

CHECK-OUT-GOLD

Convenience
Stores



INSURANCE PROSPECTUS

(including the Policy Summary)

Tailored Business Insurance Package
for
Convenience Stores

‘See inside for details of Shop Economy’



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CHECK-OUT-GOLD - INSURANCE

TAILORED BUSINESS INSURANCE PACKAGE

“Check-out-Gold” is a tailored insurance package devised by Morgan Richardson Ltd., who have been established over 16 years. “Check-out-Gold” is designed for the needs of Convenience Stores.

Special Features - Automatically Included

- All Risks - “New for Old” claims settlement.
- Unforced Theft; Subsidence, Landslip and Heave.
- Index Linking of Sums Insured.
- Automatic 50% Seasonal Increases for Stock and Money (including Lottery outlets on official rollover weeks).
- Business Interruption/Alternative Domestic Accommodation.
- Failure of Public Utilities Supply to the Premises; Bomb Scare; Notifiable Human Disease.
- Public/Products Liability Limit of Indemnity insured up to £5,000,000 (£5m).
- 24 hour Legal Advice Helpline.
- 24 hour direct access to Fast Track Claims Helpline every day of the year.
- Monthly Premiums.
- No Claims Discount (subject to previous satisfactory claims record).

Insurance Values and Protection Against Inflation

It is very important that you insure your business at its correct value. You should review and update your cover periodically to ensure it remains adequate. If you underinsure you may receive a reduced payment in the event of a claim.

All Contents (other than Stock and Goods in Trust) should be insured for their replacement value as new (excluding betterment). When assessing your overall sum insured, you should take into account a sum for all Stock, including, but not limited to Furniture, Fixtures and Fittings, Shop Fronts, Improvements and Decorations, Personal Effects and Plant and Equipment.

Buildings should be insured for the cost of rebuilding, not for their market value. A sum should also be added for Architects’ Fees, Debris Removal, the cost of meeting any Local Authority requirements and Loss of Rent, where applicable.

The Policy is automatically index-linked where applicable, to protect the value of your insured property against the effects of inflation. This means the amounts insured are adjusted annually to reflect changes in the index tables.

POLICY SUMMARY

Important Notice

This is a summary of the cover provided by the Policy. It does not contain the full Terms & Conditions of the Insurance Contract. Full details of the cover and the relevant Terms, Conditions & Exclusions are contained in the Policy Document, a copy of which will be sent to you on completion of your contract or which you may obtain at any time on request from Morgan Richardson Ltd.

The “Check-out-Gold” Policy is a Morgan Richardson Ltd product arranged with Chartis Insurance UK Ltd or Zurich Insurance Plc. The Policy is an annual contract of insurance, which may be renewed each year subject to your needs and Insurer's Terms & Conditions.

Important Information

The Customer Service Section of this Policy Summary gives you important information on the following:

- Your Cancellation Rights
- How to make a Claim
- What to do if you have a Complaint
- The Financial Services Compensation Scheme (FSCS)

STANDARD COVERS

Policy Section A1 - Trade Contents

Your Trade Contents, (Stock, Fixtures, Fittings, Decorations or Improvements, Contents; Automated Teller Machines (ATM's), Computer Hardware - up to £5,000, and Personal Effects - up to £1,000), are insured against:-

Accidental Damage and Loss or Damage caused by Fire, Lightning, Explosion, Aircraft or Earthquake; Full Theft or Attempted Theft; Malicious Persons; Riot, Civil Commotion; Storm or Flood; Falling Objects; Escape of Water; Impact by Vehicles; and Subsidence, Landslip or Heave.

Features and Benefits - Automatically Included:

- Damage to underground cables, pipes or sewers.
- Automatic Reinstatement of sum insured.
- Exhibitions and Displays - Trade Contents insured anywhere in the U.K. up to a maximum of £10,000.
- Trade Contents at Outworkers, Homeworkers or Private Residences - up to £5,000.
- Trade Contents whilst in the course of collection or delivery, up to a maximum of £2,500. (See Policy Section C - Goods in Transit if a higher limit is required.)
- The cost of removing debris from the premises.
- 50% Seasonal Increase in the sum insured for Stock for the months of November, December, January and for Public Holidays and for 30 days prior to Easter and for Lottery outlets on official rollover weeks.
- Replacement of Locks in the event of the theft of your keys - up to £2,500.
- Loss of Metered Water. As a result of Damage, cover up to £2,500.
- Rent - up to 24 months - limited to 25% of the Trade Contents sum insured.
- Trace and Access - Locating the source of the Damage and making good.
- Excess - £250 of every claim.

Policy Section A2 - Business Interruption (Financial Consequences of Damage)

If Damage occurs to, or within your premises preventing you from being able to trade as normal, the policy will compensate you for any net loss of income up to £500,000. The maximum indemnity period is 24 months.

Included:- Book Debts (£25,000); Notifiable Human Disease; Murder or Suicide; Defective Sanitation; Vermin; Denial of Access; Loss of Attraction; Damage to Suppliers' Premises (£25,000); Failure of Public Utilities (Gas, Water, Water, Electricity, Telecommunications); Pollution (£25,000); Bomb Scare/Hoax; Alternative Domestic Accommodation (£10,000), Additional Expenditure (£10,000).

Policy Section A3 - Glass

Cover provided up to the replacement value for breakage of fixed glass, Damage to window and door frames and the cost of boarding up prior to repair. Breakage of ceramic basins, sinks, lavatory bowls, signs, lettering and canopies is automatically included up to £2,000. Excess £250 of every claim.

Policy Section A4 - Employers Liability

Cover provided up to £10,000,000 to protect your Legal Liability in the event of an Employee suffering Bodily Injury arising out of, and in the course of their employment. Work Experience Schemes are included. Nil excess.

Policy Section A5 - Public Liability & Products Liability

Cover is provided up to £5,000,000 to protect your Legal Liability towards members of the public following Bodily Injury or Damage as a direct result of your business activities, or arising from a product sold or supplied by your business. Excess £250 of every claim, except bodily injury where there is a Nil excess.

Policy Section A6 - Health & Safety at Work

In addition to the above liabilities, this policy will pay for legal costs and expenses awarded or incurred in defence of alleged breaches of the Health & Safety at Work Act 1974, up to a maximum of £100,000. Nil excess.

Policy Section A7 - Money

Loss of business Money during business hours on Premises and in Automated Teller Machines and in transit up to £5,000; Money outside business hours contained in a locked Automated Teller Machine £500; in Bank Night Safe £5,000; in Private Residence £500; in a locked safe outside business hours £5,000; outside business hours not in a locked safe £500. There is a seasonal increase of 50% for the months of November, December, January and for Public Holidays and for 30 days prior to Easter and for Lottery outlets on official rollover weeks. Excess £250 of every claim.

Policy Section A8 - Assault

You are covered up to £15,000 if you or an employee suffers Bodily Injury as a direct result of violent or criminal assault whilst in the course of your business. Temporary Total Disablement is also covered for £150 per week up to 104 consecutive weeks. Nil excess.

Policy Section A9 - Refrigerated Stock

If refrigerated stock is damaged because of accidental failure of refrigeration equipment at your premises, you will be reimbursed with the cost of replacing the stock up to £2,500. Excess £250 of every claim.

Policy Section A10 - Loss of Licence

If you lose your licence to sell excisable liquors at your premises for reasons which are no fault of your own, a sum equal to the loss in value of your business will be paid up to a maximum of £50,000. Nil excess.

Policy Section A11 - Computer Breakdown

You are covered up to £5,000 for breakdown or failure of any part of your computer equipment or computer records arising from either mechanical or electrical defect. You are also insured up to £5,000 for additional expenses. Excess £250 of every claim.

Policy Section B - Buildings (Optional with Policy Section A)

Buildings should be insured for the full reinstatement value and cover includes: Accidental Damage or Damage caused by Fire, Lightning, Explosion, Aircraft or Earthquake; Theft or Attempted Theft; Malicious Persons; Riot, Civil Commotion; Storm or Flood; Falling Objects; Escape of Water; Impact by Vehicles; and Subsidence, Landslip or Heave.

Features:-

- Architects', Surveyors' and Local Authority Fees: Fees incurred in the reinstatement of Damaged Buildings.
- Expenses incurred in Removing Debris resulting from Damage to Buildings.
- Loss of Rent receivable in the event of the Building becoming unusable due to Damage.
- Damage to paths, gardens, driveways or car park surfaces caused by the attendance of the Emergency Services or by falling trees.
- Property Owner's Legal Liability to the Public, up to a maximum of £5,000,000 (£5m).
- Damage to underground water, gas, sewage pipes, electricity and telecommunications lines.
- Trace and Access - locating the source of Damage and making good.
- Excess - £250 of every claim, other than Subsidence, Landslip or Heave, where the Excess is £1,000 of every claim.

Policy Section C - Goods in Transit (Other than Collection and Delivery insured under Policy Section A1) (Optional with Policy Section A)

Your Trade Contents are covered against Loss or Damage whilst they are in transit, in your own vehicles, anywhere in the United Kingdom, or whilst being loaded or unloaded. Cover is available up to £5,000. Excess £250 of every claim.

Policy Section D - Personal Accident (Optional with Section A)

If you, partners or employees suffer Accidental Death or Bodily Injury, benefits will be paid at a level dependent on the nature of the injury.

Each unit will pay £5,000 for Death, Permanent Total Disablement, Loss of Limbs or Eyesight and £50 per week for Temporary Total Disablement (subject to no payment for the first seven days). Cover includes severance or loss of use of one or both hands or one or both feet.

Policy Section E - Legal Expenses (included automatically with Policy Section A)

The Policy will assist you in meeting Legal Expenses incurred over Employment Disputes and Compensation Awards; Legal Defence against Criminal Prosecution and including the Data Protection Act 1998; Statutory Licence Protection; Property Protection; Inland Revenue Investigations or VAT Disputes. The maximum sum insured under this section is £250,000.

Legal Advice Helpline

Confidential Advice for Legal Matters connected with your Business - 24 hours a day, 365 days a year.

Policy Section F - Domestic Contents and Personal Possessions (Optional with Policy Section A)

If you live on your business premises, you will be able to insure your Domestic Contents and Personal Possessions as a section of your business policy. The Contents sum insured should represent the full cost of replacing all household goods. Valuables and Personal Effects and Money can also be insured whilst anywhere in the world. Excess £50 of every claim.

General Conditions and Exclusions

Please see exclusions to Standard and Optional Covers in the Policy Wording/Schedule.

☐ Terrorism Cover Exclusion

This policy does not provide Terrorism cover automatically. You can choose to add Terrorism Cover for an additional charge. If you require a quotation, please contact us. **N.B.** Northern Ireland Terrorism and Civil Commotion are excluded.

☐ Nuclear Risks, War and Sonic Bangs are excluded.

☐ Mould is excluded.

Your Policy is Subject to the Minimum Standards of Security - (Operative in respect of Policy Sections A1 - Trade Contents, A7 - Money and Policy Section B - Buildings)

It is a condition precedent to Insurer's liability in respect of Loss, Destruction or Damage occurring more than 30 days after the inception of the policy that

- (1) final exit doors must be secured as follows;
 - (a) timber doors - by mortice deadlocks having five or more levers or conforming to BS3621 with matching boxed striking plate
 - (b) aluminium doors - by cylinder mortice lock operating a swinging lock bolt
 - (c) uPVC doors - by key operated multi-point locking devices having three or more locking points
 - (d) the first closing leaf of double leaf doors must be 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 rooflights accessible from the ground or via roofs, pipework or other structures must be secured by key operated locking devices or screwed permanently shut.
- (4) any security measures stipulated or agreed by Insurers in writing.

Any door or window officially designated a fire exit by the Fire Authority is excluded from these requirements.

Special Conditions (Please see Policy wording for full details).

Flammable Oils

Inspection of Plant and Equipment

Security

Minimum Standards of Security (see above)

Unoccupied Premises

Frying Equipment

Source of Damage

CUSTOMER SERVICE SECTION

Your “Right to Cancel”

If, once you have checked your policy, you decide not to proceed with the insurance you may cancel your policy during a period of 14 days either from the day of purchase of the contract or on the day on which you received your policy documentation, whichever is the later.

If the insurance cover has not yet commenced, you will be entitled to a full refund of the premium paid.

If the cover has commenced and should you wish to cancel the policy during the 14 day period, you will be entitled to a full refund of the premium paid, except where you have already made a claim under your policy, in which case there will be a deduction for the time you have been covered.

After the 14 day period the ‘Cancellation Rights’ are as set out in the policy.

If you do not exercise your right to cancel your policy, it will continue in force for the term of the policy and you will be required to pay the full premium.

To cancel your policy, please contact Morgan Richardson Ltd.

How To Notify a Claim

To make a claim please telephone the dedicated Claims Helpline which is available 24 hours a day, please have your Policy Number ready when calling;

Telephone **0870 241 2239**.

Complaints Procedure - What To Do If You Have A Complaint

We aim to ensure that you are totally satisfied with our service. However, there may be occasions when you feel this objective has not been achieved. If you are unhappy because we have not delivered the service you expect, we would like to put things right. We would encourage you, in the first instance, to contact our Customer Services Manager at Morgan Richardson Ltd, Westgate Court, Western Road, Billericay, Essex CM12 9DY or telephone 01277 630666. You will be sent a copy of our Complaint Handling Procedure that has information on how to take your complaint further, if we cannot resolve your complaint to your satisfaction.

You may subsequently be able to refer your complaint to the Financial Ombudsman Service.

The Financial Services Compensation Scheme

We are 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 claim.

Further information about compensation scheme arrangements is available from the FSCS.

“SHOP ECONOMY” ALTERNATIVE

An Economy Version of this Policy is also available, certain sections of which are part of the Standard Cover in our Check-out-Gold Policy, and there are reduced limits in some Sections. Whether this Policy (Shop Economy) is right for your Business will only be ascertained after we have discussed your demands and needs.

COMPARISON SUMMARY OF THE MAIN DIFFERENCES IN COVER BETWEEN “CHECK-OUT-GOLD” AND “SHOP ECONOMY”

For full details of these and Exclusions & Limits, please read the Policy Wording/Schedule

“CHECK-OUT-GOLD” COVER

Trade Contents (including all stock)
All Risks

Theft including Unforced Entry

Accidental Damage

Subsidence

Business Records - £5,000

Homeworkers/Private Residences - £5,000

Business Interruption (Insured for: All Risks -
Accidental Damage and Theft including Unforced Entry)

- ◆ Loss of income - £500,000
- ◆ Book Debts - £25,000
- ◆ Alternative Domestic Accommodation - £10,000
- ◆ Notifiable Human Disease
- ◆ Murder and Suicide
- ◆ Defective Sanitation
- ◆ Vermin
- ◆ Denial of Access
- ◆ Additional Expenditure £10,000
- ◆ Subsidence
- ◆ Accidental Damage
- ◆ Loss of Attraction, Bomb Hoax/Bomb Scare
Pollution, Damage to Suppliers' Premises,
Strikes at Suppliers Premises, Failure of
Public Utilities, Property in Transit.

Glass	Replacement value
Employers Liability	£10,000,000
Public & Products Liability	£5,000,000
Health & Safety at Work	£100,000
Money, Including ATM's	See Limits Under Policy Section
Seasonal Increase	50%
Lottery Outlets Rollover weeks Included	
Assault	See Policy Section
Refrigerated Stock	£2,500
Loss of Licence	£50,000
Computer Breakdown	£5,000
Buildings	Optional Cover - All Risks including Accidental Damage and Subsidence.
Goods in Transit	Optional up to £5,000
Personal Accident	Optional £5,000 per unit
Legal Expenses	£250,000
Domestic Contents & Personal Possessions	Optional based on sum insured
Trace and Access	Locating source of Damage

“SHOP ECONOMY” COVER

Trade Contents (including all stock)
Fire, Lightning, Explosion, Aircraft or Earthquake;
Malicious Persons; Riots; Storm or Flood; Escape of
Water and Impact:

Theft following entry or exit to or from the premises by
forcible and violent means or following actual or
threatened violence or assault to the Insured.

NOT COVERED

NOT COVERED

Business Records - £5,000

NOT COVERED

Business Interruption (Covered against:
Fire, Specified Perils and Theft, all as defined above).

- ◆ Loss of income - £500,000
- ◆ Book Debts - £25,000
- ◆ Alternative Domestic Accommodation - £10,000
- ◆ Notifiable Human Disease
- ◆ Murder and Suicide
- ◆ Defective Sanitation
- ◆ Vermin
- ◆ Denial of Access
- ◆ Not available
- ◆ NOT COVERED
- ◆ NOT COVERED
- ◆ NOT COVERED

Glass	Replacement value
Employers Liability	£10,000,000
Public & Products Liability	£2,000,000
Health & Safety at Work	£100,000
Money, Excluding ATM's	See Limits Under Policy Section
Seasonal Increase	50%
Lottery Outlets Rollover weeks Excluded	
Assault	See Policy Section
Refrigerated Stock	£2,500
Loss of Licence	£10,000
Computer Breakdown	Not available
Buildings	Optional Cover - Fire, Specified Perils (as above). Subsidence is excluded from this Policy.
Goods in Transit	Not available
Personal Accident	Not available
Legal Expenses	Not available
Domestic Contents & Personal Possessions	Not available
Trace and Access	NOT COVERED

INSURANCE PROSPECTUS



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Authorised and Regulated by the
Financial Services Authority

CHG/08/10



Addendum to Prospectus (including the Policy Summary)

Please note that current Insurers are either:

- Chartis Europe Limited
- or
- Zurich Insurance Plc

and not as otherwise stated in the Policy Summary.

Additional Seasonal Increase

For the period before and during the Olympic Games, it is noted and agreed that for the period 14th July 2012 to 9th September 2012 inclusive, the sum insured in respect of stock and limits in respect of money both as stated in your policy schedule and/or Policy wording are increased by 25% free of charge

01/03/2012