



Complete Retailer policy overview

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Thank you for choosing Allianz Insurance plc. We are one of the largest general insurers in the UK and part of the Allianz Group, one of the world's foremost financial services providers.

With Allianz Insurance plc, you can be confident that you're insured by a company which is relentless in its commitment to protecting and serving you. You can trust us to insure your business, as we've been providing leading insurance solutions in the UK for over 100 years.

We work in partnership with your insurance intermediary to ensure you receive the highest levels of product and service excellence. Our technical experts understand how best to protect you against the risks your business faces.

If you need to make a claim you will be in safe hands. Our professionally trained staff aim to treat you, as you would expect, both promptly and fairly. By listening to you, and understanding your needs we will provide you with the most appropriate solutions to get your business trading again as quickly as possible.

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IMPORTANT
Should you need further details or have any questions your insurance intermediary will be delighted to help.

This is a policy overview only and does not contain full terms and conditions of the contract of insurance. Some covers are optional and will only apply if you have selected them. Full terms and conditions can be found in the policy documents, a copy of which is available on request.

What is Complete Retailer?

The Complete Retailer product is designed to meet the demands and needs of someone wishing to insure the assets, earnings and legal liabilities of their business.

It is underwritten by Allianz Insurance plc (Allianz).

What is the policy duration?

This policy has a 12 month period of insurance (unless shown differently on your policy schedule), and is annually renewable. The start and end dates of the policy are detailed in the policy schedule.

How do I cancel the policy?

To cancel the policy, please contact the insurance adviser who arranged the policy.

Provided no claim has been made or incident has arisen which is likely to give rise to a claim during the current period of insurance, you will be entitled to a return of premium calculated on a pro-rata basis, less an administration charge of £25. This is subject to certain terms and conditions, full details of which can be found in the policy wording.

How do I make a claim?

If you need to claim, your dedicated claims team will help and guide you through the process.

You can notify us of a claim by:

Telephone:

Property Claims: **0344 412 9988**

Liability Claims: **0344 893 9500**

Our claims helpline is available 24 hours a day, 7 days a week.

Post: Allianz Claims
PO Box 10509
51 Saffron Road
Wigston
LE18 9FP

Please have your policy number to hand and as much information about the claim as possible. For further information please see page 11.

Your Obligations

You must make a fair presentation of the risk at inception, renewal and variation of the policy.

The premium is to be paid on request. Please speak to your insurance adviser about the options available for the payment of your premium.

Please periodically review the policy documentation to make sure that it meets and continues to meet your needs and that you understand it's terms, conditions, limits and exclusions. If you wish to make a change or if there is anything you do not understand please contact your insurance adviser. If you fail to do so your policy may not operate or not operate fully.

Please tell your insurance adviser as soon as reasonably possible if there are any changes to your circumstances which could affect your insurance. If your circumstances change and you do not tell your insurance adviser, you may find that you are not covered if you need to make a claim.

You must tell us as soon as you can about any claim or incident that may lead to a claim. You, or anyone claiming under this policy, must not admit fault or responsibility or pay, offer or agree to pay any money or settle any claim without our permission.

Would I receive compensation if Allianz were unable to meet its liabilities?

Allianz Insurance plc contributes to the Financial Services Compensation Scheme (FSCS).

You may be entitled to compensation from the FSCS if we are unable to meet our liabilities. Further information about compensation scheme arrangements is available at [fscs.org.uk](https://www.fscs.org.uk), by emailing enquiries@fscs.org.uk or by phoning the FSCS on **0800 678 1100** or **0207 741 4100**.

What is the law applicable to the contract?

Unless agreed otherwise all aspects of the policy including negotiation and performance are subject to English law and the decisions of English courts.

How do I make a complaint?

If you have a complaint about anything other than the sale of the policy please contact our Customer Satisfaction Manager at:

Customer Satisfaction Manager
Allianz Insurance plc
57 Ladymead
Guildford
Surrey
GU1 1DB

Alternatively:

Phone: **01483 552438**
Email: accsm@allianz.co.uk

If we are unable to resolve the problem we will provide you with information about the Financial Ombudsman Service which offers a free, independent complaint resolution service.

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Website: financial-ombudsman.org.uk
Telephone: **0800 023 4567** or **0300 123 9123**
Email: complaint.info@financial-ombudsman.org.uk

Full details of our complaints procedure will be found in the policy documentation.

If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.

Core Covers

Buildings – Policy Section 7

Significant Features and Benefits	Significant Exclusions or Limitations
<p>Covers loss or damage caused by the following:</p> <ul style="list-style-type: none"> • fire, lightning, aircraft, impact, malicious acts or vandalism • storm or flood, escape of water • theft, hold-up involving violence to you or your employees • Accidental damage. <p>Damage to external blinds, awnings, canopies and signs up to £1,500 any one claim.</p> <p>Cost of replacement of locks following theft of keys up to £2,500 any one claim.</p> <p>35% seasonal increase in stock sum insured.</p> <p>Trace and access – covers the cost of locating the source of escape of water or fuel oil from any tank, apparatus or pipe and subsequent making good of damage up to £25,000 during any one period of insurance.</p> <p>Metered water, gas or electric – covers additional metered water, gas or electric charges incurred up to £10,000 during any one period of insurance.</p> <p>Emergency vehicles – covers the cost of reinstating or repairing landscaped grounds following damage by emergency services vehicles up to £10,000 during any one period of insurance.</p> <p>Clothing and personal effects up to £1,000 any one person and £100 any one pedal cycle.</p> <p>Temporary removal for cleaning, renovation or repair of fixtures and fittings up to 20% of the sum insured.</p> <p>Glass breakage cover including sanitaryware, neon/illuminated signs and shop front and the cost of boarding up broken or damaged glass.</p> <p>Automatic cover for alterations, additions and improvements made to your property up to 15% of the sum insured or £50,000 whichever is the less.</p>	<ul style="list-style-type: none"> • when any building or portion thereof becomes unoccupied for a period of 30 consecutive days or more, cover will be restricted and additional terms will apply • theft or theft damage not involving forcible and violent entry to or exit from the premises • theft or theft damage involving any partner, director, employee or family member • gradual deterioration • electrical or mechanical breakdown • £250 excess applies to claims caused by malicious damage, impact, water damage, theft and accidental damage increasing to £500 for the first period of insurance for businesses established for less than 12 months • property which is moveable in any basement or sub-basement must be kept at least 4 inches (10 centimetres) above floor level • appreciation in value in excess of the sum insured • damage to automatic teller machines (ATM) by theft or attempted theft or by hold up by violence or threats of violence.

Core Covers (continued)

Buildings – Policy Section 7 (continued)

Significant Features and Benefits	Significant Exclusions or Limitations
<p>Fire extinguishers, sprinklers and security equipment – covers the cost of re-filling, recharging or replacing fire extinguishers and fire suppression systems and the resetting of fire or intruder alarm systems up to £10,000 any one claim.</p> <p>Unauthorised use of supplies – covers the unauthorised use of metered supplies up to £5,000 any one period of insurance.</p> <p>Exhibitions – cover for property whilst at any exhibition in Great Britain, Northern Ireland, the Republic of Ireland, the Isle of Man or the Channel Islands up to £10,000 any one exhibition.</p> <p>Property in the open – cover for property in a garden, yard or open space up to £5,000 any one period of insurance.</p>	

Money and Personal Assault – Policy Section 2

Significant Features and Benefits	Significant Exclusions or Limitations
<p>Cash and other negotiable money:</p> <ul style="list-style-type: none"> • on the premises during business hours, in transit or in a bank night safe up to £10,000 • cash in a locked safe at the premises out of business hours, subject to satisfactory safe up to £10,000 • out of safe outside business hours in the premises up to a limit of £500 • in the personal custody of you or an employee up to a limit of £1,000 • in a self fill automated teller machine (ATM) at the premises up to £10,000. <p>Theft or theft damage to any safe.</p> <p>Personal accident assault covers you or your partners, directors or employees if attacked/assaulted during theft or attempted theft of money whilst on business.</p> <p>National lottery scratch cards within the premises or in a locked safe up to £800.</p>	<ul style="list-style-type: none"> • loss due to the dishonesty of any employee not discovered within 15 days • loss from any unattended vehicle • personal assault benefits to any person aged under 16 or over 70 years • any loss of money from an automated teller machine (ATM) which is not filled by you • any loss or shortage due to error or omission • any loss due to forgery, fraudulent alteration or substitution, or fraudulent use of a computer or electronic transfer • any loss due to any form of payment which proves to be counterfeit, false, invalid, uncollectible or irrecoverable for any reason • a £50 excess applies for each claim other than for ATM losses where the excess is £250 • whenever the premises are closed for business the safe keys must be removed from the premises • money in transit other than by a security organisation or by registered post must be accompanied by two adults when in excess of £3,000 and three adults when in excess of £6,000.

Core Covers (continued)

Money and Personal Assault – Policy Section 2 (continued)

Significant Features and Benefits	Significant Exclusions or Limitations
	<ul style="list-style-type: none"> cash must be removed from the automated teller machine (ATM) outside of business hours <p>Where the ATM is installed within the Building:</p> <ul style="list-style-type: none"> cash must be removed from the ATM outside of business hours the door to the ATM and the security container(s) within must be left open outside of business hours notices must be displayed stating that the ATM holds no cash when the premises are closed for business the ATM must be located as far away from accessible doors and windows as is reasonably practicable and be secured to the floor by a proprietary fixing system installed by the ATM installer.

Goods in Transit – Policy Section 3

Significant Features and Benefits	Significant Exclusions or Limitations
<p>Loss or damage to your business goods whilst in transit including loading and unloading of any vehicle owned or operated by you.</p> <p>Sum insured is £10,000</p>	<ul style="list-style-type: none"> loss or damage due to: <ul style="list-style-type: none"> deterioration or inadequate packaging or delay. theft from any vehicle left unattended, unless the vehicle has all points of access closed and secured by the locks and other protections fitted and all the keys are removed loss or damage to glass, precious metals or stones, jewellery, watches, stamps loss or damage outside Great Britain, Northern Ireland, the Republic of Ireland, the Isle of Man or the Channel Islands.

Deterioration of Stock – Policy Section 4

Significant Features and Benefits	Significant Exclusions or Limitations
<p>Loss of stock in any cold chamber by deterioration</p> <p>Sum insured is up to £5,000 in total contained in a maximum of 5 cold chambers.</p>	<ul style="list-style-type: none"> £50 excess each and every claim a maintenance contract must be in force for any cold chamber over 10 years old cover is excluded when any building or portion thereof becomes unoccupied for a period of 30 consecutive days or more.

Core Covers (continued)

Business Interruption – Policy Section 5

Significant Features and Benefits	Significant Exclusions or Limitations
<p>Covers loss of Gross Profit if the business is interrupted as a result of loss or damage by any cause covered by the Trade Contents section. A standard limit of £750,000 applies with a 24 months indemnity period. Higher limits are available on request.</p> <p>Book debts – £50,000 - outstanding debts that cannot be traced if your accounts are destroyed.</p> <p>Denial of access – provides cover should property in the immediate vicinity of your premises be damaged and access to your premises is prevented or hindered.</p> <p>Supply undertakings provides cover arising from damage to property of the electricity, gas or water provider.</p>	<ul style="list-style-type: none"> • exclusions as shown under the Trade Contents section • the deliberate act of the electricity supplier in restricting the supply • £1,000 excess applies to each and every subsidence claim at each separate premises.
<p>Specified illnesses provides cover arising from loss due to any specified illnesses at the premises or food or drink supplied from the premises.</p>	<ul style="list-style-type: none"> • a limit of £5,000 applies due to costs incurred in cleaning and decontamination.
<p>Suppliers premises provides up to £25,000 for interruption caused by damage at suppliers premises.</p> <p>Loss of Attraction – covers up to £50,000 where damage to property in the vicinity of the premises causes a fall in customers attracted to Premises.</p> <p>Essential personnel – covers additional expenditure as a result of the death or permanent disablement of essential personnel up to £10,000.</p>	
<p>Lottery Winners – covers additional expenditure as a result of an employee or group of employees resigning following a lottery win up to £25,000.</p> <p>Failure of Supply – cover extends to include interruption of or interference resulting from the accidental failure of supply of electricity, gas, water and telecommunications services up to £25,000.</p>	<ul style="list-style-type: none"> • the employee or group of employees must resign within 14 days from the date of the successful lottery win, and the amount won by any one employee must exceed £100,000 • Cover is subject to a number of exclusions and conditions - please refer to the policy wording for details. Cover will exclude damage to any overhead transmission or distributing lines or their supporting structures located over one mile from the premises. Cover also does not apply for the first 4 hours of interference, increased to 12 hours for telecommunications services, which is also limited to a Maximum Indemnity Period of 3 months.

Core Covers (continued)

Liabilities – Policy Section 6

Significant Features and Benefits	Significant Exclusions or Limitations
<p>Public and Products Liability covers your legal liability in connection with your business.</p> <p>Public Liability covers accidental injury to members of the public or accidental damage to property not owned by you up to a selectable limit of indemnity of £2 million or £5 million for any one claim.</p> <p>Products Liability covers accidental injury or accidental damage caused by products supplied up to a selectable limit of indemnity of £2 million or £5 million for any one period of insurance.</p> <p>Employers Liability covers your legal liability to your employees for death or injury occurring in the course of their employment with you up to £10 million for any one claim.</p> <p>Leased, Rented or Hired Premises covers your legal liability for damage to leased, rented or hired premises.</p> <p>Data Protection Legislation Cover – provides protection up to a limit of £250,000.</p> <p>Defective Premises Act 1972 – protects you from potential liabilities for defects in properties let, sold or disposed of by you.</p> <p>Court attendance – covers attendance as a witness in connection with the defence of a claim.</p> <p>Limits are:</p> <ul style="list-style-type: none"> • £750 for each days attendance for partners and directors • £250 for each days attendance by an employee. 	<ul style="list-style-type: none"> • the cost of recalling or refunding a defective product or rectifying faulty work • liability arising out of error or omission in any advice, examination, prescription or treatment or from any goods dispensed, made up or manufactured by you • products liability arising from exports to the USA or Canada • any liability in respect of pollution or contamination unless caused by a sudden and unintended incident • liability in any way caused by, arising from or contributed to by exposure to, fear of exposure to, or inhalation of asbestos.

Core Covers (continued)

Commercial Legal Expenses – Policy Section 9

Commercial Legal Expenses is a 'claims made' cover section, which means that claims must be initially notified to the insurers during the period of insurance.

Significant Features and Benefits	Significant Exclusions or Limitations
<p>The cover provided under this Section covers Claims where the Insured</p> <ul style="list-style-type: none"> • first receives notification they need to defend a claim from a third party; or • first becomes aware they need to pursue a claim against a third party; and notifies the Insurer during the Period of Insurance. <p>Limit of Indemnity</p> <p>You have cover of up to £100,000 for any one claim in respect of your legal costs you need to take or defend legal action relating to your business for all claims except:</p> <ul style="list-style-type: none"> • Business Aspect Enquiry which is £2,000 any one claim; • Jury Service Allowance and Witness Attendance Allowance which are £5,000 any one claim. <p>The aggregate limit of indemnity for all Claims first notified to the insurer during the period of insurance is £1,000,000.</p>	<ul style="list-style-type: none"> • Employment issues where you have not sought and followed the advice of the Lawphone Legal Helpline before making significant changes to an Employee's contract or taking any action which leads to the giving of a formal warning or dismissal of an employee • Any dispute arising from an agreement the Insured enters into to let the Premises for residential purposes. • The pursuit by the Insured of an Undisputed Debt. • Any claim relating to deliberate, reckless or careless mis-statements by you • Claims where there are no reasonable prospects of a satisfactory outcome • Any legal expenses incurred without our written consent • At any time before we agree that legal proceedings need to be issued, we will choose the legal representative. You can only choose the legal representative if we agree that legal proceedings need to be issued or if a conflict of interest arises that means the legal representative chosen by us cannot act for you. This does not apply to Claims where we may be liable to pay Awards of Compensation or Data Protection Compensation Awards. In these circumstances we will always choose the legal representative.
<p>Additional Benefits available to all policyholders</p>	
<p>Lawphone Legal Helpline Advice on any business related legal matter.</p>	<ul style="list-style-type: none"> • Advice is only available over the telephone • Advice only relates to your company's legal problems • Advice will always be in accordance with the laws of Great Britain and Northern Ireland.
<p>Tax Advice Helpline Advice on any tax matter affecting your business</p> <p>The advice is provided by Abbey Tax Protection a trading division of Abbey Tax and Consultancy Services Ltd.</p>	<ul style="list-style-type: none"> • Advice is only available over the telephone • No advice is available in respect of tax planning • Advice will always be in accordance with the taxation laws of Great Britain and Northern Ireland.
<p>Allianz Legal Online Online support to help you produce legal paperwork in connection with your business.</p>	<ul style="list-style-type: none"> • This service is only available over the internet. • The legal paperwork and guidance will always be in accordance with the laws of Great Britain and Northern Ireland.

Core Covers (continued)

Commercial Legal Expenses – Policy Section 9 (continued)

Significant Features and Benefits	Significant Exclusions or Limitations
Additional Services available to all policyholders	
<p>Undisputed Debt Recovery Service Access to this service which will pursue debts arising out of a contract and which are not disputed by the person or organisation that owes them to your business.</p> <p>The service is provided by DWF LLP for undisputed debts within England and Wales, and HBJ Claim Solution solicitors for undisputed debts within Scotland.</p>	<ul style="list-style-type: none"> • The legal action to recover the debt must be able to be taken within Great Britain • The amount of the undisputed debt must be at least £250 • We will not cover any fees or expenses necessary to recover the undisputed debt. These fees and expenses will be confirmed to you before any work is undertaken to recover the undisputed debt • This service does not apply where the person or organisation that owes the debt to your business has a realistic chance of defending the legal action you take to recover that debt.
<p>Solicitor Employment Support Service This service will provide you with the use of a solicitor to carry out, on your behalf:</p> <ul style="list-style-type: none"> • a redundancy programme; or • an internal disciplinary hearing or grievance hearing relating to an Employee. <p>This service is available if the Lawphone advisor decides you would benefit from this service and is provided by DWF LLP.</p>	<ul style="list-style-type: none"> • There is an additional charge to use this service which is payable by you and not covered by the legal expenses policy.
<p>Specialist Legal Support Service This service will provide you with access to a specialist solicitor if</p> <ul style="list-style-type: none"> • Lawphone is unable to assist with the legal problem because it is specialist in nature; or • the claim is not covered by the legal expenses section; or • you require a full legal review of your business. <p>This service is provided by DWF LLP.</p>	<ul style="list-style-type: none"> • There is an additional charge to use this service which is payable by you and not covered by the legal expenses policy.
<p>Crisis Response This service will provide you with access to</p> <ul style="list-style-type: none"> • a range of services to provide support to prepare for, and deal with, a business crisis. • crisis management training, reviews and a bespoke crisis management plan. <p>This service is provided by DWF LLP.</p>	<ul style="list-style-type: none"> • There is an additional charge to use this service which is payable by you and not covered by the legal expenses policy.

Optional Covers

Buildings – Policy Section 7

Significant Features and Benefits	Significant Exclusions or Limitations
<p>Cover as defined under the Trade Contents section for buildings including the cost of demolition, underground services, removal of debris, shoring or propping up, architects and solicitors fees.</p> <p>Loss or damage arising from subsidence, ground heave and landslip available on request as a further optional extension.</p> <p>Automatic cover for alterations, additions and improvements made to your property up to 15% of the sum insured or £50,000 whichever is the less.</p>	<ul style="list-style-type: none"> • theft or theft damage involving any partner, director, employee or family member • £250 excess applies to claims caused by malicious damage, glass breakage, water damage, accidental damage, theft and impact • storm and flood excludes damage to fences and moveable property in the open • damage to automatic teller machines (ATM) by theft or attempted theft or by hold up by violence or threats of violence • a minimum excess of £1,000 applies to subsidence claims under the optional cover extension • subsidence cover excludes: <ul style="list-style-type: none"> • damage to surfaced areas, walls, gates and fences • coastal or river erosion • damage prior to inception of cover • when a building or any portion thereof becomes unoccupied for a period of 30 consecutive days or more, cover will be restricted and additional terms will apply.

Loss of Licence – Policy Section 8

Significant Features and Benefits	Significant Exclusions or Limitations
<p>Covers loss of Gross Profit if the liquor or entertainment licence is forfeited, suspended or withdrawn or if the appropriate licensing authority refuses to renew the licence.</p> <p>Sum insured is £250,000.</p>	<ul style="list-style-type: none"> • failure to comply with requirements of the licensing authorities.

Terrorism – Policy Section 10

Significant Features and Benefits	Significant Exclusions or Limitations
<p>Covers your business against losses suffered as a result of an act of terrorism</p> <p>Includes losses incurred through:</p> <ul style="list-style-type: none"> • destruction, damage or loss of insured property and/or • business interruption. 	<ul style="list-style-type: none"> • digital and cyber risks • losses occasioned by riot, civil commotion and war • any losses arising from locations outside of England, Wales and Scotland • any land or building which is insured in the name of an individual and is occupied by that individual for residential purposes.

How to Make a Claim

If you need to claim, your dedicated claims team will help and guide you through the process.

You can notify us of a claim by:

Telephone: Property Claims: **0344 412 9988**
 Liability Claims: **0344 893 9500**

Post: Allianz Claims
 PO Box 10509
 51 Saffron Road
 Wigston
 LE18 9FP

Our claims helpline is available 24 hours a day, 7 days a week.

If you have a Commercial Legal Expenses claim you can notify Allianz Legal Protection by contacting the Lawphone Legal Advice Helpline on **0344 873 0845** quoting the five digit Master Policy Reference shown in the Commercial Legal Expenses section in the policy schedule.

Post: The Claims Department
 Allianz Legal Protection
 Allianz-ALP
 PO Box 10623
 Wigston
 LE18 9HJ

Lines are open 24 hours a day, 7 days a week.

Please try to notify Allianz of a claim promptly after the incident, or immediately in the event of a serious accident, loss or damage.

Claims details

Please have the following information available, where possible, when making a claim:

Property claims

- Your contact information, including address and telephone numbers
- Policy type and policy number
- Date the loss occurred
- Location and description of the loss

Injury claims

- Your contact information, including address and telephone numbers
- Policy type and policy number
- Date the loss occurred
- Name and address of injured party
- Description of the injury, where and how it occurred

Commercial legal expenses claims

- Your contact information, including address and telephone numbers
- Master Policy reference shown in the policy schedule
- Brief summary of the problem

What to expect when making a claim

We aim to deal with your claim promptly and fairly. We will update you on the progress of your claim by email, mail or by phone – whichever you prefer.

Depending on the type of claim and value involved, we may:

- forward a claim form for you to complete and sign
- ask you for additional information
- appoint an independent loss adjuster to deal with your claim (loss adjusters are claims specialists who investigate large or complex claims, usually at the scene of an incident, to establish the cause of the loss and assist the insurer in dealing with your claim)
- arrange for a member of our claims team to visit you.

Allianz Insurance plc.

Registered in England number 84638
Registered office: 57 Ladymead, Guildford,
Surrey GU1 1DB, United Kingdom.

Allianz Insurance plc is authorised by the
Prudential Regulation Authority and regulated
by the Financial Conduct Authority and
the Prudential Regulation Authority.

Financial Services Register number 121849.