

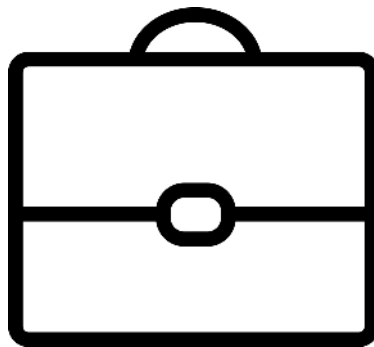


# THE RETAIL MUTUAL

PROTECTING OUR INDEPENDENT RETAILERS

## BUSINESS COVER SUMMARY

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The Retail Mutual is a trading name of The NFRN Mutual Ltd, which is authorised and regulated by the Financial Conduct Authority, FRN: 312391.  
Registered Office: Barrington House, Heyes Lane, Alderley Edge, Cheshire, SK9 7LA. Registered in England and Wales, No. 3810528.

The NFRN Mutual Ltd is managed by InShare Insurance Services Ltd, which is authorised and regulated by the Financial Conduct Authority, FRN: 965006.  
Registered Office: Barrington House, Heyes Lane, Alderley Edge, Cheshire, SK9 7LA; Registered in England #: 12598390

## CONTACT DETAILS

### Claims

If you need to report a claim 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](mailto:claims@theretailmutual.com)

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### 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](mailto:info@theretailmutual.com)

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### Sales

If you would like a quote for property or business, home, or residential landlord cover

Monday – Friday  
8.30am to 5.30pm  
0333 2121 006

[info@theretailmutual.com](mailto:info@theretailmutual.com)

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### Write to

The Retail Mutual  
Barrington House  
Heyes Lane  
Alderley Edge  
SK9 7LA

## COVER SUMMARY

This document shows all the Sections of cover we offer and summarises the covers and main exclusions. 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 loss or theft of your buildings and their permanent fixtures and fittings, including external lighting, alarm and surveillance systems
- Debris removal
- Professional fees
- Additions and alterations
- Emergency access
- Fire extinguishers, sprinklers and fire alarms
- Public authority and statutory requirements
- Underground services
- Selling the property
- Improvements you make as a tenant

### SECTION 2 CONTENTS

#### Significant features & benefits

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

- Debris removal
- Theft damage to buildings you are legally responsible for not covered under Section 1
- 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
- Computers
- Portable equipment
- Computer breakdown
- Underground services
- Metered water, gas and oil
- Bequeathed property
- Fire extinguishers, sprinklers and fire alarms

### OTHER COVER UNDER SECTIONS 1 AND 2

- Locks and keys
- Temporary removal
- Trace and access

## SECTION 3 STOCK

### Significant features & benefits

- Damage to and loss or theft of stock, goods, materials and work in progress
- Seasonal increase in the cover limit
- Items at your premises left by customers to be picked up by a dry cleaning company
- Customers' packages at your premises 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 items in the open or in a vehicle at exhibitions and events

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- Consumable stock not for sale
- Explosives except fireworks
- Cigarettes and tobacco stock not in a cupboard, gantry, Servertab or similar unless they are in a locked area not accessible by the public
- Seasonal increase alcohol, cigarettes 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, sanitary ware, lamps and signs
- Temporary boarding up
- Removing or replacing fixtures and fittings to replace the damaged or stolen item
- Replacing 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
- Damage to bulbs and tubes in signs and light fittings unless caused by damage to the sign or fitting

## SECTION 5 BUSINESS INTERRUPTION AND BOOK DEBTS

#### 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 your premises
- Outbreak or discovery of an infectious or contagious disease at your premises
- Poisoning from food and drinks supplied from your premises
- 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

(continued)

## 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
- Book debts if your records are damaged by fire at your premises if they not in a fire resistant safe or cabinet
- Book debts if your business permanently stops, is wound up, is in administration
- Book debts if there is bankruptcy order, Company Voluntary Arrangement or Individual Voluntary Arrangement

## SECTION 6 LOST DRINKS LICENCE

### Significant features & benefits

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

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

- 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 you are entitled to compensation under legislation
- Compulsory purchase, town or county planning improvement or redevelopment order
- Failure to keep your 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, packing materials, trolleys, chains and ropes connected to your business are stolen or damaged while:

- In a road vehicle you own or use or in 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

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## 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 connected with 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 of money
- Unauthorised use of cards connected with your business

### Significant exclusions or limitations

- Money lost in transit
- Money stolen from your premises or your or an authorised person's home unless it involves force or a violent act
- Money stolen in transit if the amount carried 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 or an authorised person's home or a usual supplier's premises
- Theft in transit between the premises, your or an authorised person's home or your bank 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 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.

Benefits if, while carrying out an activity connected with your business, 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

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- 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

Please refer to Irwell Insurance Company's – Combined Liability and Legal Protection Insurance Summary

[theretailmutual.com/insurancedocuments/](http://theretailmutual.com/insurancedocuments/)

## SECTION 11 PUBLIC AND PRODUCTS LIABILITY

Please refer to Irwell Insurance Company's – Combined Liability and Legal Protection Insurance Summary

[theretailmutual.com/insurancedocuments/](http://theretailmutual.com/insurancedocuments/)

## SECTION 12 PROPERTY OWNERS' LIABILITY

Please refer to Irwell Insurance Company's – Combined Liability and Legal Protection Insurance Summary

[theretailmutual.com/insurancedocuments/](http://theretailmutual.com/insurancedocuments/)

## 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 and covered 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 independent audit
- Transactions over £1,000 to be authorised by 2 persons
- Stock take every 6 months

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## SECTION 14 LOST RENT AND ALTERNATIVE ACCOMMODATION

### 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 as a result of a covered event.

### Significant exclusions or limitations

- Rent lost from a tenant of the whole property