

# Retail

## Policy Summary

**Your Intact Insurance Isle of Man Limited Retail 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 you want from the following options:

- Property Damage Insurance.
- Deterioration of Stock Insurance.
- All Risks Insurance.
- Transit Insurance.
- Business Interruption Insurance.
- Loss of Liquor Licence Insurance.
- Money Insurance.
- Liabilities Insurance.
- Fidelity (Theft by Employee) Insurance.
- Personal Accident Insurance.
- Legal Expenses Insurance.

Full details of what you have chosen will be shown on your Statement of Fact and Policy Schedule.

The following tables provide a summary of the main Policy features and benefits and any significant exclusions or limits that you should check on your Policy Schedule.

Cover is based on the insurable value of the property and if the values you declare are less than the full amount your claim may be reduced.

For full Policy details, terms and conditions, please read your Policy Wording in conjunction with your Statement of Fact and Policy Schedule.

## Table 1 Standard Features and Benefits

The following covers will be included if you have selected them for your Policy. Check your Policy Schedule to identify whether cover is Included.

This summary is not exhaustive. Some specific causes of damage will be excluded, specific property may be excluded and some cover will be subject to specific limits.

Your Contribution in the event of a claim will be shown in your Policy Wording or Policy Schedule.

Features and Benefits	Significant Exclusions or Limitations	Policy Section
<p><b>Property Damage Insurance</b></p> <p>Your Contents and Stock are covered against the following standard risks. You may also choose to cover your Buildings or any Tenant's Improvements against the following standard risks.</p>		
<p>Loss or damage caused by:</p> <ul style="list-style-type: none"> <li>· Fire, Smoke, Lightning, Explosion, Earthquake.</li> <li>· Riot, Civil Commotion, Malicious Damage.</li> <li>· Storm, Flood, Escape of Water or Oil.</li> <li>· Impact.</li> <li>· Theft or attempted Theft.</li> <li>· Subsidence, Ground Heave or Landslip.</li> <li>· Falling trees.</li> <li>· Leakage of drinks from storage containers.</li> <li>· Accidental damage to fixed glass, neon signs and sanitary ware.</li> <li>· Any other accidental damage not specifically excluded.</li> </ul>	<ul style="list-style-type: none"> <li>· Please see 'What is not covered' in your Policy Wording.</li> <li>· Cover excludes Terrorism.</li> <li>· Excludes theft not involving forcible and violent entry or exit.</li> </ul> <p>Please note that these exclusions apply to cover for General Contents, Stock and Buildings.</p>	<p>Property Damage Insurance</p>
<p>The following extensions are also included within Property Damage Insurance:</p> <ul style="list-style-type: none"> <li>· Damage to landscaped gardens and grounds caused by emergency services.</li> <li>· Cost of locating and repairing damage resulting from escape of water or oil.</li> <li>· Costs arising from unauthorised use of metered electricity, gas or water.</li> <li>· Additional cost of metered water resulting from insured damage.</li> <li>· Cover for the cost of replacing locks following theft of keys.</li> </ul>	<ul style="list-style-type: none"> <li>· Please see 'What is not covered' in your Policy Wording.</li> <li>· Limit £10,000 any one loss.</li> <li>· Limit £10,000 any one loss.</li> <li>· Limit £2,500 any one period of insurance.</li> <li>· Limit £10,000 any one loss.</li> <li>· Limit £1,000.</li> </ul>	<p>Property Damage Insurance</p>

**Table 1 Standard Features and Benefits (continued)**

Features and Benefits	Significant Exclusions or Limitations	Policy Section
<p><b>General Contents</b></p>		
<p>If General Contents are shown as Included on your Policy Schedule, the following cover will apply:</p>		
<ul style="list-style-type: none"> <li>· Equipment and contents at the specified premises.</li> <li>· Directors', partners' and employees' personal effects.</li> <li>· CCTV and alarm equipment, aerials and satellite dishes.</li> <li>· Glass, sanitary ware, neon and illuminated signs and electric light fittings.</li> <li>· Property temporarily removed from the premises for cleaning, renovation, repair or other similar processes.</li> </ul>	<ul style="list-style-type: none"> <li>· Please see 'What is not covered' in your Policy Wording.</li> <li>· Cover is limited to a maximum of £1,500 per person.</li> <li>· Equipment must be securely fixed to the building.</li> <li>· Limit £10,000 any one loss.</li> <li>· Cover is limited to within the Territorial Limits shown in the Policy.</li> </ul>	<p>Property Damage Insurance</p>
<p><b>Inflation Protection</b></p> <p>Provides an automatic increase in the General Contents value you declare for insurance during the Policy period, as shown in your Schedule.</p>	<p>If the value you declare is less than the full amount that your General Contents should be insured for, your claim may be reduced.</p>	<p>Property Damage Insurance</p>
<p><b>Stock</b></p>		
<p>If Stock is shown as Included on your Policy Schedule, the following covers will apply:</p>		
<ul style="list-style-type: none"> <li>· Stock and materials in trade.</li> <li>· Work in progress.</li> <li>· Finished goods at the specified premises.</li> </ul> <p>A seasonal increase in the sums insured is provided for specified periods of the year as detailed in your Policy Wording.</p>	<ul style="list-style-type: none"> <li>· Please see 'What is not covered' in your Policy Wording.</li> </ul>	<p>Property Damage Insurance</p>
<p><b>Buildings</b></p>		
<p>If Buildings and/or Tenant's Improvements are shown as Included on your Policy Schedule, the following cover will apply:</p>		
<ul style="list-style-type: none"> <li>· Buildings.</li> <li>· Landlord's Fixtures and Fittings (including Shop Front).</li> <li>· Small outside buildings.</li> <li>· Walls, gates, fences and services.</li> </ul>	<ul style="list-style-type: none"> <li>· Please see 'What is not covered' in your Policy Wording.</li> <li>· Theft of lead to the exterior of the building is excluded.</li> </ul>	<p>Property Damage Insurance</p>
<p><b>Inflation Protection</b></p> <p>Provides an automatic increase in the Buildings value you declare for insurance during the Policy period, as shown in your Schedule.</p>	<p>If the value you declare is less than the full amount that your Buildings should be insured for, your claim may be reduced.</p>	<p>Property Damage Insurance</p>

**Table 1 Standard Features and Benefits (continued)**

Features and Benefits	Significant Exclusions or Limitations	Policy Section
<p><b>Deterioration of Stock Insurance</b></p>		
<p>If Deterioration of Stock Insurance is shown as Included on your Policy Schedule, the following covers will apply:</p>		
<ul style="list-style-type: none"> <li>· Loss or damage to chilled or frozen stock caused by a rise or fall in temperature or by “refrigerant” fumes.</li> </ul>	<ul style="list-style-type: none"> <li>· Cover excludes wear and tear.</li> <li>· Please see ‘What is not covered’ in your Policy Wording.</li> </ul>	<p>Deterioration of Stock Insurance</p>
<p><b>All Risks Insurance</b></p>		
<ul style="list-style-type: none"> <li>· Loss or damage to Unspecified Equipment worldwide up to a sum insured of £2,500 any one event.</li> <li>· Loss or damage to Specified Equipment worldwide.</li> </ul>	<ul style="list-style-type: none"> <li>· The Limits of Liability shown in your Policy Wording.</li> <li>· The sum insured shown in the Schedule.</li> <li>· Security restrictions apply.</li> <li>· Please see ‘What is not covered’ in your Policy Wording.</li> <li>· Cover excludes Terrorism.</li> </ul>	<p>All Risks Insurance</p>
<p><b>Transit Insurance</b></p>		
<p>If Transit Insurance is shown as Included on your Policy Schedule, the following covers will apply:</p>		
<ul style="list-style-type: none"> <li>· Covers goods up to a sum insured of £1,250 per vehicle with a maximum of 2 vehicles while in transit in any vehicle owned or operated by you within the Territorial Limits as shown in your Policy Wording.</li> <li>· Extensions to cover apply as shown in your Policy Wording.</li> <li>· Covers goods while at exhibitions up to a limit of indemnity of £2,500 any one exhibition within the Territorial Limits as shown in your Policy Wording.</li> </ul>	<ul style="list-style-type: none"> <li>· The sum insured or Limit of Liability shown in your Policy Wording or Policy Schedule.</li> <li>· Security restrictions apply.</li> <li>· Please see ‘What is not covered’ in your Policy Wording.</li> <li>· Cover excludes Terrorism.</li> </ul>	<p>Transit Insurance</p>

**Table 1 Standard Features and Benefits (continued)**

Features and Benefits	Significant Exclusions or Limitations	Policy Section
<p><b>Business Interruption Insurance</b></p>		
<p>If Business Interruption Insurance is shown as Included on your Policy Schedule, the following covers will apply:</p>		
<ul style="list-style-type: none"> <li>• Loss of Gross Profit - covers loss of gross profit by a cause which is also insured under the Property Damage Insurance section for the Indemnity Period shown in your Schedule. The Indemnity Period starts when the loss or damage occurs and ends when the business' trading position is back to the level enjoyed before the incident or when the Indemnity Period shown in your Schedule expires, whichever is the sooner.</li> </ul>	<ul style="list-style-type: none"> <li>• Please see 'What is not covered' in your Policy Wording.</li> <li>• Cover excludes Terrorism.</li> <li>• The sum insured or Limit of Liability shown in the Schedule.</li> </ul>	<p>Business Interruption Insurance</p>
<p>The following extensions are also included within Business Interruption Insurance:</p> <ul style="list-style-type: none"> <li>• Notifiable diseases, food or drink poisoning, defective sanitation, murder, suicide, vermin and pests.</li> <li>• Denial of access to the business premises and any resulting fall in the number of customers attracted to the vicinity due to damage to adjacent buildings by any cause insured under Property Damage Insurance.</li> <li>• Failure of Public Supply.</li> <li>• Failure of Telecommunications systems lasting over 60 consecutive minutes.</li> <li>• Damage by any cause insured under Property Damage Insurance at a suppliers premises within Great Britain, Northern Ireland, the Isle of Man or the Channel Islands.</li> <li>• Damage by any cause insured under Property Damage Insurance to property temporarily removed for cleaning or repair to any location within the Territorial Limits or to property in transit in your vehicle within Great Britain, Northern Ireland, the Channel Islands or the Isle of Man.</li> <li>• Outstanding Debit Balances (Book Debts) - any outstanding debts that you are unable to trace following an incident by any cause insured under Property Damage Insurance.</li> </ul>	<ul style="list-style-type: none"> <li>• Please see 'What is not covered' in your Policy Wording.</li> <li>• Limit £250,000.</li> <li>• Limit £250,000.</li> <li>• Limit £250,000.</li> <li>• Limit £5,000.</li> <li>• Limit 10% of the Gross Profit Sum Insured or £250,000 whichever is the lower.</li> <li>• Limit £25,000 any one loss</li> <li>• The Limit of Liability shown in the Schedule.</li> </ul>	<p>Business Interruption Insurance</p>
<p><b>Loss of Liquor Licence Insurance</b></p>		
<ul style="list-style-type: none"> <li>• Loss of gross profit or a reduction in the value of the premises as a result of the loss of liquor licence.</li> <li>• The Limit of Indemnity of £100,000.</li> </ul>	<ul style="list-style-type: none"> <li>• Please see 'What is not covered' in your Policy Wording.</li> <li>• Cover excludes Terrorism.</li> </ul>	<p>Loss of Liquor Licence Insurance</p>

**Table 1 Standard Features and Benefits (continued)**

Features and Benefits	Significant Exclusions or Limitations	Policy Section
<p><b>Money Insurance</b></p> <p>If Money Insurance is shown as Included on your Policy Schedule, the following covers will apply: All limits insured are shown in your Policy Schedule or Policy Wording.</p>		
<ul style="list-style-type: none"> <li>· Money in transit, on your premises during business hours or in a bank night safe.</li> <li>· Money kept in a locked safe or strongroom in the shop outside of business hours.</li> <li>· Any other money at your premises, not in a locked safe outside of business hours.</li> <li>· Money in your home.</li> <li>· Crossed cheques, crossed money orders and crossed postal orders.</li> <li>· Benefits to employees for bodily injury sustained during a robbery.</li> </ul>	<ul style="list-style-type: none"> <li>· Please see 'What is not covered' in your Policy Wording.</li> </ul>	<p>Money Insurance</p>
<p><b>Liabilities Insurance</b></p> <p>The Limits of Indemnity applicable are shown in your Policy Schedule.</p>		
<p><b>Employers Liability:</b></p> <p>If Employers Liability is shown as Included on your Policy Schedule, the following covers will apply:</p> <ul style="list-style-type: none"> <li>· Legal liability for damages to any Person Employed during the period of insurance.</li> <li>· Including costs of legal representation at coroners inquests or proceedings in any court arising out of alleged breach of statutory duty that resulted in injury.</li> </ul>		<p>Liabilities Insurance – Section 1</p>
<p><b>Public/Products Liability:</b></p> <p>If Public/Products Liability is shown as Included on your Policy Schedule, the following covers will apply:</p> <ul style="list-style-type: none"> <li>· Legal liability for damages to any person, accidental loss or damage to property.</li> <li>· Including costs of legal representation at any coroners inquests or proceedings in any court arising out of alleged breach of statutory duty that resulted in injury.</li> </ul>	<ul style="list-style-type: none"> <li>· Please see 'What is not covered' in your Policy Wording.</li> <li>· Cover excludes any Public or Products Liability in connection with advice, design or specification provided for a fee.</li> <li>· Damage to property means material property, but does not include electronic data.</li> </ul>	<p>Liabilities Insurance – Section 2</p>
<p><b>Legal Defence Costs</b></p> <p>Costs incurred in defending proceedings arising from a breach of the Health &amp; Safety at Work Act 1974, the Health &amp; Safety at Work (Northern Ireland) Order 1978 or the Consumer Protection Act 1987 where there has been no actual injury or damage.</p>	<ul style="list-style-type: none"> <li>· Please see 'What is not covered' in your Policy Wording.</li> </ul>	<p>Liabilities Insurance – Section 3</p>

**Table 1 Standard Features and Benefits (continued)**

Features and Benefits	Significant Exclusions or Limitations	Policy Section
<p><b>Fidelity ( Theft by Employee) Insurance</b></p>		
<p>If Fidelity ( Theft by Employee) Insurance is shown as included on your Policy Schedule, the following covers will apply:</p>		
<ul style="list-style-type: none"> <li>• Loss of money or goods, caused by fraud or dishonesty of your employees.</li> </ul>	<ul style="list-style-type: none"> <li>• Please see 'What is not covered' in your Policy Wording.</li> <li>• Cover excludes Terrorism.</li> <li>• You must comply with the minimum standards of control which are detailed in the Policy Wording.</li> </ul>	<p>Fidelity (Theft by Employee) Insurance</p>
<p><b>Personal Accident Insurance</b></p>		
<p>If Personal Accident Insurance is shown as included on your Policy Schedule, the following covers will apply:</p>		
<ul style="list-style-type: none"> <li>• Benefits payable for Death or Disablement and related Medical Expenses as a result of accidental bodily injury sustained by you, your partners or directors during the selected Operative Time as detailed in the Policy Wording and Schedule.</li> </ul>	<ul style="list-style-type: none"> <li>• Please see 'What is not covered' in your Policy Wording.</li> <li>• Bodily injury as a result of excluded activities.</li> <li>• Sickness or disease.</li> <li>• Cover excludes Terrorism.</li> </ul>	<p>Personal Accident Insurance</p>
<p><b>Legal Expenses Insurance</b></p>		
<p>If Legal Expenses Insurance is shown as included on your Policy Schedule, the following covers will apply:</p>		
<p>Costs incurred in pursuing or defending the legal rights of your business as a result of legal proceedings relating to:</p> <ul style="list-style-type: none"> <li>• Employment                             <ul style="list-style-type: none"> <li>- defence of disputes with staff over contracts of employment and alleged breaches of employment legislation.</li> </ul> </li> <li>• Prosecution                             <ul style="list-style-type: none"> <li>- defence of specified criminal or civil actions.</li> </ul> </li> <li>• Property                             <ul style="list-style-type: none"> <li>- pursuit or defence of property disputes which may cause financial loss to your business.</li> </ul> </li> <li>• Taxation                             <ul style="list-style-type: none"> <li>- accountancy and legal costs involved in representing your business in H M Revenue and Customs investigations.</li> </ul> </li> <li>• Data Protection                             <ul style="list-style-type: none"> <li>- pursuit or defence of actions under the Data Protection Act.</li> </ul> </li> <li>• Bodily injury                             <ul style="list-style-type: none"> <li>- pursuit of compensation for death or bodily injury to you or your directors or employees from a negligent person.</li> </ul> </li> <li>• Contract                             <ul style="list-style-type: none"> <li>- pursuit or defence of disputes with customers or suppliers for sale or supply of goods or services where the amount in dispute exceeds £1,000</li> </ul> </li> <li>• Extensions in cover are also included for Jury Service Allowance and Witness Attendance Allowance for up to £150 per person per day.</li> </ul>	<ul style="list-style-type: none"> <li>• Please see 'What is not covered' in your Policy Wording.</li> <li>• Our written consent must be obtained to pursue these actions and you must comply with all requirements detailed in the Policy Wording.</li> <li>• If you select your own legal representative (as detailed in the Policy Wording) we will not pay fees in excess of what we would have paid our own choice of representative.</li> <li>• Limit of Liability of £25,000 for Any One Claim in respect of Taxation disputes.</li> <li>• Limit of Liability of £5,000 for Any One Claim in respect of Contract disputes.</li> <li>• Limits of Liability as otherwise shown in the Schedule for Any One Claim and in total for all claims in any one Period of Insurance.</li> </ul>	<p>Legal Expenses Insurance</p>

## Table 2 General Conditions, Exclusions and Limits

If there are any changes to your business, the premises or property or any other circumstances that will increase the risk of loss or damage, you must inform us immediately as failure to do so could invalidate your Policy or result in a claim not being paid.

### General Conditions, Exclusions and Limits

- Nuclear Risks, War and Sonic Bangs are excluded.
- Your Contribution to any claim will be detailed in your Policy Schedule or Policy Wording.
- Any limits that apply to your Policy will be detailed in your Policy Schedule or Policy Wording.
- Your insurance is subject to the Minimum Standards of Security which are detailed in the Policy Wording.

# Important Information

## 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 shown on your policy documentation. If the insurance cover has not yet commenced, you will be entitled to a full refund of the premium paid. If the insurance cover has commenced, you will be entitled to a refund of the premium paid subject to a deduction for the time for which you have been covered, unless we have been notified of a claim. This will be calculated on a pro-rata basis for the period in which you received cover.

## Our Right to Cancel

We may cancel this policy by giving you at least 30 days notice in writing to your last known address; provided no claim has been made in the current policy year we will refund any premiums already paid for the remaining period of insurance.

## Making a Claim

Should you wish to make a claim under your Policy please call our Claims Department on **01624 645900** as soon as possible. You must give us any information or help we 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.

## Our Complaints Procedure

We aim to give customers a high standard of service at all times. If you are unhappy with the service provided for any reason or have cause for complaint, you should initially raise your concerns with your usual business contact. They will tell you what they will do to resolve your concerns and how long it will take. In the unlikely event that you remain dissatisfied and wish to make a complaint, you should write to:

The Managing Director  
Intact Insurance Isle of Man Limited  
P.O. Box 27  
Jubilee Buildings  
1 Victoria Street  
Douglas  
Isle of Man  
IM99 1BF

If you are still dissatisfied, you can ask the Financial Services Ombudsman to review your case. The FSO can be contacted as follows:

E-Mail Address: [ombudsman@iomoft.gov.im](mailto:ombudsman@iomoft.gov.im)  
Telephone Number: 01624 686 500

## Your rights

Your rights as a customer to take legal action remain unaffected by the existence or use of any complaint procedures referred to above.

## Financial or Trade Sanctions

Intact Insurance Isle of Man Limited is unable to provide insurance in circumstances where to do so would be in breach of any financial or trade 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 where applicable.

## Premiums and Payments

Premiums are inclusive of Insurance Premium Tax where applicable. 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

Shortly before each policy renewal date we will tell you the premium and terms & 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.

If you pay 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" above.

## **Law applicable to the policy**

Both you and we may choose the law which applies to this contract. However, unless you and we agree otherwise, the law which applies is the law applicable in the part of the United Kingdom, Channel Islands or the Isle of Man in which you live. Full details will be provided in your Policy documentation.

## **Who regulates us?**

Intact Insurance Isle of Man Limited is authorised and regulated by the Isle of Man Financial Services Authority. Our registration number is 007.



