

## COMMERCIAL PROPERTY INSURANCE

An insurance package designed for owners/landlords of let commercial properties

Our Commercial Property Insurance covers a wide range of customers, from individuals who own one or two commercial properties to large commercial organisations with extensive property investment portfolios.

Commercial Property Insurance is not suitable for farms or old buildings in multi-occupancy.

**Someone to Help You When You Need It** - We realise that accidents and incidents don't only happen between 9 and 5. That's why we have set up a FREE 24 hour Emergency and Legal helpline to ensure there's someone to help you when you need it most. A FREE Tax helpline is also available Monday to Friday between the hours of 9am to 5pm.

**Glass Replacement Service** - Broken glass? Not to worry, our 24 hour replacement service can fix windows, doors or partitions. Just call us and assistance can be provided.

**Inflation Protection** - We take away the burden of keeping your buildings sums insured in line with inflation - we use recognised independent price indices to amend your sums insured to reflect inflation.

**Expert Claims Management** - We take on the burden of negotiating with third parties on your behalf.

**Spreading Your Cost** - You can take up the option to pay your annual premium by monthly direct debit - helping you to manage your cashflow. There may be a charge associated with this. Please speak to your Insurance Adviser for details.

**Certificate of Insurance** - Individual tenants are often required to produce evidence of insurance. We can supply certificates to meet these requirements.

**Policy Duration** - This is an annually renewable Policy.

**Unoccupancy Clause** - It is agreed that once the property described in the schedule has been unoccupied for 14 days, or more, the following conditions apply:

- The Premises are inspected at least once in every 14 day period by the Insured or his appointed representative
- The water, gas and electricity supplies are turned off at the main and the water system drained except where required to be maintained for central heating.
- If the central heating system is left in operation, it should be set for a minimum continual temperature of 13°C.
- External door locks of a reasonable standard for the protection of the premises are fitted and in use at all times.
- The insurer must be informed immediately the property becomes unoccupied.

Other terms and conditions may apply, dependent on circumstance.

**Your Cancellation Rights** - You are entitled to cancel your insurance policy at any stage during the policy term. You are entitled to a period of 14 days in which to consider the content of your insurance policy, and the extent of the cover therein. Cancellation of your policy within 14 days is therefore subject to a full refund

Provided that there have been:

- no claims made under the Policy for which we have made a payment
- no claims made under the Policy which are still under consideration
- no incident likely to give rise to a claim but is yet to be reported to Us

Cancellation after 14 days will be subject to the normal terms and conditions of the policy wording, and will be refunded pro-rata, less 15% of the total cost of the insurance cover.

If a claim has been submitted or there has been any incident likely to give rise to a claim during the current Period of Insurance, no refund for the unexpired portion of the premium will be given.

### Claim Notification

In the event that you need to make a claim under your Policy, you should telephone the RENTGUARD claims line on 0870 165 1090. Claims must be submitted within 30 days of the incident.

### Making Yourself Heard

Any complaint you may have should in the first instance be addressed to Rentguard, then claim office or helpline as applicable. If you are not satisfied with the way in which your complaint has been dealt with, you should write to the Customer Care Department of AXA Insurance.

If the complaint is still not resolved, you can approach the Financial Ombudsman Service. The Ombudsman will only consider complaints if:

- We have provided you with written confirmation that our internal complaints procedure has been exhausted
- Your business has a turnover of less than £1,000,000
- Referral to the Financial Ombudsman will not affect your right to take legal action.
- Full details of addresses and contact numbers can be found within the Policy Wording.

### Financial Services Compensation Scheme (FSCS)

RENTGUARD is covered by the FSCS, which is triggered when an authorised firm goes out of business. In this unlikely event you may be entitled to compensation from the scheme. Compensation under the scheme for:

- Compulsory insurance is covered in full
- Non compulsory insurance is protected in full for the first £2,000 and 90% of any amount above the threshold.

Full details are available at [www.fscs.org.uk](http://www.fscs.org.uk)

### Financial Services Authority Regulation

RENTGUARD is an RGA Group company, authorised and regulated by the Financial Services Authority (FSA). This can be checked on the FSA's website at [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.

This policy is underwritten by **AXA Insurance UK plc** whose registered address is: 5 Old Broad Street, London EC2N 1AD. Registered in England No 78950.

AGENT NAME:

AGENT NO:

--	--	--	--	--

For further details about this cover, please refer to your agent, or contact the Quoteline on 0870 165 1090, giving agent name and/or number.

### RENTGUARD LTD

Grove House, 551 London Road, Isleworth, Middlesex TW7 4DS  
Tel: 0870 165 1090 Fax: 0870 165 1099

Authorised and regulated by the Financial Services Authority.  
KCB001 Registered in England No. 4302819. Feb 2006

## COMMERCIAL PROPERTY INSURANCE



Keyfacts

COMMERCIAL  
PROPERTY  
INSURANCE

...including Commercial and  
Residential combined

Authorised and regulated by the Financial Services Authority

## Policy Summary

This document is a summary of the insurance cover provided by the Commercial Property Insurance product and, as such, it does not contain the full terms and conditions of your insurance. You can find the full terms and conditions of the product in the Policy document. This summary is provided to you for information purposes only and does not form part of your insurance contract.

Features and Benefits		
Cover applies to Great Britain, Northern Ireland, the Isle of Man and the Channel Islands and additionally in respect of Business Liability to temporary visits abroad excluding off-shore		
Buildings		
Cover Offered	Standard Cover	Policy ref
Replacement value of Buildings (including Debris Removal, Architects and Surveyors Fees and allowance for VAT) - automatic allowance of 35% to cover inflation included	Sum Insured - declared value nominated by the Insured plus 35% inflation provision	Page 7
"All Risks" cover being subject to certain exclusions	√	Page 26
Automatic Reinstatement of Sum Insured following a loss	√	Page 10
Interest of all interested parties (mortgagees, tenants etc) automatically noted	√	Page 9
Landlords fixtures and fittings	√	Page 7
Contractors Interest noted when required by contract-limitations apply	√	Page 7
Loss of metered water as a result of insured damage	£25,000	Page 10
Necessary sprinkler upgrade costs as a result of insured damage	√	Page 10
Alternative accommodation costs in respect of residential parts of the Property following insured damage	20% of the Sum Insured	Page 10
Automatic Cover for newly acquired properties	£2m (in total for Buildings and Rent)	Page 11
Newly built/acquired properties/extensions to existing properties	£2m or 20% of the Sum Insured whichever is the lesser	Page 11
Contract Works cover	£25,000 per premises	Page 11
Damage to landscaped gardens caused by Emergency Services	√	Page 11
Accidental damage to underground pipes and cables	√	Page 11
Extinguisher refilling and alarm resetting expenses	√	Page 12
Accidental Glass Breakage for fixed glass	√	Page 12
Personal possessions cover for Directors, partners, customers, visitors and Employees	£500 per person	Page 12
Replacement of locks and keys following theft	£1,000 per premises per Period of Insurance	Page 13
Cover for tracing and making good leaking underground pipes, drains and cables	√	Page 13

Features and Benefits			
Rental Income			
Cover Offered	Standard Cover	Optional Cover	Policy ref
Loss of Rental Income resulting from damage covered under Buildings including additional expenditure incurred to avoid/diminish the loss of Rental Income	36 months rent based on the nominated Annual Rent of the Insured Property	Increased numbers of months available	Page 15
Loss of Rental Income following bombscare or unlawful occupation lasting more than 48 hours	√		Page 16
Newly built/acquired properties/extensions to existing properties	£250,000 or 20% of the Sum Insured whichever is the lesser		Page 17
Loss of Rental Income resulting from denial of access to premises as a result of damage to other premises in the vicinity	√		Page 17
Loss of Rental Income following damage at Public Utility Suppliers premises	√		Page 17
Loss of Attraction following damage	£50,000 or the Sum Insured per premises whichever is less and £250,000 in total in any Period of Insurance		Page 18
Increases in Rent covered automatically until next renewal	√		Page 19
Automatic Reinstatement of Sum Insured following a loss	√		Page 19

Public Liability			
Cover Offered	Standard Cover	Optional Cover	Policy ref
Public Liability	£2m	£5m/£10m	Page 20
Cover for legal costs in respect of prosecutions under the Health and Safety at Work etc Act 1974	√		Page 20
Legal Liability incurred under the Defective Premises Act	√		Page 21
Personal Liability whilst abroad on business	√		Page 21
Compensation for required Court Attendance	£50 per day per employee and £100 per day per Director/Partner		Page 21

Optional Covers Available		
Cover Offered	Optional Cover	Policy ref
Subsidence cover	√	Page 31
Employers Liability	£10m	Page 22
Terrorism	Policy Sums Insured	Page 24

Features and Benefits		
Optional Covers Available		
Failure of other insurance where a third party is responsible for arranging insurance under the terms of a lease	20% of total Sums Insured in respect of Buildings/Rental Income or £2m/£250,000 respectively whichever is less	Page 32

Significant or Unusual Exclusions and Limitations	
Significant or Unusual Exclusions and Limitations	Applies to
All changes in tenancy/alterations in risk must be advised to AXA	All covers
Maintenance, Security and Reasonable Precautions conditions apply	All covers
Special terms apply to empty buildings – you must advise RENTGUARD immediately any premises becomes unoccupied	Buildings, Rental Income & Public Liability
The maximum amount payable under the Buildings Cover including all the automatic covers is the Buildings Sum Insured	Buildings
Date Recognition Exclusion	All covers except Employers Liability
Computer or data processing equipment – operator error, virus or hacking	Buildings, Rental Income & Terrorism
Terrorism Exclusion (some cover available as an optional extra)	All covers
Bursting of non domestic steam boilers	Buildings & Rental Income
Gradually operating causes eg. rust, rot, corrosion, change in water table and gradual pollution	Buildings, Rental Income & Public Liability
Losses involving faulty/defective workmanship	Buildings & Rental Income
Mechanical or electrical breakdown of machinery	Buildings & Rental Income
Subsidence or collapse (Subsidence cover available as an optional extra)	Buildings & Rental Income
Acts of fraud by Employees	Buildings & Rental Income
Unexplained shortages	Buildings & Rental Income
Fines and penalties imposed	Liability covers
Liability for loss in respect of property belonging to the Insured	Public Liability
Liability arising in connection with aircraft, watercraft & motorised vehicles except garden equipment	Public Liability

Excesses	
Policy Excesses	
Buildings (i) Fire, Lightning, Explosion, Aircraft, Riot, Civil Commotion, Strikers, Locked out Workers, Persons taking part in labour disturbances or Earthquake (ii) All other insured damage	Nil  £250
Contract Works Extension	£250
Subsidence minimum excess	£1,000