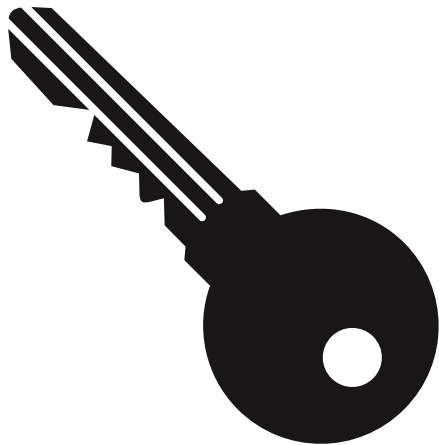




PROPERTY

Policy Summary



PROPERTY INSURANCE

Policy Summary

Your RSA Property Insurance Policy is an annual contract which may be renewed each year subject to your needs and our terms and conditions.

You can select the cover that suits your needs from a number of optional sections within the Property Policy. These are:

- Property Damage.
- Business Interruption.
- Money.
- Terrorism (this can only be bought in addition to Property Damage and/or Business Interruption).

Full details of what you have chosen will be shown in your Quotation letter and Policy Schedule.

The following tables provide a summary of the main policy features and benefits and any significant exclusions and limitations. For full policy details and our full terms and conditions please read your Policy Wording, which will be provided on completion of your contract, or at any time on request.

Important Information

The Customer Service section of this Policy Summary gives you important information on the following:

- Your 'Right to Cancel'.
- Making a claim.
- Our complaints procedure.
- The Financial Services Compensation Scheme.

Other Important Information

The Other Important Information section of this Policy Summary explains the following:

- Premiums and Payments.
- Renewing your Policy.
- Termination of the contract.
- Law and language applicable to the policy
- Who regulates us?

Table I Standard Features and Benefits

The following will automatically be included in your policy according to the cover you have selected:

Features and Benefits	Significant Exclusions or Limitations	Policy Section
<p>Property Damage Insurance Provides cover for your business premises (Buildings), your business equipment (Contents) and your business stock (Stock) against the following Standard Covers:</p>		
<p>Standard Covers: Loss or Damage caused by:</p> <ul style="list-style-type: none"> • Fire, Explosion, Lightning, Aircraft, Earthquake. • Riot, Civil Commotion, Malicious Damage. • Storm, Flood, Escape of Water, Impact. • Sprinkler Leakage. • Theft. • Subsidence, Ground Heave, Landslip. • Accidental Damage. • Accidental Breakage of Fixed Glass. • Specified Items "All Risks". 	<p>Standard Covers applicable will be shown in your Policy Schedule.</p> <p>Please note that these exclusions and limitations apply to cover for Buildings, Contents and Stock:</p> <ul style="list-style-type: none"> • Excludes theft not involving forcible and violent entry or exit. • Some specific causes of loss may be excluded – please see your Policy Wording/Schedule for details. • Some Standard Covers do not apply to empty/disused premises – please see your Policy Wording for details. • Some specific property may be excluded – please see your Policy Wording/Schedule for details. • Sprinkler, alarm and security conditions apply – please see your Policy Wording/Schedule for details. • Excludes loss of data. • Terrorism. • Civil Commotion in Northern Ireland 	<p>Property Damage</p>

Table 1 Standard Features and Benefits (continued)

Features and Benefits	Significant Exclusions or Limitations	Policy Section
Buildings If you have selected Buildings and/or Tenants improvements the following will be automatically included in your Policy:		
Standard Covers: <ul style="list-style-type: none"> • Buildings. • Landlords fixtures and fittings. • Small outside buildings. • Walls, gates and fences and services. 	Please see exclusions to Standard Covers in your Policy Wording/Schedule.	Property Damage
Inflation Protection (Day One Basis of Cover) Provides an automatic 15% increase in the Building value you declare for insurance during the policy period. You have an option to increase this percentage.	The building value you declare must be sufficient to reinstate the building as at the start of the policy period. If the value you declare is less than the full amount, which the Building should be insured for; your claim may be reduced.	Property Damage
Reinstatement Cover is on a reinstatement as new basis.	Excludes betterment.	Property Damage
Contents If you have selected General Contents the following will be automatically included in your Policy:		
Standard Covers: <ul style="list-style-type: none"> • Equipment and contents at the specified premises. • Directors', partners' and employees' personal effects. • Neon and illuminated signs. • Electric light fittings. • Sanitary earthenware. • Documents, manuscripts and business books. 	<ul style="list-style-type: none"> • Please see exclusions to Standard Covers in your Policy Wording/Schedule. • Cover is limited to a maximum of £250 per person. • Cover is limited to a maximum of £25,000 for any one loss. 	Property Damage

Table I Standard Features and Benefits (continued)

Features and Benefits	Significant Exclusions or Limitations	Policy Section
Contents (continued)		
<p>Inflation Protection (Day One Basis of Cover)</p> <p>Provides an automatic 15% increase in the Contents value you declare for insurance during the policy period. You have an option to increase this percentage.</p>	<p>The Contents value you declare must be sufficient to reinstate the contents as at the start of the policy period.</p> <p>If the value you declare is less than the full amount which your Contents should be insured for, your claim may be reduced.</p>	Property Damage
<p>General Contents – Reinstatement</p> <p>Cover is on a reinstatement as new basis.</p>	Excludes betterment.	Property Damage
<p>Documents etc</p> <p>Cover is on the basis of the value of the documents etc as stationery and clerical time in reproducing such documents etc.</p>	Excludes the value to you of the information.	Property Damage
<p>Other Items – Indemnity</p> <p>Cover is on the basis of the value of the property at the time of destruction or the amount of the damage.</p>		Property Damage
Stock		
If you have selected Stock the following will automatically be included:		
<p>Cover for:</p> <ul style="list-style-type: none"> • Stock and materials in trade. • Work in progress. • Finished goods at the business premises you have specified. 	Please see exclusions to Standard Covers in your Policy Wording/Schedule.	Property Damage
<p>Indemnity</p> <p>Cover is on the basis of the value of the property at the time of destruction or the amount of the damage.</p>	If the sum insured selected is less than the full insurable amount your claim may be reduced.	Property Damage

Table 1 Standard Features and Benefits (continued)

Features and Benefits	Significant Exclusions or Limitations	Policy Section
If you have selected General Contents or Stock the following will be automatically included in your Policy:		
<p>Property at other locations:</p> <p>Covers:</p> <ul style="list-style-type: none"> • Documents, manuscripts and business books whilst in transit. • Stock at any location used by you for storage. • Other property while temporarily removed from the premises for cleaning, renovation, repair or other similar purposes and while in transit. 	<ul style="list-style-type: none"> • Loss or damage by theft is excluded. • Cover is limited to Great Britain, Northern Ireland the Channel Islands and the Isle of Man. • Limits apply to amounts payable – please see your Policy Wording/Schedule for details. 	Property Damage
Rent If you have selected Rent the following will automatically be included:		
<p>Cover for:</p> <ul style="list-style-type: none"> • Loss of rent receivable <p>or</p> <ul style="list-style-type: none"> • Rent payable <p>by you resulting from damage to the Buildings covered by the Standard Covers during the indemnity period.</p> <p>The indemnity period chosen by you starts when the loss or damage occurs and ends when you cease to be affected by it.</p>	<p>Please see exclusions to Standard Covers in your Policy Wording/Schedule.</p> <p>If the sum insured selected is less than the full insurable amount your claim may be reduced.</p> <p>Varying indemnity periods are available normally from 12 months to 36 months.</p>	Property Damage
Business Interruption Insurance This cover protects you against the financial consequences of damage to your insured property, caused by any event covered by our standard covers listed in the Property Damage Section.		
<p>Standard Covers:</p> <ul style="list-style-type: none"> • Fire, Explosion, Lightning Aircraft, Earthquake. • Riot, Civil Commotion, Malicious Damage. • Storm, Flood, Escape of Water, Impact. • Sprinkler Leakage. • Theft. • Subsidence, Ground Heave, Landslip. • Accidental Damage. 	<ul style="list-style-type: none"> • Excludes theft not following forcible and violent entry or exit. • Some specific causes of damage may be excluded – please see your Policy Wording/Schedule for details. • Some Standard Covers do not apply to empty/disused premises - please see your Policy Wording for details. • Excludes loss of data. • Terrorism. • Civil commotion in Northern Ireland. 	Business Interruption

Table 1 Standard Features and Benefits (continued)

Features and Benefits	Significant Exclusions or Limitations	Policy Section
Business Interruption Insurance (continued)		
<p>Loss of Gross Profit or Gross Revenue (based on the selected cover basis).</p> <ul style="list-style-type: none"> • Occurring during the Indemnity Period as a consequence of interruption to the business caused by a Standard Cover: <p>or</p> <p>Additional Cost of Working</p> <ul style="list-style-type: none"> • Occurring during the Indemnity Period as a consequence of interruption to the business caused by a Standard Cover: <p>The Indemnity Period chosen by you</p> <ul style="list-style-type: none"> • The Indemnity Period starts when the loss or damage occurs and ends when the business trading position ceases to be affected by it. <p>Cover extends to include:</p> <ul style="list-style-type: none"> • Additional costs reasonably incurred to reduce the amount of the loss of Gross Profit or Gross Revenue. • Damage at third party storage premises. • Records. • Machinery or plant temporarily removed for cleaning, renovation, repair or other similar purposes. 	<ul style="list-style-type: none"> • If the sum insured selected is less than the full insurable amount your claim may be reduced (NB Not applicable to cover on a Declaration-Linked basis). • Varying Indemnity periods are available normally from 12 months to 36 months. • Limits apply to the amounts payable – please refer to your Policy Wording. • Cover is limited to Great Britain, Northern Ireland the Channel Islands and the Isle of Man. 	Business Interruption
Optional Cover		
Outstanding Debit Balances (also known as Book Debts)		
This means we will pay any outstanding debts that you are unable to trace following damage caused by the Standard covers.		
<p>Standard Covers:</p> <ul style="list-style-type: none"> • Fire, Explosion, Lightning, Aircraft, Earthquake. • Riot, Civil Commotion, Malicious Damage. • Storm, Flood, Escape of Water, Impact. • Theft. • Accidental Damage. 	<ul style="list-style-type: none"> • Excludes theft from unattended vehicles. • Some specific causes of loss may be excluded – please see your Policy Schedule for details. • Conditions relating to storage and recording of debts may apply – please see your Policy Schedule for details. 	Business Interruption

Table I Standard Features and Benefits (continued)

Features and Benefits	Significant Exclusions or Limitations	Policy Section
Outstanding Debit Balances (also known as Book Debts) (continued)		
<p>Indemnity</p> <p>Cover is on the basis of the difference between the Outstanding Debit Balances and the total of the amounts received or traced in respect of such balances at the time of damage.</p> <p>Cover extends to include loss while:</p> <ul style="list-style-type: none"> • Temporarily at premises occupied by persons acting on your behalf. • In Transit. 	<ul style="list-style-type: none"> • If the sum insured selected is lower than the amount of the Outstanding Debit Balances then your claim may be reduced. • Cover is limited to Great Britain, Northern Ireland the Channel Islands and the Isle of Man. 	Business Interruption
Money Insurance Provides cover for your business money for loss from any cause in the following circumstances:		
<p>Standard Covers:</p> <ul style="list-style-type: none"> • Money in transit, on premises during business hours or in a bank night safe. • Money kept in a locked safe or strongroom in the business premises outside business hours. • Money in your home or that of your directors', partners' or employees' in a locked safe or when an adult is in residence. • Crossed cheques, crossed money orders and crossed postal orders. • Any other Money at your premises not in a locked safe outside business hours. 	<ul style="list-style-type: none"> • Limits are as shown in your Policy Schedule. • Limits are as shown in your Policy Schedule. • £500. • £250,000. • £250. <p>Please note:</p> <ul style="list-style-type: none"> • Some specific causes of loss may be excluded – please see your Policy Wording/Schedule. • Riot and Civil Commotion in Northern Ireland is excluded. • Damage to data is excluded. • Security conditions apply – please see your Policy Wording for details. 	Money

Table I Standard Features and Benefits (continued)

Features and Benefits	Significant Exclusions or Limitations	Policy Section
Personal Injury (Robbery) Covers you or any director, partner or employee sustaining bodily injury during a robbery.		
<ul style="list-style-type: none"> • Death Benefit. • Loss of one or more Limbs or Eyes. • Permanent Total Disablement from gainful employment of any and every kind. • Temporary Total Disablement from usual occupation £50 per week. • Medical Expenses necessarily incurred. 	<ul style="list-style-type: none"> • Please see your Policy Wording/Schedule for specific interpretations of these benefits. • £5,000 or as shown in your Policy Schedule. • £5,000 or as shown in your Policy Schedule. • £5,000 or as shown in your Policy Schedule. • Payable up to 104 weeks. • Limited to a maximum of 15% of the Temporary Total Disablement Benefit. <p>Please note:</p> <ul style="list-style-type: none"> • Excludes pre-existing physical or mental conditions known to you or your director, partner or employee. • The benefits are not payable to persons below the age of 16 or when they attain the age of 70. 	Money
Terrorism Insurance – only available where Property Damage and /or Business Interruption is covered		
Cover is provided arising from acts of Terrorism in Great Britain only excluding Northern Ireland.	<ul style="list-style-type: none"> • Terrorism cover cannot be purchased selectively. If you require Terrorism cover it must apply to all your insured property. • Cover will be limited to the Sums Insured that you have selected. • Some specific causes of loss are excluded – please see your Policy Wording for details. 	Terrorism

Table 2 General Conditions and Exclusions

The following apply to your policy as a whole regardless of the specific cover you have selected. For full details of these and other exclusions and limits please read your Policy Wording/ Schedule.

General Conditions and Exclusions	Policy Section
<ul style="list-style-type: none"> • If there are any changes to your business, the premises, the property therein or any other circumstances whereby the risk is increased you must inform us immediately. Failure to do so could invalidate the policy or result in a claim being rejected. • Nuclear Chemical Biological and Radioactive Contamination, War Electronic Risks and Sonic Bangs are excluded. 	<p>All</p> <p>Various</p>
Excesses and Limits	Policy Section
<ul style="list-style-type: none"> • Any excesses applicable to your policy are detailed in your Policy Wording/Schedule. These amounts must be paid in the event of each and every claim. • Limits may apply to your policy, please refer to your Policy Schedule for details. 	<p>All</p> <p>All</p>

CUSTOMER SERVICE

Your 'Right to Cancel'

If having examined your policy documentation you decide not to proceed with the insurance you will have 14 days to cancel it starting on the date you receive your policy documentation. To cancel please write to the address or call the number shown on your policy documentation.

On receipt of your notice and return of your Employers' Liability Certificate(s), we will refund any premiums paid, except where you have already made a claim under your policy.

Making a claim

Should you wish to make a claim under your policy please call our claims helpline on 0345 3004006 as soon as possible. You must give us any information or help that we may reasonably ask for. You must not settle, reject, negotiate or agree to pay any claim without our written permission. Full details of how to make a claim are included in your policy document.

Complaints Procedure

Our Commitment To Customer Service

At RSA we are committed to going the extra mile for our customers. If you believe that we have not delivered the service you expected, we want to hear from you so that we can try to put things right. We take all complaints seriously and following the steps below will help us understand your concerns and give you a fair response.

Step 1

If your complaint relates to your policy then please contact the sales and service team in the office which issued the Policy or your Broker. If your complaint relates to a claim then please call the claims helpline number shown in your policy booklet.

We aim to resolve your concerns by close of the next business day. Experience tells us that most difficulties can be sorted out within this time.

Step 2

In the unlikely event that your concerns have not been resolved within this time, your complaint will be referred to our Customer Relations Team who will arrange for an investigation on behalf of our Chief Executive. Their contact details are as follows:

Post:
RSA Customer Relations Team
P O Box 255
Wymondham
NR1 8 8DP

Email: crt.halifax@uk.rsagroup.com

Our promise to you

We will:
Acknowledge all complaints promptly
Investigate quickly and thoroughly
Keep you informed of progress
Do everything possible to resolve your complaint
Use the information from your complaint to

proactively improve our service in the future. Once we have reviewed your complaint we will issue our final decision in writing within 8 weeks of the date we received your complaint.

If you are still not happy

If you are still unhappy after our review, or you have not received a written offer of resolution within 8 weeks of the date we received your complaint, you may be eligible to refer your case to the Financial Ombudsman Service (FOS). The FOS is an independent body that arbitrates on complaints. They can be contacted at:

Post:
Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London
E14 9SR

Telephone:
0800 0234567 (free from standard landline, mobiles may be charged)
0300 1239123 (same rate as 01 or 02 numbers, on mobile phone tariffs)

Email:
complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

You have six months from the date of our final response to refer your complaints 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.

Thank you for your feedback

We value your feedback and at the heart of our brand we remain dedicated to treating our customers as individuals and giving them the best possible service at all times. If we have fallen short of this promise, we apologise and aim to do everything possible to put things right.

Compensation

Royal & Sun Alliance Insurance plc is a member of the Financial Services Compensation Scheme (FSCS). This provides compensation in case any member goes out of business or into liquidation and is unable to meet any valid claims against its policies. You may be entitled to compensation if we cannot meet our obligations, depending on the circumstances of the claim.

Further information about the compensation scheme can be obtained from the FSCS.

For your protection, telephone calls may be recorded and monitored.

IMPORTANT INFORMATION

Premiums and payments

Premiums are inclusive of Insurance Premium Tax. You may pay for your policy annually or, for some policy contracts, by monthly instalments. You may be able to pay annual premiums by direct debit, credit / debit card or by cheque. Monthly instalments can only be paid by direct debit.

Renewing your policy

At least 21 days before each policy renewal date we will tell you the premium and terms and conditions that will apply for the following year. If you wish to change or cancel the cover you need to tell us before the renewal date.

If you pay by direct debit we will renew the policy automatically and continue collecting premiums unless you notify us that you wish to cancel the policy. This will also apply for payments by credit / debit card, if you have previously given us permission. For other payments by cheque or credit / debit card, you must submit a further payment if you wish to renew the policy. You will have 14 days to cancel the policy after the renewal date and receive a refund of any premiums paid, as described in Your right to cancel the policy above.

Termination of the contract

You may cancel the contract by giving us 30 days notice in writing. If you cancel the policy you may be entitled to a refund of premium provided that no claim has been made during the current period of insurance.

We may cancel this policy by giving you at least 30 days notice at your last known address. This will not affect your right to make a claim for any event that happened before the cancellation date. If we cancel the policy, we will refund any premiums already paid for the remainder of the current period of insurance provided that no claim has been made since inception or renewal.

Law and language applicable to the policy

Under the laws of the United Kingdom (England, Scotland, Wales and Northern Ireland) both parties may choose the law which applies to this contract, to the extent permitted by those laws. Unless the parties agree otherwise in writing, the Insurer has agreed with the Insured that the law which applies to this contract is the law which applies to the part of the United Kingdom in which the Insured is based, or, if based in the Channel Islands or the Isle of Man, the law of whichever of those two places in which the Insured is based.

The parties have agreed that any legal proceedings between them in connection with this contract will only take place in the courts of the part of the United Kingdom in which the Insured is based, or, if the Insured is based in either the Channel Islands or the Isle of Man, the courts of whichever of those two places in which the Insured is based.

The language used in this policy and any communications relating to it will be English.

Financial Sanctions

Please note that Royal & Sun Alliance Insurance plc is unable to provide insurance in circumstances where to do so would be in breach of any financial sanctions imposed by the United Nations or any government, governmental or judicial body or regulatory agency. Full details will be provided in your policy documentation.

RSA

This product is underwritten by Royal & Sun Alliance Insurance plc, which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority as an insurance company and to undertake insurance mediation under Registration No. 202323. You can check this on the Financial Services Register by visiting the FCA's website www.fsa.gov.uk/register/home.do or by contacting the FCA on 0800 111 6768.

Royal & Sun Alliance Insurance plc (No. 93792).
Registered in England and Wales at St Mark's Court,
Chart Way, Horsham, West Sussex, RH12 1XL.
Authorised by the Prudential Regulation Authority and regulated by the
Financial Conduct Authority and the Prudential Regulation Authority.