



# COMPUTER

## POLICY OVERVIEW



# Policy Overview

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. Your quote schedule will show the options selected and the sums insured. Full terms and conditions can be found in the policy documents, a copy of which is available on request.

## What is Computer Insurance?

Our Computer Insurance policy is designed to protect your computers, supporting equipment, software, data and licence agreements. It covers the cost of repair or replacement following loss, damage or corruption as a result of operator error, faulty workmanship, breakdown, as well as data corruption as a result of a cyber-attack.

The policy is underwritten by Allianz Insurance plc.

## What is the policy duration?

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

## How do I cancel the contract?

The policy may be cancelled at your request however you will not be entitled to a return premium. To cancel the policy, please contact the insurance adviser who arranged the policy.

## How do I make a claim?

If you need to claim, your dedicated claims handler will help and guide you through the process. You can notify us of a claim by:

Telephone: Engineering claims 01483 265 825  
Lines are open from 9am to 5pm Monday to Friday

Email: [claims@allianzengineering.co.uk](mailto:claims@allianzengineering.co.uk)

Post: Claims Department  
Allianz Engineering  
Haslemere Road  
Liphook  
Hampshire  
GU30 7UN

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

## 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 premium.

Please periodically review the policy documentation to make sure that it meets and continues to meet your needs and that you understand its 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.

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 claim.

You must take all reasonable precautions to safeguard the insured property against loss or damage and maintain the insured property in an efficient condition, taking care to ensure that all government and other regulations relating to the operation and use of the insured property are observed.

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.

You must carry out and permit to be taken any reasonable action to prevent further loss, damage, liability or cost.

## 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 [www.fscs.org.uk](http://www.fscs.org.uk), by emailing [enquiries@fscs.org.uk](mailto: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

Telephone number: 01428 722 407  
Email: [customer.satisfaction@allianz.co.uk](mailto:customer.satisfaction@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: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)  
Telephone: 0800 023 4567 or 0300 123 9123  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

The European Commission has an online dispute resolution service for consumers who have a complaint about a product or service bought online. If you choose to submit your complaint this way it will be forwarded to the Financial Ombudsman Service.

Visit <https://ec.europa.eu/odr> to access the Online Dispute Resolution Service. Please quote our e-mail address: [accsm@allianz.co.uk](mailto:accsm@allianz.co.uk)

Alternatively, you can contact the Financial Ombudsman Service directly.

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

# Cover

## Significant Features and Benefits

### Cover Available

#### What is covered?

The equipment that we will cover can include the following:

- servers
- PCs/laptops
- smartphones\*
- removable vehicle satellite navigation systems
- broadband modems
- digital cameras
- digital projectors.

\* mobile phones that are used solely for voice calls and sending/receiving texts are not covered by this proposition.

#### Cover One – Material Damage

All risks cover for the loss, damage or breakdown of computers and supporting equipment.

#### What is the basis of settlement?

This cover is provided on a reinstatement basis. This means we will pay for repairs or a replacement item of the next highest performance, or the most similar item supplied by the same manufacturer.

#### Cover Two – Computer Media

Cover for the loss, damage or corruption of software, data and data carrying materials anywhere in the world.

#### What is the basis of settlement?

We will pay the necessary costs incurred to recompile data (from other records) or software programs (including the employment of a specialist company or consultant), or the repurchasing of software.

#### Cover Three – Additional Expenditure

Cover for any reasonable costs incurred preventing or minimising the impact on the business following a loss, such as overtime or rental fees for temporary premises.

#### What is the basis of settlement?

During the indemnity period selected we will pay for the increased cost incurred to prevent or minimise interference with the business.

### Cover Four – E-Risks

Cover to seek, destroy and recompile own data after a virus or hacking incident.

#### What is the basis of settlement?

- Seek, destroy and protect – removal of the virus before a loss, includes the costs of employing professional cyber security consultants to recommend improvements to prevent reoccurrence
- Malicious code or attack – recompilation or repurchasing of data or software plus any additional costs during the indemnity period selected for the increased cost incurred to prevent or minimise interference with the business.

### Cover Five – Business Interruption

Cover for financial loss resulting from interruption or interference with the computer operations of the business as insured under Cover One and Cover Two.

#### What is the basis of settlement?

The basis of settlement will either be loss of gross profit or loss of gross revenue, whichever is stated in your schedule.

# Cover continued

Significant Features and Benefits	Significant Exclusions or Limitations
<p><b>Cover One Standard Extensions</b></p> <p>The following are the significant extensions that are included automatically on the policy under Cover One. Please see your policy wording and schedule for more details of all the automatic extensions:</p> <ul style="list-style-type: none"> <li>transit – provides cover for computer and auxiliary equipment anywhere in the world up to a limit of £100,000 within the European union or European free trade association and a limit of £50,000 elsewhere in the world</li> <li>debris removal – covers costs that are incurred in the removal of debris, dismantling or demolishing and shoring up or propping following insured damage up to a limit of £50,000</li> <li>additional equipment – extends the policy to cover additional equipment purchased, leased, hired, rented or otherwise acquired after the policy incepted provided the total value does not exceed the limit stated in the policy wording up to a limit of 25% of the amount stated in your schedule or £350,000, whichever is less</li> <li>damage to security devices – covers the cost incurred in repairing or replacing security devices damaged as a result of a theft covered under cover one, up to a limit of £50,000 or 10% of the cover one limit of liability as stated in your schedule, whichever is less</li> <li>additional lease or rental cost – covers the additional costs of leasing or rental after an insured loss, up to a limit of £50,000</li> <li>security guard cost – covers the cost of employing a temporary security guard after an insured loss, up to a limit of £10,000</li> <li>waste disposal cost – covers the costs incurred in complying with the Waste Electrical and Electronic Equipment (weee) regulations 2009 after an insured loss, up to a limit of £25,000</li> <li>cost of recovery following theft – covers the costs of employing specialists to aid in recovery of stolen or lost computer equipment, up to a limit of £10,000</li> <li>reward following successful recovery – covers the cost incurred in paying a financial reward for information resulting in the recovery of insured property following a theft, up to a limit of 10% of the loss or damage or £10,000, whichever is less.</li> </ul>	<p>The following are the significant exclusions or limitations that apply to the policy. Please see your policy wording and schedule for more details of all the exclusion or limitations:</p> <p><b>Cover does not include:</b></p> <ul style="list-style-type: none"> <li>financial losses incurred during the time exclusion period stated in your schedule</li> <li>additional expenditure or financial loss incurred as a result of failure or fluctuation of the supply of electricity</li> <li>costs incurred due to the use of software that has not finished development or passed testing</li> <li>any additional expenditure or financial loss that commences more than twelve (12) months after the date the accident occurred</li> <li>wear and tear or gradual deterioration</li> <li>programming errors or design defects</li> <li>property left unattended in a vehicle unless:             <ol style="list-style-type: none"> <li>the doors of the vehicle are locked and all its windows and other openings are fully closed and properly fastened</li> <li>the vehicle is in a locked garage or compound overnight</li> <li>the Insured Property is concealed from view                 <ol style="list-style-type: none"> <li>in a locked boot or covered luggage compartment in a motor car or</li> <li>in an enclosed luggage area of a van or lorry</li> </ol> </li> <li>any alarm system fitted to the vehicle is activated.</li> </ol> </li> </ul> <p><b>Significant Conditions</b></p> <p>The following are the significant conditions that apply to the policy. Please see your policy wording for more details on all the policy conditions:</p> <p>It is a condition of the policy that you must:</p> <ul style="list-style-type: none"> <li>back up data records and where possible store off site with duplicate copies</li> <li>maintain minimum physical security standards specific to proper securing devices for doors and windows</li> <li>keep up to date records of values at risk and provide to us annually by declaration.</li> </ul>

**allianz.co.uk**

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.

Allianz Engineering Inspection Services Ltd.  
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