Ikovrilo

# Commercial Combined

# Product Summary

This product offers a variety of benefits designed to support your business, including sector-specific optional covers that can be tailored to your requirements. This document provides a high-level summary of the key features, benefits, significant exclusions and limitations of the Kovrilo Commercial Combined policy and does not include the full terms and conditions. Brokers must review the full Policy Wording, Schedule, and endorsements to ensure the product meets the client's needs and intended cover requirements. This product is designed for UK-domiciled commercial SME customers and is distributed exclusively via FCA-regulated insurance brokers. This document is provided for information only and does not constitute advice or a recommendation. Brokers are responsible for assessing customer needs and ensuring suitability. The tables below do not list every exclusion or limitation. Please refer to the full Policy Wording for comprehensive details.

Sections 1-13 are underwritten by Accelerant Insurance UK Limited and issued under delegated authority granted to Kovrilo Limited, an Appointed Representative of Mission Underwriting UK Limited. Section 14 is administered by ARAG plc and issued under delegated authority granted to Kovrilo Limited, an Appointed Representative of Mission Underwriting UK Limited. Section 15 Qlaims Limited for and on behalf of Great American International Insurance (UK) Limited, registered at One Temple Quay, Temple Back East, Bristol, BS1 6DZ and is registered in England as Company Number 02714031. The company is authorised by the Prudential Regulation Authority and regulated by the Prudential Regulation Authority and the Financial Conduct Authority (FRN202874). Sections 16-17 are underwritten by HSB Engineering Insurance Limited, registered in England and Wales: 02396114, Chancery Place, 50 Brown Street, Manchester M2 2JT.

**Policy Duration**
This insurance is issued as an annual contract, renewable each year subject to the insurer's agreement.

**Right to Cancel**
You may cancel this policy within 14 days of receiving the policy documents or the start date of the policy, whichever is later. If you cancel within this period, you may receive a refund of premium, subject to any time on cover and applicable fees.

**Territorial Limits**
Unless otherwise stated in the relevant sections:

- All covers apply within the United Kingdom.
- Some optional covers may provide wider territorial limits where selected (e.g. Europe or worldwide).

**Helplines & Additional Services**
Please contact underwriting@kovrilo.com if you have any questions or queries.

**How to Make a Claim**
Should you need to report an incident to us or make a claim, please contact our specialist claims handler Qlaims Insurance, whose details are below. You may if you wish contact your insurance adviser and ask them to do this on your behalf.

Qlaims Limited
**t.** +44 20 4583 2675
**e.** info@qlaims.com

**In respect of Section 16 - Cyber claims**
You must report Your claim to either the person who arranged this insurance for You or to HSB Engineering Insurance Limited at:

- Telephone: +44(0)808 169 8084
- Or email the following address and state Commercial Enquiry in the subject line:
- HSBCyberIncident@cyberscout.com

**In respect of Section 17 – Equipment Breakdown claims**
You must report Your claim to either the person who arranged this insurance for You or to HSB Engineering Insurance Limited at:
Claims Department

- HSB Engineering Insurance Limited
- Chancery Place
- 50 Brown Street
- Manchester M2 2JT

Telephone: +44 (0) 330 100 3432 (Calls to this number are charged at the same standard landline rate as calls to 01 or 02 numbers.) Email: new.loss@hsbeil.com

**How to Make a Complaint**
If you are dissatisfied with any aspect of your policy or our service, please contact us at:
complaints@kovrilo.com

If you remain unhappy after our final response, you may be entitled to refer your complaint to the Financial Ombudsman Service, free of charge. By phone: 0808 109 8078

**Compensation Scheme**
Accelerant Insurance UK Limited, ARAG Legal Expenses Insurance Company Limited, Qlaims Limited and HSB Engineering Insurance Limited are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation if the insurer is unable to meet its obligations. Further information about the FSCS is available at www.fscs.org.uk.

**Keeping Your Cover Up to Date**
You should review your insurance cover regularly to ensure it remains adequate for your business needs, particularly if your circumstances change.

| Section 1 – Material Damage | |
|---|---|
| **Key Benefits** | **Significant Exclusions and Limitations** |
| Covers physical damage to buildings, stock, contents, fixtures and fittings. | Gradual deterioration, rust, corrosion or rot. |
| Includes damage from insured perils such as fire, storm, flood, escape of water, theft, and impact. | Wear and tear or inherent defects. |
| Optional extensions available for accidental damage and subsidence. | Theft without forcible or violent entry. |
| | Property in the open not adequately secured. |

| Section 2 – Specified All Risks | |
|---|---|
| **Key Benefits** | **Significant Exclusions and Limitations** |
| Cover for specified items against accidental loss or damage. | Mysterious disappearance or unexplained loss. |
| Territorial limits typically include the UK, with optional worldwide cover. | Losses caused by cleaning, maintenance or misuse. |
| Ideal for portable equipment like laptops, tools, or mobile assets. | Gradual operating conditions or wear and tear. |

| Section 3 – Business Interruption | |
|---|---|
| **Key Benefits** | **Significant Exclusions and Limitations** |
| Compensation for loss of gross profit or revenue due to property damage. | Loss not resulting from insured damage. |
| Covers increased cost of working and loss of rent. | Poor record keeping. |
| Optional cover for denial of access or public utilities failure. | Uninsured causes of interruption (unless extended). |

| Section 4 – Loss of Business Money | |
|---|---|
| **Key Benefits** | **Significant Exclusions and Limitations** |
| Covers loss of business money in transit, on premises, or in safe. | Losses from unattended or unlocked vehicles. |
| Includes personal accident cover for employees handling money. | Employee fraud unless otherwise covered. |
| Replacement of damaged safes and strongrooms. | Shortages from errors in accounting. |

| Section 5 – Personal Accident | |
|---|---|
| **Key Benefits** | **Significant Exclusions and Limitations** |
| Lump sum and weekly benefit payments for accidental bodily injury. | Participation in hazardous sports. |
| Coverage includes death, permanent disability, and temporary total disablement. | Pre-existing medical conditions. |
| Covers employees during working hours and commuting. | Injury resulting from alcohol or drug use. |

| Section 6 – Loss of License | |
|---|---|
| **Key Benefits** | **Significant Exclusions and Limitations** |
| Covers reduction in value of premises due to loss of licence. | Licence loss due to criminal acts or negligence. |
| Includes loss of income from business interruption. | Voluntary surrender of licence. |
| Legal costs to appeal the withdrawal of licence. | Non-compliance with licensing conditions. |

| Section 7 – Deterioration of Stock | |
|---|---|
| **Key Benefits** | **Significant Exclusions and Limitations** |
| Spoilage of food stock due to breakdown or power failure. | Equipment not maintained or inspected. |
| Covers sudden and unforeseen failure of refrigeration equipment. | Age-related breakdown beyond specified limits. |
| Reimbursement for cleaning and sanitisation costs. | Damage caused by operator error. |

| Section 8 – Goods in Transit | |
|---|---|
| **Key Benefits** | **Significant Exclusions and Limitations** |
| Damage or loss to goods whilst being transported in owned or hired vehicles. | Inadequately packaged goods. |
| Includes loading and unloading risks. | Theft from unsecured vehicles. |
| Optional extensions for carriers' liability and overnight storage. | Delay or indirect losses. |

| Section 9 – Overnight Tools Cover | |
|---|---|
| **Key Benefits** | **Significant Exclusions and Limitations** |
| Theft, damage, or loss of handheld tools and portable equipment. | Theft from open or unlocked sites. |
| Cover extends to site locations and overnight vehicle storage (if secured). | Gradual damage or deterioration. |
| Option for replacement on a new-for-old basis. | Unexplained or inventory discrepancies. |
| | Specific postcode areas excluded. |

| Section 10 – Public Liability | |
|---|---|
| **Key Benefits** | **Significant Exclusions and Limitations** |
| Covers third-party injury or property damage claims from business activities. | Work at height above 10 metres or depth below 2 metres (unless declared). |
| Includes legal defence costs. | Liability from use of hazardous substances. |
| Optional extensions for heat work, products supplied, and overseas liability. | Claims arising from deliberate acts or known defects. |

| Section 11 – Products Liability | |
|---|---|
| **Key Benefits** | **Significant Exclusions and Limitations** |
| Injury or damage caused by products supplied, sold, or repaired. | Product recall expenses. |
| Covers legal defence costs and damages awarded. | Faulty design or manufacture. |
| Includes cover for exports (excl. USA/Canada unless agreed). | Goods knowingly supplied in breach of safety regulations. |

| Section 12 – Employers' Liability | |
|---|---|
| **Key Benefits** | **Significant Exclusions and Limitations** |
| Covers injury, illness, or disease to employees in the course of work. | Liability for non-employees. |
| Statutory £10 million indemnity limit. | Off-shore activities. |
| Legal defence costs included. | Motor claims under Road Traffic Act. |

| Section 13 – Terrorism | |
|---|---|
| **Key Benefits** | **Significant Exclusions and Limitations** |
| Covers insured property damage and BI caused by certified terrorism acts. | Cyber terrorism (unless extended). |
| Follows Pool Re or specified terrorism wording. | War, riot, or civil commotion. |
| Applicable within territorial limits. | Nuclear risks. |

| Section 14 – Essential Business Legal Expenses | |
|---|---|
| **Key Benefits** | **Significant Exclusions and Limitations** |
| Employment disputes, tax investigations, contract disputes. | Claims not reported within 180 days. |
| Criminal prosecution defence and statutory licence appeals. | Fines, penalties or costs awarded against the insured. |
| Access to 24/7 legal advice helpline. | Matters with less than 51% chance of success. |

| Section 15 – Claims Preparation | |
|---|---|
| **Key Benefits** | **Significant Exclusions and Limitations** |
| Handling correspondence in relation to the claim and prepare claim documentation. | Claims less than the claims threshold and cyber losses. |

| Section 16 – Cyber | |
|---|---|
| **Key Benefits** | **Significant Exclusions and Limitations** |
| Technical assistance, incident remediation, evidentiary support and claims filing assistance. | Any amounts exceeding the sums insured |
| Cyber Liability | Bodily injury |
| Data Breach Expense | War, cyber operation or cyber action |
| Computer System damage, data, extra cost and business income | |
| Cyber Crime | |

| Section 17 – Equipment Breakdown | |
|---|---|
| **Key Benefits** | **Significant Exclusions and Limitations** |
| Direct physical loss or damage and any specified consequential loss from an accident to covered equipment. | Depletion, deterioration, corrosion, erosion, wear and tear. |