

Virtual Assistants Insurance

Summary of Cover

keyfacts

Section 1 Property Damage – Office Contents

WHAT IS COVERED?

Up to **£3,000** for your office contents (including carpets), business machines, telephone and fax installations, photocopiers, computers and office furniture.

Within your total sum insured we provide cover for:

- **£1,500** for items such as computers, portable telephone equipment whilst temporarily removed from your office anywhere in the world.

Replaced as new: providing you are insured for full replacement value, we pay the full replacement costs irrespective of age. In addition, your sum insured will be automatically reinstated following any loss.

WHAT RISKS ARE YOU COVERED AGAINST?

Everything is insured against accidental loss or damage – this covers most risks including fire, explosion, theft or hold-up, malicious damage and water or storm damage.

SPECIAL FEATURES

New external door locks and cost of fitting, up to **£1,000** in all, paid if keys are stolen following hold-up or forcible and violent entry into your premises.

Repairs and replacement costs to your premises are paid for, if they are your responsibility and caused by damage due to theft involving forcible entry or exit. Debris removal costs are also included.

As a way to help keep premium costs down, we ask you to pay the first £150 in respect of theft, and £100 for all other claims.

We exclude or limit cover for the following

- Losses from unattended vehicles are limited to £1,500 and subject to the vehicle being locked, all windows closed and the insured equipment kept out of sight
- Losses resulting from breakdown of the equipment.

Loss of money belonging to you or for which you have accepted responsibility. Up to these amounts:

- **£2,000** in transit.
- **£1,000** in the premises out of business hours in a locked safe.
- **£2,000** in the premises during business hours.
- **£500** at the residence of a partner, director or employee.
- **£250** in the premises outside business hours, not secured in a locked safe.
- **£250,000** for crossed cheques and other non-negotiable items.

War/Terrorism Exclusion Your policy does not cover any loss in respect of War or Terrorism. However, should you require cover for this we would be pleased to provide a quotation under a separate policy, please contact us.

Section 1 Property Damage – Office Contents *continued*

SECURITY REQUIREMENTS

Whenever the premises are closed for business or left unattended the following security and protections should be properly fitted and put into full operation.

- 1 Final exit doors must be secured as follows
 - a timber doors by mortice deadlocks having five or more levers and conforming to BS3621 with matching boxed striking plate;
 - b aluminium doors by cylinder mortice locks operating a swinging lock bolt;
 - c PVCu doors by key operated multi-point locking devices having three or more locking points;
 - d the first closing leaf of double leaf doors fitted internally with bolts top and bottom.
- 2 All other external doors and internal doors leading to common areas or other premises must be secured
 - a by the means set out in 1; or
 - b by key operated security bolts fitted top and bottom.
- 3 All opening windows or roof lights accessible from the ground or via roofs, pipe work or other structures must be secured by key operated locking devices or screwed permanently shut.

Any door or window officially designated as a fire exit by the appropriate fire authority is excluded from these requirements.

Section 2 Public and Employer's Liability

WHAT IS COVERED?

Employer's Liability: £10,000,000 any one claim including costs and expenses

This section covers your legal liability to pay compensation to employees for bodily injury, illness or disease arising out of and in the course of their employment in your business. Anyone working for you in order to gain work experience is automatically included.

Public Liability: £2,000,000 any one claim including costs and expenses

This section covers your legal liability to pay compensation to anyone not employed by you for bodily injury, illness or disease or loss of or damage to property which arises in connection with your business.

Also Includes

- All litigation costs and expenses are covered when incurred with our agreement.
- Your personal liability incurred in connection with your business.
- £250 per person for every day you or an employee are required to attend court in connection with a claim under this section
- The costs of representing you at any prosecution for your alleged breach of, or your appeal against your conviction for the breach of certain Consumer Protection and Health and Safety legislation

We exclude or limit cover for the following

- Bodily injury to any employee visiting any offshore rig or platform
- Pollution
- Avionics/Aviation

Section 3 Professional Indemnity

WHAT IS COVERED?

We will provide you with cover for claims brought against you by third parties during the period of insurance which are the result of work undertaken after the policy's retroactive date relating to your business activities and which arise out of the following:

- Economic Loss or Bodily Injury, Personal Injury or Property Damage resulting from a negligent breach of your Professional Duty
- Implied Statutory Terms
- Intellectual Property Rights Infringement (other than Patents)
- Loss of Third Party Documents
- Dishonesty or fraudulent act of any employee
- Unintentional Defamation
- Unintentional Breach of Confidence
- Inadvertent Computer Virus Transmission

up to £250,000 any one claim and in the aggregate including costs and expenses – or higher limit if chosen: please check your policy schedule or ask Prizm for further details)

Also Includes

- All litigation costs and expenses are covered when incurred with our agreement. (Costs may be in addition to or inclusive of the Limit of Indemnity as stated in your quotation/policy schedule or ask your Broker or one of our advisers for further details).
- Your own irrecoverable fees when we agree that a counter claim is likely and would be successful in the event of your taking legal action to recover such unpaid fees.
- The costs of the rectification of your error when we agree a valid claim under this section would be likely in the absence of such rectification.
- £250 per person for every day you or an employee are required to attend court in connection with a claim under this section

We exclude or limit cover for claims arising out of the following:

- The first £250 of each and every claim including costs and expenses
- Onerous contractual liabilities
- Activities not included within the business description
- Claims and Circumstances of which you are, or ought reasonably to be, aware
- Claims made by Related Entities
- Fines, Penalties and Liquidated Damages
- Pollution
- Claims from outside the policy Territory or Jurisdiction
- Dishonest, Reckless, Fraudulent Acts
- Infringement of a Third Party's Patent
- Known Defects in your goods and services
- Product Recall
- Your liability to your employees as their Employer
- Your own Property Damage
- The provision of Avionics technology in any form
- The Insolvency of your business

Section 4 Legal Expenses

WHAT IS COVERED?

Up to £50,000 each and every claim and in the aggregate including costs and expenses (except where other limits are stated below) for:

- **Tax Investigation**
You'll be covered for accountancy and legal costs involved in representing your business in any in-depth investigation or aspect enquiry by the Inland Revenue, Dept. of Social Security or VAT dispute with HM Customs and Excise. If you wish, you may use your own accountants to act for you in the event of an investigation (a £250 excess applies in respect of each and every claim).
- **Employer's Protection***
We'll pay the cost of defending disputes with employees at an Employment Tribunal – we'll even meet the cost of any basic or compensatory awards made against you. The insurers will provide their own specialist employment lawyers to help you in disputes with employees.
- **Defence against Prosecution**
You'll be covered for the cost of defending criminal actions against you, including any that arise from the Health & Safety at Work etc Act 1974, Food Safety Act 1990 and the Food Safety (General Food Hygiene) Regulations 1995.
- **Data Protection Act**
We'll meet the cost both of defending civil actions against you under the Data Protection Act 1998 and of any awards made against you.
- **Premises**
You'll be able to claim the cost of pursuing disputes arising out of your occupation of property, including nuisance and trespass cover.
- **Contract Disputes**
You'll be covered for disputes between you and a customer over a contract for goods or services where the amount in dispute is in excess of any sum which can be allocated to the Small Claims Track of the County Court – uniquely, this includes Utility Contracts (takes effect after first 90 days of taking out cover and the contract must have been entered into after the inception of the policy).
- **Statutory Licence Protection**
We'll pay costs and expenses incurred in respect of any appeal if a court or relevant authority suspends, revokes or alters the terms or refuses to renew your licence.
- **Jury service**
We'll pay out up to £100 a day if your one of your directors, partners or employees is called for jury service and the same amount if an employee has to attend court as a witness in connection with a claim under the policy (£5,000 maximum).
- **Free Legal and Tax Advice**
24 hours a day, 365 days a year.

**Employer's Protection section includes free on-line access to intelligent, interactive, legal documents and an extensive jargon-free law guide. This on-line resource empowers you at the touch of a button to create complex legal documents, which if needed can be checked by experienced lawyers at no extra cost. Plus the online law guide gives you the ability to check your Legal rights regarding employment issues 24 hours a day, 365 days a year.*

CLAIMS CONDITIONS

You should give us notice of any matter using the following contact details:

QBE Claims

1st Floor, Quadrant Court
49 Calthorpe Road
Edgbaston, Birmingham B15 1TH

Tel No: 0870 1651952 Monday to Friday 9am to 5pm

Fax No: 0870 1651964

E-mail: newinstruction.birmingham@teceris.co.uk

If you have a major incident outside of office hours please phone 0870 1644590 whereupon you will be provided with the contact details for the Duty Loss Adjuster.

OUR OBLIGATIONS TO YOU

Consumer Protection QBE Insurance (Europe) Limited "QIE" (No. 1761561) is authorised and regulated by the Financial Services Authority. If you would like to view the FSA website, please click the following link: www.fsa.gov.uk/register.

QIE is registered in England and Wales at Plantation Place, 30 Fenchurch Street, London EC3M 3BD

Confidentiality All information about you will be treated as private and will not be shared with other parties without your express agreement except for that which we may have to disclose to FSA as a condition of our membership. Under the Data Protection Act 1998, you have the right to see personal information about you that we hold in our records. We will not make your details available to other parties for marketing purposes but we may contact you ourselves to keep you informed of our latest products and services for insurance and travel.

Your Right To Cancel If the Insurance does not meet with your requirements you may return the documentation within 14 days of the date of issue and provided no claim is made, obtain a full refund.

Complaints and Enquiries We are dedicated to providing the highest possible level of customer satisfaction in all areas of our business. If for any reason you have a query or feel that the service you receive has fallen below those standards you should report this to us at once. All complaints will be handled promptly and a policy of open communication will be adopted.

If you have a complaint about your policy you should write to the Complaints Officer, QBE Insurance (Europe) Ltd Plantation Place, 30 Fenchurch Street, London EC3M 3BD who will investigate the matter for you. Please remember to quote your policy or claim number. In the event that you remain dissatisfied, you can refer the matter to the Managing Director, QBE Insurance (Europe) Ltd, Plantation Place, 30 Fenchurch Street, London EC3M 3BD.

In the event that the Complaints Department is unable to resolve your complaint, it may be possible for you to refer it to the Financial Ombudsman Service. Further details will be provided at the appropriate stage of the complaints process.

Please note that following any of these procedures will not affect your right to take legal action.

YOUR OBLIGATIONS TO US

Your Obligations It is your responsibility to provide complete and accurate information to us when you take out your insurance policy and throughout the life of your policy and when you renew your insurance. It is important that you ensure that all statements you make on application forms, claims forms, Internet forms or verbally over the telephone are full and accurate. If you fail to disclose any material information to your insurers, this could invalidate your insurance cover and mean that part or all of a claim may not be paid.

Checking your policy documents When you receive your documents, please ensure that you read your insurance policy carefully. In particular you should check the start and end dates, the business description and the cover provided. Failure to comply with the terms and conditions of the policy may result in cover being restricted or possibly invalid. Please contact us if you have any questions with regard to your policy. You are advised that the full terms and conditions of our policies should be consulted prior to your completing your policy purchase and if you have any questions you should make sure these are answered to your satisfaction. If you have not received a copy of the full policy terms and conditions before you complete your insurance you will be provided a copy with your insurance schedule.