



What you should know:
Office & Surgery

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islands

Welcome to Office & Surgery Insurance

This document provides a summary of our Office & Surgery insurance's main features including key exclusions and obligations.

It's not personalised to your individual needs in any way and does not form part of your contract with us.

To help you make the right decision for your business, we've highlighted the essentials we think are important. However, your cover will depend on your circumstances and choices. Full details of your chosen cover will be provided in your policy documentation.

We recommend you keep this brochure with your policy documents for future reference.

You should read your policy documents carefully, to make sure the policy meets your needs and that you understand any limitations.

Businesses face various risks – from fire, theft and flood, to loss of income due to business interruption, and liability for injury to visitors or employees. There are also risks specific to your business or sector – risks your Insurance Broker will help you identify and manage.

Additional covers that you can choose include:

- Buildings
- Terrorism
- Deterioration of Stock
- Commercial Legal Expenses

With our Office & Surgery insurance policy, you can protect yourself, your employees, and your business assets. Our policy includes standard covers suited to your business, but it's also flexible so you can choose optional covers to meet your business needs now and in the future.

We cover you for:

1. Contents
2. Business Interruption
3. Money and Malicious Attack
4. Employers' Liability
5. Public and Product Liability

Underinsurance:

Underinsurance occurs when you don't have the right level of insurance to meet the needs of your business. If it's wrong, it could impact the amount you're paid if you make a claim. You should regularly assess how much insurance you need, to take account of acquisitions or alterations. For example, changes to machinery and equipment or stock levels. If you're not sure, ask your local Insurance Broker.

Property

This is cover for buildings, contents and stock at your business premises. You can protect them against damage caused by common risks such as fire, flood, storm or escape of water. You can also protect contents and stock away from your premises.

Contents and stock are covered as standard. You can add Buildings cover if required.

What is covered	What is not covered
<p>Accidental loss or damage to your insured property, with the option to include subsidence and computer breakdown cover.</p> <p>Including:</p> <ul style="list-style-type: none"> • Locating an escape of water or oil, and repairing damage caused by the search, up to £25,000 for each loss • Alterations and additions to your property, other than stock, are included for 90 days, up to £500,000 • Debris removal costs following an insured loss at your premises • Customers goods if you're responsible for them • Loss of metered water following damage to fixed pipes or tanks, up to £10,000 for each loss • Accidental breakage of fixed glass and sanitary ware • If keys are stolen, cost of replacing locks to your buildings, up to £2,500 • Reinstatement of computer software following damage to equipment, up to £25,000 • Property temporarily removed from your premises for up to 21 consecutive days, for alteration, cleaning or repair, or at trade exhibitions, up to 10% of the sum insured or a maximum of £50,000. 	<ul style="list-style-type: none"> • Wear and tear, gradual deterioration, faulty or defective design or materials. • Storm damage to portable property left in the open • Theft of property left in the open • Theft not involving a break in • Damage caused by bursting of steam pressurised apparatus, other than boilers for heating your premises • Customers goods if they're insured elsewhere • Computer breakdown unless optional cover is chosen • Losses arising from any pandemic or epidemic involving an infectious disease in humans, or from any coronavirus or mutation or variation of a coronavirus.

Your Obligations

- If any of your buildings are going to be unoccupied for more than 30 days in a row, you must tell us straight away. If we agree to continue cover, you must:
 - Turn off mains services, other than security, fire alarms and safety systems
 - Meet any security requirements and properly secure the property
 - Check the property weekly and put right defects
 - Remove any combustible materials and keep the building in a good state of repair.

Business Interruption

You can protect your business and your relationships with clients and suppliers if you're unable to trade because of an unexpected event such as damage to your property caused by fire or flood, even unforeseen circumstances affecting your suppliers.

You can choose the most suitable basis of cover for you, either Additional Cost of Working or Loss of Income and you can select an indemnity period up to 36 months. You should carefully consider how long it might take your business to recover to current trading levels. Factors can include:

- If you can't supply your customers and they go elsewhere, how long will it take to win them back?
- How long would it take to repair or replace specialist machinery or plant?
- If your premises need repair or rebuilding, how long will it take to get planning permission?

Getting your business back on track is a balance of sum insured and the right indemnity period.

Additional Cost of Working provides cover for additional expenses incurred in preventing interruption of or interference with your business.

What is covered	What is not covered
<p>Including:</p> <ul style="list-style-type: none"> • Damage to nearby property that hinders access to your premises, up to £10,000 • Poisoning from food or drink supplied from your premises, up to £10,000 • Damage at the premises of your utilities or telecommunications suppliers, up to £10,000 • Computer equipment breakdown for more than 48 hours, up to £10,000 	<ul style="list-style-type: none"> • All losses if there hasn't been an insured property claim (it doesn't have to be with us) • Losses excluded under the Property section • Losses arising from any pandemic or epidemic involving an infectious disease in humans, or from any coronavirus or mutation or variation of a coronavirus.

Business Interruption Loss of Income provides cover for loss of income following damage to property used by you at the premises.

What is covered	What is not covered
<p>Loss of income due to damage to property used by you at the premises.</p> <p>Including:</p> <ul style="list-style-type: none"> • Losses due to damage at the premises of your customers or suppliers, up to 10% of the sum insured • Additional expenses incurred to minimise your losses, with our consent, up to £50,000 • Damage to nearby property that hinders access to your premises • Poisoning from food or drink supplied from your premises, up to £100,000 • Damage at the premises of your utilities or telecommunications suppliers, up to 15% of the sum insured • The cost of preparing a claim, up to £25,000 • Property stored elsewhere, up to £100,000 • Computer equipment breakdown for more than 48 hours, up to £100,000 	<ul style="list-style-type: none"> • All losses if there hasn't been an insured property claim (it doesn't have to be with us) • Losses excluded under the Property section • Losses arising from any pandemic or epidemic involving an infectious disease in humans, or from any coronavirus or mutation or variation of a coronavirus.



Money & Malicious Attack

Your money is protected against loss or theft at your premises and whilst you take it to the bank. If you or your employees aged 16 to 70 are assaulted whilst working it will provide a range of lump sums and weekly benefits for death or disability.

What is covered	What is not covered
<ul style="list-style-type: none"> Loss or theft of money on your premises during business hours, and while being taken to the bank or in a safe on your premises overnight, up to £5,000 Damage from theft or attempted theft to safes, tills and any items used for carrying money If you or any employee die or are disabled by an assault, we provide a cash benefit: <ul style="list-style-type: none"> - £10,000 for death, loss of limbs, sight, speech or hearing, or permanent total disability - £100 per week temporary total disability - £50 per week temporary partial disability. <p>Including:</p> <ul style="list-style-type: none"> Unauthorised use of any credit, cheque, bank or cash card, up to £10,000 Loss of personal possessions or money, up to £100 for personal money (£500 in total) Professional counselling after an attack, up to £1,000 per person (£5,000 in total). 	<ul style="list-style-type: none"> Money taken from an unattended vehicle Losses arising from: <ul style="list-style-type: none"> - dishonest employees - clerical or accounting errors Forgery or fraudulent use of a computer or electronic transfer Pre-existing health conditions Losses arising from any pandemic or epidemic involving an infectious disease in humans, or from any coronavirus or mutation or variation of a coronavirus.

Your Obligations

- Meet any security requirements and remove keys from the premises when closed or left unattended
- Keep a complete record of your money, in a secure place separate from the money
- Make sure that when money is in transit and exceeds:
 - £5,000, it is accompanied by at least 2 adults
 - £7,500, it is accompanied by at least 3 adults
 - £10,000, it is transported by a professional security firm or cash-carrying company.

Liability

Protect your business against legal liabilities connected with your day to day activities. As an employer, you have a legal responsibility to buy employers' liability insurance. We provide £10 million as standard but higher limits are available. You or your employees may be held responsible for accidental injury to clients, customers or the public, or for damage to their property. Our normal cover is £2.5 million or you can choose higher limits to meet the specific needs of your business or clients.

What is covered	What is not covered
<p>Employers Liability Damages arising from injury and illness to employees, including while working abroad for up to 60 consecutive days.</p> <p>Public Liability Damages arising from injury to the public or damage to their property.</p> <p>Product Liability Damages arising from injury to the public or damage to their property, caused by your products.</p> <p>Including:</p> <ul style="list-style-type: none"> Damage to vehicles legitimately parked at your premises, up to £1,000 Injury or damage occurring during commercial visits Costs to defend proceedings against you under legislation relating to: <ul style="list-style-type: none"> - corporate manslaughter - health and safety - data protection, up to £500,000 - defective premises - food safety and consumer protection. 	<ul style="list-style-type: none"> Injury arising from any vehicles requiring compulsory motor insurance Professional advice or services given for a fee Work involving asbestos unless exposure is unintentional or accidental.

Terrorism

This protects your business against property damage and loss of income caused by acts of terrorism in England, Scotland and Wales.

What is covered	What is not covered
<p>Property, Money and Malicious Attack</p> <p>Damage resulting from terrorism.</p> <p>Business Interruption</p> <p>Loss of income and additional cost of working due to damage caused by terrorism.</p>	<ul style="list-style-type: none"> • Riot, civil commotion or war • Cyber attack including hacking, phishing and denial of service.

Commercial Legal Expenses

Legal disputes can stretch the resources of any business. They can be complicated, costly and time consuming.

We can help protect your business and employees during legal disputes, providing a specialist lawyer to advise and support you, and cover against legal costs up to £100,000.

You also have unlimited access to our legal advice helpline, an employee counselling service and a tax advice service, as well as an online employment manual providing up to date guidance on employment law.

We have partnered with DAS, the market leader in Legal Expenses insurance, to administer claims on our behalf.

What is covered	What is not covered
<p>The cost of legal representation to defend your legal rights, and any agreed compensation awards.</p> <p>Including:</p> <ul style="list-style-type: none"> • Employment disputes and compensation • Property protection against civil disputes involving property damage, legal nuisance or trespass • Defending your legal rights if your normal business activities result in criminal proceedings against you, such as with Police, Health and Safety Executive or Information Commissioner • Contract disputes relating to supply of goods and services • Tax protection, including tax or VAT enquiries by HMRC • Debt recovery when your normal credit control procedures are exhausted • Statutory licence appeals where a business licence has been revoked or amended affecting your ability to trade. 	<ul style="list-style-type: none"> • Cases where there is no reasonable prospect of a successful outcome • Costs and legal action that haven't been agreed in advance • Disputes that began before the cover started • Court awards and fines • Intellectual property rights.





Additional Information

Paying the Premium

You can pay your premium annually by bank transfer, cheque, debit or credit card. Or you can pay monthly by direct debit, subject to a surcharge.

Plus, there's no admin fee for making changes to your policy.

When does the cover start and end?

Your policy will normally run for 12 months. The start and end date of your insurance cover will be stated in your policy schedule. The policy is renewable each year.

Cancelling the Contract

You can cancel your policy at any time. Just call us or write to us. If you haven't made a claim, we'll refund part of your premium in most cases.

Geographical Limits

This policy covers you in the UK, the Channel Islands and the Isle of Man, unless your policy documents say otherwise.

Key Exclusions

- Any excess, which is the amount you'll have to pay towards a claim. Your policy documents show where these apply.
- Loss of market value of the insured goods or property, beyond the cost of repair, replacement or reinstatement.
- Terrorism, unless you have specifically selected the option of terrorism cover.
- Loss or damage arising from cyber attacks or cyber terrorism, including hacking, phishing and denial of service.

The advice we give you and cover we provide is based on what you tell us about your business.

So it's important that you give us full and accurate information.

Your Obligations

All insurance policies include terms and conditions, which you need to comply with. You'll find these in your policy documentation, and we've provided a summary here:

1. Tell us of any changes affecting your business. If you're unsure whether we need to know about a particular change, tell us anyway and we'll let you know if it affects your insurance.
2. Pay the premium, and tell us about any incidents that may lead to a claim as soon as possible.
3. Your premium is based on estimates you've provided. You must ensure these are based on reasonable and objective grounds, according to established commercial practices.
4. You must take reasonable steps to:
 - prevent any accidents, injury, loss or damage
 - protect your property and maintain it in good condition
 - take reasonable care in recruiting and supervising employees.
5. There are some high risk sites and activities that we do not insure. Your Insurance Broker will ask you about your business operations and you must provide full details.

Privacy Policy

To find out more about how we use your personal information and your rights, please view the privacy policy on our website:
www.islands.insure/privacy-policy/

We recommend you keep this brochure with your policy documents for future reference. If you'd like this document in large print, braille or audio, just contact us.



Thank you for choosing Islands Insurance and NFU Mutual.

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This policy is underwritten and arranged by M J Touzel (Insurance Brokers) Ltd, trading as Islands Insurance, on behalf of National Farmers Union Mutual Insurance Society Limited (NFUM). M J Touzel (Insurance Brokers) Ltd is registered in Jersey No. 2589 at Kingsgate House, 55 The Esplanade, St Helier and is regulated by the Jersey Financial Services Commission (JFSC) under the Financial Services (Jersey) Law 1998 for General Insurance Mediation Business (No: GIMB 0046) and is a member of the NFU Mutual Group of Companies. NFUM is registered in England with its Registered Office at Tiddington Road, Stratford upon Avon, Warwickshire, CV37 7BJ and is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority (Reference Number 117664) & the Prudential Regulation Authority.

Guernsey & Alderney

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