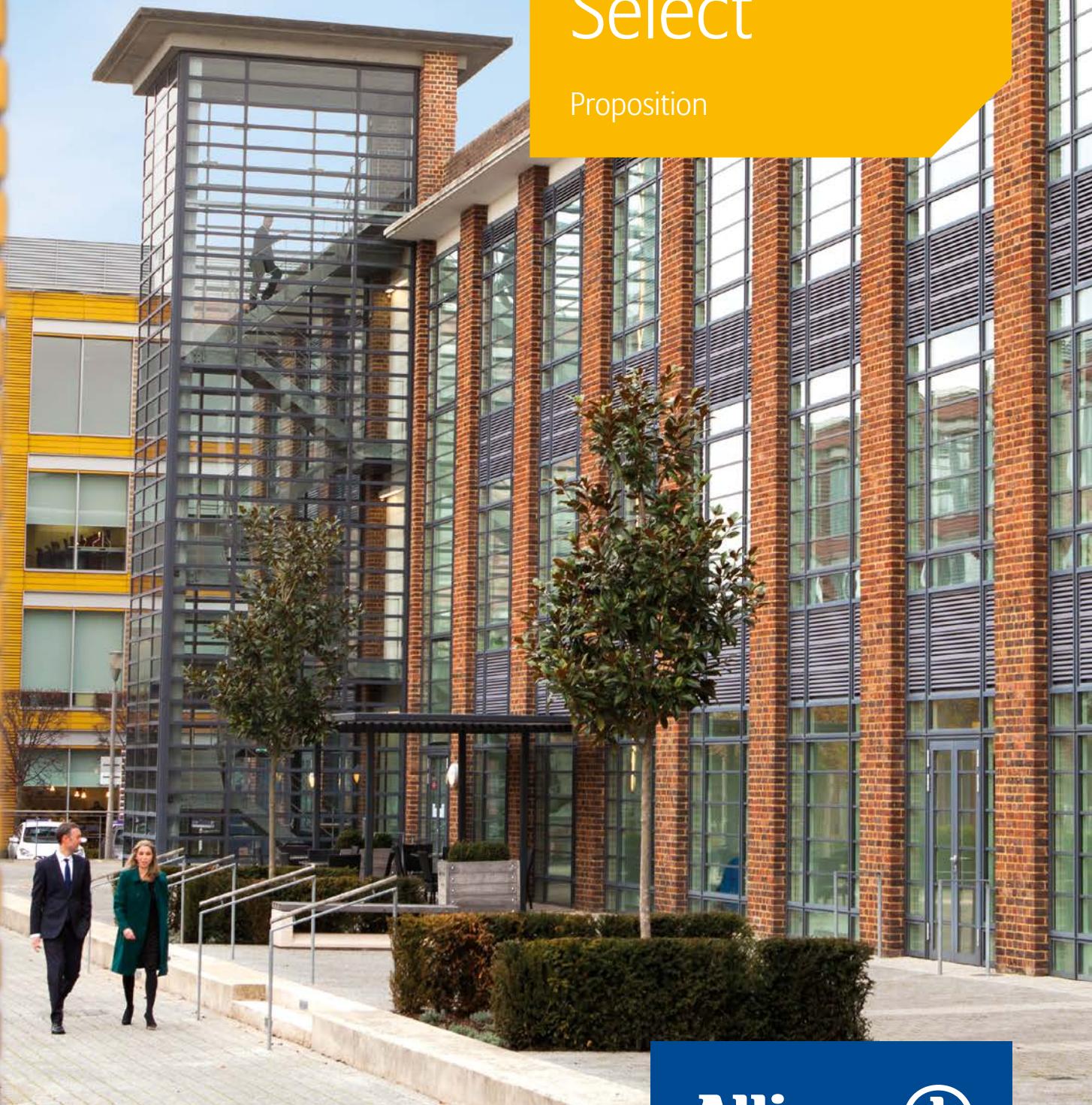




Allianz Insurance plc

Property Owners Select

Proposition



Allianz 

For Intermediary Use Only

In 2016, the UK real estate market was valued at £1,662 billion – about 5.4% of the total UK economy.¹

The industry also adds over **50 million** square feet of new built space every year, worth around **£12 billion**.²



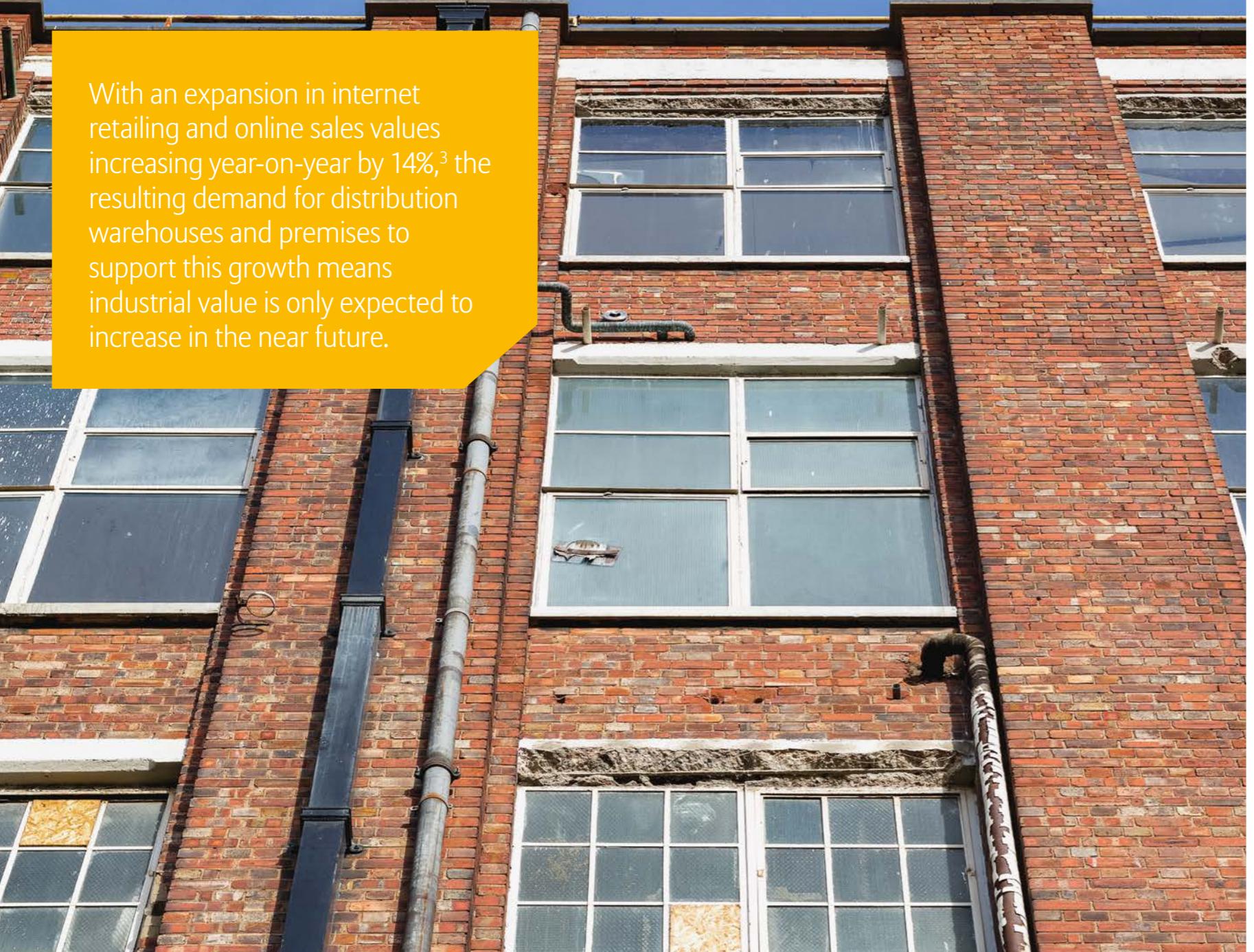
Property Owners Our Proposition

Real Estate is an essential component of the UK's economy and prosperity. It directly employs more than 1 million people and contributes over £94 billion to the UK's economy.¹

But with diverse portfolios often spanning different geographical locations, onerous legislative requirements to comply with, higher rates of commercial property tax compared to other forms of investment and less favourable squatting laws for commercial premises, property owners are facing a multitude of challenges.

As part of the Allianz Group – the world's largest property and casualty insurer – we have proven technical excellence within underwriting, risk consulting and claims, which means we understand the requirements and unique pressures of this sector. Having worked with and supported property owners for the past two decades, we have enhanced our tailored Property Owners insurance proposition to meet the varied needs of your clients.

With an expansion in internet retailing and online sales values increasing year-on-year by 14%,³ the resulting demand for distribution warehouses and premises to support this growth means industrial value is only expected to increase in the near future.



Challenges within the Property Owners Sector

Despite a resurgence in confidence for the UK property market following the financial crisis, recent geopolitical instability and a changing market domestically has created challenges and opportunities for property owners.

³ ONS <https://www.ons.gov.uk/businessindustryandtrade/retailindustry/bulletins/retailsales/september2017>

⁴ Policy Exchange Think Tank cited in Telegraph <http://www.telegraph.co.uk/business/2016/02/17/empty-commercial-buildings-in-london-could-provide-42000-homes/>

⁵ Risks to your vacant property VPS

⁶ <http://www.tacklingflytipping.com/keystatistics/1494>



Fly Tipping

Mattresses, white goods, household and commercial rubbish – the illegal dumping of waste is a common sight across the UK with incidents increasing year-on-year. For 2015/6, 936,000 incidents – a 4% uplift on the prior year – were dealt with by local authorities at an estimated clean-up cost of £49.8million.⁶ But when dumped on private or owned land, the responsibility for removing the rubbish lies with the landowner. For property owners, this can mean incurring significant cost to remove the offending items left on their premises. Access to risk management expertise and property security considerations such as the installation of gates and site management can help reduce the risk.

Water Damage

From an undetected small leak over a prolonged period of time to a burst pipe submerging a premises a foot under water, escape of water can cause extensive property damage with expensive repair costs and lengthy interruptions to building use. A property owner with a block of flats for example, could find themselves with a leak that has spread to lower floors, causing damage to multiple flat units and having to find alternative accommodation for tenants if the units become untenable. Risk management guidance, regular maintenance and advances in technology with smart devices that can detect, alert and shut off water supply are assisting in the battle against escape of water.

Health and Safety

Deliberately started fires are one of the biggest causes of fires at commercial premises. Waste bins, skips, pallets, crates and other combustible goods left outside of a building can quickly spread the flames once alight. Access to best practice advice on waste materials storage can significantly help to reduce the risk of fire. There are also injury risks to tenants and visitors for property owners to consider. From a simple trip over a broken paving slab to a potentially fatal outbreak of Legionnaires' disease from a neglected water system, information on regular building inspections, how to conduct planned preventative maintenance and health and safety advice can help your clients to minimise risk and manage their liabilities. Furthermore should a breach occur, access to legal advice and support provides peace of mind.

Tailored Cover

Property Owners Select is a specialist proposition that caters for property owners with larger premises or portfolios.

Offering tailored, relevant covers and services, it gives peace of mind to address today's significant commercial property challenges and includes a range of extensions available free of charge.

Chris Luscombe – Real Estate Underwriting Manager, Allianz Insurance plc

Chris has worked for Allianz for 12 years and has undertaken a number of technical underwriting roles. For the last two years, Chris has specialised in property owners insurance and is currently the Real Estate Underwriting Manager. As an ACII Chartered Insurer, Chris champions technical excellence for both our regional and London market real estate clients.

"We've further enhanced our strong proposition to ensure that your clients get flexible, tailored and comprehensive cover to protect their property portfolio in a changing world. With many of our enhancements provided on a complimentary basis, Property Owner Select policyholders can package their policy with other covers such as engineering inspection services, construction and motor fleet, enabling them to fulfil their insurance needs with one provider."



Chris Luscombe, Real Estate Underwriting Manager,
Allianz Insurance plc



The following features of cover are available to all and operative if the relevant section is purchased.

Property Damage

We offer a choice of covers for buildings and contents on an All Risks or Specified Events basis. In addition, the following covers will automatically be added **free of charge** if the relevant section is purchased:

- Eviction of squatters – £5,000 limit, any one claim
- Archaeological discovery – £50,000 limit, any one claim for the costs of complying with statutory obligations after discovering archaeological finds during site excavation
- Concern for welfare and emergency services covers – £10,000 limit, any one claim
- Illegal cultivation of drugs – property damage caused by cultivation, up to the sum insured

- Residential property alternative accommodation – up to 30% of the building declared value
- Japanese knotweed removal – £2,500 in the aggregate
- Environmental protection – 10% of building sum insured or £25,000 for the use of green and sustainable rebuild material
- Fly-tipping – £10,000 limit, £25,000 in the aggregate
- Exhibitions and Models – £25,000 limit in the aggregate to cover exhibition or display models and similar promotional equipment whilst being used or stored within any premises insured
- Average free – we will waive the Average condition if a professional valuation has been undertaken within the last three years. Proof of valuation will be required at point of claim
- Metered utilities cover for loss of metered supply charges – £50,000 limit, any one claim.



Loss of Rent

We offer loss of income or rent protection following an insured event, including indemnity to managing agent and book debts.

Property Owners Liability

Legal liabilities cover for personal injury or property damage suffered by third parties arising from ownership of the property. The following limits are provided as standard:

- Legionella – £5,000,000 limit of indemnity
- Corporate Manslaughter – £5,000,000 limit of indemnity
- Asbestos – £5,000,000 limit of indemnity
- Terrorism – £5,000,000 limit of indemnity
- **FREE** environmental clean-up costs – £1,000,000 limit, £5,000 deductible.

Commercial Legal Expenses

Protection against the costs of taking a case to court, solicitors fees and expenses, barristers and court fees, and opponents costs if awarded against the claimant. Also includes access to Allianz Legal Services free legal and business tax advice, as well as a range of free and legal advice.

Employers Liability

Cover to meet the compulsory legislative requirements to a standard £10,000,000 limit of indemnity, with the option to increase up to £25,000,000.

Additional heads of cover available at cost:

Engineering

NEW! Through our market experts Allianz Engineering, we now offer specialist engineering insurance that can be purchased as a section.

- Machinery Damage – for machinery such as boilers, lift and escalators that service a property, covers damage caused by breakdown, explosion and collapse for machinery. £1,000,000 limit, and own surrounding property £2,000,000 limit.
- Computer – All Risks cover, including theft and breakdown for computers and auxiliary equipment and includes e-risks cover as standard. Covers reinstatement of data from other records and additional expenditure, losses following a virus or hacking, as well as seek and destroy cover.

Directors & Officers

Cover for company directors, officers and managers to protect them from claims that may arise from the decisions and actions taken within the scope of their regular duties.

- Circumstance investigation costs – £50,000 limit in the aggregate
- Insolvency hearing costs – £50,000 limit in the aggregate
- Assets and liberty costs – £50,000 limit in the aggregate
- Court attendance costs – £20,000 limit in the aggregate
- Bespoke residential association D&O wording available.

Excess of Loss

Our underwriters are experts in Excess of Loss and can issue layers of cover across multiple classes of business. We have underwriting capacity up to £50m and can issue cover on a short-term or annual basis for most trades and professions.

Other Ways We Can Help

The following products are available within Allianz Insurance plc or the wider Allianz Group.

Engineering Inspection

With in-house Engineer surveyors nationwide, we offer a wide range of inspection services in line with periodical and regulatory requirements.

Property Engineering policy

Designed for larger property owners and managers, our enhanced Property Engineering policy combines insurance cover with an inspection service to protect plant machinery essential to running their business. Available on a blanket or specified items basis.

Construction

Suitable for property development, Construction Select provides flexible insurance cover options offering all the key engineering, property, liability and speciality covers under one policy.

Fleet

Our Motor Fleet solution is designed to give property owners total protection and control over their fleet operations.



Additional Services

Securing medium to large business can be tough, especially when you want something extra to impress your clients and get that new business over the line or hold on to an important case.

When your client has a Property Owners Select or any other Allianz mid-corporate policy, they will automatically have access to the following additional services to help business run efficiently:

- **FREE business helpline** – advice for your clients on health and safety and business continuity matters via Actionline. Tel: 0344 873 0244.

Preferred Suppliers

We work with an extensive network of renowned service providers, who supply **discounted** services to help your client's mitigate against new and traditional risks.

Allianz Specialist Inspection Services – beyond standard statutory inspection services, we offer a wide range of bespoke inspection and consultation offerings pertinent to this sector, including:

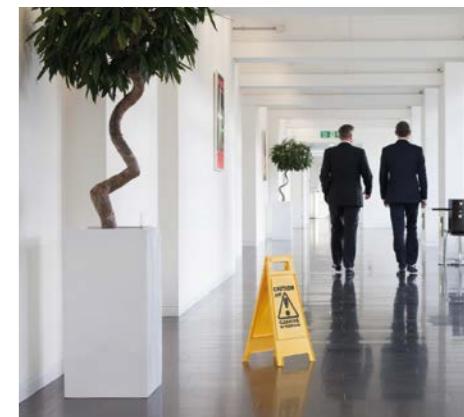
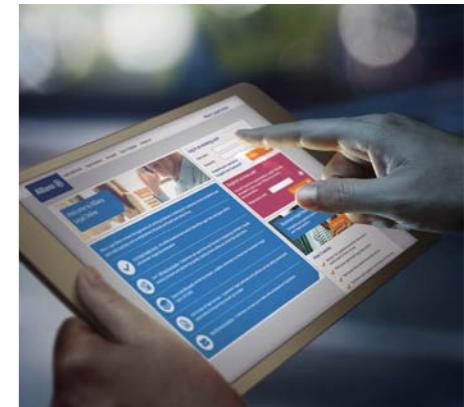
- **Electrical Services** – such as fixed wiring inspections and Portable Appliance Testing (PAT).
- **Energy Services** – options include statutory air conditioning efficiency inspections, Energy Performance Certificates (EPC) and Energy audits.
- **Environmental Services** – helping your clients assess and control the risk of dangerous substances.
- **Fire** – testing and inspection solutions for fire detection system, extinguishers and sprinklers.
- **Thermal Imaging Surveys** – a method of non-destructive testing suitable for assessing building efficiency.

Allianz Worldwide Partners Business

Emergency Services – provides piece of mind if your client needs immediate response services for a plumbing or electronic emergency. Rather than a subscription charge, your clients will only pay per usage.

We also work with:

- **Blythe Valley** – arborist and tree management services
- **Cunningham Lindsey** – property valuation service
- **Flood Consult International Ltd** – flood risk assessment services
- **Glen Abbot** – business continuity planning and crisis management support
- **Hilti GB** – passive fire protection
- **I2G** – cyber security risk assessment service.
- **LeakSafe Solutions** – water damage protection
- **Praxis 42** – health and safety advice and training
- **Selectamark** – asset security marking
- **SWS** – manufacturer and supplier of security shutters, retractable gates and removable bars
- **VPS** – site security for vacant premises.



Allianz Legal Services

For clients with Allianz Legal Expenses cover in place, Allianz Legal Services provides free legal and business tax advice, as well as a range of free and discounted legal services.

CLICK Legal

Allianz Legal Online allows your clients to personally check and update their legal documentation, saving them costly solicitor's fees. Our website includes:

- **a free legal health check** – an online questionnaire which identifies legal risks and gaps within your clients' legal documentation.
- **over 140 legal templates** – your clients can save time and money in preparing complex, legally binding contracts and policies online. Includes assured shorthold tenancy agreements, schedule for rent arrears and health and safety compliance reviews.
- **safe storage of legal contracts** – legal documents can be safely stored and edited online.
- **monthly legal bulletin** – your clients can stay up-to-date with employment and health and safety legislation.

TALK Legal

We have a range of telephone advice lines to help clients with legal and tax issues:

- **Allianz Lawphone** – a free 24/7/365 legal advice helpline. Our solicitors can provide advice on any legal problem such as property disputes and real estate litigation.
- **free business tax advice** – provided by Abbey Tax.
- **discounted undisputed debt recovery service** – legal action for undisputed debts over £250, provided by our specialist commercial solicitors, DWF LLP (15% discount).
- **discounted uninsured legal action** – DWF LLP can take action on behalf of your clients for any commercial matter not covered by their Allianz Legal Expenses policy (15% discount).
- **discounted crisis communication service** – DWF LLP can provide your clients with guidance and assistance with controversial legal proceedings to best protect business reputation.

For more information on how to access Allianz Legal Services, visit www.allianzebroker.co.uk



Andy Miller – Technical Risk Control Manager, Allianz Insurance plc

Andy has over 25 years' experience in risk management, across a wide range of industries and business sectors. He started his career in 1989 as a trainee risk control surveyor and has subsequently developed into senior risk management roles within the insurance industry.

Currently, Andy is the Technical Risk Control Manager for Allianz Insurance plc, and Chair of the Association of Insurance Surveyors.

"Mixed property portfolios can include anything from houses and flats to industrial warehouses, shopping centres and trophy asset, all spread across multiple locations. With such diversity, property owners need to consider a robust risk management approach to manage their property and liability exposures effectively."



Andy Miller, Technical Risk Control Manager, Allianz Insurance plc

Risk Management Expertise

Our risk control team spans the entire country, so no matter where your client is based, our surveyors are on hand. With specialists in sprinkler, business interruption and property, our expertise within the property owners sector means we can tailor our services to meet your client's unique needs.

www.riskdirector.co.uk

Risk Director, our FREE online risk management service, has a new dedicated Property Owners portal featuring:

- Risk management advice including hints and tips on how to minimise exposure to key risks impacting this sector, such as slips and trips, escape of water and planned preventative maintenance.
- Sector specific news and regulation updates aimed at you and your clients including business regulation and health and safety.
- A full list of our specialist preferred suppliers offering risk management solutions relevant to the property owners sector.



We also issue a sector specific risk management guide with the policy documentation. This provides detailed advice on how to manage risks within the property owners sector.

Claims

When your clients make a claim, they need an insurance provider that understands their loss. At Allianz we appreciate that to manage property portfolios effectively, property owners need proactive claims handling and access to experts.

We're confident that our expert in-house claims teams and solutions give your clients the reassurance they need when they require it most.

For lower value claims, we make a quick resolution simple:

Rapid Claims Settlement – for accidental damage, storm, escape of water, malicious damage and theft claims under £5,000, Property Owner Select policyholders can proceed with repairs, based on the lower of two estimates, before obtaining our approval.

Allianz SiteView – our digital self-serve solution allows clients to conduct a live video stream or instantly send us images and video snapshots of their loss circumstances to support their property damage claim.

Glassolutions – our business glass replacement service bill us directly, so your client will pay the VAT and excess only.

For more complex claims for this sector, we have specialist teams on hand:

Dedicated teams – expert teams specialising in property, liability, engineering and directors & officers claims.

Major loss team – property and casualty specialists who have expertise in dealing with claims worth over £100,000.

Specialist property owner loss adjusting – our loss adjusters, Crawford, have extensive experience in handling and investigating claims across the entire property spectrum.

Rehabilitation team – a team of clinically qualified professionals, including registered nurses, physiotherapists and occupational therapists, who will assess injury claims and if needed will activate a tailored rehabilitation and counselling programme.

Disease claims team – we have an in-house team of specialists which deal with all types of occupational disease and conditions, such as stress, harassment and upper limb disorders.

For all claim values, we will provide your client with:

Out of hours helpline – we know that accidents don't always happen during the working day, which is why we're available 24/7.

Fraud prevention – our award-winning anti-fraud team can help to keep claims costs down, a benefit which we can then pass on to your clients.

Expert legal advice – we work with a panel of property specific solicitors to help defend claims.

Specialist claims settlement preferred suppliers – including glaziers and locksmiths, who can secure premises 24/7.

Allianz Claims Inspectors – our claims field force's priority is to understand your client's business. The success of the team is down to its ability to build strong, long-term relationships with your client's Health and Safety Manager. By doing so, our inspectors can help to identify trends in the claims reported, make recommendations for ways to mitigate the effect of the claims, as well as liaising with our Risk Management team, so your client can take the appropriate risk management action.



Matt Simpson, Claims Controller,
Property Major Loss Team

Matt Simpson – Claims Controller, Property Major Loss Team

Matt has worked for Allianz for 18 years and specialised in Commercial Property losses for 14 years with the last four spent in the Major Loss Team focusing on London Market Real Estate losses.

"Here is an example of how we can help your Property Owners clients. A luxury, city-centre flat block with a bespoke exterior glazing suffered substantial damage following a fire.

Having identified that the original glazing manufacturer was no longer trading, we immediately appointed an expert to inspect and advise on reinstatement. As the original fixing method was unique to the manufacturer, we discussed the options with the client: commission the design and installation of an exact replica or use another suppliers' modified fixing. The benefits of each were explained including financials and lead times.

The client chose the modified fixing and during the repairs, lawyers pursued recovery from the tenant due to a tenancy agreement breach. This saved time and money for the client, resulting in a positive claims experience and settlement."

Our Risk Appetite for Property Owners

We recognise that every client is unique. However, in general our risk appetite is for established businesses that have a sound approach to risk management across their property portfolio.

Your clients can demonstrate this by:

- Operating an effective planned maintenance programme
- Keeping abreast of current legislation and sector issues
- Having a proactive approach to the reporting of risk issues
- Being well-established and financially stable
- Valuing long-term relationships with their broker and insurer
- Taking a proactive approach to health and safety and environmental risk control.



Property Risks

Our preference is for portfolios that are predominantly:

- Purpose-built or suitably converted and in a good state of repair
- Actively managed
- Up to 50,000 square feet (4,650 square metres) in size
- Electrical Installation Inspection certified within the last 5 years
- Utilise LPCB approved composite panels where used.

Occupation type

We prefer tenant occupations to include:

- Purpose built offices/professional trades
- Purpose built out of town retail
- Commercial
- Shopping centres
- Hotels
- Medical/health centres
- Modern stadia
- High street retail (including residential above).



Why Allianz?

Allianz Insurance plc is one of the largest general insurers in the UK and part of the Allianz Group, the largest property and casualty insurer in the world. We are financially strong, with an AA- Standard & Poor's rating. With over 100 years of experience, we're confident we know our business and have the technical expertise to provide your clients with the cover, tailored risk management and claims service that gets them back to business as quickly as possible.

If you would like to know more about our Property Owners Select proposition, please contact your local Allianz Insurance plc representative.

Notes

Notes

www.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.



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