

Optima Trade Plus

Policy Summary

This is a summary of the cover available under the Ageas Optima Trade Plus policy. It does not include all of the policy benefits, limits and exclusions. Full terms and conditions can be found in the policy wording, a copy of which is available from your agent. The policy is an annual insurance contract underwritten by Ageas Insurance Limited.

Public and Products Liability is a compulsory cover. The following optional covers are available in addition:

- Employers' Liability
- Tools and Transit
- Property All Risks
- Business Interruption
- Contract Works and Plant
- Personal Accident

If you have selected any of the optional covers, they will be shown as being operative on the schedule.

Fair Presentation

You have a duty to make a fair presentation of the risk and accurately disclose any information which may influence our acceptance or assessment of this insurance. Failure to disclose all material information and circumstances or providing false or inaccurate information may invalidate the insurance or result in claims not being paid or not being paid in full. If you are in any doubt as to whether or not any information, fact or circumstance is material, then it should be disclosed.

Significant Features and Benefits

Standard Cover	Limits
<p>Public and Products Liability</p> <p>The following extensions are automatically included:</p> <ul style="list-style-type: none"> Cross Liabilities Defective Premises Act 1972 Legal Defence Costs Motor Contingent Liability Leased and Rented Premises Contractual Liability Mechanical Plant as Tool of Trade Indemnity to Principal Court Attendance Compensation <p>Data Protection Act 1998 Overseas Personal Liability</p>	<p>Select from £1,000,000, £2,000,000 or £5,000,000 (certain trades are subject to a £2,000,000 maximum limit)</p> <p>Any director or partner £500 per day, any employee £250 per day</p>

Optional Covers	Limits
<p>Employers' Liability The following extensions are automatically included: Legal Defence Costs Indemnity to Principal Employees Unsatisfied Damages Court Attendance Compensation</p>	<p>£10,000,000</p> <p>Any director or partner £500 per day, any employee £250 per day</p>
<p>Tools and Transit</p> <p>The following extension is automatically included: Alternative Accommodation</p>	<p>The total limit per person as shown on the schedule any one occurrence or £1,500 any one item</p> <p>£500 per month for up to 12 months</p>
<p>Property All Risks Property at the Premises Computer records, documents, manuscripts and business books not at the Premises</p> <p>The following extensions are automatically included: Temporary removal of Business Contents</p> <p>Stock and Business Contents at exhibition premises</p>	<p>Selectable limits up to £20,000 Up to 25% of the Sum Insured for Business Contents at the Premises</p> <p>Up to 25% of the Sum Insured for Business Contents at the Premises Up to 50% of the Sum Insured for Business Contents</p>
<p>Money</p> <p>Designation Workmen Other Interests</p>	<p>On the Premises not in a locked safe or strongroom up to £500 On the Premises in a locked safe or strongroom up to £1,000</p>
<p>Business Interruption Select from either Loss of Gross Income or Additional Cost of Working. A maximum indemnity period of 12 months applies as standard.</p>	<p>Sums Insured selected</p>
<p>Contract Works and Plant</p>	<p>Sums Insured selected</p>
<p>Personal Accident Benefits: 1 Death 2 Loss of limbs 3 Loss of eyes 4 Permanent total disablement 5 Temporary total disablement</p> <p>The following extension is automatically included: Hospitalisation Benefit</p>	<p>Benefits 1, 2, 3 and 4: £10,000 lump sum Benefit 5: £50 per week for up to 104 weeks</p> <p>£30 per day</p>

Significant or Unusual Exclusions or Limitations

Not all of the exclusions and limitations applicable to the policy are shown below - please refer to the policy wording and schedule for full details.

Section	Exclusion or Limitation
Public and Products Liability	<ul style="list-style-type: none"> • Certain hazardous locations are excluded (please refer to page 23 of the policy wording for details) • Certain hazardous activities are excluded (please refer to page 23 of the policy wording for details)
Employers' Liability	<ul style="list-style-type: none"> • Injury for which insurance or security is required under road traffic legislation • Liability arising out of work undertaken or visit offshore • Certain hazardous locations are excluded (please refer to page 26 of the policy wording for details) • Certain hazardous activities are excluded (please refer to page 26 of the policy wording for details)
Tools and Transit	<ul style="list-style-type: none"> • Mechanical or electrical breakdown • Fraud, dishonesty or collusion • Theft or attempted theft which does not involve entry to or exit from the vehicle by forcible and violent means or that does not involve actual or threatened assault or violence or use of force against the driver or passengers of the vehicle • Theft or attempted theft from an unattended, open or soft-topped vehicle or open or curtain-sided vehicle • Theft or attempted theft from a building that does not involve entry to or exit from the building by forcible and violent means or that does not involve actual or threatened assault or violence or use of force against you, any director, partner or employee or any other person lawfully present • Theft from any garden, yard or open space • Theft from an unoccupied building • Any one item exceeding the single item limit shown on the schedule
Property All Risks	<ul style="list-style-type: none"> • Mechanical or electrical breakdown • Theft or attempted theft from buildings or outbuildings which does not involve entry to or exit from them by forcible and violent means or by actual or threatened assault or violence • Theft from any vehicle or trailer • Theft from any unoccupied building • Minimum security requirements apply to own premises (please refer to the Protective Devices condition on page 32 for full details of security requirements)
Business Interruption	<ul style="list-style-type: none"> • Property damage insurance must be in force • Any amount in excess of 25% of the Business Interruption Sum Insured for damage to property in the vicinity of the premises by any cause of loss insured under the Property All Risks Section which prevents or hinders the use of or access to the premises
Contract Works and Plant	<ul style="list-style-type: none"> • Defective works • Damage to the contract works or any part thereof in respect of which a Certificate of Completion has been issued or which has been completed and delivered up to the principal or which has been taken into use, service or occupation with your permission for any purpose other than the performance of the contract • Damage to existing structures

Significant or Unusual Exclusions or Limitations continued

Not all of the exclusions and limitations applicable to the policy are shown below - please refer to the policy wording and schedule for full details.

Section	Exclusion or Limitation
Personal Accident	<ul style="list-style-type: none"> • Injury as a result of an insured person engaging in hazardous activities • Any defect, infirmity, medical condition or chronic or recurring illness for which the insured person has received medical treatment in the last 12 months prior to death, loss of limbs or loss of eyes • Criminal or deliberate acts • Being under the influence or effect of alcohol or drugs • An aggregate limit of £500,000 applies
General Exclusions (Some of these exclusions do not apply to the whole policy - please refer to the policy wording for further details)	<ul style="list-style-type: none"> • Excesses applicable to the section • Asbestos • Radioactive Contamination • War • Northern Ireland (other than as otherwise provided in the policy wording) • Terrorism (other than as provided under the Employers' Liability Section) • Electronic Risks • Pollution or Contamination (other than as otherwise provided in the policy wording) • Injury, loss or damage occurring outside the Territorial Limits applicable to each cover section (unless otherwise stated)

General Conditions

Not all of the General Conditions applicable to the policy are shown below - please refer to the policy wording for full details.

Misrepresentation	Your duty to make a fair presentation of the risk to us.
Fraud	We will not pay for any claim that is deliberately exaggerated or where you, or anyone acting for you, uses or attempts to use fraudulent means to obtain benefits under the policy.
Reasonable Precautions	Your duty to take reasonable precautions to prevent injury, loss or damage.

Cancellation

During the first period of insurance, you have the right to cancel the policy within 14 days of receipt of the policy wording and schedule, or the inception date of the policy whichever is the later, by writing to us or alternatively by contacting your agent to confirm cancellation. Cancellation will take effect from the date that your cancellation instructions are received. Provided no claim has been made and there has been no incident known to you prior to cancellation which may give rise to a claim, you will be entitled to a full refund of the premium paid. Should a claim be submitted after such refund has been provided, payment of the premium in full will be required before we can deal with the claim. We will only deal with claims occurring during the period commencing on or after inception up to the cancellation of the policy.

You may cancel the policy at any other time by writing to us or alternatively by contacting your agent to confirm cancellation. Please refer to pages 18 and 19 of the policy wording for full details of the cancellation procedure.

How to make a claim

If you need to make a claim and please contact our commercial claims department on **0345 415 0495**. The line is open 24 hours a day, 365 days a year. Alternatively, you can write to us at Commercial Claims Department, Ageas Insurance Limited, 1 Port Solent, Portsmouth PO6 4TY. Please refer to page 6 of the policy wording for full details of the claim notification procedure.

What to do if you have a complaint

Should there ever be an occasion where you need to complain, we will sort this out as quickly and fairly as possible.

If your complaint is about the way this policy was sold to you, please contact your agent to report your complaint. If you have a complaint regarding your claim, please telephone us on the number shown in your claims documentation. Alternatively, for claims or any other type of complaint, you can also write to the Customer Services Adviser at Ageas Insurance Limited, Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh, Hampshire SO53 3YA or email us through our website at www.ageas.co.uk/complaints.

If we cannot resolve the differences between us, you may refer your complaint to the Financial Ombudsman Service if you are a:

- business with an annual turnover of less than EUR 2 million and fewer than 10 employees,
- charity with an annual turnover of less than £1 million
- trustee of a trust with a net asset value of less than £1 million.

You will need to do this within six months from the date of our final response.

The Financial Ombudsman Service is an independent organisation and will review your case. You can contact them on telephone number **0800 023 4567**. You can also write to them at Financial Ombudsman Service, Exchange Tower, London E14 9SR, however they will only consider your complaint once you have tried to resolve it with us. More information can be found at www.financial-ombudsman.org.uk

Following the complaints procedure does not affect your rights to take legal proceedings.

Financial Services Compensation Scheme

Should we be unable to meet our liabilities you may be entitled to compensation from the Financial Services Compensation Scheme. This depends on the type of insurance, the size of your business and the circumstances of the claim.

Further information is available from the Financial Services Compensation Scheme. Their telephone number is **0800 678 1100** or **020 7741 4100**. Alternatively, more information can be found at www.fscs.org.uk.

Ageas Insurance Limited

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Registered in England and Wales No 354568

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The logo for Ageas, featuring the word "ageas" in a lowercase, sans-serif font. The letter "a" is stylized with a dot above it. A registered trademark symbol (®) is located to the right of the word.