

# Profile

Since its formation in 1988, LFC Insurance Group has never lost sight of its roots and the importance of the value of high quality service to set itself above the competition.

The new LFC Shield range of **Business Guardian** policies has therefore been launched.

**Business Guardian** policies are backed by LFC Shield's commitment to provide a quality product and have been developed specifically to protect the assets of those who have established successful and well managed businesses.

**Business Guardian** policies are arranged by LFC Shield and underwritten by Sterling Insurance Company Ltd exclusively for LFC Shield

## Flexibility

**Business Guardian Retail** provides protection for most retail premises and is a flexible insurance policy which has been designed specifically to meet a wide variety of today's business insurance needs.

## Choice

Every business or trade is different. Select the insurance you need from the following sections. Whichever you choose, you will still have the benefit of one policy, one premium and one renewal date.

**Property Damage**

**Business Interruption**

**Money and Personal Assault**

**Glass**

**Employers' Liability**

**Public Liability**

**Products Liability**

**Deterioration of Refrigerated Stock**

**All Risks**

**Book Debts**

**Goods in Transit**

**Loss of Licence**

**Terrorism**

## Value for money

**Business Guardian Retail** is a package policy which provides the most cost-efficient way of buying most commonly required covers, with an option to tailor additional covers to match the needs of your business.

## Quality service

Over the years LFC Shield has successfully built a reputation for excellent technical expertise and a willingness to seek solutions to individual problems.

## Safety and security advice

To assist in the protection of your business and to minimise the risk of disruption, Sterling may wish to survey your premises, which will be completed free of charge. Sterling will give the advice you need in respect of fire precautions, security, health and safety and other appropriate loss prevention factors.

## Quality claims service

Highly skilled claims teams, working with selected loss adjusters, will ensure that your claim receives priority attention and fair and prompt settlement. Their prime concern will be to get you back in business as soon as possible.

## Monthly premium payment

LFC Shield monthly payment plan has been designed to help spread the cost over the year. Monthly premiums can be transferred direct from your bank account. A separate application form will need to be completed, and this is available from your professional adviser.

**Note:** This service is not provided by Sterling Insurance Company Ltd.

# Business Guardian Retail

## Summary of Cover

The following pages summarise the wide protection and benefits available with the **Business Guardian Retail** policy. You should read it carefully before completing your application. This policy summary does not contain the full terms and conditions which can be found in the policy document, a copy of which is freely available on request from your professional insurance adviser or LFC Shield.

This Summary does not constitute any evidence of insurance.

### Business helpline services, available 24 hours a day, 365 days a year

#### Premises helpline

Provides an advice and action service for a whole range of business related issues from emergencies and preventative measures to general advice on premises matters. One call and immediate arrangements will be put in hand to deal with the emergency or advice requested. All costs of repairs are your responsibility unless they are recoverable under the terms of the policy.

#### Legal helpline

Direct telephone access to specialists who will provide you with confidential advice on legal problems relating to your business. For example - employment disputes, statutory regulations, landlord and tenant disputes, consumer or contract law, VAT tribunals and other taxation matters.

Where necessary the verbal advice that is given can be confirmed in writing.

#### Counselling helpline

A valuable support service to help your employees and their families through those difficult times, whether because of stress, anxiety, depression, bereavement or other personal problems. It includes onward referral to relevant voluntary and/or professional services, where appropriate.

The above helpline services are provided by DAS Legal Expenses Insurance Company Ltd, DAS House, Quay Side, Temple Back, Bristol BS1 6NH.

### Glass helpline

A fast glass and frame replacement service utilising a nationwide fleet of radio controlled mobile glaziers operated by Solaglas Replacement Glazing, Ashbourne House, Fishponds Road, Bristol BS5 6SH. If the damage is covered by the policy, you pay nothing apart from the policy deductible and VAT. Sterling will be invoiced direct.

### Confidentiality

You are promised complete confidentiality and security in all matters relating to your insurance arrangements.

### Satisfaction

Your premium will be refunded in full if you are not satisfied with the cover provided by your policy if it is returned within 14 days of issue, **but** if there has been an incident which has resulted or could result in a claim you must reimburse any amounts which have paid or may be required to be paid in respect of that incident.

### Risk management and security

Significant premium discounts are available to recognise your investment in high quality premises combined with superior standards of management, housekeeping, fire safety and security.

### Minimum premiums

The policy may be subject to a minimum premium.

### IMPORTANT

To obtain the full benefit from your insurance it is important that the sums insured are adequate at all times. If they are inadequate then in the event of a claim the amount payable will be reduced in proportion to the degree of underinsurance.

Any item insured in respect of buildings will be index linked to provide a measure of protection against the effects of inflation.

It makes sense to review the sums insured regularly, particularly if you have refurbished your premises, purchased new equipment or increased stock levels or staff.

Seek professional advice to ensure that the sums insured are correct. Insurance cover does not commence until confirmed by LFC Shield or through your professional adviser.

You will be required to complete a proposal form or a statement of fact will be issued. Insurance cover is subject to acceptance of the proposal form or statement of fact by LFC Shield. To avoid any delay in the acceptance of your application please answer all questions fully and provide any supplementary information which is required.

## General Policy Conditions and Exclusions

The **Business Guardian Retail** policy contains general policy conditions such as cancellation, change of risk, reinstatement of sums insured, reasonable care, subjectivity, compliance with warranties and fraud. This is not an exhaustive list.

All sections may be subject to special conditions.

Please refer to a specimen policy wording for full details.

The **Business Guardian Retail** policy contains general policy exclusions which are summarised below

- radioactive contamination (but such contamination caused by terrorists may be covered under the Terrorism section, if selected)
- war, invasion, civil war, rebellion or revolution
- any act of terrorism, other than in respect of bodily injury to an employee arising out of and in the course of employment in the business (**Note:** cover for most acts of terrorism is available under the Terrorism section)
- sonic bangs
- confiscation, nationalisation or requisition by any government or authority
- computer viruses
- gradual pollution or contamination
- property being heated
- overrunning or self-heating of electrical machines not resulting in fire
- theft by you or any of your directors, partners or employees
- theft, malicious damage, escape of water or oil or breakage of glass or sanitary ware when your business has ceased to trade or your premises are unfurnished or untenanted
- disappearance, unexplained loss or inventory shortage
- failure of any computer to recognise a valid date.

### Additional Clauses

The Covers provided under Section 1 - Property Damage and Section 9 - All Risks are extended to provide you with comprehensive asset protection.

Automatically included under Section 1 - Property Damage and Section 9 - All Risks

- architects' and surveyors' fees
- capital additions up to 10% (maximum £500,000)
- collusion
- debris removal (including stock)
- refilling of fire extinguishing equipment following its use
- incompatibility of computer records up to £50,000
- involuntary betterment up to 10% or £50,000 whichever is the lesser amount
- reinstatement of landscaped gardens and grounds following damage by the fire brigade up to £50,000
- service pipes or cables

- temporary removal (including documents and computer systems records)
- damage to the premises (including glass) caused by theft involving forcible and violent entry
- costs of tracing source of water or oil leaks up to £10,000

Automatically included under Section 1 - Property Damage only

- theft of fixed materials forming part of the buildings up to £5,000
- contract price
- contracting purchaser
- customers' goods
- property at trade shows or exhibitions up to £10,000
- external CCTV and security lighting equipment up to £5,000
- replacement of locks and keys following theft of keys up to £2,000
- loss of metered gas or water up to £10,000
- money up to £1,000 (excluding theft)
- public authorities costs
- seasonal increase of 25% in respect of stock items
- tobacco and alcohol kept for entertainment purposes up to £500

## Standard and Optional Covers

The following sections are automatically provided when Trade Contents are insured

- Section 1 - Property Damage
- Section 2 - Business Interruption
- Section 3 - Money and Personal Assault
- Section 4 - Glass
- Section 5 - Employers' Liability
- Section 6 - Public Liability
- Section 7 - Products Liability
- Section 8 - Deterioration of Refrigerated Stock
- Section 10 - Book Debts
- Section 11 - Goods in Transit
- Section 12 - Loss of Licence (Licenced trades only)

The following sections are available as optional covers if you require them

- Section 9 - All Risks
- Section 13 - Terrorism

## Section 1 - Property Damage (Standard)

Loss or damage to Trade Contents or Buildings (and resultant loss of Rent, if required) caused by

- fire - lightning - explosion - earthquake - aircraft - theft involving forcible and violent entry or exit and theft involving assault of or violence to you or your employees - riot or civil commotion - malicious damage - impact - storm - flood - escape of water or oil - collapse of television or radio aerials - falling trees or branches - accidental damage.

### Main exclusions

- the relevant excess as stated in the schedule
- damage to tills or cash registers outside business hours unless left open
- damage caused by wear, tear or any gradually operating cause
- electrical or mechanical breakdown - loss resulting from shop- lifting - use of any article contrary to manufacturers' instructions or maintenance procedures - faulty or defective workmanship or operational error or omission
- damage to property caused by any process it is undergoing
- loss consisting of change of temperature, colour, flavour, texture or finish
- damage caused by subsidence, heave or landslip

### Security

Your policy will contain a general condition precedent to the liability of the Company that all security devices are put into full and effective operation whenever the premises are closed for business or left unattended.

Additionally, there may be specific warranties concerning security and fire alarms and fire extinguishing equipment as appropriate to particular premises.

All changes of or to security devices must be notified to LFC Shield.

### Subsidence

- whilst not insured as a standard peril, cover for Subsidence may be available subject to additional premium and terms

## Section 2 - Business Interruption (Standard)

Loss of trading profit during the 24 month period immediately following destruction or damage to the trade contents or buildings caused by a peril insured by Section 1.

The policy automatically provides cover up to £500,000 but a higher sum insured can be selected if necessary.

### Additional cover

- prevention of access to the premises following damage to nearby property caused by a peril insured
- accidental failure of public electricity, water or gas supplies
- closure by a competent authority because of defective sanitation, infestation by vermin or pests at the premises

- poisoning caused by food or drink
- infectious or contagious disease, murder, suicide or rape at the premises
- loss caused by damage at the premises of any customer up to £25,000
- loss caused by damage at the premises of any supplier up to £25,000

### Main exclusion

- corruption of computer records by malicious persons or accidental damage

## Section 3 - Money and Personal Assault (Standard)

The standard cover will provide protection for loss of money whilst

- in transit or in a bank night safe, up to £3,000
- on the premises during business hours, up to £3,000
- in a locked security safe, up to £1,000
- on the premises outside business hours and not in a locked security safe, up to £250
- at your home or the home of an authorised employee, up to £350.

Should these limits not meet your requirements, consideration will be given to increasing them, on application.

Recorded crossed cheques, crossed postal orders, credit card sales vouchers and VAT purchase invoices are covered up to £250,000.

### Automatically included

- repair or replacement as new of safes, postal franking machines, security cases, bags or waistcoats following theft up to £2,500 in any one period of insurance
- fraudulent use of any credit, debit, cash or charge card issued solely for the business up to £2,500 in any one period of insurance.

### Main exclusions

- the relevant excess as stated in the schedule
- shortages due to error or omission
- fraud or dishonesty of any director, partner or employee unless the loss is discovered within seven working days of its occurrence
- dishonoured cheques or the use of counterfeit money
- loss from any coin-operated vending, gaming or amusement machine or payphone
- theft damage to tills or cash registers outside business hours unless the drawer has been left open

**Note:** special terms may apply to some types or values of money in transit by either your own employees or a specialist security company or organisation approved by LFC Shield.

## Personal Assault

Principals and employees (ages 16 - 65 inclusive) are automatically covered as part of the Money section for the following benefits if they sustain bodily injury or death following an assault whilst handling money on your business

	Limit
• death, loss of limbs or eyes, permanent total disablement	£10,000
• temporary total disablement (not exceeding 104 weeks)	£100 per week

### Also covered

- damage to personal effects £500 per person.

### Main exclusions

- death or disablement caused by the influence of drugs or liquor
- any pre-existing physical or mental disability or infirmity, medical condition or chronic or recurring ailment, pregnancy, childbirth, Aids or an Aids related condition or other communicable disease.
- pain in or disorder of the spine

## Section 4 – Glass (Standard)

Providing protection for

- breakage of or damage to fixed plain plate or sheet or wired glass in doors and windows
- resultant damage to framework
- boarding up costs
- fixed mirrors, fixed glass in show cases, counters and display cabinets
- fixed external signs

### Automatically included

- the cost of repair of alarm foil or other security devices
- lettering or designs on glass up to £2,000.

### Main exclusions

- the relevant excess as stated in the schedule
- glass which was flawed, broken or cracked before the insurance commenced
- breakage or damage due to insecure fitting or caused during installation or removal or whilst repairs or alterations are being carried out

**Note:** armoured, bent or other special glass is not insured.

## Section 5 - Employers' Liability (Standard)

Legal liability for injury to employees as required by current UK legislation, up to a limit of £10,000,000 (£5,000,000 if arising out of terrorism) any one cause inclusive of legal defence costs.

### Additional cover

- legal costs incurred in the defence of criminal proceedings brought for a breach of the Health and Safety at Work Act 1974 - limit £250,000 in any one period of insurance.

### Main exclusions

- work in connection with asbestos, or liability arising from exposure to or inhalation of asbestos
- work in connection with power stations, refineries and in other hazardous situations
- actions brought outside Great Britain, Northern Ireland, the Isle of Man or the Channel Islands.

## Section 6 – Public Liability (Standard)

Legal liability for accidental injury to the public or damage to their property as a result of defects in your premises or negligence by you or your employees in the conduct of your business, up to a limit of £2,000,000 any one cause plus legal defence costs incurred with our written consent.

### Additional cover

- obstruction, trespass or nuisance
- contingent motor liability for non-owned vehicles
- damage to leased, hired or rented premises (excluding the first £250)
- liability incurred under the Defective Premises Act 1972
- legal costs incurred in the defence of criminal proceedings brought for a breach of the Health and Safety at Work Act 1974 - limit £250,000 in any one period of insurance
- damages, costs and expenses for wrongful arrest - limit £10,000 in any one period of insurance.

### Main exclusions

- work in connection with asbestos, or liability arising from exposure to or inhalation of asbestos
- work in connection with power stations, refineries and in other hazardous situations
- watercraft unless hand propelled or less than 7 metres in length, or aircraft
- any machinery or boiler that does not have an inspection certificate as required by law
- vehicles used in circumstances where road traffic legislation requires insurance or security
- liability arising from products
- treatment, therapy, medical advice, fitness instruction or administration of drugs or medicines
- use of solaria, sunbeds, saunas and hydro-massage facilities
- the cost of cleaning up or removal of or damage to property arising out of asbestos
- professional liability
- provision of advice or any plan, design, formula or specification given separately for a fee
- fines, penalties or liquidated, punitive or exemplary damages
- the use of welding or flame cutting equipment or asphalt, bitumen or tar heaters away from your premises
- the relevant excess as stated in the schedule in respect of property damage claims occurring away from your premises
- actions brought outside Great Britain, Northern Ireland, the Isle of Man or the Channel Islands

## Section 7 - Products Liability (Standard)

Legal liability for accidental injury to the public or damage to their property caused by products sold, supplied, processed, delivered, installed, tested, repaired, serviced, altered, treated or hired out by you and no longer in your possession or control, up to a limit of £2,000,000 in any one period of insurance plus legal defence costs incurred with our written consent.

### Additional cover

- legal costs incurred in the defence of criminal proceedings in respect of a breach of the Consumer Protection Act 1987 or the Food Safety Act 1990 - limit £250,000 in any one period of insurance.

### Main exclusions

- professional liability
- provision of advice or any plan, design, formula or specification given separately for a fee
- liability arising from properly prepared products failing to perform the function for which they were intended
- loss of or damage to products or the cost of making good or recalling products or rectifying defective work
- any drug or medical preparation obtainable on prescription from a medical practitioner
- any cosmetics, toiletries, animal feeds, seeds, fertilisers, insecticides or pesticides unless of proprietary manufacture
- liability arising from exposure to or inhalation of asbestos
- the cost of cleaning up or removal of or damage to property arising out of asbestos
- liability arising in the USA or Canada from any products which with your knowledge will be sold or supplied to or used within those countries
- liability arising from products which with your knowledge are used in the motor industry other than those not affecting the safety, stability, steering or braking of any vehicle
- liability arising from any products which with your knowledge are used in the aircraft, space, petrochemical, gas, offshore, ship building and repair or nuclear industries
- fines, penalties, or liquidated, punitive or exemplary damages
- actions brought outside Great Britain, the Isle of Man or the Channel Islands

## Section 8 - Deterioration of Refrigerated Stock (Standard)

Deterioration of stock caused by breakdown of refrigeration units or failure of public electricity supply.

The policy automatically provides cover up to £1,000 but a higher sum insured can be selected if necessary.

**Note:** the cover requires you to have a manufacturer 's guarantee or a maintenance contract for any refrigeration unit which does not have hermetically sealed motors and compressors.

### Additional cover

- the sum insured is automatically increased by 25% during 6 of 8 November, December and public holidays

### Main exclusions

- the relevant excess as stated in the schedule
- deliberate act of the electricity supply authority
- loss in any unit which is over 10 years old at the commencement of any period of insurance

## Section 9 - All Risks (Optional)

As an alternative to covering your business machines (e.g. computers, calculators and communication equipment) against the specified perils under the Property Damage section, you may wish to select the wider cover available under this section. This will provide cover for any accidental loss or damage, and you can choose the territorial limits within which this cover will apply to each item you wish to insure, the options being:

- |                |  |
|----------------|--|
| Premises       | - at any of your premises insured by the policy                            |
| United Kingdom | - Great Britain, Northern Ireland, the Isle of Man and the Channel Islands |
| Europe         | - the United Kingdom and the countries of the European Union               |
| Worldwide      | - anywhere in the world  |

### Main exclusions

- the relevant excess as stated in the schedule
- wear, tear or depreciation or diminution in value
- inherent vice, latent defect, defective design or use of faulty materials
- faulty or defective workmanship, operational error, or use contrary to manufacturer 's instructions
- marring, scratching, denting or mechanical or electrical breakdown
- any gradually operating cause, rot, fungus, rust, corrosion or pests
- damage to property caused by any process it is undergoing
- loss consisting of change of temperature, colour, flavour, texture or finish
- theft from any vehicle which is not locked with the property secured in the locked boot or closed glove compartment when unattended or which is not locked and kept within a secure building overnight or after the completion of any working day of the driver
- theft from any unattended building unless it is fully locked and the theft involves forcible and violent entry or exit
- breakage of brittle articles unless forming part of photographic equipment.

**Note:** special terms may apply to some categories of equipment

## Section 10 - Book Debts (Standard)

Loss of outstanding debit balances owed by customers which you are unable to trace following loss of or damage to books of account and other records caused by a peril insured by Section 1, including the additional expenditure incurred in tracing the amounts owed.

The policy automatically provides cover up to £25,000 but a higher sum insured can be selected if necessary.

#### Main exclusions

- deliberate falsification of business records
- erasure or distortion of information on computer systems and other records
- corruption of computer records by malicious persons or accidental damage

### Section 11 - Goods in Transit (Standard)

Loss of or damage to goods pertaining to the business which you have chosen to insure whilst in transit by your vehicles or other carriers anywhere in Great Britain, Northern Ireland, the Isle of Man or the Channel Islands.

The policy automatically provides cover up to £2,000 but a higher sum insured can be selected if necessary.

#### Additional cover

- damage occurring during loading or unloading
- debris removal up to £2,500
- costs of transfer to another vehicle and completion of transit following fire or accident to the vehicle, up to £2,500
- loss of or damage to tarpaulins, sheets, ropes, chains, straps and packing materials up to £2,500.

#### Main exclusions

- the relevant excess as stated in the schedule
- theft from any vehicle owned or operated by you which is not locked when unattended or which is not locked and kept within a secure building or yard overnight or after the completion of the working day of the driver
- theft or attempted theft of goods in open topped or open sided vehicles or trailers unless arising from theft or attempted theft of the conveying vehicle
- storm or malicious damage to goods in open topped or open sided vehicles or trailers
- the following property unless specifically covered under Section 1- Property Damage :
  - a) livestock or other living things
  - b) jewellery, watches, precious metals and stones, non-ferrous metals, bullion, furs, works of art, money, securities or stamps
  - c) tobacco, cigarettes, cigars, wines, spirits, computer games and discs, cassettes, audio, television, video and photographic equipment, computer hardware, software and ancillary equipment and clothing
  - d) explosives or other dangerous goods.

**Note:** special terms may apply to some categories of goods

### Section 12 - Loss of Licence (Standard for licenced trades only)

The depreciation in value of your interest in the premises or the business following forfeiture or non-renewal of your licence to sell excisable liquors at the premises, by any cause beyond your control.

The policy automatically provides cover up to £100,000 but a higher sum insured can be selected if necessary.

The sum insured selected should represent the estimated total reduction in value of your interest in the premises or the business. **Note:** the maximum amount available is £250,000.

#### Additional cover

- costs and expenses in connection with any appeal against forfeiture or non-renewal.

#### Main exclusions

- non-renewal for which compensation is available under any Act of Parliament
- forfeiture or non-renewal due to Town and Country planning requirements, compulsory purchase or alterations in the law.

### Section 13 – Terrorism (Standard)

Damage caused by an act of terrorism committed in England, Wales or Scotland (but not adjacent territorial seas nor the Isle of Man or the Channel Islands) to all of the property in those areas that you have insured under the Property Damage and All Risks sections of the policy, up to the sums insured that you have selected.

In addition, you can choose to insure consequential loss or irrecoverable outstanding debit balances resulting from damage to that property caused by an act of terrorism, up to the sums insured you have selected under the Business Interruption and Book Debts sections of the policy.

- Note:** - "act of terrorism" means acts of persons acting on behalf of, or in connection with, any organisation which carries out activities directed towards the overthrowing or influencing, by force or violence, of Her Majesty's government in the United Kingdom or any other government de jure or de facto
- the cover will apply to most causes of terrorism damage even if the cover under the other section(s) of the policy is limited to certain specified contingencies
  - any cover against loss of rent or alternative accommodation provided by the Property Damage section of the policy can be insured as consequential loss under the Terrorism section
  - the cover is not subject to any provision for the automatic reinstatement of sums insured or for inflation protection, nor any Long Term Agreement or Undertaking which may apply to any other section of the policy.

#### Main exclusions

- riot, civil commotion and war risks
- virus or similar mechanism, hacking or denial of service attack in respect of computer equipment
- any nuclear installation or nuclear reactor
- any property not being a block of flats which is insured in the name of a private individual and is occupied by that individual for residential purposes
- any property covered under any transit or aviation or marine policy other than the Goods in Transit section of the policy
- any property specifically excluded from any section of the policy.

## Customer Service Information

### 1. Sterling Insurance Company Limited

Sterling Insurance Company Limited is a private company limited by shares, registered in England and Wales number 498605. It is authorised and regulated by the Financial Services Authority (FSA). The FSA is the independent watchdog that regulates financial services.

### 2. Disability Discrimination Act 1995

In accordance with the Disability Discrimination Act 1995 we are able to provide upon request a textphone facility, audio tapes, large print documentation and Braille documentation. Please advise us if you require any of these services to be provided so that we can communicate in an appropriate manner.

### 3. Law applicable to the contract

Sterling Insurance Company Limited proposes to choose English law as the law applicable to the contract unless we agree another choice of law with you prior to the start date.

### 4. Premiums

Premiums are payable annually. Insurance premium tax, as imposed by current legislation, is incorporated into all premiums.

### 5. Duration of contract

The first period of insurance under your **Business Guardian Retail** policy will be 12 months unless otherwise requested by you and agreed by LFC Shield.

### 6. Financial Services Compensation Scheme

Sterling Insurance Company Limited is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claims. Further information about compensation scheme arrangements is available from the FSCS.

### 7. Notification of a claim

If you have a claim, or are aware of an incident that could result in a claim, please contact LFC Shield on 01206 212960 or 01206 213246 evenings and weekends. Alternatively, you may contact Sterling on 0845 2711300.

## Enquiries or complaints

If you have any enquiry or are dissatisfied regarding the suitability of this policy for your needs or the information you received whilst it was originally being arranged or discussed by LFC, please contact LFC Shield at LFC Insurance Group, LFC House, Knight Street, South Woodham Ferrers, Essex, CM3 5ZL, telephone 01245 320033. It would be useful if you have the policy and/or the claim number available when you contact LFC.

If you have a complaint concerning a claim or about the policy or any issues regarding Sterling Insurance Company Limited, you should contact, the Customer Services Manager at Sterling Insurance Company Limited, at 3rd Floor, Blackburn House, 22-26 Eastern Road, Romford, Essex RM1 3PJ, telephone 01708 777900. It would be useful if you have the policy and/or claim number available when you contact Sterling.

(A copy of Sterling's complaints procedure is available on request by writing to the Customer Services Manager, at 3rd Floor, Blackburn House, 22-26 Eastern Road, Romford, Essex RM1 3PJ or by telephoning 01708 777900)

If you are not satisfied with the way your complaint has been handled, you may be able to refer to the Financial Ombudsman Service at South Quay Plaza, 183 Marsh Wall, London E14 9SR; telephone 0845 080 1800. Please note that the Financial Ombudsman Service will normally only consider a complaint once Sterling or LFC have issued a final decision.

Nothing in the terms and conditions of this policy will reduce your statutory rights relating to faulty or mis-described goods or services. For further information about your statutory rights, you should contact your local authority Trading Standards Department or Citizen's Advice Bureau.

Following this procedure will not affect your legal rights.

**Business Guardian** policies are underwritten by:

Sterling Insurance Company Limited  
Registered in England and Wales No. 498605  
Registered Office: Ambassador House, Paradise Road, Richmond upon Thames, Surrey TW9 1SQ  
Authorised and regulated by the Financial Services Authority

and arranged by:

LFC Insurance Group  
Registered in England and Wales No. 02500933  
Registered Office: LFC House, Knight Street, South Woodham Ferrers Chelmsford Essex CM3 5ZL  
Authorised and regulated by the Financial Services Authority