



# Surgery Policy Summary

Primary General Online - Surgery Package Insurance Policy with Signatures - PGSPPOwSIG 11/09

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## Policy Summary

This document provides a summary only of the significant aspects of cover (including restrictions) provided by our standard Surgery Package Insurance Policy. For full details, please refer to the Policy itself which is available to download from our website ([www.primarygeneral.co.uk](http://www.primarygeneral.co.uk)) or by contacting your Broker.

## Introduction

The cover provided by the Primary General Surgery Package Insurance Policy has been designed for single site Surgeries. It provides a comprehensive package to cover the insurance requirements of a working Surgery. The insurance is normally for a period of 12 months unless shown differently on your Policy Schedule.

The Policy is underwritten by Primary General Insurance Limited, on behalf of capacity supplied by Fortis Insurance Limited and Aviva Insurance Limited.

Please note that Primary General Insurance Limited reserves the right to alter the capacity providers under this contract from the time of the quotation until these covers are bound with us.

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## Covers

### Buildings Cover

This section covers damage to buildings insured caused by one of the Specified Perils detailed below in Insured Event (1) or damage by optional Insured Events (2), (3) or (4):

#### (1) Specified Perils:

- Fire
- Lightning
- Explosion
- Subterranean Fire
- Earthquake
- Aircraft
- Riot, Civil Commotion
- Malicious Damage
- Storm
- Flood
- Escape of Water
- Leakage of beer and beverages
- Impact by own and third party vehicles or animals
- Falling trees
- Breakage or collapse of aerials
- Theft or attempted theft.

#### (2) Accidental physical damage

#### (3) Subsidence

#### (4) Terrorism

#### Notable Section extensions:

- Buildings include landlord's fixture and fittings, walls, gates and fences.
- Professional fees including architects, surveyors and legal fees (10% limit).
- Debris removal (10% limit).
- Transfer of interest.
- Automatic sum insured reinstatement (for an additional premium).
- Additional costs in complying with Public Authorities requirements (10% limit).
- Accidental damage to underground services including pipes, services and cables (£25,000 limit).
- Accidental damage to sanitary ware (£25,000 limit).
- Trace and access costs (£25,000 limit).
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## Buildings Cover (continued)

### Notable Section exclusions:

- The Excess as stated in the Policy Schedule.
- Accidental pollution.
- Damage by frost.
- Wear, tear and gradual deterioration.
- Damage by vermin or insect infestation.
- Mechanical or electrical breakdown of lifts or any other plant or equipment.
- Damage to boilers caused by cracking or fracturing.
- Damage to hedges, gates or fences caused by storm, tempest or flood.
- Damage to fixed glass, signs, blinds or canopies.
- Subsidence caused by new structures bedding down or newly made-up ground settling.
- Subsidence damage to yards, car parks, roads, pavements, swimming pools, gates and fences.
- Damage caused by riot, malicious persons, storm, flood or theft when the premises is empty or not in active use.
- Terrorism.

### Notable Section conditions of cover:

- Condition of Average (underinsurance).
- Rebuilding must be carried out in reasonable time.
- Intruder Alarm Installation Condition
- Insurers must be notified in writing immediately any building becomes unoccupied of a period of 28 consecutive days.



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## Contents Cover

This section covers damage to property specified in the Policy Schedule caused by one of the Specified Perils detailed below in Insured Event (1) or damage by optional Insured Events (2), (3), (4) or (5):

### (1) Specified Perils:

- Fire
- Lightning
- Explosion
- Subterranean Fire
- Earthquake
- Aircraft
- Riot, Civil Commotion
- Malicious Damage
- Storm
- Flood
- Escape of Water
- Leakage of beer and beverages
- Impact by own and third party vehicles or animals
- Falling trees
- Breakage or collapse of aerials
- Theft or attempted theft.

### (2) Accidental Physical Damage

### (3) Subsidence

### (4) Terrorism

### (5) Full Theft

### Notable Section extensions:

- Cover includes damage to all contents including:
  - Surgery equipment.
  - Decorations, fixtures and fittings and improvements.
  - Landlord's fixtures for which the Insured is responsible.
  - Personal effects and pedal cycles (£750 per person).
- Reinstatement of business books and other documents (£10,000 or 15% limit whichever is the less).
- Reinstatement of computer system records (£10,000 or 15% limit whichever is the less).
- Removal of debris (£25,000 limit).
- Cost in replacing locks and keys following theft of keys (£1,000 any one claim).
- Professional fees (£25,000 limit).
- Additional costs in complying with Public Authorities requirements.
- Damage to Surgery Contents in transit anywhere in the United Kingdom (£5,000 limit unless otherwise stated in the Policy Schedule).
- Theft damage to the building (10% limit of the Surgery Contents sum insured).
- Visiting bags and their contents anywhere in the UK. (£1,500 limit)
- Loss of Domestic Heating Oil (£1,500 limit)
- Loss of metered water (£2,500 limit).
- Automatic sum insured reinstatement (for an additional premium).
- Temporary removal of Surgery Contents from the Premises for cleaning, renovation, repair (limited to 10% of Surgery contents sum insured).
- Temporary removal of the following from the Premises
  - a) medical and dental equipment - £2,500
  - b) electronic office equipment - £2,500
  - c) documents, manuscripts and business books - £2,500
  - d) computer system records - £1,000
- Accidental breakage of sanitary fixtures and fittings.
- Accidental damage to fixed glass, surgery lamps, signs, nameplates, blinds and canopies
  - Including boarding up costs; lettering, ornamentation, and alarm foils; and contents of display windows, showcases and counters (£2,500 any one claim).
- Accidental damage to underground services including pipes, services and cables (£25,000 limit).
- 2 years rent payable (25% of the total sum insured).
- Damage to landscaped gardens caused by the emergency services (£1,000 limit).
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## Contents Cover (continued)

### Notable Section exclusions:

- The Excess as stated in the Policy Schedule.
- Accidental pollution.
- Damage by frost.
- Wear, tear and gradual deterioration.
- Wet or dry rot.
- Damage by vermin or insect infestation.
- Damage caused by testing, repairing, serving or maintenance.
- Mechanical or electrical breakdown of machinery or equipment, and erasure of electronic recordings.
- Acts of fraud by the Insured, director, partner or employee.
- Theft not involving forcible and violent means (unless Insured Event (5) is operational).
- Theft from outbuildings.
- Damage to motor vehicles and their contents.
- Notable damage to medals, money, stamps coins, furs, gold and silver items, precious metals and stones, livestock unless specified in the Policy Schedule.
- Paintings, prints and works of art (£500 limit any one item).
- Damage to stock of samples in any basement or cellar caused by water unless such stock is raised 15cm above the floor.
- Damage caused by riot, civil commotion, malicious damage, storm, flood, bursting or overflowing tanks or pipes, or theft if the premises are empty or not in active use.
- Subsidence caused by new structures bedding down or newly made-up ground settling.
- Terrorism.

### Notable Section conditions of cover:

- Condition of Average (underinsurance).
- Intruder alarm installation condition.
- Protective measures condition.
- Vehicle security conditions.
- Insurers must be notified in writing immediately any building becomes unoccupied of a period of 28 consecutive days.



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## Business Interruption

This section covers financial compensation up to the Sum Insured specified in the Policy Schedule, (automatically insured up to £250,000 for an Indemnity Period of 12 Months) due to interruption to the business insured following an insured loss under the Buildings or Contents sections. (Options of extended Indemnity Periods are available on request)

### Notable Section extensions:

- Automatic Increased Cost of Working.
- Automatic sum Insured reinstatement (for an additional premium).
- Prevention of access.
- Suppliers extension (10% limit).
- Closure of the premises insured by a Public Authority due to infectious disease, murder or suicide, food poisoning, or defective sanitation. (£100,000 limit)
- Professional accountants fees (10% limit).
- Alternative domestic accommodation costs.
- Failure of Public Utilities at the terminal point of the service feed to the Premises (water, gas, electricity and telecommunications) where the interruption exceeds 12 hours (£100,000 limit)

### Notable Section conditions:

- Condition of Average (underinsurance).

## Employers' Liability

This section provides protection for legal liability for damages and legal costs of up to £10 million. (Restricted to £5million in respect of Terrorism)

### Notable Section extensions:

- Cover includes death, illness, disease, injury, mental injury, mental anguish or shock but not defamation.
- Covers employees temporarily engaged in non-manual work overseas.
- Unsatisfied court judgements.
- Legal costs incurred in the defence of criminal proceedings under the Health & Safety at Work Act 1974.
- Indemnity to other persons including directors, employees and principals.
- Cross Liabilities.
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### Notable Section conditions of cover:

- All claims settled under United Kingdom jurisdiction.



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## Public and Products Liability

This section provides protection for legal liability world-wide for damages and legal costs of up to £2,000,000 (An increased limit of £5,000,000 is available on request)

### Notable Section extensions:

- Cover includes death, illness, disease, injury, mental injury, mental anguish or shock but not defamation.
- Loss of or damage to third party property.
- Covers employees temporarily engaged in non-manual work anywhere in the world.
- Contingent motor liability.
- Leased or Rented premises.
- Cover includes liability incurred in connection with:
  - Defective Premises Act 1972.
  - Health & Safety at Work Act 1974.
- Indemnity to other persons including directors, employees and principals.
- Cross liabilities.
- Accidental pollution.

### Notable Section exclusions:

- Contractual liability which would have attached in the absence of such contract.
- Damage to property held in trust other than employees personal effects.
- A £250 Excess in respect of damage to property.
- Possession or use of any aircraft, spacecraft, hovercraft or watercraft.
- Products supplied which to the knowledge of the insured is for use in or on any aircraft, missile or for aviation or aero spatial purposes or for the safety or navigation or marine craft of any sort.
- Products supplied which to the knowledge of the Insured is for use in or supplied to the USA or Canada.
- Advice, design or specification provided.
- Liability caused by treatment given by the Insured.
- Excluding cover in respect of work undertaken offshore.
- Terrorism.

### Notable Section conditions of cover:

- All claims settled under United Kingdom jurisdiction.



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## Money

This section covers loss of or damage to money pertaining to the business insured anywhere in the United Kingdom up to the limits specified in the Policy Schedule. The standard limits are:

- Money in a locked safe out of business hours - £500.
- Non-negotiable money - £250,000.
- Money in the private dwelling of a director or employee - £500.
- Money in transit or in a bank night safe - £3,000.
- Money in the insured premises during business hours - £3,000.
- Personal Accident capital benefits - £10,000.
- Personal Accidental weekly benefits - £100.

### Notable Section extensions:

- Dishonesty or fraud by any partner, director or employee discovered with 7 days of such act (£2,500 limit).
- Loss from gaming or amusement machines (limited to £300 any one loss).
- Cover includes loss of or damage to:
  - Cases, bags, belts or waistcoats whilst being used to transit money.
  - Clothing and personal effects up to £750 per person whilst being used to transit money.
  - Safes, strong rooms or cash registers.
- Loss of money deposited in bank night safes.
- The cost of replacing locks following theft of keys (limited to £1,000 any one claim).
- Malicious attack benefits for any person injured during a theft or attempted theft of money including:
  - Death.
  - Loss of sight.
  - Loss of an entire hand, arm, foot or leg.
  - Permanent total disablement.
  - Temporary total disablement.

### Notable Section exclusions:

- Loss resulting from depreciation, dishonoured cheques or accounting or clerical errors.
- Loss in transit by unregistered post.
- Loss from unattended vehicles.
- The first £100 of each and every loss.
- Personal Assault:
  - Excluding any person whose age is less than 16 or more than 65.
  - Excluding Temporary Total Disablement payments exceeding 104 weeks.

### Notable Section conditions of cover:

- Reasonable precautions to prevent the loss of money including:
  - Maintaining a record of all money in transit or at the premises insured.
  - Carefully selecting responsible employees.
  - Controlling the custody of keys.
- Secure and lock all safes and other money containers whenever such containers are left unattended.



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## Book Debts

This section provides indemnity in respect of outstanding debit balances resulting from damage (as Insured under the Contents section). The standard limit is:

- Outstanding Debit Balances - £5,000

### Notable Section extensions:

- Temporary removal of books or accounts or other business records from the insured premises anywhere in the United Kingdom.
- Automatic reinstatement of the sum insured subject to the payment of an appropriate additional premium.

### Noticeable Section conditions:

- Average (underinsurance).
- Maintenance of records.

## Deterioration of Stock

This section provides indemnity in respect of accidental physical loss or damage to stock in refrigerated plant at the Premises.

- £5,000 in respect of any one unit of refrigerating plant and £10,000 in the aggregate in any one Period of Insurance.
- Damage caused by or arising from:
  - a rise or fall in temperature owing to a failure of the refrigerating plant to function properly
  - accidental escape or leakage of refrigerant or refrigerant fumes
  - accidental failure of the public or private supply of electricity

### Notable Section exclusions:

- The wilful act or neglect of the Insured, any partner, director or employee of the Insured or their families;
- The deliberate act of any electricity supply authority or the exercise by any such authority to withhold or restrict supply;
- The failure of any unit refrigerating plant which is:
  - over 10 years old;
  - over 5 years old and not the subject of an annual maintenance contract with a competent refrigeration engineer or company;
  - powered by a motor in excess of 2 horse power.
- Any Defined Peril;
- Moth, vermin or insects;
- Wear and tear, deterioration or gradually developing flaws or defects in refrigerating plant or faulty packaging of Property Insured;
- The incorrect setting of thermostats or automatic controls
- Loss of or damage to Property Insured which has passed the date set by the manufacturers for use;
- Consequential loss of any kind or description
- The first £100 of each and every loss.



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## Your Cancellation Rights

Although We hope You are happy with the cover this Policy provides, if this insurance does not meet Your requirements, You may cancel this Policy by:

- 1) giving notice in writing; and
- 2) within 30 days of sending the notice of cancellation You must return all effective Policy documents and if applicable, any Certificates of Insurance to the Insurance Broker, Intermediary or Agent who arranged Your insurance or to Primary General Insurance Limited.

We will then cancel Your Policy with effect from the date upon which Primary General Insurance Limited receive the documents as stated in 1) and 2) above. That date will be the Cancellation Date.

If the Cancellation Date is within 14 days of the start of the Policy or any Renewal date, we will return your entire premium and any fees. If it is later we will charge you premium for the period of insurance to the Cancellation Date (subject to a minimum of £100) and return the remaining premium less any policy fees already incurred.

If when You request that We cancel this Policy any claim has been made, notified or paid under this Policy We will be happy to cancel this Policy but we will not refund any of your premium or any policy fees already incurred.

## Our Rights to Cancel Your Policy

We (or any agent with Our specific authority) shall **not** be bound to accept the Renewal of this Policy.

There may be circumstances in which We (or any agent with Our specific authority) may notify You that the Policy will be cancelled.

For details of the full cancellation rights applicable under this Policy please refer to Your Policy wording.

## Complaints Procedure

It is always our intention to provide a first class standard of service. However, if you have any cause for complaint, you should, in the first instance, contact either the Intermediary who arranged the Policy for you, or the branch of Primary General Insurance Limited which issued your Policy. Please be ready to quote the details of your Policy, the name of the Insured and Policy number. Should the matter not be resolved to your satisfaction, please write to:

The Customer Services Manager  
Primary General Insurance Limited  
7th Floor  
Embassy House  
60 Church Street  
Birmingham  
B3 2DJ

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. Further information is available at: <http://www.financial-ombudsman.org.uk/>

## Notification of New Claims

To notify a new claim please follow the steps below:

1. Check the Policy and Schedule to ensure that you are covered.
2. Check the Claims conditions under the respective Section(s) of the Policy.
3. Call our dedicated claims line 0844 209 0999 to notify your claim.

If you are dissatisfied with the way in which a claim or any other matter has been dealt with, please refer to Our Complaints Procedure.

## Details about the Regulator and your Insurers

Primary General Insurance Limited is authorised and regulated by the Financial Services Authority (FSA). The FSA register number is 308347. You can check this on the FSA's Register by visiting the FSA's website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.

Fortis Insurance Limited is authorised and regulated by the Financial Services Authority (FSA). You can check this on the FSA's Register by visiting the FSA's website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.

Aviva Insurance Limited is authorised and regulated by the Financial Services Authority (FSA). You can check this on the FSA's Register by visiting the FSA's website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.

## Compensation Arrangements

Primary General Insurance Limited, Fortis Insurance Limited and Aviva Insurance Limited are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if any company cannot meet its insurance obligations. This depends on the type of business and the circumstances of the claim. Further information about compensation scheme arrangements is available from the FSCS at: <http://www.fscs.org.uk/>

## Law applicable to this insurance

Unless agreed otherwise English Law will apply.



# Signatures Policy Summary

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## Applicable to all Signatures Policy Covers

### Policy Summary

This document contains a summary only of the significant aspects of cover provided by this Signatures insurance. This summary does not describe all the terms and conditions of this insurance, so please take time to read the Policy document to make sure you understand the cover it provides.

The Signatures Policy wording document is available to download from our website ([www.primarygeneral.co.uk](http://www.primarygeneral.co.uk)) or by contacting your broker.

### Introduction

The Signatures covers are designed to enhance the comprehensive cover already provided by Primary General Online Package Policies. Signatures will automatically apply to qualifying policyholders, unless otherwise specified.

Signatures is a package of three essential covers to provide further protection to your business, namely Commercial Legal Protection, Key Person and Equipment Breakdown.

Please note that Primary General Insurance Limited reserves the right to alter the capacity providers under this contract from the time of the quotation until these covers are bound with us.

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### Making a claim

To notify us of a new claim please follow the steps below:

1. Check the Policy and accompanying Schedule to ensure that you are covered
2. Check the Claims conditions under the respective Section(s) of the Policy.
3. In all cases call our dedicated claims line (0844 209 0999) to initially notify us of your claim.

### How to make a complaint

It is always our intention to provide a first class standard of service. However, if you have any cause for complaint, you should, in the first instance, contact either the intermediary who arranged this insurance for you, or the branch of Primary General Insurance Limited which issued your Policy. Please be ready to quote the details of your Policy, the name of the Insured, Policy number and departmental references. A copy of our internal complaint handling procedure is available on request. Should the matter not be resolved to your satisfaction, please write to:

The Customer Services Manager  
Primary General Insurance Limited  
7th Floor  
Embassy House  
60 Church Street  
Birmingham  
B3 2DJ

You are also entitled to refer your complaint to the Insurer concerned at the addresses advised herein or to the Financial Ombudsman Service. Further information is available at: <http://www.financial-ombudsman.org.uk/>

### Upgrading your cover

You can upgrade the Key Person and Commercial legal Protection Signature Covers at any stage in the Period of Insurance.

### Duration

These covers will apply for a period of 12 months unless specified otherwise in the Primary General Policy Schedule.

### Cancellation rights

Cancellation of these cover is only possible in the event that the cover provided under the main Primary General Policy is also cancelled.



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## Commercial Legal Protection

### Policy Summary

This document contains a summary only of the significant aspects of cover provided by this Commercial Legal Protection insurance. This summary does not describe all the terms and conditions of your Policy, so please take time to read the Policy document to make sure you understand the cover it provides. The Policy itself is available to download from our website ([www.primarygeneral.co.uk](http://www.primarygeneral.co.uk)) or by contacting your broker.

### Introduction

This Policy is underwritten by DAS Legal Expenses Insurance Company Limited (DAS).

This insurance is automatically provided to qualifying customers whose annual turnover is less than £5m. For other Online Package Policyholders this cover is available upon request on our open market Combined Policy at an additional premium.

## Cover

In respect of the Insured Incidents listed below, the Policy will pay legal costs and expenses (including solicitors' and barristers' fees, court costs, expenses for expert witnesses, attendance expenses and accountants' fees) and the costs of appealing or defending an appeal.

The most payable for all claims is:

- a) £2,000 in respect of Aspect Enquiries and Tax Intervention Enquiries
- b) £100,000 or the limit of indemnity shown in Schedule in respect of all other Insured Incidents,

subject to an annual aggregate for all claims of £1,000,000 per period of insurance.

Primary General also provides the opportunity for customers to increase Limit b) to £250,000 or a maximum limit of £500,000 for an additional premium.

### Insured Incidents

#### Employment Disputes

This Policy will pay legal costs incurred in defending your legal rights if your business faces an employment dispute, court or tribunal proceedings from a past or present employee.

### Significant exclusions or limitations

- personal injury claims excluded
- any claim in respect of loss of or damage to property is excluded
- waiting periods apply in respect of the first period of insurance unless the Policyholder had commensurate insurances or covers in place immediately before the inception of this Policy and the incident in question would have been covered under both policies.

#### Employment Compensation Awards

This Policy will cover you against costs should your business face the risk of losing a case and being ordered to pay awards of compensation at a tribunal in respect of a claim accepted under Employment Disputes above.

- the advice of Insurers must be sought and followed

#### Legal Defence

This Policy will pay the costs incurred in defending your business if a criminal prosecution is brought and also extends to appeals against the imposition or terms of any Statutory Notice issued under UK legislation affecting your business.

- prosecutions for motoring offences are excluded.

#### Employee Protection

This Policy will pay the costs incurred in defending your employees if a criminal prosecution is brought against them under legislation for unlawful discrimination on the grounds of sex, sexual orientation, race, disability, age, religious belief or political opinion; or civil action is taken against them as trustee of a pension fund set up for the benefit of the Policyholders employees, during the course of their work for your business.

- prosecutions for motoring offences are excluded.



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## Commercial Legal Protection

### Data Protection

This Policy will pay the costs incurred in defending an insured person in connection with your business activities if civil action for compensation under section 13 of the Data Protection Act 1998 arises, including any resulting compensation award.

- Your business must have been registered with the Information Commissioner at the time of an incident.

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### Attendance Expenses

The insurer will pay any unpaid salaries of your employees if they are off work to attend any arbitration, court or tribunal hearing at the request of the appointed representative, or while attending jury service.

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### Contract Disputes

The insurer will negotiate for your legal rights in a contractual dispute arising from an agreement or that alleged agreement which has been entered into by or on behalf of the Policyholder for the purchase, hire, sale or provision of goods or of services.

- a 90 day waiting period applies if the contract is entered into prior to the start date of the Policy, unless the Policyholder had commensurate insurances or covers in place immediately before the inception of this Policy and the incident in question would have been covered under both policies
- the amount in dispute must be more than £5,000.
- a dispute with an employee or ex-employee which arises out of, or relates to, a contract of employment with the Policyholder
- contracts involving a motor vehicle are excluded.
- disputes arising from a loan, mortgage, pension or investment or settlement payable under an insurance Policy are excluded.
- contracts involving computer hardware, software, systems or services; tailored by a supplier to your business' own specification are excluded.
- disputes arising from a breach or alleged breach of professional duty are excluded.

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### Property Protection

The insurer will negotiate for your legal rights in any civil action following any event causing physical damage to material property which you own or are responsible for.

- mining subsidence
- a contract entered into by you.
- defending your legal rights except in the event of a counter-claim.

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### Tenancy Disputes

The insurer will negotiate for your legal rights in respect of a dispute between you, and your landlord relating to premises leased or rented by you.

- disputes relating to rent, service charges or the renewal of a tenancy agreement are excluded.

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### Bodily Injury

The Insured person's and their family members' legal rights following an event which causes the death of, or bodily injury to them

- claims arising from a motor vehicle owned or used by, or hired or leased to an insured person or their family members.
- any illness or bodily injury that develops gradually or is not caused by a specific or sudden accident.

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### Statutory Licence Protection

The insurer will represent you appealing to the relevant statutory or regulatory authority, court or tribunal following the suspension, alteration, refusal to renew or cancellation of a statutory licence or British Standard Certificate of Registration.

- an original application for renewal of a licence.
  - licences involving motor vehicles.
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## Commercial Legal Protection

### Tax Protection

The insurer will negotiate on your behalf and represent you in any appeal proceedings in respect of:-

- A Full Enquiry and or Aspect Enquiry carried out by HM Revenue & Customs;
- A dispute concerning your compliance with Pay As You Earn or Social Security Regulations following a review by HM Revenue & Customs;
- An assessment issued by HM Revenue & Customs in respect of Value Added Tax due or Tax Intervention Enquiries.
- claims relating to Tax avoidance schemes are excluded.
- the first £200 of each claim in respect of Aspect Enquiries or Tax Intervention Enquiries.
- any claim relating to alleged dishonesty or alleged criminal offences are excluded.
- payments in excess of £2,000 for claims in respect of Aspect Enquiries or Tax Intervention Enquiries.

## Helplines

In addition, the following helplines are included.

To contact these helplines please use the appropriate numbers highlighted in your Signatures Policy wording.

Eurolaw Commercial Legal Advice	Provides you with confidential legal advice, over the phone, on problems affecting your business subject to the laws of the member countries of the European Union, the Isle of Man, the Channel Islands, Switzerland and Norway.
Tax Advice	Provides you with confidential advice, over the phone, on any tax matter affecting your business under UK law.
Employment Manual	A comprehensive web-based manual offering up to date guidance on rapidly changing employment law.
DASBusinesslaw	An online reference full of the sorts of letters, articles and forms that will help you run your business successfully. You can also access interactive document builders, to make composing the most commonly used commercial documents, as easy as possible.

## Details about the regulator

DAS Legal Expenses Insurance Company Limited is authorised and regulated by the Financial Services Authority. DAS' FSA register number is 202106. You can check this on the FSA's Register by visiting the FSA's website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234. DAS Legal Expenses Insurance Company Limited's Head and Registered Office is DAS House, Quay Side, Temple Back, Bristol BS1 6NH, England. Registered in England and Wales, number 103274.

## Compensation arrangements

DAS is covered by the Financial Service Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if they cannot meet their obligations. This depends on the type of business and the circumstances of the claim. You can get more information about the compensation scheme arrangements from the FSCS at:<http://www.fscs.org.uk/>



# Signatures Policy Summary

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## Key Person

### Policy Summary

This document contains a summary only of the significant aspects of cover provided by this Key Person insurance. This summary does not describe all the terms and conditions of your Policy, so please take time to read the Policy document to make sure you understand the cover it provides. The Policy itself is available to download from our website ([www.primarygeneral.co.uk](http://www.primarygeneral.co.uk)) or by contacting your broker.

### Introduction

This Policy is provided and underwritten by Primary Insurance Company Limited.

## Cover

This Policy will provide a benefit to your company should the CEO or Managing Director or major shareholder suffer sickness or accidental injury resulting in them being unable to perform their normal duties. Key Person can help you protect your business should you (as either the first Insured Person or as an additional insured) suffer accidental injury or sickness (this is known as incapacity). Up to three additional senior Directors/Managers can also be included within the policy for an appropriate additional premium but the Policy Benefit for such persons must be no more than the limit for the first Insured Person.

The standard Policy Benefit is £25,000 although Primary General also provides the option to increase this amount to £50,000 or £75,000 for an appropriate additional premium.

### Benefits

#### 1. Total Disablement

If the Insured Person becomes unable to perform their normal duties and is receiving medical care, the Policy will pay:

- 100% of fees paid to recruit a replacement for the Insured Person
- 100% of legal fees to negotiate the employment contract of a replacement person
- 90% of the replacement's wages whilst the Insured Person is totally disabled
- 85% of the replacement's wages for a 6 month period after the Insured Person is no longer totally disabled
- 100% of the advertising charges incurred to find a replacement person
- 100% of travel, food and lodging costs incurred by interviewers but for an amount not exceeding £5,000 in total
- 100% of moving expenses of the replacement person but for an amount not exceeding £5,000.

The Policy will not pay where total disability is:

- caused by war or active participation in a riot
- caused by pregnancy, childbirth
- when the Insured Person is imprisoned
- caused by mental disorder or substance abuse
- caused by physical injury or sickness or other condition occurring 36 months prior to inception of this Policy.

#### 2. Permanent Total Disablement

If the Insured Person suffers permanent total disablement for a period of 14 months the Policy will pay a lump sum representing 50% of the unspent portion of the Maximum Policy Benefit.

#### 3. Accidental Death Benefit

In the event of the Accidental Death of the Insured Person we will pay a lump sum as detailed in the Policy Schedule. The standard Accidental Death Benefit is £5,000 although Primary General also provides the option to increase this amount to £7,500 or £10,000 for an appropriate additional premium but only in conjunction with an increase in the Policy Benefit as stated above.

### Notable Policy Extensions

1. cover includes the disappearance of an Insured Person if missing for more than 12 months.

### Notable Policy Exclusions

The policy will not pay benefits if the Insured person:

1. becomes totally disabled while operating or serving as a pilot or crew member of any aircraft.
2. is riding in an aircraft used for crop-dusting, seeding, skywriting, racing, exploration, or any purpose other than transportation.

The policy does not cover any claims in any way caused by an act of terrorism.

### Notable Policy Conditions

1. The Maximum Benefit Period is 12 months.
2. The Insured must be totally disabled for a period of 60 days before benefits will be paid.
3. This cover shall be void in the event of misrepresentation of any material circumstance.
4. All benefits shall be forfeit in the event of a claim being submitted which is exaggerated or fraudulent.
5. Additional limits of cover may be purchased for the Insured Person, and additional Insured Persons may be included for an additional premium as long as the Insured Person:
  - a) is not over the age of 65
  - b) works at least 25 hours per week
  - c) does not engage in manual labour.
6. Claims conditions (see policy wording).



**PRIMARY**  
**GENERAL**

# Signatures Policy Summary

Primary General Online - Surgery Package Insurance Policy with Signatures - PGSPPOwSIG 11/09

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## Key Person

### Details about the regulator

Primary Insurance Company Limited is authorised and regulated by the Irish Financial Regulator. Their registered address is 5 Lower Fitzwilliam Street, Dublin 2. Registered in Ireland, number 340407.

### Compensation arrangements

Primary Insurance Company Limited is covered by the Financial Service Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. You can get more information about the compensation scheme arrangements from the FSCS at:<http://www.fscs.org.uk/>



# Signatures Policy Summary

Primary General Online - Surgery Package Insurance Policy with Signatures - PGSPPOwSIG 11/09

## Equipment Breakdown

### Policy Summary

This document contains a summary only of the significant aspects of cover provided by this Equipment Breakdown insurance. This summary does not describe all the terms and conditions of your Policy, so please take time to read the Policy document to make sure you understand the cover it provides. The Policy itself is available to download from our website ([www.primarygeneral.co.uk](http://www.primarygeneral.co.uk)) or by contacting your broker.

### Introduction

This Policy is provided and underwritten by HSB Engineering Insurance Limited.

## Cover

The Policy covers damage and any subsequent loss of income caused by:

- Breakdown;
- Power disturbances;
- Explosion or collapse of steam or hot water boilers;
- Operator error;
- Materials being processed;

to equipment or machinery (as more specifically defined in the Policy) up to the limits shown in the policy schedule subject to a maximum liability of £5,000,000 any one incident (subject to Extension Limits detailed below).

### Notable Section Extensions

The Policy extends to include the following extensions although these do not provide additional amounts of insurance.

- additional costs to repair or replace property contaminated by hazardous substances for an amount not exceeding £10,000
- breakdown of computer equipment including:
  - reinstatement of data for an amount not exceeding £25,000, and
  - additional costs incurred in minimising or preventing interruption for an amount not exceeding £25,000The maximum liability under this extension is £100,000 in aggregate including any loss of income sustained.
- loss of income following breakdown or explosion for an amount not exceeding £30,000
- additional costs in complying with Public Authorities, Law or Ordinance requirements
- reasonable extra cost to make temporary repairs and expedite permanent repairs or permanent replacement for an amount not exceeding £20,000
- cost of hire charges incurred for the necessary hire of a substitute item for an amount not exceeding £5,000
- loss of the contents of oil storage tanks by leakage or contamination including cleaning costs incurred for an amount not exceeding £5,000
- the reasonable costs necessarily incurred to take exceptional measures to prevent or mitigate impending damage for an amount not exceeding £5,000.

- The Insurers shall be liable for damage to property belonging to or in the custody and control of the Insured and for which the Insured is responsible directly resulting from Explosion or Collapse of any steam boiler, steam generator, economiser, superheater, steam pipework or steam vessel.

### Notable Section Exclusions

The Policy excludes damage:

- to specialised electronic equipment
- caused by testing of any boiler or pressure vessel
- caused by a virus
- caused by deterioration, corrosion, erosion, wear and tear, or other gradually developing conditions
- recoverable under the maintenance agreement or any warranty or guarantee
- caused by the delay in resuming operations due to the need to reconstruct or re-input data.

### Notable Section Conditions

You must:

- comply with any statute or order
- ensure that machinery and equipment is properly maintained and used in accordance with manufactures recommendations
- should take back-up of computer records every 48 hours or more.

### Details about the regulator

HSB Engineering Insurance Limited is authorised and regulated by the Financial Services Authority. Their FSA register number is 202738. You can check this on the FSA's Register by visiting the FSA's website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234. HSB Engineering Insurance Limited Registered Office is Aldgate House, 33 Aldgate High Street, London EC3N 1EN. Registered in England, number 239614.