

## Product Summary

Please read this document carefully. Full terms and conditions can be found within the Policy Document.

### NIG Retailer Insurance Policy

The Retailer policy is underwritten by The National Insurance and Guarantee Corporation Limited and will run for 12 months or as shown on the schedule.

Please refer to your policy schedule for full details of any endorsements or excesses that may apply.

#### STANDARD COVER

##### Trade Contents (Policy Section 2)

Cover	Extensions included as standard (subject to certain limits)	Conditions	Exclusions
<ul style="list-style-type: none"> <li>Available on a "Specified Contingencies" or an "All Risks" basis</li> <li>Engineering breakdown is included</li> <li>Subsidence is available as an option in most cases</li> </ul>	<ul style="list-style-type: none"> <li>Underground Services</li> <li>Theft damage to buildings</li> <li>Temporary removal of contents for cleaning, renovation, repair or similar purposes up to a limit of 20% of the sum insured</li> <li>Cost of replacing locks following loss of keys, by theft or robbery (up to £1,000 )</li> <li>Seasonal Increases for Stock</li> <li>Removal of debris</li> <li>Loss of Oil and Metered Water (up to £5000 during any one period of insurance)</li> <li>Attractive Commodities – Cover includes tobacco and/or wines and spirits up to £200 when not specifically mentioned in the schedule</li> <li>Damage by Emergency Services (up to £1,000 during any one period of insurance)</li> <li>Capital Additions up to a limit of 10% of the sum insured or £50,000, whichever is less</li> <li>Cover whilst at exhibitions, excluding theft unless involving forcible and violent entry to or exit from the exhibition premises (up to £1,000)</li> <li>Lottery Equipment</li> </ul> <p><b>ENGINEERING DAMAGE</b></p> <ul style="list-style-type: none"> <li>Contamination by a hazardous Substance (up to £6,000)</li> <li>Electronic Business Machines (up to £50,000)</li> <li>Expediting Expenses (up to £15,000)</li> <li>Perishable Goods (up to £15,000)</li> </ul>	<ul style="list-style-type: none"> <li>Sums Insured subject to Index Linking</li> <li>Basis of settlement varies for Stock and Trade Contents</li> <li>Reinstatement of Sum Insured following a loss</li> </ul>	<ul style="list-style-type: none"> <li>Various exclusions apply to vacant or disused premises</li> <li>Change in water table level</li> <li>Theft, other than theft involving forcible and violent entry to or exit from buildings</li> <li>Damage to property in the open</li> <li>Damage to Stock in Trade resulting from storm, flood, escape of water, leakage of fuel or beverages unless stored at least six inches above floor level</li> <li>Property more specifically insured</li> <li>Damage by confiscation by authorities</li> <li>Damage to any particular piece of equipment or appliance by self ignition, short circuit excess pressure etc</li> <li>Damage to glass and sanitaryware other than resulting from fire, lightning or explosion</li> <li>Damage to electrical signs</li> <li>Any loss only discovered during stocktaking</li> <li>Engineering Damage to computers and electrical equipment unless covered by a maintenance agreement</li> <li>Negligent breakdown</li> <li>Motor vehicles, caravans, boats and accessories</li> <li>Engineering Damage resulting from wear and tear, deterioration and other gradually operating causes</li> <li>Damage caused by the bursting of a boiler due to steam pressure other than in respect of engineering damage</li> </ul>

## Trade Contents (Policy Section 2) - continued

Cover	Extensions included as standard (subject to certain limits)	Conditions	Exclusions
			<p>If "All-Risks" cover is selected, the following additional exclusions apply:</p> <ul style="list-style-type: none"> <li>• Wear and tear, the action of light and atmosphere</li> <li>• Any process of cleaning, dyeing, restoring or repairing</li> <li>• Corrosion, wet or dry rot, scratching or bruising</li> <li>• Inherent vice, latent defect, gradual deterioration</li> <li>• Faulty or defective workmanship</li> <li>• Erasure or distortion of information on computer systems</li> <li>• Damage to property in transit</li> </ul>

## Public and Employers' Liability (Policy Section 3)

Cover	Extensions included as standard (subject to certain limits)	Conditions	Exclusions
<ul style="list-style-type: none"> <li>• Employers' Liability, indemnity limit up to £10 Million (inclusive of legal costs) unless otherwise shown on the schedule</li> <li>• Public Liability, indemnity limit up to £2 Million (any one occurrence) unless otherwise shown on the schedule</li> <li>• Products Liability, indemnity limit £2M (in total during any one period of insurance) unless otherwise shown on the schedule</li> </ul>	<ul style="list-style-type: none"> <li>• Cross Liabilities</li> <li>• Motor Contingent Liability</li> <li>• Personal Liability</li> <li>• Defective Premises Act 1972</li> <li>• Health &amp; Safety at Work Act 1974</li> <li>• Consumer Protection and Food Safety Acts</li> <li>• Damage to Leased &amp; Rented Premises</li> <li>• Employees Personal Effects</li> <li>• Wrongful Arrest</li> <li>• Compensation for Court Attendance connected to a claim (up to £250 per day)</li> <li>• Unsatisfied Court Judgements</li> <li>• Additional Persons Insured</li> <li>• Injuries to Working Partners</li> <li>• Non-Manual Work Overseas</li> <li>• Data Protection Act 1998</li> </ul>	<ul style="list-style-type: none"> <li>• Operation/maintenance requirements apply in respect of solarium &amp; sun-bed equipment</li> </ul>	<ul style="list-style-type: none"> <li>• Injury to Employees resulting from being in or on any of Your vehicles whilst on the road under terms of part VI of the Road Traffic Act 1988</li> <li>• Excluding manual work way from Your premises (other than collection or delivery)</li> <li>• Any mechanically propelled vehicle</li> <li>• Any water or aircraft</li> <li>• Professional negligence, wrongful or inadequate treatment, examination, prescription or advice given</li> <li>• Damage to that part of property worked on</li> <li>• Pollution or contamination unless from a sudden and identifiable unintended and unexpected incident</li> <li>• Products supplied</li> <li>• Liquidated damages, fines or penalties</li> <li>• Punitive, exemplary or aggravated damages</li> </ul>

## Loss of Income and Loss of Book Debts (Policy Section 4)

Cover	Extensions included as standard (subject to certain limits)	Conditions	Exclusions
<ul style="list-style-type: none"> <li>• Cover for Loss of Income up to £500,000</li> <li>• Up to 2 years indemnity period</li> <li>• Loss of Book Debts up to £10,000</li> <li>• Cover follows the Trade Contents section</li> </ul>	<ul style="list-style-type: none"> <li>• Prevention of access</li> <li>• Failure of public utilities - gas, electricity, water (for at least 30 minutes) or telecommunications</li> <li>• Unspecified suppliers or booking agencies (up to 10% of the sum insured)</li> <li>• Local Authority closure of premises due to vermin or defective sanitation</li> <li>• Pollution of beaches or waterways (limit £25,000)</li> <li>• Disease, food poisoning, murder, suicide occurring at the premises</li> </ul>	<ul style="list-style-type: none"> <li>• Reinstatement of the sum insured following a loss</li> <li>• Cover avoided if business wound up</li> <li>• Current Cost accounting adjustments disregarded</li> <li>• Payments will be exclusive of VAT</li> <li>• First Financial Year clause</li> <li>• Outstanding debit balance recording and storage</li> <li>• The maximum amount payable during any one period of insurance shall not exceed £30,000 in respect of Loss of Income following Engineering Damage</li> </ul>	<ul style="list-style-type: none"> <li>• Deliberate loss or corruption of electronically stored information</li> <li>• Failure of public utilities and/or unspecified suppliers cover does not apply following engineering damage</li> </ul>

## Loss of Income and Loss of Book Debts (Policy Section 4) - continued

Cover	Extensions included as standard (subject to certain limits)	Conditions	Exclusions
	Prevention or hindrance of access to Your premises resulting from the actions or advice of a competent public authority due to an emergency as described within the policy (excluding any loss during the first four hours)		

## Glass (Policy Section 5 Sub Section 1)

Cover	Extensions included as standard (subject to certain limits)	Conditions	Exclusions
<ul style="list-style-type: none"> <li>• Breakage of fixed glass and sanitaryware</li> <li>• Reasonable boarding up costs</li> </ul>	<ul style="list-style-type: none"> <li>• Damage to frames or framework</li> <li>• Cost of necessary removal or replacement of fixtures and fittings</li> <li>• Cost of replacing alarm foil, lettering, painting etc on Glass following breakage</li> </ul>		<ul style="list-style-type: none"> <li>• Fire, Lightning or Explosion or consequent salvage operations</li> <li>• Removal, installation or repairs/alterations to the Premises</li> <li>• Damage from theft unless covered under Section 2 of Policy</li> <li>• Any flawed or broken item at commencement of policy</li> <li>• Vacant or disused premises</li> </ul>

## Goods in Transit (Policy Section 5 Sub Section 2)

Cover	Extensions included as standard (subject to certain limits)	Conditions	Exclusions
<ul style="list-style-type: none"> <li>• Trade Contents whilst in transit by vehicles owned, hired or leased by You</li> <li>• Up to £2,000 on hotel contents</li> <li>• Up to £750 for cigarettes, tobacco, wines and spirits</li> </ul>		<ul style="list-style-type: none"> <li>• Reinstatement of Sum Insured following a loss</li> </ul>	<ul style="list-style-type: none"> <li>• Theft from unattended vehicles</li> <li>• Deterioration of goods due to faulty stowage or incorrect setting or operation of the equipment</li> <li>• Natural deterioration</li> <li>• Consequential loss due to delay</li> <li>• Damage to money, jewellery and living creatures</li> <li>• Spillage, leakage, contamination, deterioration or breakdown unless traceable to fire or road accident</li> </ul>

## Money (Policy Section 6)

Cover	Extensions included as standard (subject to certain limits)	Conditions	Exclusions
<p><b>Loss of Money</b></p> <ul style="list-style-type: none"> <li>• in transit</li> <li>• In a bank night safe</li> <li>• In Your home, or that of your partners, directors or employees</li> <li>• In Your premises</li> </ul>	<ul style="list-style-type: none"> <li>• Damage to Safes and Carrying Cases</li> <li>• Unauthorised Use of Company Credit Cards (up to £500 during any one period of insurance)</li> </ul>	<ul style="list-style-type: none"> <li>• Accompaniment requirements for money in transit</li> <li>• Safe keys and notes of combinations are to be removed from the premises outside business hours</li> <li>• All cash till drawers must be left open or removed outside business hours</li> </ul>	<ul style="list-style-type: none"> <li>• Losses arising from fraud or dishonesty unless discovered within 14 days of the event</li> <li>• Shortages due to error or omission</li> <li>• Losses from unattended vehicles</li> <li>• Losses in Northern Ireland resulting from riot or civil commotion</li> <li>• Losses covered by a fidelity guarantee policy</li> </ul>

## Personal Accident (Assault) (Policy Section 7)

Cover	Extensions included as standard (subject to certain limits)	Conditions	Exclusions
<p>Benefits are payable for injury sustained during robbery or attempted robbery resulting in</p> <ul style="list-style-type: none"> <li>• Death</li> <li>• Loss of limbs or sight</li> <li>• Permanent total disablement</li> <li>• Temporary total disablement</li> <li>• Temporary partial disablement</li> <li>• Incurred medical expenses</li> </ul>	<ul style="list-style-type: none"> <li>• Damage to Personal Effects (up to £500 per person)</li> </ul>	<ul style="list-style-type: none"> <li>• Persons Insured (partners, directors &amp; employees) must be aged not less than 16 years nor more than 70 years</li> </ul>	<ul style="list-style-type: none"> <li>• Illness or disease not resulting from bodily injury</li> <li>• Bodily injury due to a gradually operating cause</li> <li>• Self-injury, provoked assault or willful exposure to needless peril</li> <li>• Death or disablement contributed to or accelerated by the influence of alcohol or non-prescribed drugs</li> </ul>

## Optional Extensions

### Extension 2: All Risks on Machinery & Apparatus

Cover	Extensions included as standard (subject to certain limits)	Conditions	Exclusions
<ul style="list-style-type: none"> <li>• Accidental damage to specified business machines and apparatus</li> </ul>			<ul style="list-style-type: none"> <li>• Installation, cleaning, repair or removal</li> <li>• Breakdown or defect</li> </ul>

## OPTIONAL SECTIONS

### The Structure (Policy Section 1)

Cover	Extensions included as standard (subject to certain limits)	Conditions	Exclusions
<ul style="list-style-type: none"> <li>• Cover follows that chosen under the Trade Contents section</li> </ul>	<ul style="list-style-type: none"> <li>• Accidental Damage to Underground Services</li> <li>• Ground Rent (2 years, up to 10% of the Buildings sum insured)</li> <li>• Public Authorities</li> <li>• Professional Fees</li> <li>• Capital Additions</li> <li>• Removal of Debris</li> <li>• Damage by Emergency Services (up to £10,000 during any one period of insurance)</li> <li>• Contracting Purchaser's Interest</li> </ul> <p><b>ENGINEERING DAMAGE</b></p> <ul style="list-style-type: none"> <li>• Contamination by a hazardous Substance (up to £6,000)</li> <li>• Electronic Business Machines (up to £50,000)</li> <li>• Expediting Expenses (up to £15,000)</li> </ul>	<ul style="list-style-type: none"> <li>• Index Linking</li> <li>• Reinstatement of Sum Insured following a loss</li> </ul>	<ul style="list-style-type: none"> <li>• Property more specifically insured</li> <li>• Damage to Glass or Sanitaryware</li> <li>• Damage to electrical signs</li> <li>• Damage caused by the bursting of a boiler due to steam pressure other than in respect of engineering damage</li> <li>• Various exclusions apply to vacant or disused premises</li> <li>• Damage due to testing of any boiler, pressure vessel or electrical equipment</li> </ul> <p>If "All-Risks" cover is selected, the following additional exclusions apply:</p> <ul style="list-style-type: none"> <li>• Wear and tear, the action of light and atmosphere</li> <li>• Any process of cleaning, dyeing, restoring or repairing</li> <li>• Corrosion, wet or dry rot or scratching</li> <li>• The normal settlement or bedding down of new structures</li> <li>• Inherent vice, latent defect, gradual deterioration</li> <li>• Faulty or defective workmanship</li> <li>• The collapse or cracking of Buildings</li> <li>• The cost of normal maintenance, redecoration or repair</li> </ul>

## Loss of Licence (Policy Section 8)

Cover	Extensions included as standard (subject to certain limits)	Conditions	Exclusions
<p>Loss of an excisable liquor licence from causes beyond Your control giving rise to:</p> <ul style="list-style-type: none"> <li>• reduction in gross income</li> <li>• Reasonable additional expenses incurred in maintaining Your gross income</li> <li>• Reduction in the value of Your premises and/or business</li> <li>• Other costs and expenses incurred by You with Our written consent</li> <li>• Auditors or accountants charges incurred whilst dealing with a claim</li> </ul>		<ul style="list-style-type: none"> <li>• VAT excluded</li> <li>• Alternative Trading</li> <li>• Change of circumstances must be notified</li> <li>• Transfer of licence</li> <li>• Forfeiture or refused licence renewal</li> </ul>	<ul style="list-style-type: none"> <li>• Any loss where you are entitled to compensation under legislation</li> <li>• If alteration permission is not granted</li> <li>• Closure not required by law</li> <li>• Premises not maintained in a fit state of sanitary condition</li> <li>• Failure to comply with licensing authority requirements</li> <li>• Forfeiture or failure to renew licence due to Your misconduct, neglect or failure to keep the licence in force</li> <li>• Non-renewal of the licence where you had been told that the licence would not be renewed due to town or country planning decisions</li> <li>• Changes to water table level</li> </ul>

## Personal Accident (Policy Section 9)

Cover	Extensions included as standard (subject to certain limits)	Conditions	Exclusions
<p>24 hour cover for specified employees suffering bodily injury resulting in:</p> <ul style="list-style-type: none"> <li>• Death</li> <li>• Loss of limbs or sight</li> <li>• Permanent total disablement</li> <li>• Temporary total disablement</li> </ul>		<ul style="list-style-type: none"> <li>• Change in Circumstances</li> </ul>	<ul style="list-style-type: none"> <li>• Flying other than as passenger on bona fide airline</li> <li>• Winter sports and other hazardous pursuits</li> <li>• Illness or disease or gradually operating cause</li> <li>• Self-injury, provoked assault or willful exposure to needless peril</li> <li>• Influence of alcohol or non-prescribed drugs</li> <li>• Pre-existing defect</li> <li>• Failure to obtain or follow proper medical advice</li> </ul>

## General Conditions

<ul style="list-style-type: none"> <li>• Observance of Conditions</li> <li>• Cancellation</li> <li>• Minimum Protections</li> <li>• Security</li> <li>• Interest Clause</li> </ul>	<ul style="list-style-type: none"> <li>• Policy voidable for non-disclosure</li> <li>• English Law</li> <li>• Unoccupancy</li> </ul>	<ul style="list-style-type: none"> <li>• Reasonable Precautions</li> <li>• Fire Extinguishment</li> <li>• Fire Extinguishing Appliances</li> </ul>	<ul style="list-style-type: none"> <li>• Change of Risk</li> <li>• Deep Fat Frying Equipment</li> <li>• Contracts (Rights of Third Parties) Act 1999</li> </ul>
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## Other features

24 hour business assistance services

Free Helpline services available 24 hours a day, 7 days a week for:-

- Legal Advice on any business problem including Employment, Tax, Contract Disputes etc
- Emergency Assistance - rapid response from reputable local contractors to deal with any sort of emergency on your premises, including burst pipes, drainage problems, gas, electricity failures, serious roof damage
- Glass Replacement and Locksmith Services - rapid call outs for glazing or door & window security problems.

Installment Payment Method available in most cases

## Your right to cancel

If this cover does not meet your requirements, please return all your documents and any certificate to the Broker, Intermediary or Agent who arranged the Policy within 14 days of receipt. We will return any premium paid in full.

## Termination

If you wish to terminate the contract at any other time, please contact the Broker, Intermediary or Agent who arranged the Policy. Any return of premium will be at the discretion of NIG.

## How to make a claim

Please contact, in the first instance, the Broker, Intermediary or Agent who arranged the Policy. Please quote your policy number.

## How to complain

If you have an enquiry or complaint arising from your Policy, please contact the Broker, Intermediary or Agent who arranged the Policy for you or NIG at the address below quoting the Policy Number in all cases.

If you are not satisfied with the way in which a complaint has been dealt with, please write to the Managing Director of NIG at Crown House, 145 City Road, London EC1V 1LP.

If we cannot resolve the differences between us, you may refer your complaint to the Financial Ombudsman Service (FOS). Their address is: South Quay Plaza, 183 Marsh Wall, London E14 9SR, telephone 0845 080 1800.

## Details about our Regulator

The National Insurance and Guarantee Corporation Limited is authorised and regulated by the Financial Services Authority. The Financial Services Authority website, which includes a register of all regulated firms can be visited at [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register), or the Financial Services Authority can be contacted on 0845 606 1234.

Under the Financial Services and Markets Act 2000, should the company be unable to meet all its liabilities to policyholders, compensation may be available. Information can be obtained on request, or by visiting the Financial Services Compensation Scheme website at [www.fscs.org.uk](http://www.fscs.org.uk).