



LFC Shield Office 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 policies has therefore been launched.

LFC Shield 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.

LFC Shield policies are arranged by LFC Shield and underwritten by Great Lakes Reinsurance (UK) Limited and/or International Insurance Company of Hannover Limited exclusively for LFC Shield

Flexibility

LFC Shield Office provides protection for most offices and surgeries and is a flexible insurance policy which has been designed specifically to meet a wide variety of today's business insurance needs.

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.

Choice

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

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.

Property Damage

Business Interruption

Money and Personal Assault

Glass

Employers' Liability

Public Liability

Deterioration of Refrigerated Stock

All Risks

Book Debts

Goods in Transit

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.

Value for Money

LFC Shield Office 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.

Note: This service is not provided by Great Lakes Reinsurance (UK) Limited or International Insurance Company of Hannover

LFC Shield Office

Summary of Cover

The following pages summarise the wide protection and benefits available with the **LFC Shield Office** 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.

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 been 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 **LFC Shield Office** 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 **LFC Shield Office** 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 8 – All Risks are extended to provide you with comprehensive asset protection

Automatically included under Section 1 – Property Damage and Section 8 – All Risks

- architects' and surveyors' fees
- capital additional 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 Sub-section 1 – Property Damage only

- theft of fixed materials forming part of the buildings up to £5,000
- contract price
- contracting purchaser
- customer's 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
- tobacco and alcohol kept for entertainment purposes up to £500

Standard and Optional Covers

The following sections are automatically provided when Office 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 9 – Book Debts
- Section 10 – Goods in Transit

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

- Section 7 – Deterioration of Refrigerated Stock
- Section 8 – All Risks
- Section 11 – Terrorism

Section 1 – Property Damage (Standard)

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

- fire – lightning – explosion – earthquake – aircraft – theft – 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)

You may choose to insure

- Loss of income during a selected indemnity period (not less than 12 months), or
- Additional expenditure necessarily incurred during the indemnity period to maintain the business following destruction or damage to the office contents or buildings caused by a peril insured by Section 1 – Property Damage

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 at the premises
- murder, suicide or rape in the vicinity of 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 £250.

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

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

- 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
- 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

- 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 other than trade samples or materials used in documents
- treatment, therapy, medical advice, fitness instruction or administration of drugs or medicines
- use of solarium, 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 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 – Deterioration of Refrigerated Stock (Optional)

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

The policy automatically provides cover up to £2,000 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.

Main Exclusions

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

Section 8 – 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 9 – Book Debts (Optional)

Loss of outstanding debit balances owed by customers who 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 10 – 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 specially agreed:
 - 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 11 – Terrorism (Optional)

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. Disability Discrimination Act 1995

In accordance with the Disability Discrimination Act 1995 we are able to provide upon request a text phone 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 the appropriate manner.

2. Law Applicable to the contract

Great Lakes Reinsurance (UK) Ltd and/or International Insurance Company of Hannover Limited propose to choose English law as the law applicable to the contract unless they agree another choice of law with you prior to the start date.

3. Premiums

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

4. Duration of Contract

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

5. Financial Services Compensation Scheme

Great Lakes Reinsurance (UK) Ltd and International Insurance Company of Hannover Limited are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if your insurer(s) cannot meet their obligations. This depends on the type of business and circumstances of the claims. Further information about compensation scheme arrangements is available from FSCS.

Enquiries and Complaints

We make every effort to provide a good service and to deal with our policyholders in a fair manner. However if you are unhappy with the way or manner in which we have dealt with you, the following complaints procedure is available to you:

1. Any enquiry or complaint should be addressed in the first instance to the intermediary who arranged your business.

2. If you are not satisfied with the manner in which your intermediary handles your complaint you may write to:

Managing Director
SHIELD policies
LFC Insurance Group
Knight Street
South Woodham Ferrers
Essex CM3 5ZL

3. If you are still not satisfied, you may contact the Underwriter concerned. The Schedule will show which Underwriter(s) Insures the Section of the Certificate to which you are concerned.

Compliance Officer
Contessa Ltd for
Great Lakes Reinsurance (UK) Limited
Suite 732
Lloyds Building
One Lime Street
London
EC3M 7HA

Managing Director
International Insurance Company of Hannover Limited
L^{re}Avenir
Opladen Way
Bracknell
Berkshire
RG12 0PE

4. If you are still not satisfied you may be able to refer your complaint to the Financial Ombudsman Service who can normally deal with complaints from private individuals and from small organisations with an annual turnover of less than £1 million.

The Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London
E14 9SR
Helpline: 0845 080 1800
Switchboard 020 7964 1000
Website www.financial-ombudsman.org.uk

Claims Procedures

Injured Employee or Member of the Public

- a) tell Underwriters immediately of any alleged injury to an employee or member of the public
- b) send every letter you receive about an alleged injury to underwriters by first class post on the day you receive and, if you can, fax a copy as well.

Broken or Damaged Glass

Call A.E.S 24 Hours on 0870 2400248

Other Emergencies

Call Shield Claims Services on 01206 213246

Non Emergency Claims

Call your insurance advisor and give them full details of your loss including the date of loss, a description of the circumstances leading to the loss and if possible an approximation of the amount of loss.