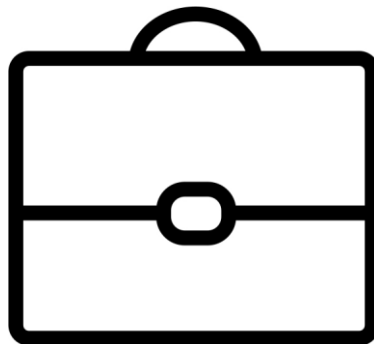




THE RETAIL MUTUAL

PROTECTING OUR INDEPENDENT RETAILERS

BUSINESS COVER SUMMARY



The Retail Mutual is a trading name of The NFRN Mutual Limited, a company registered in England and Wales, number 3810528, registered office 8 Maltings Place, 169 Tower Bridge Road, London, SE1 3JB. The NFRN Mutual Limited is authorised and regulated by the Financial Conduct Authority, FRN: 312391.

The NFRN Mutual Limited is managed by Regis Mutual Management Limited, a company registered in England and Wales, number 4194000, registered office 8 Maltings Place, 169 Tower Bridge Road, London, SE1 3JB. Regis Mutual Management Limited is authorised and regulated by the Financial Conduct Authority, FRN: 479202.

CONTACT DETAILS

Claims

If you need to report an incident or talk to us about a claim

Monday – Friday
9.00am to 5.00pm
0333 2121 008

All other times
01424 850 333

claims@theretailmutual.com

Member Services

If you want to talk to us about your cover

Monday – Friday
8.30am to 5.30pm
0333 2121 006

info@theretailmutual.com

Sales

If you would like a quote for a new property or business,
home or landlords' cover

Monday – Friday
8.30am to 5.30pm
0333 2121 007

info@theretailmutual.com

Write to

The Retail Mutual
First Floor, Douglas House, Quarry Hill Road
Tonbridge
Kent
TN9 2RH

Fax 01892 535480

COVER SUMMARY

In the following pages we explain all the sections of cover we offer. You may not have asked for all the sections to be included in your cover so some of the sections may not apply to you. Your Business cover schedule shows you the sections included in your cover and the limits and excesses that apply.

SECTION 1 BUILDINGS

Significant features & benefits

Damage to and theft of your buildings and their permanent fixtures and fittings (including external lighting, alarm and surveillance systems) including:

- Debris removal
- Professional fees
- Additions and alterations
- Emergency access
- Fire extinguishers, sprinklers and fire alarms
- Public authority and European Union requirements
- Underground services
- Selling the property
- Improvements you make as a tenant

SECTION 2 CONTENTS

Significant features & benefits

Damage to and theft of furniture, fixtures, fittings, appliances, including:

- Debris removal
- Theft damage to buildings
- Tenant's fixtures and fittings
- Director's, partner's and employee's personal belongings and money
- Customer's personal belongings and money
- Property in the open
- Emergency access
- Computer damage
- Portable equipment damage
- Computer breakdown
- Underground services
- Metered water, gas and oil
- Bequeathed property
- Fire extinguishers

OTHER COVERS UNDER SECTIONS 1 AND 2

Other covers include:

- Locks and keys
- Temporary removal
- Trace and access

SECTION 3 STOCK

Significant features & benefits

Damage to goods, materials and work in progress including:

- Seasonal increase in the cover limit
- Items left by customers to be picked up by a dry cleaning company
- Customers' packages left to be picked up by a courier company
- Exhibition stock and display equipment
- The cost to take away damaged stock
- Refrigerated and frozen food
- Hire of temporary freezer

Significant exclusions or limitations that apply to Sections 1, 2 and 3

- Freezing
- Underground water or rising ground water
- Wear and tear, lack of maintenance
- Buildings empty for more than 45 days in a row
- Flat roofs unless inspected every 5 years
- Storm and flood damage to contents and stock in the open, walls, fences, gates, hedges, plants, trees, radio aerials, TV aerials, satellite dishes
- Damage by rain that is not part of a storm
- Roofs covered with roofing felt that is more than 10 years old
- Taps being left on
- Water from gutters and downpipes
- Riot or civil commotion, strikers, labour disturbances and malicious damage in Northern Ireland
- Normal settlement expansion or shrinkage
- Settlement or movement of made-up ground
- Coastal or riverbank erosion
- A change in the water table
- Compaction of infill within first 10 years of building construction
- Mine workings
- Theft where there is no evidence of a break in
- Theft of keys on the premises outside business hours
- Cost of clearing blocked underground services
- Permanent fixtures, fittings and flooring if Contents only cover
- Undamaged items part of a set or suite
- Money, credit cards, documents, vehicles, aircraft, watercraft, pedal cycles
- Antiques, fine art and sculptures
- Anything happening before cover started
- Employees' and customers' credit or debit cards, documents or computers
- Unattended belongings and contents in an unlocked vehicle or visible in locked vehicle
- Stock stored less than 150mm above floor level
- Unattended stock in the open at exhibitions and events

(continued)

- Consumable stock not for sale
- Explosives except fireworks
- Seasonal increase alcohol and tobacco stock kept on the shop floor
- Seasonal increase alcohol and tobacco stock not in a locked store room or cage

SECTION 4

FIXED GLASS, SHOP FRONTS, SANITARY WARE, LAMPS AND SIGNS

Significant features & benefits

Damage to or theft of fixed glass in shop fronts, sanitary ware, lamps and signs including:

- The costs of temporary boarding up
- The cost to remove or replace fixtures and fittings needed to replace the damaged or stolen item
- The costs to replace any intruder alarm damaged as a result of the damage or theft
- Damage to items on display in windows if the damage was caused by damaged fixed glass

Significant exclusions or limitations

- Damage or theft that happens in transit or while being fitted
- Damage caused by or resulting from defects in frames or framework
- Damage caused by or resulting from repairs or alterations to the premises
- Damage to glass in vending machines
- Damage that is a scratch or a crack that does not go right through the item and where this does not stop the usefulness or normal function

SECTION 5 BUSINESS INTERRUPTION, BOOK DEBTS AND RENT

Significant features & benefits

Your gross profit lost up to 36 months if your business is interrupted or interfered by:

- Damaged or stolen premises, contents or stock
- Damage or stolen stock in storage for up to 90 days
- Accidental failure of electricity, gas, water or telecommunications supply to your premises
- Murder, manslaughter, rape or suicide at the premises
- Outbreak or discovery of an infectious or contagious disease
- Poisoning from food and drinks supplied
- Defective drains
- Infestation
- Loss, theft or damage to stock in transit
- Access prevented by an emergency
- Damaged supplier premises
- Damage to properties within 2 miles of your premises
- Essential employee dying or a group of employees leaving after a lottery win
- Professional fees
- Book debts

Significant exclusions or limitations

- Loss caused by
 - Coronavirus, Covid-19 or SARS-COV-2 wherever it happens or
 - An outbreak of any other infectious or contagious human disease that must be notified to a national or local authority unless the outbreak happens at your premises
- Loss of computer records by riot, civil commotion or malicious damage
- Loss caused by drought, atmospheric or weather conditions
- Loss of supplier services
- An electricity, gas or water supplier deliberately stopping or restricting their supply
- Industrial action affecting the supply of electricity, gas or water
- Accidental failure of electricity, gas, water or telecommunications supply to your premises for less than 6 hours
- Your business stops permanently

SECTION 6 LOST DRINKS LICENCE

Significant features & benefits

This Section is only included if you have Section 5 Business interruption, book debts and rent.

Loss of profit for up to 12 months resulting from the loss, suspension, withdrawal or refusal to renew a licence including:

- Appeal costs

Significant exclusions or limitations

- Reduction in the value of your premises if sold within 3 months after the end of the indemnity period
- Loss or profit or any expenses or legal costs if entitled to compensation under legislation
- Compulsory purchase, town or county planning improvement or redevelopment order
- Failure to keep premises open during permitted hours

SECTION 7 GOODS IN TRANSIT

Significant features & benefits

This Section is only included if you have Section 3 Stock.

Goods connected to your business are lost or damaged while:

- In a road vehicle you own or use or by a haulier's vehicle or by a rail, sea or air parcel service
- Recovery costs

Significant exclusions or limitations

- Money, credit cards and precious items
- Mobile telephones, satellite navigation systems, car audio equipment, televisions and computers
- Dents, scratches or bruises to furniture
- Theft from an unattended vehicles
- Damage caused by defective or insufficient packaging
- Refrigeration equipment breakdown

SECTION 8 MONEY

Significant features & benefits

This Section is only included if you have Section 2 Contents or Section 3 Stock.

Costs to replace money and non-negotiable money belonging to your business that is:

- Lost, stolen or damaged at your premises, with a security company or at an authorised person's home
- Stolen in transit from your premises to your bank, authorised person's home or a usual supplier's premises
- Stolen in transit from an authorised person's home to your premises, your bank or a usual supplier's premises
- Damage to personal belongings as a result of theft or attempted theft
- Unauthorised use of cards

Significant exclusions or limitations

- Money lost in transit
- Money stolen in transit unless it involves force or a violent act
- Money stolen in transit if the amount carried or stolen is more than
 - £3,000 and less than £6,001 unless carried and shared equally by 2 able bodied people
 - £6,000 and less than £10,001 unless carried and shared equally by 3 able bodied people
 - £10,000 unless carried by a specialist security company
- Money stolen in transit unless it is in transit between any of the following
 - your premises, your bank, your home or a usual supplier's premises
- Theft in transit unless the money is out of sight in
 - a bag or other container or
 - clothing you or they are wearing or
 - a boot, luggage, storage or glove compartment of a vehicle
 - you, an authorised director, partner or employee are driving or travelling as a passenger in and
 - all windows are closed and all ways to get into the vehicle are locked
- Theft from a building unless there is evidence of a break in
- Theft from an unattended vehicle
- Counterfeit money, forgery or fraudulent use of a computer
- Dishonesty
- Outside business hours, all cash in till drawers must be removed and keys or combination code must not be left on the premises

SECTION 9 PERSONAL ACCIDENT

Significant features & benefits

This Section is only included if you have Section 1 Buildings or Section 2 Contents.

If you a director, business partner or employee suffer:

- Death
- Loss of sight in one or both eyes
- Loss of one or both hands, feet, arms or legs
- Permanent total disability
- Temporary total disability
- Medical expenses

Significant exclusions or limitations

- Anyone less than 16 or more than 75 years of age
- Professional sports, winter sports, mountaineering, sub-aquatic, subterranean or aeronautic sport, motor racing, rallying, polo, steeple chasing, hunting and show jumping
- High risk work

SECTION 10 EMPLOYERS' LIABILITY

Significant features & benefits

Cover for death and personal injury including:

- First aiders
- Health and safety at work legislation
- Unsatisfied court judgments
- Employees if an employee injures another employee
- Indemnity to principal
- Witness costs

Significant exclusions or limitations

- Claims outside the European Union
- Claims where compulsory motor insurance is required

SECTION 11 PUBLIC AND PRODUCTS LIABILITY

Significant features & benefits

Liability for death, injury and damage to other people's property resulting from your business activities, your products and property you own or used to own including:

- Public liability
- Products liability
- Treatment liability
- Data Protection Act prosecution
- Defective Premises Act 1972
- Motor liability (non-owned vehicles)
- Obstructing vehicles
- Pollution and remediation costs
- Member to member liabilities
- Indemnity to principal
- Witness costs

Significant exclusions or limitations

- Your vehicles
- Water craft, aircraft and space craft
- High risk work
- Petrol pumps, fuel and car washes

(continued)

- Prescription drugs
- Professional advice
- Reintroduction of any form of plant or animal life
- Costs and expenses inclusive if a claim is bought in the USA or Canada
- Products directly exported to USA and Canada
- Asbestos
- Damage to an obstructing vehicle
- Costs to reinstate pollution damage at any property you own or are responsible for
- Pollution that happens gradually
- Pollution in the USA and Canada
- Dry cleaning
- Fines

SECTION 12 PROPERTY OWNERS' LIABILITY

Significant features & benefits

This section is only included if you have Section 1 Buildings.

Cover for liability for death, injury and damage to other people's property resulting from your ownership of the premises.

Significant exclusions or limitations

- The premises if you do not own them
- Death or injury to you, a director, partner or employee
- Damage to property you, a director, partner or employee own or are responsible for
- Anything resulting from a fault, alleged fault, defect or alleged defect
- Anything caused by, resulting from or related to asbestos
- A decision of a Court outside the UK
- Fines

SECTION 13

DISHONESTY OF DIRECTORS, PARTNERS AND EMPLOYEES

Significant features & benefits

This Section is only included if you have Section 2 Contents.

Cover for fraud or dishonesty of directors, partners and employees including:

- Costs to reinstate money, property, premises, contents, stock, documents or personal belongings
- Professional fees

Significant exclusions or limitations

- New employees – 2 written references covering a period of 2 years immediately before their employment with you starts
- Monthly check of all cash books and other records
- Annual audit

(continued)

- Transactions over £1,000 to be authorised by 2 persons
- Stock take must be carried out every 6 months

SECTION 14 LOST RENT

Significant features & benefits

This Section is only included if you have Section 1 Buildings.

Cover for the rent you cannot recover from your tenant or alternative accommodation for the time the buildings cannot be used or lived in.

Significant exclusions or limitations

- Rent lost from a tenant of the whole property