerns by the close of the next business day.

If Your broker is unable to deal with Your concerns the matter will be forwarded onto Your Insurer via Your Insurance provider, who is:-

**MG Insurance Consultants Ltd**  
**Staley House**  
**Hassall Street**  
**Stalybridge**  
**Cheshire**  
**SK15 2LF**

Whilst reviewing Your complaint Your Insurer will:

- Acknowledge Your complaint promptly
- Investigate Your complaint quickly and thoroughly
- Keep You informed of the progress of Your complaint
- Do everything possible to resolve Your complaint

Your Insurer is obliged to provide You with a written offer of resolution within 8 weeks of the date Your complaint was received.

If You are unhappy with the final decision made by Your Insurer, You may be eligible to refer Your case to the Financial Ombudsman Service (FOS). The FOS is an independent body that arbitrates on complaints.

The FOS can be contacted at the following address:

Financial Ombudsman Service  
South Quay Plaza  
183 Marsh Wall  
London E14 9SR  
Telephone: 0800 0234567 (for landline users)  
Telephone: 0300 1239123 (for mobile users)  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

You have six months from the date of the final response from Your Insurer to refer Your complaint(s) to the FOS. This does not affect Your right to take legal action, however, the FOS will not adjudicate on any case where litigation has commenced.

## CANCELLATION RIGHTS

You have the right to cancel the insurance policy within 14 days of receiving the policy documentation and receive a full refund of any premium paid, provided that there have been no claims either paid, reported or outstanding. To exercise Your right to cancel, contact the Broker who arranged this cover for You.

## COMPENSATION

Your Insurers are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme in the unlikely event that they cannot meet their obligations. Further details can be obtained from [www.fscs.org.uk](http://www.fscs.org.uk).

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