

Wholesale Secure

Specialist Commercial Insurance
Wholesalers and Warehouses



Insurance Prospectus

(including the Policy Summary)

CONTENTS INDEX

Introduction	2
Insurance Values	2
Please Read Your Policy	2
Policy Summary	3
“Standard Covers”	3-7
“Optional Sections”	7-9
General Conditions And Exclusions	10
Minimum Standards Of Security	11
Customer Service Section	12
Cover at a Glance	13

WHOLESALE SECURE - TAILORED BUSINESS PACKAGE

INTRODUCTION

Morgan Richardson Ltd. Insurance Brokers have been arranging insurance for the Commercial Market since 1994.

“Wholesale Secure” is a tailored insurance package representing outstanding value specifically devised and designed for wholesale and warehouse businesses.

It brings together the Property, Business Interruption and Liability covers you would expect from a Business Package Policy - plus it is loaded with extra features.

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.

Your Contents (other than stock and business records) should be insured for the full cost of replacement as new (excluding betterment). Stock should be included for the value to replace the stock, and Business Records should be included for the cost of replacing the records, or where electronic data, the cost of copying from a backup or from originals of a previous generation. In both circumstances excluding the value of the information contained within.

When Assessing your overall sum insured for Contents, you should take into account a sum for all Stock and Goods in Trust, Fixtures and Fittings and all other Contents including but not limited to tenants’ improvements, decorations, machinery, plant, computers, glass and business records. You may wish to seek the guidance of a professional valuation should you be unsure.

Buildings, including Landlords Fixtures and Fittings should be insured for the full rebuilding cost, not the market value. You may need expert advice to calculate the rebuilding cost, which often differs significantly from 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.

PLEASE READ THE POLICY

Please periodically review the policy documentation to make sure that it meets and continues to meet your needs and that you understand its terms, conditions, limits and exclusions.

If you wish to make a change or if there is anything that you do not understand please contact us to discuss. If you fail to do so your policy may not operate or not operate fully.

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 “Wholesale Secure” Policy is a Morgan Richardson Ltd product arranged with ArgoGlobal SE. The Policy is an annual contract of insurance, which may be renewed each year subject to your needs and the Insurers’ 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)

Section A - Standard Covers

<p>SECTION A1 - CONTENTS</p>	<p>- Contents including stock and goods in trust, machinery and plant, fixtures and fittings, tenants’ improvements, decorations or alterations, business records up to £30,000, computer hardware, and personal effects of directors and employees (up to £1,000 per person) are covered against:</p> <p>Accidental damage and loss or damage caused by fire, lightning, explosion, aircraft or earthquake, theft or attempted theft (including unforced theft), malicious persons, riot, civil commotion, storm or flood, falling objects, escape of water, impact by vehicles, and subsidence, landslip or heave.</p>	<p>Reinstatement value. Sum Insured as shown in the Schedule.</p>
<p>Additional Covers:</p> <ul style="list-style-type: none"> • Temporary removal • Contents at private residence • Debris Removal • Seasonal Increase • Replacement of Locks 	<ul style="list-style-type: none"> - damage to Contents whilst temporarily removed for cleaning, renovation, repair or other similar purpose. - damage to Contents whilst at your private residence, or the residence of your directors or partners. - expenses necessarily incurred in removing Contents debris following damage occurring at the premises. - increase in the sums insured for stock during the months of November, December, January, and for 30 days prior and 7 days succeeding public holidays. - replacement of locks, safe or alarm control keys following theft of keys from the premises or from the home of any director, partner or employee authorised to hold such keys. 	<p>Limited to 20% of the sum insured for Contents.</p> <p>£10,000 for any one event.</p> <p>50% increase.</p> <p>£10,000 for any one event.</p>

<ul style="list-style-type: none"> • Loss of Metered Water 	<ul style="list-style-type: none"> - for the increase in water charges charged by the water authority following damage to the Contents and/or Buildings. 	<ul style="list-style-type: none"> £10,000 any one period of insurance.
<ul style="list-style-type: none"> • Exhibitions 	<ul style="list-style-type: none"> - damage to Contents whilst at or en route to or from any exhibition, trade fair, show or seminar situated anywhere in the U.K. 	<ul style="list-style-type: none"> £50,000 for any one event.
<ul style="list-style-type: none"> • Property in the Open 	<ul style="list-style-type: none"> - damage to Contents in the open, but within the boundaries of the premises. 	<ul style="list-style-type: none"> £10,000 for any one event.
<ul style="list-style-type: none"> • Fire Extinguishing Expenses 	<ul style="list-style-type: none"> the cost of replenishment and restitution of fire extinguishing appliances and fire detection equipment in whole or in part used in the process of minimizing Damage. 	
<ul style="list-style-type: none"> • Local Authority Requirements 	<ul style="list-style-type: none"> - the additional cost of reinstatement following damage to Contents necessary to comply with statutory building regulations or municipal or local authority bye-laws or European Community Legislation. 	
<ul style="list-style-type: none"> • Architects' Fees 	<ul style="list-style-type: none"> - architects', consulting engineers' and surveyors' fees necessarily incurred in the reinstatement or repair following damage to Contents. 	
<ul style="list-style-type: none"> • Computer Equipment 	<ul style="list-style-type: none"> - damage to computer equipment, software, records and other electronic business equipment whilst away from the premises. 	<ul style="list-style-type: none"> £10,000 for any one event.
<ul style="list-style-type: none"> • Damage by Emergency Services 	<ul style="list-style-type: none"> - damage to the premises caused by the emergency services. 	<ul style="list-style-type: none"> £10,000 for any one event.
<ul style="list-style-type: none"> • Theft Damage to Buildings 	<ul style="list-style-type: none"> - damage to Buildings for which you are responsible as tenant but not as owner following theft or attempted theft. 	<ul style="list-style-type: none"> £25,000 for any one event.
<ul style="list-style-type: none"> • Clearing of Drains 	<ul style="list-style-type: none"> - the costs and expenses incurred in cleaning, clearing, repairing of drains, gutters or sewers at the premises for which you are responsible following damage. 	<ul style="list-style-type: none"> £5,000 for any one event.
<ul style="list-style-type: none"> • Hacking Attack or Virus 	<ul style="list-style-type: none"> - damage as a result of hacking, attack or virus. 	<ul style="list-style-type: none"> £30,000 for any one event.
<ul style="list-style-type: none"> • Rent 	<ul style="list-style-type: none"> - legal liability as tenant to pay rent up to 2 years if the Buildings become unusable as a result of damage. 	<ul style="list-style-type: none"> Limited to 25% of the sum insured for Contents, for any one event.
<ul style="list-style-type: none"> • Glass, Signs and Sanitary ware 	<ul style="list-style-type: none"> - damage to all fixed glass including frames, signs, lettering and sanitary ware for which you are responsible at the premises, including the necessary boarding up prior to repair. 	<ul style="list-style-type: none"> Replacement Value.
<ul style="list-style-type: none"> • Hire of Substitute Equipment 	<ul style="list-style-type: none"> - following damage to Contents, the necessary hire charges of a substitute item of similar type and capacity during the period of repair or replacement. 	<ul style="list-style-type: none"> £5,000 for any one event.
<ul style="list-style-type: none"> • Capital Additions 	<ul style="list-style-type: none"> - cover includes alterations, additions and improvements in excess of the sums insured for Contents made after commencement of this insurance. 	<ul style="list-style-type: none"> Limited to 10% of the sum insured for Contents, or £500,000, whichever the lesser, for any one event.

<ul style="list-style-type: none"> • Trace and Access • Excess 	<p>- locating the source of damage and making good.</p> <p>- the first part of every claim for which you are responsible.</p>	<p>£250</p>
<p>SECTION A2 - BUSINESS INTERRUPTION</p> <p>Book Debts</p> <p>Additional Expenditure</p> <p>Additional Covers</p>	<p>- if damage occurs to or within your premises preventing you from being able to trade as normal, the policy will compensate you for any loss of income.</p> <p>Indemnity Period</p> <p>- loss of income as a result of damage to records of amounts owed by customers.</p> <p>- any reasonable additional expenditure necessarily incurred to minimise or avoid a reduction in income.</p> <p>- includes Failure of Public Utilities, Denial of Access, Notifiable Disease, Murder and Suicide, Defective Sanitation, Vermin, Damage to Third Party Suppliers Premises (£250,000 or 25% of the sum insured for Business Interruption, whichever the lesser), Bomb Hoax/Bomb Scare (£25,000), Pollution (£25,000), Loss of Attraction, Property in Transit, Hacking Attack or Virus (£30,000), National Lottery Win (£250,000), Exhibition Expenses (£10,000).</p>	<p>Sum Insured as shown in the Schedule.</p> <p>12/18/24/36 Months as shown in the Schedule.</p> <p>£250,000 or 25% of the sum insured for Business Interruption, whichever the lesser.</p> <p>£250,000 or 25% of the sum insured for Business Interruption, whichever the lesser.</p>
<p>SECTION A3 - EMPLOYERS' LIABILITY</p> <p>Excess</p>	<p>- to protect your legal liability in the event an employee suffers bodily injury arising out of and in the course of their employment. Work experience schemes are included.</p> <p>- the first part of every claim for which you are responsible.</p>	<p>£10,000,000</p> <p>Nil</p>
<p>SECTION A4 - PUBLIC & PRODUCTS LIABILITY</p> <p>Excess</p>	<p>- 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. Excluded: Liability arising from products supplied which to your knowledge are exported to the USA or Canada.</p> <p>- the first part of every claim for which you are responsible.</p>	<p>£5,000,000</p> <p>£250, except bodily injury where there is a nil excess.</p>

<p>SECTION A5 - HEALTH & SAFETY AT WORK ACT 1974</p> <p>Excess</p>	<p>- the policy will pay for legal costs and expenses awarded or incurred in defence of alleged breaches of the Health and Safety at Work Act 1974.</p> <p>Including Corporate Manslaughter and Corporate Homicide Act 2007</p> <p>- the first part of every claim for which you are responsible.</p>	<p>£5,000,000 any one cause.</p> <p>£2,000,000 any one claim or series of claims.</p> <p>Nil</p>
<p>SECTION A6 - MONEY</p> <p>Seasonal Increase</p> <p>Computer Systems</p> <p>Excess</p>	<p>- loss of business money</p> <ul style="list-style-type: none"> • on the premises during business hours • in transit or bank night safe • outside business hours contained in a locked safe • outside business hours not contained in a locked safe • in private residence • in vending or gaming machines <p>- increase in the sums insured for money during the months of November, December, January, and for 30 days prior to Easter and for Public holidays.</p> <p>- use of your computer systems to achieve theft of money.</p> <p>- the first part of every claim for which you are responsible.</p>	<p>£7,500</p> <p>£7,500</p> <p>£7,500</p> <p>£500</p> <p>£500</p> <p>£500</p> <p>50%</p> <p>£7,500 any one event.</p> <p>£250</p>
<p>SECTION A7 - ASSAULT</p> <p>Excess</p>	<p>- you are covered if you or an employee suffers bodily injury as a direct result of violent or criminal assault in the course of the business.</p> <p>- the first part of every claim for which you are responsible.</p>	<p>£25,000 for a permanent disablement or death, or £250 per week for a temporary disablement.</p> <p>Nil</p>
<p>SECTION A8 - PERSONAL ACCIDENT - OCCUPATIONAL ONLY</p> <p>Excess</p>	<p>- cover for accidents at work to any employee who sustains bodily injury during the course of their employment.</p> <p>The benefits include cover for loss of hands, fingers, feet and toes.</p> <p>- the first part of every claim for which you are responsible.</p>	<p>Death £25,000; Permanent Total Disablement £50,000; Loss of Limbs or Sight £25,000; Temporary Total Disablement £100 per week.</p> <p>Nil</p>
<p>SECTION A9 - EMPLOYEE DISHONESTY</p> <p>Excess</p>	<p>- loss of Money or Contents resulting directly from an act of fraud or dishonesty committed by an employee.</p> <p>- the first part of every claim for which you are responsible.</p>	<p>£25,000 or as shown in the Schedule, for any one event.</p> <p>£250</p>

<p>SECTION A10 - COMPUTER BREAKDOWN</p> <p>Excess</p>	<p>- breakdown or failure of any part of the computer equipment arising from either mechanical or electrical defect.</p> <ul style="list-style-type: none"> • Additional Expenditure • Reinstatement of Data • Incompatibility of Computer Systems and Records • Additional Rental <p>- the first part of every claim for which you are responsible.</p>	<p>£30,000</p> <p>£30,000</p> <p>£30,000</p> <p>£5,000</p> <p>£1,000</p> <p>£250</p>
<p>SECTION A11 - DIRECTORS' AND OFFICERS' LIABILITY</p>	<p>- Directors' and Officers' of the Insured are covered against a claim resulting from a wrongful act by the Company's Director(s) or Officer(s). Costs and expenses for defence of such claims are included. Cover is provided against claims or circumstances discovered and notified to the Insurers during the Period of Insurance.</p> <p>Excluded - Claims arising out of USA or Canada, breach of professional services or circumstances which already exist.</p>	<p>£100,000 any one claim.</p>
<p>SECTION A12 - EQUIPMENT BREAKDOWN</p> <p>Expediting expenses</p> <p>Hazardous substances</p> <p>Additional increase in cost of working</p> <p>Contents of deep freezers and refrigerators</p> <p>Excess</p>	<p>- damage caused by or resulting from an accident arising from electrical or mechanical breakdown of or to manufacturing, production or process equipment, including collapse of boilers.</p> <p>- the reasonable extra cost of effecting temporary repairs and of expediting permanent repairs or permanent replacement.</p> <p>- additional costs to repair or replace due to contamination by a hazardous substance.</p> <p>- any reasonable additional expenditure necessarily incurred to minimise or avoid a reduction in income, following damage covered by this section.</p> <p>- damage to goods in refrigerated compartments at the premises.</p> <p>- the first part of every claim for which you are responsible.</p>	<p>£50,000 any one event.</p> <p>£50,000 any one event.</p> <p>£6,000 any one event.</p> <p>£10,000 any one event.</p> <p>£10,000 any one event.</p> <p>£500</p>

Section B (Optional with Section A)

<p>SECTION B - BUILDINGS</p>	<p>- the structure at the premises including landlords fixtures and fittings, shop fronts, awnings, external signs and floodlights, outbuildings, boundary and garden walls, fences, gates and posts, and underground cables and pipes from the premises to the public mains are covered against:</p> <p>Accidental damage and loss or damage caused by fire, lightning, explosion, aircraft or earthquake, theft or attempted theft (including unforced entry), malicious persons, riot, civil commotion, storm or flood, falling objects, escape of water, impact by vehicles, and subsidence, landslip or heave.</p>	<p>The cost to rebuild.</p> <p>Sum Insured as shown in the Schedule.</p>
<p>Additional Covers :</p>	<p>- to protect your legal liability towards members of the public following bodily injury or damage which are caused by any defect in the premises.</p> <p>- architects', consulting engineers' and surveyors' fees necessarily incurred in the reinstatement following damage to Buildings.</p> <p>- the additional cost of reinstatement following damage to Buildings necessarily to comply with statutory building regulations or municipal or local authority bye-laws or European Community Legislation.</p>	<p>£5,000,000</p>
<ul style="list-style-type: none"> • Property Owners Legal Liability 	<p>- to protect your legal liability towards members of the public following bodily injury or damage which are caused by any defect in the premises.</p>	<p>£5,000,000</p>
<ul style="list-style-type: none"> • Architects' Fees 	<p>- architects', consulting engineers' and surveyors' fees necessarily incurred in the reinstatement following damage to Buildings.</p>	
<ul style="list-style-type: none"> • Local Authority Requirements 	<p>- the additional cost of reinstatement following damage to Buildings necessarily to comply with statutory building regulations or municipal or local authority bye-laws or European Community Legislation.</p>	
<ul style="list-style-type: none"> • Debris Removal 	<p>- expenses necessarily incurred in removing debris, dismantling, or demolishing, and shoring or propping up of Buildings to make safe following damage.</p>	
<ul style="list-style-type: none"> • Rent 	<p>- loss of rent receivable, including up to 3 years ground rent, if the Buildings become unusable as a result of damage.</p>	<p>Limited to 25% of the sum insured for Buildings.</p>
<ul style="list-style-type: none"> • Contracting Purchaser 	<p>- if selling the Buildings this insurance will be operative in favour of the buyer.</p>	
<ul style="list-style-type: none"> • Emergency Services 	<p>- damage to paths, gardens, driveways and car park surfaces caused by the attendance of the emergency services.</p>	<p>£10,000 any one event.</p>
<ul style="list-style-type: none"> • Replacement of Locks 	<p>- replacement of locks at the premises following theft of keys from the premises or from the home of any director, partner or employee authorised to hold such keys.</p>	<p>£10,000 any one event.</p>
<ul style="list-style-type: none"> • Loss of Metered Water 	<p>- increase in metered water charges charged by the water authority following damage to the Buildings and/or Contents.</p>	<p>£10,000 any one period of insurance.</p>
<ul style="list-style-type: none"> • Capital additions 	<p>- alterations, additions and improvements (but not appreciation in value) in excess of the Buildings sum insured made after commencement of cover.</p>	<p>Limited to £500,000 or 10% of the Buildings sum insured, whichever is the lesser, for any one event.</p>

<ul style="list-style-type: none"> • Excess 	- the first part of every claim for which you are responsible.	£250, other than subsidence where the excess is £1,000 and Property Owners Liability where there is a nil excess.
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Section C - (Optional with Section A)

<p>SECTION C - GOODS IN TRANSIT</p>	- your Contents can be covered against loss or damage whilst they are in transit in your own vehicles or by road rail or post anywhere in the United Kingdom, the Channel Isles or the Isle of Man, or whilst being loaded or unloaded.	Optional.
<p>Excess</p>	- the first part of every claim for which you are responsible.	£250

Section D - (Optional with Section A)

<p>SECTION D - PERSONAL ACCIDENT (24 hour)</p>	- if you, your partners or employees suffer accidental death or bodily injury, benefits will be paid at a level dependant on the nature of the injury.	Each unit will pay £5,000 for death or permanent disablement, or £50 per week for a temporary disablement. Max 10 units per person.
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Section E (Standard Cover)

<p>SECTION E - LEGAL EXPENSES</p>	<p>- the policy will assist you in meeting legal expenses incurred in connection with employment disputes and compensation awards, employment restrictive covenants, legal defence against statutory licence appeals, contract and debt recovery, crisis communication, Tax investigations & VAT disputes.</p> <p>Extra benefits include: 24 hour legal advice help line, 365 days of the year - for confidential advice on legal matters in connection with the business.</p> <p>Araglegal.co.uk - access to a Business legal services website with a wide range of documents from employment contracts and settlement agreements, Health and Safety statements, and much more.</p>	£250,000
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CONDITIONS AND EXCLUSIONS

Please refer to the Conditions and Exclusions in the Policy Wording/Schedule for further details.

General Conditions

1. The Policy, Schedule and any Endorsements shall be read together as if they are one document.
2. Reasonable precautions.
3. Notification of changes in circumstances.
4. Cancellation by Us.
5. Cancellation by You.
6. Monthly instalments.
7. Arbitration.
8. Your death.
9. Breach of warranty.
10. Contract rights.
11. Subrogation.
12. Alterations.
13. Sanctions.

Claims Conditions

1. 1.1 Immediate written notice to Us.
- 1.2 Immediate notice to Police.
- 1.3 Writ and summons.
- 1.4 Supply full details of claim, including supporting documentation.
- 1.5 Minimise the damage.
2. Written consent and conduct of claim.
3. Our right to settle a claim.
4. Our liability.
5. Salvage rights.
6. Dual insurance rights.

General Exclusions

1. Radioactive contamination.
2. War and similar risks.
3. Sonic bangs.
4. Confiscation.
5. Terrorism.
6. Date recognition.
7. Foot and mouth disease.
8. Pollution.
9. Mould.
10. Asbestos.

Special Conditions

1. Inspection of plant and equipment.
2. Security.
3. Minimum standards of security. **(See below)**
4. Unoccupied premises.
5. Waste condition.
6. Fire break doors and shutters.
7. Fire extinguishing appliances.
8. Portable space heaters.
9. Hazardous substances.
10. Electrical Inspection.
11. Legal proceedings in the US or Canada.
12. Maintenance.
13. Smoking Condition.
14. Pallets/Crates.

Special Clauses Extensions

1. Source of damage.
2. Designation.
3. Mortgagees and additional interests.
4. Non-invalidating.
5. Other interests.
6. Workmen.
7. Subrogation waiver.

PROTECT YOUR BUSINESS

Minimum Standards of Security

It is a condition precedent to Our liability in respect of Damage occurring at Your Premises more than 30 days after inception of the policy that;

Exit Doors

- Sliding and/or folding doors, where the door meets the site, are to be secured with a locking bar and close shackle padlock.
If a multi-leaf door then each leaf should be secured internally by bolts top and bottom.
- Roller shutters which are manually operated are to be secured with bullet locks or alternatively a locking bar and close shackle padlock, with a staple set into concrete and the locking bar secured to the shutter.
Roller shutters which are automatically operated internally are to have operating chains secured with a hardened shackle padlock to the door frame or any other part of the building structure.
Roller shutters which are electrically operated externally are to be fitted with automatic cut-off devices in the event that keys are not used.
- Wicket gate doors are to be secured by a mortise deadlock which has five or more levers and/or conforms to BS3621 and a matching box striking plate must also be fitted. Alternatively, a locking bar and close shackle padlock.
- Single leaf, solid or panelled doors, are to be secured by a mortise deadlock which has five or more levers and/or conforms to BS3621 and a matching box strike plate. Alternatively, a locking bar and close shackle padlock.
- Double leaf, solid or panelled, doors are to be secured by flush or barrel bolts top and bottom on the first closing leaf and
 - o a mortise deadlock which has five or more levers and/or conforms to BS3621 and a matching box striking plate, or
 - o a locking bar and close shackle padlock on the second closing leaf.
- Aluminium or uPVC framed doors are to be fitted with integral cylinder key operated mortise deadlocks.

Internal doors

- Internal doors giving access to any part of the building not occupied by You or for Your Business are to be fitted on Your side of the door with either
 - a mortise deadlock which has five or more levers and conforms to BS3621 with a matching box striking plate and You are to be the sole key holder, or
 - two key operated security bolts, one fitted approximately 30cm from the top of the door and the other 30cm from the bottom, or
 - a locking bar and close shackle padlock.

Windows, fanlights, rooflights and skylights

- 4.8 All opening external basement, ground floor and other accessible windows, fanlights, rooflights and skylights are to be fitted with key operated window locks or padlock and locking bar or padlock, hasp and staple.

Note: An accessible window is one which can be easily reached such as a window adjacent to a flat roof or fire escape balcony canopy or downpipe.

This requirement does not apply to windows protected by solid steel bars weld mesh or expanded metal grilles securely fixed to brickwork surrounding window or demountable weld mesh or expanded metal grilles secured by means of a hardened shackle padlock.

Fire exit

Any door or window officially designated a fire exit by a fire authority is excluded from the above requirements. These are to be secured internally by panic bolts or fire exit bolts (capable of opening at all times). Any additional device must be approved by the fire prevention officer.

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: **0330 124 1242**.

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 which contains 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.

“WHOLESALE SECURE” AT A GLANCE

For full details of the Policy sections, Exclusions and Limits, please read the Policy Wording/Schedule/Policy Summary/Prospectus

Stock and all Contents	- Insured for All Risks, including; Full theft including unforced entry or Attempted Theft; Accidental Damage; Subsidence
Contents at private residence	- £10,000
Seasonal Increase	- 50% of Stock sum insured
Replacement of locks	- £10,000
Loss of Metered Water	- £10,000
Exhibitions	- £50,000
Property in the Open	- £10,000
Fire Extinguishing Expenses	- Cost of replenishment or restitution
Computer Equipment (away from Premises)	- £10,000
Emergency Services Damage	- £10,000
Theft Damage to Buildings	- £25,000
Clearing of Drains	- £5,000
Hacking, Attack or Virus	- £30,000
Rent payable	- 25% of Contents sum insured
Glass, signs and sanitary ware	- Replacement Cost
Hire of Substitute Equipment	- £5,000
Capital Additions	- 10% of Contents sum insured or £500,000, whichever the lesser.
Business Interruption	- Following insured loss under Contents or Buildings.
• Loss of Income	- As stated in the Schedule
• Indemnity Period	- As stated in the Schedule
• Book Debts	- 25% of Business Interruption sum insured or £250,000, whichever the lesser.
• Additional Expenditure	- 25% of Business Interruption sum insured or £250,000, whichever the lesser.
• Notifiable Human Disease; Murder and suicide; Defective sanitation; Vermin; Denial of access; Exhibition Expenses (£10,000); Loss of Attraction, Bomb Hoax/Bomb Scare (£25,000), Pollution (£25,000), Damage to Suppliers' or Customers' Premises, (£250,000 or 25% whichever the lesser), Failure of Utilities Supply, Property in Transit, Hacking Attack or Virus (£30,000); National Lottery Win (£250,000).	
Employers' Liability	- £10,000,000
Public & Products Liability	- £5,000,000
Health & Safety at Work	- £5,000,000
Money	- £7,500 (See limits under Policy section)
Assault	- £25,000 (See limits under Policy section)
Personal Accident – Occupational	- £25,000 (See limits under Policy section)
Employee Dishonesty	- £25,000 or as shown in the Schedule
Computer Breakdown	- £30,000
Directors' and Officers' Liability	- £100,000
Equipment Breakdown	- £50,000
Buildings	- Optional - All Risks including Accidental Damage and Subsidence. Property Owners Liability (£5,000,000).
Goods in Transit	- Optional
Personal Accident – 24 HR	- Optional - £5,000 per unit up to 10 units.
Legal Expenses	- £250,000



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Authorised and Regulated by the
Financial Conduct Authority



Addendum to Prospectus (including Policy Summary):

(The following changes apply to all new policies from 01/11/2020)

- Business Interruption additional covers:
 - Bomb Hoax/Scare is replaced by Public Emergency.
 - Notifiable Disease is deleted and of no effect.
 - Vermin is deleted and of no effect.

- Page 10 - General Exclusions

The following exclusion has been added:

11. Communicable Disease