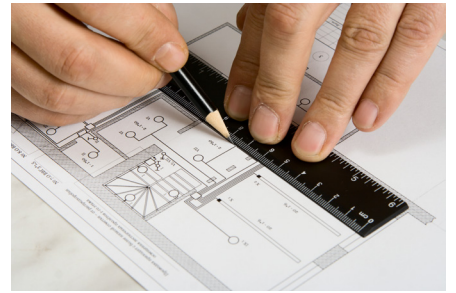


Your Business Insurance

Master Tradesman Plus



Welcome...

to your Policy Summary

The Master Tradesman Plus product is designed to meet the demands and needs of self-employed persons and small businesses (including limited companies) undertaking a variety of manual, clerical and professional trades who wish to protect their business.

As standard, the policy will provide cover for:

- **Public and Products Liability**

The following optional additional covers are also available:

- **Employers' Liability**
- **Contract Works**
- **Own Plant**
- **Hired in Plant**
- **Tools**
- **Goods in Transit**
- **Personal Accident**
- **Professional Indemnity**

This Policy Summary does not describe all the terms and conditions of your policy, so please take time to read the policy document to make sure you understand the cover it provides.

Your cover is valid for 12 months and is renewable annually.

Registration and Regulatory Information

This insurance cover is provided by Covea Insurance plc, A&B Mills, Dean Clough, Halifax, HX3 5AX. Registered in England and Wales No. 613259.

Covea Insurance plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Its Firm Reference Number is 202277.

You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk/register or by contacting the FCA on 0800 111 6768.

Significant features and benefits of the policy

The table below shows the benefits of this policy and the maximum amounts we will pay in the event of a claim:

Description	Cover
Public and Products Liability (Compulsory) Legal liability for injury, illness or disease to any member of the public and damage to their property occurring during the period of insurance and arising out of the business	Limits of Indemnity available: £1 Million £2 Million £5 Million (including up to £1,000,000 per period of insurance in respect of Communicable Disease.)
Employers' Liability (Optional) Legal liability for injury, illness, death or disease of any employee caused during the period of insurance and arising out of the business of the insured	£10 Million Limit of Indemnity
Tools Cover (Optional) Damage to hand tools and hand held portable tools owned for use in connection with the business including loss or theft from unattended vehicles 2 levels of cover available: Standard – excludes theft from unattended vehicles Standard Plus – includes theft from unattended vehicles	If required all manual principals, partners, directors and/or employees must be included for the same level of cover Maximum limits available: £1,250, £2,500 or £5,000 A limit of £500 or 20 % of the sum insured whichever is greater applies in respect of any one tool
Goods in Transit (Optional and only available with Tools Cover) Damage to goods pertaining to the business whilst in or on or being loaded into or onto or unloaded from any motor vehicle owned by or operated under the direct control of the Insured	£2,000 Maximum Limit any one occurrence
Contract Works (Optional) Damage to temporary and permanent works executed by the insured including materials supplied or used in connection with the contract	Limits of cover available: £100,000 £250,000 £500,000
Own Plant (Optional) Damage to constructional plant tools and equipment owned by the insured	Limits of cover available: £10,000 £25,000 £50,000
Hired in Plant (Optional) Damage to constructional plant tools and equipment hired in by the insured	Limits of cover available: £10,000 £25,000 £50,000

Significant features and benefits of the policy *continued*

Description	Cover																																																																								
<p>Personal Accident (Optional, 2 levels of cover available)</p> <p>Cover for bodily injury or death to any insured person following an accident with an option to include short term income protection following an accident or sickness</p>	<table><tr><th>Benefit</th><th>Level 1</th><th>Level 2</th></tr><tr><td>Accidental Death</td><td>£25,000</td><td>£50,000</td></tr><tr><td>Permanent Total Disability</td><td>£50,000</td><td>£100,000</td></tr><tr><td>Quadriplegia</td><td>£100,000</td><td>£200,000</td></tr><tr><td>Paraplegia</td><td>£50,000</td><td>£100,000</td></tr><tr><td>Permanent loss of sight in both eyes</td><td>£25,000</td><td>£50,000</td></tr><tr><td>Permanent loss of use of two limbs</td><td>£25,000</td><td>£50,000</td></tr><tr><td>Permanent loss of sight in one eyes</td><td>£12,500</td><td>£25,000</td></tr><tr><td>Permanent loss of use of one limbs</td><td>£12,500</td><td>£25,000</td></tr><tr><td>Permanent loss of speech</td><td>£12,500</td><td>£25,000</td></tr><tr><td>Permanent loss of hearing in both ears</td><td>£12,500</td><td>£25,000</td></tr><tr><td>Permanent loss of hearing in one ears</td><td>£5,000</td><td>£10,000</td></tr><tr><td>Burns</td><td>£1,250</td><td>£2,500</td></tr><tr><td colspan="3">Permanent loss of use of:</td></tr><tr><td>A shoulder, elbow, hip, knee, thumb, wrist or ankle</td><td>£5,000</td><td>£10,000</td></tr><tr><td>Any finger or big toe</td><td>£2,500</td><td>£5,000</td></tr><tr><td>Any other toe</td><td>£500</td><td>£1,000</td></tr><tr><td colspan="3">Hospitalisation:</td></tr><tr><td>Hospitalisation (Maximum 45 days and after a minimum 24 hours)</td><td>£50</td><td>£100</td></tr><tr><td>Extended hospitalisation (for stays longer than 14 days)</td><td>£500</td><td>£1,000</td></tr><tr><td colspan="3">A Major Fracture of:</td></tr><tr><td>Upper leg; vertebral body; Pelvis; Skull.</td><td>£250</td><td>£500</td></tr><tr><td>Vertebra other than vertebral body; lower leg; lower jaw; breastbone; shoulder blade; kneecap; upper arm; lower arm.</td><td>£125</td><td>£250</td></tr><tr><td>Lower leg; hand (metacarpals); foot (metatarsals); clavicle; coccyx; wrist (carpals) & Colles’ fracture ankle (tarsals) & Pott’s fracture.</td><td>£50</td><td>£100</td></tr></table> <p>Income protection: Limits of cover available</p> <p>£250 a week for 12 months</p> <p>£500 a week for 12 months</p>	Benefit	Level 1	Level 2	Accidental Death	£25,000	£50,000	Permanent Total Disability	£50,000	£100,000	Quadriplegia	£100,000	£200,000	Paraplegia	£50,000	£100,000	Permanent loss of sight in both eyes	£25,000	£50,000	Permanent loss of use of two limbs	£25,000	£50,000	Permanent loss of sight in one eyes	£12,500	£25,000	Permanent loss of use of one limbs	£12,500	£25,000	Permanent loss of speech	£12,500	£25,000	Permanent loss of hearing in both ears	£12,500	£25,000	Permanent loss of hearing in one ears	£5,000	£10,000	Burns	£1,250	£2,500	Permanent loss of use of:			A shoulder, elbow, hip, knee, thumb, wrist or ankle	£5,000	£10,000	Any finger or big toe	£2,500	£5,000	Any other toe	£500	£1,000	Hospitalisation:			Hospitalisation (Maximum 45 days and after a minimum 24 hours)	£50	£100	Extended hospitalisation (for stays longer than 14 days)	£500	£1,000	A Major Fracture of:			Upper leg; vertebral body; Pelvis; Skull.	£250	£500	Vertebra other than vertebral body; lower leg; lower jaw; breastbone; shoulder blade; kneecap; upper arm; lower arm.	£125	£250	Lower leg; hand (metacarpals); foot (metatarsals); clavicle; coccyx; wrist (carpals) & Colles’ fracture ankle (tarsals) & Pott’s fracture.	£50	£100
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<p>Professional Indemnity (Optional)</p> <p>Cover for legal liability arising from any negligent act, negligent error or negligent omission occurring in the course of the business</p>	<p>Limits of cover available:</p> <p>£100,000</p> <p>£250,000</p> <p>£500,000</p> <p>£1,000,000</p>																																																																								

Significant features and benefits of the policy *continued*

Description

Significant features and benefits of the policy

- Up to 10 employees can be included on the policy
- Automatic temporary employees extension for up to 50 working days per year
- Health and Safety at Work Act legal fees and costs
- Wide work definition for most trades
- Legal liability arising out of the Defective Premises Act (1972)
- Legal liability for work carried out by bona fide subcontractors working for you
- Contingent Motor Third Party Liability in respect of vehicles used in connection with the business
- Contractual liability
- Corporate manslaughter cover
- Cross liabilities
- Court attendance costs
- Indemnity to Principal
- Work overseas extension for non-manual temporary work undertaken anywhere in the world
- No minimum premium
- No Claims Discounts available earning up to 25 % for 5 or more claims free years
- Option to pay by Instalments (via Direct Debit)
- Dedicated Commercial Claims Careline 0330 024 2266 operated 24 hours a day, 365 days a year, by staff trained in managing commercial claims
- Free 24 hour Business Legal Helpline

Significant and unusual exclusions or limitations of the policy

The table below shows exclusions and limitations that are contained in your policy and where they can be found. For full details of the exclusions and limitations, please refer to the policy document.

Description	See Policy Document
The Policy	
<ul style="list-style-type: none">Sanctions Condition	Page 10
<ul style="list-style-type: none">Radioactive Contamination Exclusion	Page 11
<ul style="list-style-type: none">Electronic Risk Exclusion (not applicable to Section B - Public and Products Liability and Section C - Employers' Liability if insured by this policy)	Page 11
<ul style="list-style-type: none">Communicable Disease Exclusion (not applicable to Section B - Public and Products Liability and Section C - Employers' Liability if insured by this policy)	Page 12

Significant and unusual exclusions or limitations of the policy

Description	See Policy Document
<p>Public and Products Liability Section Excesses:</p> <p>General property damage:</p> <ul style="list-style-type: none"> All trades not specified below – £100 Acoustic Engineers, TV Aerial and Satellite Dish Erectors, Caretakers, CCTV Installers, Industrial Cleaners, Damp Proofing and Dry Rot Control, Groundworkers, Loft Conversion Contractors, Painters and Decorators, Property Maintenance/Repair, Roofers, Solar Panel Installers, Swimming Pool Installers – £250 Air Conditioning Engineers, Boiler Services (Domestic), Engineers – Conveyors – exc heat, Engineers – Fork Lift, Engineers – Garage Equipment, Engineers – Hydraulic/Pneumatic, Engineers – Pipework, Engineers – Security, Engineers – Staircases Railings Gates Balconies and Balustrades, Engineers – Stairlifts, Engineers – Wrought Iron Work, Fire Proofing and Fire Protection Engineers, Heating Engineers, Plant Hirers – Agricultural Plant, Plumbers, Refrigeration Engineers – £500 Damage to Underground pipes, cables or services – £500 Damage to property caused by or arising from the application of heat – £500 Additional employees not covered by the temporary employees extension that are taken on during the period of insurance and Covéa Insurance is not informed within 14 days – £500 <p>General:</p> <ul style="list-style-type: none"> Damage to property owned by hired to or in the custody or control of you or any insured person Bodily injury or damage arising from or contributed to by any design plan specification or advice provided <ul style="list-style-type: none"> (a) for work not undertaken by you (b) by any architect, quantity surveyor, or consulting engineer or (c) by any person other than you The cost of: <ul style="list-style-type: none"> (a) rectifying defective workmanship; (b) repairing or replacing faulty goods supplied or work carried out Insurance required under clause 6.5.1 of the standard form of building contract or any similar clause Bodily injury or damage arising from the failure or partial failure of any fire, security or warning device to fulfil its intended function Liability arising from the ownership or use of mechanically propelled vehicles for which compulsory insurance is required by any road traffic legislation Injury to employees Injury or damage arising from work involving asbestos Terrorism liability directly or indirectly caused by, contributed to by, resulting from or arising out of or in connection with: <ul style="list-style-type: none"> (a) any Cyber Act or Cyber Incident including but not limited to any action taken in controlling, preventing, suppressing or remediating any Cyber Act or Cyber Incident (b) loss of use, reduction of functionality, repair, replacement, restoration or reproduction of any Data, including any amount pertaining to the value of such Data <p>This Exclusion shall not apply in respect of:</p> <ul style="list-style-type: none"> (i) Bodily Injury (ii) physical damage to material property <p>directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with a Cyber Act or a Cyber Incident.</p>	<p>Page 20 or Endorsement 4 (if applicable)</p> <p>Page 20</p> <p>Page 20</p> <p>Page 16</p> <p>Page 19</p> <p>Page 20</p> <p>Page 20</p> <p>Page 16</p> <p>Page 19</p> <p>Page 19</p> <p>Page 19</p> <p>Page 20</p> <p>Page 11</p> <p>Page 20</p>

Significant and unusual exclusions or limitations of the policy

Description	See Policy Document
<p>Employers' Liability Section (Optional)</p> <p>General:</p> <ul style="list-style-type: none"> Injury when the employee is entering or getting onto, travelling in or alighting from a motor vehicle in circumstances where road traffic legislation requires insurance or security 	<p>Page 23</p>
<p>Tools Cover Section (Optional)</p> <p>Excesses:</p> <ul style="list-style-type: none"> Theft from unattended motor vehicles – £250 All other claims – £60 <p>General:</p> <ul style="list-style-type: none"> Any single article exceeding £500 or 20 % of the sum insured whichever is greater Loss or damage to tools whilst lent out or hired out Damage to tools from wear and tear, rust, breakdown, cleaning, repair or restoration Theft from unattended motor vehicles, trailers, rooms or boxes where there is no forcible and violent entry to the vehicle, trailer, room or box In the event of damage to tools insured the basis upon which the amount payable in the event of a claim will be calculated with a deduction made for wear and tear based on the age of the tools 	<p>Page 24</p> <p>Page 24</p> <p>Page 24</p> <p>Page 24</p> <p>Page 24</p>
<p>Goods in Transit Section (Optional)</p> <p>General:</p> <ul style="list-style-type: none"> Damage caused by deterioration or any inadequate packing or insulation Damage caused by theft or attempted theft Damage due to delay or any other indirect loss 	<p>Page 25</p> <p>Page 25</p>
<p>Contract Works Section (Optional)</p> <p>Excesses:</p> <ul style="list-style-type: none"> The first £250 of each and every claim for damage other than by theft, attempted theft or malicious damage The first £500 of each and every claim for damage by theft, attempted theft or malicious damage <p>General:</p> <ul style="list-style-type: none"> Damage to the contract works while in transit by sea or air Damage to any pre-existing structure building or other property at the contract site including contents Damage to any part of the contract works <ul style="list-style-type: none"> (a) in respect of which a certificate of completion has been issued unless such damage be occasioned within 14 days of the date of issue of a certificate of completion but only to the extent you are responsible under the conditions of the contract (b) which has been handed over to the principal (c) which is in occupation or use by or in possession of the principal or with your permission any other person for any purpose other than the performance of the contract (d) which arises after practical completion where no certificate of completion is to be issued 	<p>Page 27</p> <p>Page 27</p> <p>Page 27</p> <p>Page 27</p> <p>Page 27-28</p>

Significant and unusual exclusions or limitations of the policy

Description	See Policy Document
<ul style="list-style-type: none"> Damage to any part of the contract works due to or attributable to <ul style="list-style-type: none"> (a) any wear and tear, rust, corrosion, mildew or other gradual deterioration of or vermin or insect (b) the mechanical electrical or electronic breakdown failure or derangement or explosion (c) any defect in the materials or workmanship (d) any faulty or defective design plan or specification of or advice relating to that part Damage for which you are not responsible under the terms of the contract Any shortage or disappearance discovered only on the making of an inventory or periodic stocktaking and not traceable to an identifiable occurrence Any penalty fine or damages or loss of contract or loss due to delay or increased costs of working or indirect loss of any kind Theft from any unattended motor vehicle or trailer unless it is contained in a securely locked building and there is evidence of forcible and violent entry to or exit from the building Damage arising from <ul style="list-style-type: none"> (a) the making of sewers or other excavations exceeding in any part of a depth of 3 metres from the surface (b) any work connected with tunnels, reservoirs, dams, viaducts, bridges or mines (c) any work under or over water Damage to the contract works upon which work has been suspended for a period in excess of 30 days Damage to portable computer equipment and ancillary equipment and/or portable telecommunications equipment Terrorism Damage caused by pollution or contamination other than that to the contract works 	<p>Page 28</p> <p>Page 28</p> <p>Page 28</p> <p>Page 28</p> <p>Page 28</p> <p>Page 28</p> <p>Page 28</p> <p>Page 28</p> <p>Page 11</p> <p>Page 28</p>
<p>Own Plant Section (Optional)</p> <p>Excesses:</p> <ul style="list-style-type: none"> The first £250 of each and every claim for damage other than by theft, attempted theft or malicious damage The first £500 of each and every claim for damage by theft, attempted theft or malicious damage <p>General:</p> <ul style="list-style-type: none"> £25,000 maximum sum insured for any one item Damage to the plant while in transit by sea or air Damage to any part of the plant due to or attributable to <ul style="list-style-type: none"> (a) any wear and tear, rust, corrosion, mildew or other gradual deterioration of or vermin or insect (b) the mechanical, electrical or electronic breakdown, failure or derangement or explosion Any shortage or disappearance discovered only on the making of an inventory or periodic stocktaking and not traceable to an identifiable occurrence Any penalty fine or damages or loss of contract or loss due to delay or increased costs of working or indirect loss of any kind Confiscation, nationalisation, requisition or destruction of or damage to property by or under the Order of any Government or Public or Local Authority Damage to portable computers and ancillary equipment and portable telecommunications equipment Theft or attempted theft between the hours of 7.00pm and 6.00am unless kept in a securely locked compound or building and there is evidence of forcible and violent entry or exit to the compound or building 	<p>Page 29</p> <p>Page 29</p> <p>Page 29</p> <p>Page 29</p> <p>Page 29</p> <p>Page 29</p> <p>Page 29</p> <p>Page 29</p>

Significant and unusual exclusions or limitations of the policy

Description	See Policy Document
<ul style="list-style-type: none"> Damage caused by theft or attempted theft away from any contract site unless it is: <ul style="list-style-type: none"> (a) kept in a securely locked compound or building and there is evidence of forcible and violent entry to or exit from the compound or building (b) in transit but excluding <ul style="list-style-type: none"> (i) theft from any unattended motor vehicle unless the vehicle is locked at all points of access (ii) theft or attempted theft between the hours of 7.00pm and 6.00am unless kept in a securely locked compound or building and there is evidence of forcible and violent entry to or exit from the compound or building Terrorism 	<p>Page 29</p> <p>Page 11</p>
<p>Hired in Plant Section (Optional)</p> <p>Excesses:</p> <ul style="list-style-type: none"> The first £250 of each and every claim for damage other than by theft, attempted theft or malicious damage The first £500 of each and every claim for damage by theft, attempted theft or malicious damage <p>General:</p> <ul style="list-style-type: none"> Damage to the plant while in transit by sea or air Damage to any part of the plant due to or attributable to <ul style="list-style-type: none"> (a) any wear and tear rust corrosion mildew or other gradual deterioration of or vermin or insect (b) the mechanical electrical or electronic breakdown failure or derangement or explosion Any shortage or disappearance discovered only on the making of an inventory or periodic stocktaking and not traceable to an identifiable occurrence Any penalty fine or damages or loss of contract or loss due to delay or increased costs of working or indirect loss of any kind Confiscation, nationalisation, requisition or destruction of or damage to property by or under the Order of any Government or Public or Local Authority Damage to portable computers and ancillary equipment and portable telecommunications equipment Theft or attempted theft between the hours of 7.00pm and 6.00am unless kept in a securely locked compound or building and there is evidence of forcible and violent entry or exit to the compound or building Damage caused by theft or attempted theft away from any contract site unless it is: <ul style="list-style-type: none"> (a) kept in a securely locked compound or building and there is evidence of forcible and violent entry to or exit from the compound or building (b) in transit but excluding <ul style="list-style-type: none"> (i) theft from any unattended motor vehicle unless the vehicle is locked at all points of access (ii) theft and attempted theft between the hours of 7.00pm and 6.00am unless kept in a securely locked compound or building and there is evidence of forcible or violent entry to or exit from the compound or building Terrorism 	<p>Page 30</p> <p>Page 30</p> <p>Page 30</p> <p>Page 30</p> <p>Page 30</p> <p>Page 30</p> <p>Page 30</p> <p>Page 30</p> <p>Page 30</p> <p>Page 31</p> <p>Page 11</p>

Significant and unusual exclusions or limitations of the policy

Description	See Policy Document
<p>Personal Accident and Short Term Income Protection (Optional)</p> <p>General: For Personal Accident, benefits will not be paid for any claim arising from any accident that is directly or indirectly caused by any of the following:</p> <ul style="list-style-type: none"> • War risks • Terrorism • Being on naval, military or air force duty, service or operations • Flying except as a fare paying passenger • The manufacture or use of explosives • Exposure to exceptional danger (except in an attempt to save human life) • The illegal acts of the person who has suffered the accident • Suicide or self-inflicted injury whether of a sound mind or not • Being under the influence of or being affected by alcohol or drugs unless under the advice of a doctor for a condition other than alcohol or drug addiction • Radiation or contamination or the effects of radiation • Any sickness, disease, or degenerative process (a condition which becomes progressively worse) <p>In addition, no benefit will be paid for any claim arising from:</p> <ul style="list-style-type: none"> • An accident which occurs prior to the start date or after the cover ends • An accident which happens to an insured person who has been outside the United Kingdom for more than 12 weeks in the preceding 52 week period • Any accidental bodily injury or accidental death occurring 12 or more months after the accident <p>For Income Protection, benefits will not be paid if your inability to work is caused directly or indirectly by:</p> <ul style="list-style-type: none"> • a pre-existing medical condition – unless you have been symptom free and have not consulted a doctor or received treatment for the condition for at least 24 months after the start date • war risks • normal pregnancy and childbirth • terrorism • taking part in any form of aviation, including travelling in an aircraft (except as a fare paying customer in a commercial licenced aircraft) • the manufacture or use of explosives • exposure to exceptional danger (except in an attempt to save human life) • the illegal acts of the person who has suffered the accident • suicide or self-inflicted injury whether of a sound mind or not • being under the influence of or being affected by alcohol or drugs unless under the advice of a doctor for a condition other than alcohol or drug addiction • radiation or contamination or the effects of radiation 	<p>Page 36</p> <p>Page 36</p> <p>Page 37</p>

Significant and unusual exclusions or limitations of the policy

[illegible]

Important notes

Important note:

In addition there are specific exclusions and limitations that will apply to certain trades and you should discuss your specific requirements with your broker to ensure the cover provided is suitable for your needs.

For example:

For Roofers

Cover will be restricted only for work on buildings occupied solely as

- private dwellings
- shops
- offices
- hotels
- public houses and restaurants
- guest houses
- schools or colleges
- residential, retirement or nursing homes

In addition, a use of heat exclusion will apply.

A £250 excess will apply.

Application of heat and fire precautions

Please see below a copy of the policy wording condition relating to the precautions required when carrying out work involving the use of heat.

It is a condition precedent to our liability that whenever work is undertaken away from your premises involving the use of:

- (a) electric oxy-acetylene welding or flame cutting equipment
- (b) blow lamps, blow torches or hot air guns
- (c) tar, bitumen or asphalt heaters
- (d) angle grinders
- (e) or any other work that requires, uses or produces open flames or any other sources of heat or sparks that could ignite flammable or combustible materials.

The following precautions will be complied with by you and any employee or any of your Sub Contractors:

1. a thorough examination of the immediate vicinity of the work shall be completed and all combustible materials must be cleared to a distance of not less than 10 metres from the point of work so as to be safe from the danger of ignition by direct or conducted heat
2. where there is a danger of ignition either directly, or by conduction of heat through any partitions or walls, the area on the other side must be examined and any combustible material must be removed
3. combustible floors and other combustible property which cannot be moved must be covered and fully protected by overlapping sheets of non-combustible material or equivalent protection
4. at least one fire extinguisher made and serviced in accordance with current European standards, of a type suitable for the use required, must be kept adjacent to the work or task and ready for immediate use
5. the ignition and operation of all equipment shall be strictly in accordance with the manufacturer's instructions
6. no lighted or switched on equipment is to be left unattended and hot tools and hot tips not in use are to be placed in incombustible containers
7. for one hour after completion of each period of work involving the application of heat a thorough safety check for signs of fire or combustion around, above or below the work area must be made at regular intervals
8. whenever tar, bitumen, asphalt or pitch heaters are in use away from your premises they should be located at ground level and in the open air and any tar, bitumen, asphalt or pitch should be carried in a suitable vessel.

Customer Information

How to contact us to make a claim

Should you be unfortunate enough to have to make a claim, **Covéa Insurance Commercial Careline** will manage all aspects of the claim for you from the time it is reported.

Covéa Insurance Commercial Careline

- Dedicated telephone number – **0330 024 2266**
- By E-mail – **newcommercialclaims@coveainsurance.co.uk**
- In writing to – **Covéa Insurance Commercial Careline, A&B Mills, Dean Clough, Halifax, HX3 5AX**

Covéa Insurance Commercial Careline is a service available to customers 24 hours a day, 365 days a year. Staff trained in managing commercial claims will:

- Take the details of your claim over the phone, in most cases removing the need for completion of an incident report form.
- Take control of the management of claims from start to finish and arrange replacement of goods lost or stolen using the latest product information.

Our aim is to bring your claim to a speedy and satisfactory conclusion.

How to cancel your policy

If you do not want to accept the policy you have the right to cancel it within 14 days from the date of purchase of your policy or the day you receive your policy documentation, whichever is later. To do this you must return the policy documentation to your broker when giving your instruction to cancel.

If cover has not yet started a full refund will be given. If cover has started we will refund the premium for the exact number of days left on the policy. No refund will be given if a claim has been submitted or there have been any incidents likely to give rise to a claim during the current period of insurance. We will also do this if you want to cancel the policy within 14 days after the renewal date.

You may cancel the policy at any other time by contacting your broker.

If you cancel your policy after 14 days and a claim has been submitted or there have been any incidents likely to give rise to a claim during the current period of insurance, we will not refund any part of the premium. If you have a Loan Agreement with Covéa Insurance, all outstanding monies must be paid to us as described in your Loan Agreement.

If no claims have been submitted and there have been no incidents that are likely to give rise to a claim during the current period of insurance, we will refund the premium for the exact number of days left on the policy.

How to make a complaint

It is always our intention to provide a first class standard of service. However we do appreciate that occasionally things go wrong. In some cases the broker who arranged your insurance will be able to resolve any concerns, particularly if your complaint relates to the way the policy was sold and you should contact them directly.

Alternatively, please contact us using the following details, quoting your policy or claim number.

Customer Relations, Covéa Insurance, A&B Mills, Dean Clough, Halifax, HX3 5AX

Telephone: 0330 221 0444

Website: www.coveainsurance.co.uk E-mail:

customer.relations-rdg@coveainsurance.co.uk

Full details of the Covéa Insurance

Internal Complaints Procedure are detailed in our leaflet 'Complaints Procedure' which is available on request or may be downloaded from our website at www.coveainsurance.co.uk/complaints.

You may be eligible to refer your complaint to the Financial Ombudsman Service. There are a few instances where they will not be able to assist and they will confirm if your complaint is eligible when you contact them. Their contact details are:

Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London, E14 9SR

Website: www.financial-ombudsman.org.uk E-mail: complaint.info@financial-ombudsman.org.uk

Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme.

You may be entitled to receive compensation from the scheme if we cannot meet our obligations.

Further information is available from the Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU. www.fscs.org.uk.

Your Business Insurance

Master Tradesman Plus

0330 221 0444

All calls may be recorded for training and evidential purposes

www.coveainsurance.co.uk

Covea Insurance plc
Registered Office: A&B Mills, Dean Clough, Halifax, HX3 5AX
Registered in England and Wales No. 613259
Authorised by the Prudential Regulation Authority and regulated by the
Financial Conduct Authority and the Prudential Regulation Authority No. 202277

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