

What is a policy summary?

This document provides key information about the Hiscox Commercial Office Insurance Policy. If you have any additional questions, then please contact your insurance agent.

Policy name: Hiscox Commercial Office Insurance Policy

Type of insurance: Commercial office

Underwritten by: Hiscox Insurance Company Limited

Significant features and benefits

The Hiscox Commercial Office Policy is specifically designed for office-based professionals which means that you get tailored cover to suit your needs.

Key benefits include:

Broader cover

- Cover is usually on an any one claim basis giving you unlimited protection as to the amount you can recover under the policy
- Cover is for full theft cover, unless clearly listed under 'What is not covered' in your policy. This is much wider than the standard 'theft restricted to forcible and violent entry and/or exit' cover provided under certain commercial policies
- Cover will usually indemnify you for both the legal costs of defending an action and any subsequent damages awarded.

Tailored cover

- Cover extends to include accidental damage and subsidence as standard
- Cover extends to include computer breakdown (£5,000)
- Cover extends to include reinstatement of data (£5,000)
- Cover includes dishonesty of employees cover (£25,000)
- Cover extends to property kept at home of insured/director/employee (£25,000)
- Cover includes employees/visitors personal effects whilst on the business premises (£5,000)
- Cover includes contents temporarily removed from premises including transit (£25,000).

A flexible approach

- Option to pay monthly by interest-free Direct Debit (a significant saving compared to some)
- Option to add other complementary insurance modules from the Professional Insurance Portfolio
- Subject to criteria, the option to arrange cover on a continuous basis, removing the need to undertake a time consuming renewal process each year.

Significant or unusual exclusions/limitations

We offer some of the broadest levels of cover available, giving our customers true peace of mind.

The cover is on a claims occurred basis, requiring the claim to occur during the period of insurance shown in your schedule of insurance.

You will normally have to pay an initial amount for each claim made against you under the policy. These excesses may vary by your choice and/or our underwriters' criteria. Your quotation and policy schedule will show the specific excesses applicable to you.

You must go to reasonable lengths before entering into any contract to ensure that you can fulfil that contract.

Any onerous contractual terms which go beyond the duty of care you owe at common law are excluded.

You have an obligation to take reasonable steps to mitigate any loss.

You must take reasonable steps to maintain back up copies of data files or programmes.

You must limit liability for consequential losses under contract where it was reasonable for you to have done so.

Any type of work you undertake which has not been declared to and accepted by us will not be covered.

Any claims, circumstances or shortcomings in your work which you know about or ought reasonably to have known about prior to inception of the policy are excluded unless notified previously.

Any claims caused by the transmission of a computer virus by you are excluded.

All communications, including the policy wordings, are written in plain English with no jargon to ensure that you know exactly what is and, as importantly, what is not covered. The wordings can be viewed on our website www.hiscox.com.

Any special conditions, limitations or terms that may apply to an individual risk will be clearly shown in your individual quotation and schedule.

Duration of contract

Insurance contracts normally run for a period of 12 months and your contract period will be clearly shown in your schedule of insurance. If you have chosen cover on a continuous basis, then your policy will continue whilst your Direct Debit payments are kept up to date. You must tell us of any changes to your business as described in your insurance policy and we will then have the option of amending the terms of the policy or issuing you with notice of our intention to cancel it.

Cancellation rights

You may cancel the insurance by giving us 30 days' notice in writing of your intention to do so and paying the appropriate administration fee.

We may cancel the insurance by giving you 30 days' notice in writing of our intention to do so.

In both cases, we will return to you the amount of premium which relates to the unexpired period, minus a reasonable administration charge, provided that no claims have been notified under the insurance. If a claim or claims have been notified, then we will only return any premium if we (and not you) are cancelling the policy.

Claims service

If you suffer a loss and need to make a claim you should contact your insurance agent immediately. If this is not possible, then you can call us directly using our 24-hour emergency claims number on 0870 084 3781. You will need to provide your Hiscox policy number and full details of the claim, including the date, amount and circumstances of loss.

It is when you make a claim that you really find out how good your insurer is and we are confident that you will not find a better service in the UK.

Hiscox prides itself on its fast, efficient, fair and sensible claims service, offering access to expert legal teams.

Questions and complaints

If you have a question or complaint, please speak to your insurance agent or contact us directly using the details below:

Hiscox Customer Services
1 Great St Helen's, London, EC3A 6HX
Telephone: 0870 084 3777

If you are not satisfied with the way your complaint has been handled, you may ask the Ombudsman to review your case without affecting your statutory rights.