RETAILER INSURANCE: WHAT YOU SHOULD KNOW

Flexible business insurance, designed to meet the needs of your sector



NFU Mutual
BUSINESS INSURANCE



WELCOME TO RETAILER INSURANCE FROM NFU MUTUAL

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

This document provides a summary of our Retailer 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 what we think is 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.

Retail businesses face various risks – from fire, theft and flood, to loss of income due to business interruption, and liability for injury to customers or employees. There are also risks specific to your business or sector. Your local NFU Mutual Agent can provide you with information to help you identify and manage these risks.

With our Retailer insurance policy, you can protect yourself, your employees, and your business assets. Our policy includes standard cover suited to retail trades, from butchers to florists to hairdressers. 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 and Stock
2. Money and Malicious Attack
3. Business Interruption
4. Goods in Transit
5. Employers' Liability
6. Public and Product Liability
7. Environmental Liability

Additional covers that you can choose include:

- Buildings
- Terrorism
- Engineering Insurance and Inspections
- Deterioration of Stock
- Commercial Legal Expenses
- Group Personal Accident
- Business Travel

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 Agent for more information.

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
Loss or damage caused by: Fire, explosion, aircraft, impact, malicious damage, earthquake, storm, flood or escape of water, theft or attempted theft, accidental damage, subsidence (optional), terrorism (optional), sprinkler leakage (optional). **INCLUDING:** • Automatic seasonal stock increase of 25% with an option to increase it further • 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 10% of the sum insured or a maximum of £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 £25,000 for each loss • Accidental breakage of fixed glass and sanitary ware • If keys are stolen, cost of replacing locks to your buildings, up to £10,000 • 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, up to 10% of the sum insured or a maximum of £100,000 • Damage to computer equipment, contents, stock or specified items of property of your business while at any exhibition or trade fair, up to 10% of the sum insured or a maximum of £50,000 for any one loss.	• Gradual deterioration • Storm damage to movable 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.

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.

MONEY AND 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

- 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:
  - £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.

  (for up to 104 weeks)

INCLUDING:

- 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).

WHAT IS NOT COVERED

- Money taken from an unattended vehicle
- Losses arising from:
  - dishonest employees
  - clerical or accounting errors
- Forgery or fraudulent use of a computer or electronic transfer
- Pre-existing health conditions.

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 two adults
  - £7,500, it is accompanied by at least three adults
  - £10,000, it is transported by a professional security firm or cash-carrying company.

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 an indemnity period up to 36 months. You'll need to think carefully about 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 repairing or rebuilding, how long would it take to get planning permission?

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

WHAT IS COVERED	WHAT IS NOT COVERED
Loss of income due to damage to property used by you at the premises. Our normal business interruption cover is £1.5 million or you can choose a higher limit to meet the specific needs of your business. **INCLUDING:** • Losses due to damage at the premises of your customers or suppliers, up to 15% 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 • Damage to goods in transit, up to £25,000 • 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 • Employees leaving your business after winning the National or Euro Lottery, up to £100,000 • Computer equipment breakdown for more than 48 hours (excluding any losses resulting from computer viruses, hacking, phishing or denial of service attacks).	• 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.

GOODS IN TRANSIT

Protect your goods while they're in transit in your vehicles or with a third party carrier.

WHAT IS COVERED	WHAT IS NOT COVERED
Loss or damage to your property while it's in transit, up to £10,000. **INCLUDING:** • Additional costs to remove debris after an accident • Drivers' personal effects (other than money), up to £500 • Containers you don't own but are responsible for, up to £10,000 for each container • Sheets and ropes, up to £10,000.	• Theft from an unattended vehicle, unless locked, keys removed and there is forcible entry • Electrical or mechanical breakdown • Clerical errors or omissions, or delivery to the wrong consignee • Inadequate packing, exposure to weather conditions, contamination or wear and tear • Losses arising from any pandemic or epidemic involving an infectious disease in humans, or from any coronavirus or mutation or variation of a coronavirus.



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.

As a retailer, 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 public and property liability 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
EMPLOYERS' LIABILITY Damages arising from injury and illness to employees, including while working abroad for up to 60 consecutive days. **PUBLIC LIABILITY** Damages arising from injury to the public or damage to their property. **PRODUCT LIABILITY** Damages arising from injury to the public or damage to their property, caused by your products. **INCLUDING:** • Legal liability for damage to vehicles legitimately parked at your premises • Costs to defend proceedings against you under legislation relating to: - corporate manslaughter - health and safety - data protection, up to £500,000 - defective premises - food safety and consumer protection.	• Liability arising from pollution other than by a sudden and unexpected incident • Injury arising from any vehicles requiring compulsory motor insurance • Professional advice or services given for a fee • Products exported to the USA or Canada • Work involving asbestos, unless exposure is unintentional or accidental.

ENVIRONMENTAL LIABILITY

Businesses can cause environmental damage despite the best of intentions. For example, damage caused by a fire in your property, malfunctioning holding tanks or drains, or leakage of chemicals during transportation.

If your business is legally liable, the potential cost of putting right the damage is expensive and environmental issues need to be resolved quickly and sensitively to avoid reputational damage.

We include cover for environmental damage as standard, up to £1 million including costs.

WHAT IS COVERED	WHAT IS NOT COVERED
Damages arising from injury to the public or damage to their property caused by pollution, including the cost of cleaning your own premises if required by a regulatory authority.	• Pollution from storage tanks partially or wholly underground • Fly tipping • 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

- You must seek our agreement before incurring clean-up costs, unless there's a significant threat to health or the environment.

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
Property, Money and Malicious Attack, Goods in Transit Damage resulting from terrorism. **Business Interruption** Loss of income and additional cost of working due to damage caused by terrorism.	• Riot, civil commotion or war • Cyber attack including hacking, phishing and denial of service.


PEACOCKS
Amgueddfa rhyfel War museum
Taith Olygfaol Toll Scenic Drive

ENGINEERING

We offer a range of engineering cover to suit the needs of your business:

1. Accidental damage or breakdown of machinery and plant, such as service lifts, coffee machine boilers or heating boilers.
2. Inspections of plant by our engineering partner Vulcan Inspection Services to help you manage business risk and comply with regulatory and health and safety obligations.
3. Deterioration of stock caused by damage to freezer or chiller units or failure of the public power supply.

WHAT IS COVERED	WHAT IS NOT COVERED
ENGINEERING INSURANCE Accidental damage or breakdown of machinery and plant. **INCLUDING:** • Damage to property caused by explosion or collapse of pressure plant • Reasonable expenses incurred to make temporary repairs or minimise interruption to your business, up to £10,000 • Plant acquired by you during the year, up to £500,000 any one loss.	• Gradual deterioration • Damage caused by maintenance, repair, overhaul, modification or misuse • Cutters, bits, moulds, dies, heating elements, driving belts, chains and cables requiring periodic replacement unless plant is damaged at the same time • Damage occurring during lifting or lowering operations that don't comply with regulatory standards.
INSPECTIONS Plant and equipment inspections and certification to prevent injury or business interruption, and to meet your regulatory obligations.	• Damage to plant caused by its inability to withstand testing as part of the inspection.
DETERIORATION OF STOCK • Deterioration caused by temperature changes due to failure or damage of the refrigeration systems and accidental failure or emergency removal of public electricity, gas or water supplies • Contamination of goods by refrigerant or refrigerant fumes. **INCLUDING:** • Cleaning and decontamination of freezers and chilled cabinets, up to £25,000 • Disposal of goods which have been condemned.	• Deterioration due to a deliberate act or neglect, faulty packaging or storage, or incorrect setting of thermostats • Goods in a refrigeration vehicle • 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

- Plant and equipment must be inspected in line with statutory regulations, serviced and maintained
- You must provide safe access to plant being inspected and ensure that it is prepared, clean and ready when the inspector arrives.

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 £250,000.

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 ARAG Legal Expenses Insurance Company Limited to administer claims on our behalf.

WHAT IS COVERED	WHAT IS NOT COVERED
The cost of legal representation to defend your legal rights, and any agreed compensation awards. **INCLUDING:** • Employment disputes and compensation awards • Property Protection relating to civil disputes in connection with 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 the purchase and supply of goods and services. Amount in dispute must exceed £500 (including VAT) • Tax protection, including tax enquiries or VAT disputes by HMRC • Debt recovery relating to supply of goods and services, when your normal credit control procedures are exhausted. Amount of debt must exceed £200 (including VAT) • Statutory licence appeals where a business licence has been revoked or amended affecting your ability to trade.	• 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.

GROUP PERSONAL ACCIDENT

Protect yourself and your employees aged 16 to 65 against the financial impact of death or disability following an accident or illness.

We provide a range of lump sums and weekly benefits that you can tailor to meet your needs. Accidents are covered as standard. You can add Illness cover if required.

WHAT IS COVERED	WHAT IS NOT COVERED
• Accidents resulting in the inability to work, due to: - death - loss of limbs, sight, speech or hearing - permanent total disability - temporary total disability - temporary partial disability • Illness causing temporary total disability within 104 weeks of diagnosis (optional). INCLUDING • Hospital benefit of £25 per day during in-patient treatment, up to £1,000 • Professional counselling, up to £5,000 • Medical treatment we believe will aid recovery.	• Pre-existing health conditions • Illness appearing within 21 days of the start of the cover • Hazardous sports.

YOUR OBLIGATIONS

• You must supply supporting certificates, information or evidence that we request.



BUSINESS TRAVEL

This covers you and your employees who travel abroad on business. This includes access to a dedicated 24/7 helpline.

WHAT IS COVERED	WHAT IS NOT COVERED
• Medical costs resulting from injury or illness during the trip, up to £5 million per person for up to 52 weeks • Personal accident cover for death or permanent injury, up to £25,000 • Hospital benefit during in-patient treatment, up to £1,000 (£30 per day) • The cost of cancelling, cutting short or rearranging your trip up to £5,000 for unforeseen and unavoidable events shown in the policy wording • Delayed departure costs up to £250, up to £1,000 for an enforced stay or missed connection, or up to £5,000 for an abandoned trip due to the delay for events shown in the policy wording • Loss or theft of money, travel tickets and passports, up to £1,000 and cash up to £250 • Unauthorised use of credit cards, up to £10,000 • Damage to baggage, up to £2,500 (£500 per item) • Your legal liability for injuries to others or damage to their property, up to £2.5 million (up to £100,000 for damage to accommodation).	• Travelling to countries where the Foreign, Commonwealth & Development Office has issued a warning • Losses due to war or terrorism • Anyone involved in manual work • Pre-existing health conditions • Hazardous sports • Any losses if you, a close relative, business associate or travelling companion have symptoms associated with coronavirus, or are awaiting the results from a coronavirus test, at the time of booking a trip or purchasing your policy, and this is within 14 days of the trip's departure date.



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 from a UK bank, for no additional charge.

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.

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 Agent will ask you about your business and you must provide full details.

PRIVACY POLICY

To find out more about how we use your personal information and your rights, and how we may process the personal information of anyone named in your policy or any beneficiary of your policy, please view the privacy policy on our website - nfumutual.co.uk/legal-information/privacy-policy. Please share the privacy policy with any individuals named on your policy.

THE NEXT STEP

For more information on how NFU Mutual can help your business please call us for a conversation or to arrange a face to face meeting.

We're here to listen.

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.

Here are our details

nfumutual.co.uk

NFU Mutual

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