



Property Owners
Policy Document
March 2021

Property Owners

A middle-aged man with grey hair and glasses is sitting at a desk, talking on a mobile phone. He is wearing a dark blue button-down shirt over a white t-shirt and khaki pants. A large red triangle is overlaid on the right side of the image. In the foreground, there is a document with a table of data. The table has several columns and rows of numbers and text, including a header row with 'PROPERTY' and 'OWNER'. The document is partially obscured by the man's arm and the red triangle.

PROPERTY	OWNER	...
100	100	...
200	200	...
300	300	...
400	400	...
500	500	...
600	600	...
700	700	...
800	800	...
900	900	...
1000	1000	...

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Welcome to AXA

Thank you for choosing AXA

Please read carefully all documents that **we** have provided and keep them in a safe place.

If **you** have any questions, need anything explained or believe this contract does not meet **your** needs, please contact **us** or **your** insurance broker.

Your policy

Your policy is divided into a number of sections. The sections of cover that apply are shown under **your** cover summary which is in the schedule. **Your** cover summary contains a list of sections available, but only those shown as 'insured' apply. Where a section does not apply **your** cover summary will state that it is 'not insured' and this section will not be included within the **policy**.

The **policy** describes the cover for which **we** have accepted **your** premium. The **policy** wording, schedule and any endorsements must be read together.

Your policy is renewable provided **we** agree to accept **your** premium for any subsequent **period of insurance**. A new schedule will be issued for each **period of insurance** showing any changes to **your** cover.

Throughout **your policy**, **we** use defined terms. Defined terms are used to explain what a word means and are highlighted in bold blue print. Headings have been used for **your** guidance to help **you** understand the cover provided. The headings do not form part of the contract.

Under the heading 'What is covered' **we** give information on the insurance provided. This must be read with 'What is not covered', the **policy** conditions and any conditions of cover that are applied to each section.

Under the heading 'What is not covered' **we** draw **your** attention to what is excluded from **your policy**.

Important Helpines

24-hour Claims Helpline	(01) 858 3233	If you need to make a claim please phone this number day or night.
Business Legal and Tax Helpline	(01) 865 8807	Our advice line provides fees confidential legal and tax advice.

Making a claim

All sections other than the legal expenses section.

If **you** need to make a claim please first check **your policy** to make sure **you** are covered. **You** must then follow the Claim notification and Claims procedures condition of pages 6-7 of this document, headed **policy** conditions.

For legal expenses please refer to the Legal expenses section of **your policy**.

Making a complaint

If **you** are not happy with the way a claim or any other matter has been dealt with, please read "Caring For **you**" on page 45 of this document.

AXA Insurance dac

Registered number 136155

Registered office Wolfe Tone House, Wolfe Tone Street, Dublin 1.

Meanings of defined terms

These meanings apply throughout **your policy**. If a word or phrase has a defined meaning it will be highlighted in bold blue print and will have the same meaning wherever it is used. There may be additional defined meanings in each section.

Business

The **business** described in **your** schedule including

- 1 the management and upkeep of **your property** and land at the same address
- 2 providing and managing facilities primarily used for fire prevention, safety or security at **your property**
- 3 private work completed with **your** prior consent by an **employed person** for **your** directors, partners or officers
- 4 the sale or disposal of **business** assets.

Employed person(s)

Anyone:

- 1 under a contract of service or apprenticeship with **you**
- 2 who is
 - a employed by **you** or for **you** on a labour only basis
 - b self employed
 - c hired to **you** or borrowed by **you** from another employer
 - d a voluntary helper or taking part in a work experience or training scheme and under **your** control or supervision.

Excess

The first amount of any claim or claims for which **you** are responsible.

Period of insurance

The period from the start date to the expiry date shown in **your** schedule.

Policy

The **policy** and schedule and any endorsements attached or issued.

Policy territories

Republic of Ireland, Northern Ireland, Great Britain, the Channel Islands and the Isle of Man.

Property

The **buildings** at the address(es) shown in **your** schedule.

We/us/our

AXA Insurance dac

You/your/yourself

Person(s), firm, company or organisation shown in **your** schedule as the insured.

Policy conditions

You must comply with the following conditions to have the full protection of **your policy**. If **you** do not comply then **we** may at **our** option take one or more of the following actions

- 1 Cancel **your policy**
- 2 Declare **your policy** void (treating **your policy** as if it had never existed)
- 3 Change the terms of **your policy**
- 4 Refuse to deal with all or part of any claim or reduce the amount of any claim payments.

There are additional conditions under each section of cover.

If **you** are unsure about any of these conditions or whether **you** need to notify **us** about any matter, please contact **us**.

Where **your policy** contains conditions that specify circumstances whereby non-compliance will mean that **you** will not receive payment for a claim **you** will be covered, and **we** will pay **your** claim, if **you** are able to prove that the non-compliance with the condition could not have increased the risk of the loss which actually occurred in the circumstances in which it occurred.

Arbitration

If there is a dispute, controversy or claim between **you** and **us** under this policy in respect of

- 1 the interpretation or application of any provision of The Contract of Insurance
- 2 **Our** liability under The Contract of Insurance to make a payment in respect of a claim made by you
- 3 the amount (if any) **we** offer to pay in respect of a claim or
- 4 any other matter relating to The Contract of Insurance such dispute controversy or claim shall within 12 months of the dispute, controversy or claim arising be referred to an arbitrator who will be jointly appointed in accordance with statutory provisions.

If **You** and **Us** cannot agree upon the joint appointment of an arbitrator, the President of the Incorporated Law Society of Ireland will make a decision upon the identity of the arbitrator and that decision will be final and binding on both parties.

If the dispute, controversy or claim is not referred to arbitration within 12 months **We** will assume **You** have abandoned the dispute, controversy or claim.

Business Failure condition

This **policy** will automatically cease if the Business is wound up, carried on by a liquidator or receiver, or permanently discontinued.

Cancellation condition

You can cancel the Policy within fourteen working days of the date of the first period of insurance which is the “cooling off period”.

If you cancel during the cooling off period, You will be entitled to a full return of the premium paid.

You may also cancel **your policy** at any other time during the **period of insurance**. **We** will refund part of the premium paid, proportionate to the unexpired **period of insurance**.

- 1 **We** can cancel **your policy** at any time during the **period of insurance** by giving 14 days written notice to **your** last known address.

We will refund part of the premium paid, proportionate to the unexpired **period of insurance** following cancellation.

- 2 **We** can cancel **your policy** immediately, without giving **you** notice if the premium has not been paid. If a claim has been made or there has been any incident likely to lead to a claim during the current **period of insurance**, the annual premium remains due in full.

We will only refund premium provided that no claim has been paid or is outstanding in the current **period of insurance**.

Cancellation of **your policy** will not affect any claims or rights **you** or **we** may have before the date of cancellation.

We do not have to offer renewal of **your policy** and cover will cease on the expiry date.

Change in risk condition

You must tell **us** as soon as possible during the **period of insurance** of any change

- 1 to the **business**
- 2 in the person, firm, company or organisation shown in **your** schedule as the insured
- 3 to the information **you** provided to **us** previously or any new information that increases the risk of loss as insured under any section of **your policy**.

Any change that was not within the reasonable scope of the agreed business may not be accepted by **us** and claims may not be paid. In this case **your policy** will come to an end from the date of the change unless **we** agree in writing to accept an alteration

We do not have to accept any request to vary **your policy** if it is deemed to change the scope of the agreed contract. If you wish to make any alteration to **your policy you** must disclose any change to the information **you** previously provided or any new information that could affect this insurance. If **we** accept any variation to **your policy**, an increase in the premium or different terms or conditions of cover may be required by **us**.

Claims notification condition

You must

- 1 promptly
 - a give **us** notice of any circumstances which might lead to a claim under **your policy**
 - b give **us** all the information **we** request
- 2 immediately
 - a on receipt send **us** every letter, court order, summons or other legal document served upon **you**
 - b tell **us** about any prosecution, inquest or fatal accident inquiry or dispute for referral to adjudication or court proceedings in connection with any potential claim under **your policy**
 - c notify An Garda Síochána of any loss or **damage** that has been caused by malicious persons, thieves, rioters, strikers or vandals.

If **you** do not comply with this condition **you** will not be covered and **we** will not pay **your** claim.

Claims procedures condition

- 1 **You** must take or allow others to take practical steps to prevent further injury, loss or **damage**, recover **property** lost and otherwise minimise the claim.
- 2 At **your** expense **you** must provide **us** with
 - a full details in writing of any injury, loss or **damage** and any further information or declaration **we** may reasonably require
 - b any assistance to enable **us** to settle or defend a claim
 - c details of any other relevant insurances.
- 3 **You** may not accept, negotiate, pay, settle, admit or repudiate any claim without **our** written consent.
- 4 Following a claim **you** must allow **us** or anyone authorised by **us**
 - a access to **premises**
 - b to take possession of, or request delivery to **us** of any **property** insured.
- 5 **You** may not abandon any **property** to **us**.
- 6 **We** will be allowed complete control of any proceedings and settlement of the claim.

We will not pay **your** claim where **you** have not complied with this condition.

Contractual duties and proportionate remedies condition

You have a duty prior to the start of **your** policy, prior to any variation made during the period of insurance and prior to each renewal, to respond to all questions posed by **us** with complete honesty and with reasonable care.

If **you** respond to the questions posed by **us** in a negligent manner, without complete honesty and/or reasonable care, then **we** can elect one of the following remedies:

We will avoid the contract and refuse all claims, if **we** would not have entered into this contract based on honest and accurate information. **We** will return any premium paid; or

We will treat **your policy** as if it had included the different terms (other than payment of the premium) that **we** would have imposed had you responded honestly to the questions posed to you; or

We will reduce proportionately any amount paid or payable in respect of a claim under **your policy** using the following formula. **We** will divide the premium actually charged by the premium which **we** would have charged had **you** responded honestly to questions posed to **you** and calculate this as a percentage. The same percentage figure will be applied to the full amount of the claim to arrive at the proportion of the claim to be paid or payable.

If **you** have fraudulently responded to any of **our** questions or have been involved in any fraudulent activity, relative to this contract, **we** will void this contract from the start of the **policy**. If there is an active claim, this too will be avoided

Fraud condition

You and anyone acting for **you** must not act in a fraudulent way.

If **you** or anyone acting for **you**:

- 1 knowingly makes a fraudulent or exaggerated claim under **your policy**;
- 2 knowingly makes a false statement in support of a claim (whether or not the claim itself is genuine); or
- 3 knowingly submit a false or forged document in support of a claim (whether or not the claim itself is genuine)

We will:

- a refuse to pay the claim
- b declare **your policy** void from the date of the fraudulent act without any refund of premiums.

We may also inform An Garda Siochana of the circumstances.

Instalments condition

If **you** fail to pay a premium instalment to **us** on the date due, this will result in **your policy** being cancelled from the date the missed instalment was due. **You** will not be entitled to any return of premium where this happens.

If a claim has been made or there has been any incident likely to lead to a claim during the current **period of insurance** the annual premium remains due in full.

Law applicable condition

This **policy** shall be governed by and construed in accordance with the laws of The Republic of Ireland.

Other insurance condition

If a claim is made under **your policy** and there is other insurance cover for which **you** are, or would be but for this **policy**, entitled to have a claim paid under the other insurance, **we** will at **our** option, either pay

- 1 a proportionate share of the claim
or
- 2 an amount beyond that which is or would be payable under the other insurance.

Reasonable care condition

You must take reasonable steps to

- 1 prevent or protect against injury, loss or **damage**
- 2 keep **your premises**, machinery, plant and equipment and all other **property** insured in good condition and in full working order
- 3 remedy any defect or any danger that becomes apparent, as soon as possible.
- 4 take all reasonable steps to comply with statutory requirements obligations and regulations imposed by any authority

If required by **us**, **you** must allow access to **your premises** and/or activities of **your business** to carry out inspection or survey. **You** must complete any risk improvements that **we** ask for, within a reasonable period of time advised by **us**.

We will not pay **your** claim where **you** have not complied with this condition.

Sanctions condition

This contract of insurance is subject to sanction, prohibition or restriction under United Nations resolutions. It is a condition of **your** policy that **we** will not provide cover, or pay any claim or provide any benefit under **your** policy to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose **us**, or **our** parent, subsidiary or any AXA group member company, to any trade or economic sanctions, or violate any laws or regulations of the Republic of Ireland the European Union, the United States of America or any other territory.

General Policy Exclusions

This policy does not cover

1 Changes in Water Table Level

This **policy** does not cover any **damage** or consequential loss attributable solely to change in the water table level.

2 Date Recognition

Any claim directly or indirectly caused by or contributed to by or arising from the failure of any computer or other equipment data processing service product microchip micro-processor integrated circuit embedded chip or similar device computer software program or process or any other electronic system or any design or advice in connection with any of the foregoing irrespective of ownership possession or use and whether occurring before during or after the Year 2000

- i** correctly to recognise any date as its true calendar date
- ii** to capture save or retain and/or correctly to manipulate interpret or process any data or information or command or instruction as a result of treating any date otherwise than as its true calendar date
- iii** to capture save or retain or correctly to process any data as a result of the operation of any command which has been programmed into any computer software being a command which causes the loss of data or the inability to capture save retain or correctly to process such data on or after any date

but this shall not exclude in respect of insured sections subsequent loss or **damage** not otherwise excluded which itself results from fire lightning explosion theft aircraft or other aerial devices or articles dropped therefrom riot civil commotion strikers locked out workers persons taking part in labour disturbances malicious persons earthquake storm flood escape of water from any tank apparatus or pipe or impact by any road vehicle or animal provided such contingency is insured by these Sections.

3 Electrical Plant

Damage to or destruction of any electrical plant or electrical appliance such as dynamo transformer motor or other working electrical machinery apparatus or fittings directly caused by its own over-running short-circuiting excessive pressure or self-heating but should fire extend to and **damage** or destroy any other part of the plant or appliances or other **Property** Insured hereby such **damage** or destruction is not excluded by the **policy**.

4 Heat Processes

Loss or **damage** to **property** due to its undergoing any process necessarily involving application of heat.

5 Northern Ireland Exclusion

Loss destruction or **damage** in Northern Ireland occasioned by or happening through or in consequence directly or indirectly of

- i** riot civil commotion and (except in respect of loss or **damage** by fire or explosion) strikers locked-out workers or persons taking part in labour disturbances or malicious persons
- ii** Terrorism as defined in the Terrorism Exclusion

In any action suit or other proceedings where the Business is wound up, carried on by a liquidator or receiver, or permanently discontinued. **We** allege that by reason of this definition any loss or **damage** is not covered by this **policy** the burden of proving that such loss or **damage** is covered shall be upon **you**.

6 Pollution and Contamination (not applicable to Liabilities Section)

This **policy** does not cover loss destruction **damage** consequential loss or liability caused by or arising from **pollution** or contamination except (unless otherwise excluded) destruction of or **damage** to the **property** insured caused by

- a** **pollution** or contamination which itself results from a contingency hereby insured against

- b** any contingency hereby insured against which itself results from **pollution** or contamination.

7 **Pressure Waves**

Loss destruction or **damage** directly occasioned by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds.

8 **Requisition or Confiscation of Property**

Loss or **damage** occasioned by or happening through confiscation or requisition or destruction by order of the Government or any Public Authority.

9 **Electronic risks exclusion**

We will not cover you for any liability or losses directly or indirectly caused by contributed to by or arising from or occasioned by or resulting from

- 1 **damage** to or the destruction of any **computer systems**; or
- 2 any alteration, modification, distortion, erasure or corruption of **electronic data** in each case whether **your** property or not, where such loss is directly or indirectly caused by or contributed to by or arising from or occasioned by or resulting from a **virus or similar mechanism** or **hacking** or **phishing** or **denial of service attack**.

Additional Definitions are:

Computer systems

Computer or other equipment or component or system or item which processes, stores, transmits or receives **data**.

Damage

Damage Accidental loss, destruction or damage.

Electronic Data

Electronic data shall mean facts, concepts and information converted to a form useable for communications, interpretation or processing by electronic and electromechanical data processing or electronically controlled equipment and includes programs, software and other coded instructions for the processing and manipulation of data or the direction and manipulation of such equipment.

Denial of service attack

Any actions or instructions constructed or generated with the ability to damage, interfere with or otherwise affect the availability or performance of networks, network services, network connectivity or computer systems. Denial of service attacks include, but are not limited to, the generation of excess traffic into network addresses, the exploitation of system or network weaknesses, the generation of excess or non-genuine traffic between and amongst networks and the procurement of such actions or instructions by other computer systems.

Hacking

Unauthorised access to any computer systems, whether your property or not.

Phishing

Any access or attempted access to data made by means of misrepresentation or deception.

10 **Terrorism Exclusion**

Loss **damage** cost or expense of whatsoever nature (except so far as is necessary to meet the requirements of the Road Traffic Legislation) directly or indirectly caused by resulting from or in connection with:

- 1 Any act of Terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss
- 2 Any action taken in controlling preventing suppressing or in any way relating to any act of Terrorism

If **We** allege that by reason of this Exception any loss **damage** cost or expense is not covered by this **policy** the burden of proving the contrary shall be upon **you**. In the event any portion of this Exception is found to be invalid or unenforceable the remainder shall remain in full force and effect.

Definition – Terrorism

For the purpose of this Exception an act of Terrorism shall mean an act including but not limited to the use of force or violence and or threat thereof of any person or group(s) of persons whether acting alone or on behalf of or in connection with any organisation(s) or government(s) committed for political religious ideological or similar purposes including the intention to influence any government and/or put the public or any section of the public in fear.

11 War and Nuclear Risks

- 1** loss or destruction of or **damage** to any **property** whatsoever or any loss or expense whatsoever resulting or arising therefrom or any consequential loss or legal liability of whatsoever nature directly or indirectly caused by or arising from
 - i** ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
 - ii** the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
- 2** any contingency occasioned by or happening through war invasion act of foreign enemy hostilities (whether war be declared or not) civil war rebellion revolution insurrection or military or usurped power.

All operational and non-operational nuclear facilities are excluded

Material Damage section

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Meaning of defined terms

These meanings apply within **your** Material **damage** section. If a word or phrase has a defined meaning it will be highlighted in bold blue print and will have the same meaning wherever it is used in this section. The meaning of defined terms that apply throughout **your policy**, and not just this section, can be found on page 5 of **your policy**.

Building(s)

The **buildings** at the **property** shown in **your** schedule including:

- 1 landlords fixtures and fittings forming a permanent part of the structure
- 2 outbuildings, annexes, private garages, gangways, foundations or footings, swimming pools, tennis courts, squash courts, walls, gates, fences and hedges
- 3 yards, car parks, roads, pavements, paved terraces, patios, paths, drives
- 4 underground pipes and cables belonging to **you** or which **you** are responsible for
- 5 tenants improvements which **you** are responsible for
- 6 fixed glass in windows, doors, fanlights, skylights,
- 7 partitions and fixed sanitaryware.

Contents

Fixtures and fittings at the **property** not forming a permanent part of the structure, furniture, furnishings, utensils and domestic appliances belonging to **you** or for which **you** are responsible as landlord but excluding

- a curios works of art antiques sculptures or rare books where the value of any one article exceeds €750
- b **property** more specifically insured.

Consequential loss

Loss, resulting from interruption of or interference with the **business** as a result of **damage** to **property** used by **you**, at the **property**, for the purpose of the **business**.

Damage/Damaged

Accidental physical loss, destruction or **damage**.

Empty

Wholly unoccupied, mainly unoccupied or not in use by **you** or any of **your** tenants for more than 30 consecutive days.

Flood

Damage caused by

- 1 the escape of water from the normal confines of any natural or artificial water course, lake, reservoir, canal, drain or dam
- 2 inundation from the sea
- 3 inundation by rainwater or rainwater induced run off other than where the inundation is solely caused by or solely results from ingress of rainwater through or via the roof of the **building**.

Standard construction

Brick stone or concrete built and roofed with slates tiles metal concrete asphalt or sheet or slabs composed entirely of incombustible mineral ingredients and plastic roof-lights.

Terrorism

An act of Terrorism shall mean an act including but not limited to the use of force or violence and or threat thereof of any person or group(s) of persons whether acting alone or on behalf of or in connection with any organisation(s) or government(s) committed for political religious ideological or similar purposes including the intention to influence any government and/or put the public or any section of the public in fear.

Vermin

Rats, mice, squirrels, owls, pigeons, foxes, bees and wasps or hornets.

✓ What is covered

Material Damage cover

We will cover **you** for **damage** by any of the following Contingencies occurring during the **period of insurance** to any of the **property** detailed in **your** schedule. **We** will pay **you** for the value of the **property** at the time of its **damage** or for the amount of the **damage**, or at **our** option reinstate or replace the **property** or any part of it in accordance with the following Basis of claims settlement.

Basis of claims settlement - Reinstatement

In the **event** of **damage** to **buildings** Insured, the basis upon which **we** will calculate the amount **we** will pay for any claim will be the reinstatement of the **property** lost, destroyed or **damaged**, as follows

Where such **property** Insured is

- i lost or destroyed, **we** will pay for its rebuilding or replacement by similar **property** in a condition as good as, but not better or more extensive than, its condition when new
- ii **damaged**, **we** will pay for replacement or repair of the **damaged** portion to a condition as good as, but not better or more extensive than, its condition when new.

However, **we** will not pay more than **we** would have done if the **property** has been completely destroyed and **we** will take off an amount for wear and tear if the **buildings** are in a poor state of repair or decoration.

The work of reinstatement

- i may be carried out on another site and in a manner suitable to **your** needs, but this must not increase **our** liability
- ii must begin and be carried out as quickly as possible.

The following condition of Average will apply. If the Sum Insured at the time the **damage** occurred is less than the value of the property Insured at the time of rebuilding or replacement, the amount payable will be proportionately reduced and **you** will be liable to bear a proportionate share of the loss.

We will not make payment

- i until **you** have incurred the cost of replacing or repairing the **property Insured**
- ii if **you**, or someone acting on **your** behalf, have insured the property under another policy which does not have a similar basis of reinstatement
- iii if **you** do not comply with any of the terms of this clause.

Contingencies

- 1 Fire excluding **damage** caused to any of the **property** insured by

- i** explosion resulting from fire
 - ii** earthquake or subterranean fire
 - iii** its own spontaneous fermentation or heating
 - iv** its undergoing any heating process or any process involving the application of heat
- 2** Lightning
- 3 a** Explosion
- i** of boilers used for domestic purposes only
 - ii** of any boilers or economisers at the **premises**
 - iii** of gas used for domestic purposes only
- but excluding **damage** caused by explosion as a result of earthquake or subterranean fire.
- b** Explosion excluding **damage**
- i** caused by or consisting of the bursting of a boiler, economiser or other vessel, machine or apparatus used for non domestic purposes where internal pressure is due to steam only and belonging to or under **your** control
 - ii** in respect of and originating in any vessel, machinery or apparatus or its **contents** belonging to **you** or under **your** control which requires examination to comply with any statutory regulations, unless that vessel, machinery or apparatus is covered by a **policy** or other contract providing the required inspection service
 - iii** by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds.
- 4** Aircraft or other aerial devices or articles dropped from them, excluding **damage** by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds.
- 5** Riot, civil commotion, strikers, locked-out workers or persons taking part in labour disturbances or malicious persons excluding **damage**
- a** arising from confiscation, requisition or destruction by order of the government or any public authority
 - b** arising from cessation of work
- c** (other than by fire or explosion) directly caused by malicious persons not acting on behalf of or in connection with any political organisation
 - i** **damage** by theft
 - ii** **damage** where any **building** is **empty**
 - iii** the **excess** of €300 for each and every claim in respect of each separate **premises**.
- 6** Earthquake
- 7** Subterranean fire
- 8** Storm excluding
- a** **damage** by **flood** whether resulting from storm or otherwise
 - b** **damage** attributable solely to a change in the water table level
 - c** **damage** by frost, subsidence, ground heave or landslip
 - d** **damage** to movable **property** in the open, fences and gates
 - e** the **excess** of €300 for each and every claim in respect of each separate **premises**.
- 9 Flood** excluding
- a** **damage** attributable solely to a change in the water table level
 - b** **damage** by frost, subsidence, ground heave or landslip
 - c** **damage** to movable **property** in the open, fences and gates
 - d** the **excess** of €300 for each and every loss in respect of each separate **premises**.
- 10** Escape of water from any tank, apparatus or pipe excluding
- a** **damage** by water discharged or leaking from any automatic sprinkler installation
 - b** **damage** where any **building** is **empty**
 - c** caused by or consisting of wet or dry rot
 - d** the **excess** of €300 for each and every claim in respect of each separate **premises**.
- 11** Impact by any road vehicle (including goods falling from them) or animal excluding the first €300 of each and every loss in respect of each separate **premises**.
- 12** Theft or attempted theft

- a** involving entry to or exit from the **building(s)** or any part of the **building(s)** used by **you** at the **premises** by forcible and violent means
 - b** following assault or violence or threat of violence, to **you** or any of **your** partners, directors or employees or any member of **your** family, or any other person law fully at the **premises**
excluding
 - i** the **excess** of €300 for each and every claim in respect of each separate **premises**
 - ii** theft or attempted theft of **property** in the open or **property** not contained in a fully secured and locked **building**
 - iii** theft or attempted theft where any **building** is **empty**.
- 13** Accidental escape of water from any automatic sprinkler installation in the **building(s)** not caused by
 - a** freezing whilst the **building** is empty, if it is in **your** ownership or tenancy
 - b** explosion, earthquake, subterranean fire or heat caused by fire
- 14** Subsidence ground heave and landslip cover
Your schedule will show if this is covered. **We** will cover **you** for **damage** to the **property** insured caused by subsidence, ground heave or landslip of any part of the site on which the **building(s)** stands, but **we** will not cover
 - a** **damage** to yards, car parks, roads, pavements, walls, gates and fences unless a **building** covered under this section is also **damaged** at the same time by the same contingency
 - b** **damage** caused by or consisting of
 - i** the normal settlement or bedding down of new structures
 - ii** the settlement or movement of made-up ground
 - iii** coastal or river erosion
 - iv** defective design or workmanship or the use of defective materials
 - v** fire, subterranean fire, explosion, earthquake or the escape of water from any tank, apparatus or pipe
 - c** **damage** which originated before the start of this cover

- d** **damage** resulting from
 - i** demolition, construction, structural alteration or repair of any **property**or
 - ii** ground works or excavation
- e** the **excess** of €2,500 for each and every claim in respect of each separate **premises**

Special conditions applicable to Subsidence ground heave and landslip cover

- a** You must notify us as soon as possible if you become aware of any demolition, ground works, excavation or construction being carried out on any adjoining site and we will then have the right to vary the terms or cancel the cover.

If **you** do not comply with this condition **you** will not be covered and **we** will not pay **your** claim for subsidence, ground heave or landslip.

- 15** Destruction or damage by fire only of or to coal coke and wood caused by its own spontaneous fermentation heating or combustion provided there is nothing contained to the contrary in the contingencies.
- 16** Escape of oil from any fixed heating installation excluding
 - a** **damage** where any **building** is **empty**
 - b** the **excess** of €300 for each and every claim in respect of each separate **premises**.
- 17** Any other **damage** occurring at **your premises** excluding
 - a** **damage** which is excluded under Contingencies 1 to 16 or under optional Contingency if covered or under 'What is not covered' of the Material **damage** section
 - b** **damage** caused by or resulting from
 - i** wear and tear, the action of light or atmosphere, moths, **vermin** or insects
 - ii** any process of cleaning, dyeing, restoring, adjusting, repairing, cutting, preparation or fitting
 - iii** corrosion, rust, dampness, deterioration, dryness, wet or dry rot, shrinkage, marring, or scratching
 - iv** wind, rain, hail, sleet, snow, dust or theft to boundary walls, gates, fences or moveable **property** in the open

- v subsidence, ground heave or landslide of any part of the site on which the **building(s)** stands
- vi the normal settlement or bedding down of new structures
- c **damage to property** caused by or consisting of
 - i inherent fault or defect, modification of flavour, colour or structure undiscovered defect, gradual deterioration, frost, change in water table level, faulty or defective design or materials or anything that happens gradually over time
 - ii faulty or defective workmanship, operational error or omission by **you** or any of **your** employees.

But **we** will pay **you** for subsequent **damage** which results from an insured contingency covered elsewhere in the section

- a the collapse or cracking of **building(s)**
- b the cost of normal maintenance, redecoration or repair
- c **damage** caused by or consisting of
 - i mechanical or electrical breakdown or derangement of the particular machine, apparatus or equipment where the breakdown or derangement originates
 - ii joint leakage, failure of welds, cracking, fracturing, collapse or overheating of boilers, economisers, super heaters, pressure vessels or any range of steam and feed piping in connection with them.

But **we** will pay **you** for subsequent **damage** which results from an insured contingency covered elsewhere in the section

- d the **excess** of €300 for each and every claim.

Limit of cover

The most **we** will pay **you** for any item covered by this section is the sum insured shown in **your** schedule for buildings.

Extensions of cover

Alternative residential accommodation cover

If a residential building or residential portion of a building is made uninhabitable or access to it is prevented by damage insured under this section, we will pay for:

- a loss of rent receivable as defined in the Rental Income section of this Policy
- b the reasonable additional costs of comparable accommodation until the building is inhabitable or accessible.

The maximum We will pay in respect of any claim is 25% of the Sum Insured on the building in which the Residential Unit is contained. Payments will cease once reinstatement is complete.

Provided that this cover is not insured elsewhere.

Architects, surveyors, legal and consulting engineers fees cover

We will pay **you** for architects, surveyors, legal and consulting engineers fees necessarily incurred with **our** written consent in the reinstatement or repair of the **property** as a result of its **damage**, but not for preparing any claim.

These costs are part of the overall building sum insured and our liability will not exceed the building sum insured noted in the policy schedule.

Cables and underground pipes cover

We will pay **you** for the costs incurred following **damage** (which **you** are responsible for) to fuel or oil pipes, cables (including overhead electricity and telephone cables), septic tanks and associated pipes, underground pipes and drains (including inspection covers) on the **property** or connecting the **property** to the public mains. The most **we** will pay for any one claim under this cover is €2,000.

Capital additions cover

We will cover **you** for

- 1 any newly acquired or newly erected **property** or **property** under construction (excluding any **property** which a **building** contractor is responsible for) which is not insured elsewhere
- and

- alterations, additions and improvements to **property** but not for any appreciation in value anywhere within the **policy territories**.

Provided that

- you** give us details of the additions as soon as possible and **you** will ensure specific insurance is arranged with us from the date **you** became responsible
- the provisions of this cover will be fully maintained in addition to any specific insurance effected under a above.

The most **we** will pay under this cover for any one location is 20% of the total sum insured under this section or €650,000 whichever is lower.

Contents of Common Parts

This term includes **contents** and furnishings owned by **you** or for which **you** are responsible whilst contained in the common parts of the **Property Insured**.

We will not indemnify **you** in respect of

- china or other fragile or brittle objects exceeding €750
- computers and data processing equipment
- curios, rare books, works of art or articles of antique furniture exceeding €750 in value any one article

unless specifically mentioned as insured in The Schedule.

The most we will pay is €25,000 any one claim.

Condition of average waiver cover

In the event of a claim we agree to waive the condition of average under the basis of settlement of this section providing

- you** can give us documentary evidence of a professional valuation/revaluation by a surveyor registered with the Society of Chartered Surveyors of Ireland made no more than three years before the **damage**
- the declared value is based on the valuations/revaluations at each renewal.

In the event of any undisclosed structural alterations or additions, this waiver will not be valid until a subsequent revaluation has been completed and the declared value is amended accordingly.

Contract Works

The insurance by each **buildings** item extends to include Contract Works to the extent to which **you** have contracted to arrange cover. This clause shall only apply in so far as the Contract Works are not otherwise insured and excludes the amount of **excess** being €300.

The most we will pay for any one claim under this section is €50,000.

Designation

For the purposes of determining where necessary the heading under which any **property** is insured **we** agree to accept the designation under which such **property** has been entered in **your** books.

Drains clearance cover

We will cover **you** for the costs and expenses necessarily and reasonably incurred by **you** in clearing, cleaning and/or repairing drains, gutters and/or sewers to **your** premises for which **you** are legally responsible, following **damage** to **your** premises.

European Community and public authorities cover

The cover for **building(s)** and **contents** also includes the additional cost of reinstatement that may be incurred solely due to the necessity to comply with the stipulations of

- European Union Legislation.
- Act of the Oireachtas.
- Bye-Laws of any Public Authority

We will not indemnify **you** in respect of 1

- Costs incurred
 - in respect of loss or **damage** not insured by this Section
 - where notice was served on **you** before the loss or **damage** occurred
 - where an existing requirement must be completed within a stipulated period
 - for **property** or parts of the **property**, other than foundations (unless foundations are specifically excluded), which have not suffered loss or **damage**.
- any charge or assessment arising from capital appreciation following compliance with any legislation or Bye-Law.

The reinstatement of the **Property** Insured

- 1** must begin and be carried out as quickly as possible
- 2** may be carried out on another site and in a manner suitable to **your** needs but this must not increase **our** liability.

Our liability for any one claim shall not exceed the insured shown for each premises in **your** schedule.

Eviction of squatters expenses cover

We will cover **you** for legal expenses that **you** incur in pursuit of proceedings to evict squatters from **your property** with **our** prior written consent provided that such loss is not insured elsewhere. The most **we** will pay for any one claim under this cover is €7,500.

Fire Brigade Charges

We will pay for fire brigade attendance fees charged by any local authority to **you** following **damage** at **your** premises caused by fire provided

- a** the brigade arrive at **your** premises
- b** the **damage** results in a loss payable under this Section

The maximum **we** will pay is €25,000 any one occurrence.

Extinguishment and alarm resetting expenses cover

We will pay **you** for the cost of replacing and/or replenishing extinguishment materials when **you**, **your** employees or the fire brigade attempt to extinguish or minimise loss by fire. Provided that the costs and expenses cannot be recovered from the public authority responsible.

The most **we** will pay for any one claim under this cover is €7,500.

Fly Tipping

We will cover **you** for the costs and expenses that **you** incur in removing **property** illegally deposited at **your property**.

The most **we** will pay is €5,000

Excluding

- a** the removal of **property** that was illegally deposited before the inception of this **policy**.
- b** the first €500 in respect of each and every claim.

Glass breakage cover

We will, at **our** option, pay for or make good any breakage or malicious scratching of all internal or external fixed glass and fixed mirrors, belonging to **you** or for which **you** are responsible at the **property**. Provided that the glass and mirrors are in good condition and free from **damage** at the start of this **policy**. **We** will also pay for the cost of

- 1** boarding up and repair to associated framework, reasonably incurred as a result of an insured breakage. **You** may instruct builders or glaziers to board up where necessary without **our** prior consent
- 2** removal or replacement of fixtures and fittings which may be necessary in connection with the replacement of the glass.

Illegal cultivation of drugs cover

We will cover **you** for the clean up costs and remedial works from the use of the **property** for the manufacture, cultivation, harvesting or processing by any other method of drugs classed as controlled substances under the Misuse of Drugs Act 1977 & 1984.

Provided that **you**

- 1** carry out internal and external inspections of the **buildings** at least every 3 months or as frequently as permitted under the tenancy agreement and
 - a** maintain a log of those inspections and retain that log for at least 24 months
 - b** carry out a 6 monthly management check of the inspections log
- 2** obtain satisfactory credit references from a licensed Credit Referencing Agency prior to granting the tenancy with the tenant having given permission for this information to be released in the event of a claim.
- 3** obtain and record details of **your** tenant's bank account and verify those details by receiving rental payments from that account
- 4** obtain and record a written formal identification of any prospective tenant
- 5** do not permit any sub-letting of **your property**.

If **you** do not comply with the above conditions **you** will not be covered and **we** will not pay **your** claim.

The most **we** will pay in any **one period** of insurance under this cover is €2,000.

Inadvertent Omission to Insure

The insurance extends to include any **building** within the **territorial limits** which **you** own or which **you** are responsible to insure which **you** have inadvertently failed to insure under this **policy**

- a** as soon as practicably possible after becoming aware of any **building** not insured **you** shall arrange insurance with **us** with effect from inception of this **policy** or the date upon which the insurance should have been arranged whichever is the later and pay the appropriate additional premium.
- b** this clause shall only be effective if **we** are the sole provider of **buildings** insurance in respect of **your** properties owned in connection with the **business** as defined in the **Schedule** and where **you** have an obligation to arrange such insurance.

The most **we** will pay for any one claim at any single premises is €650,000

Landscaped gardens cover

We will pay **you** for the cost of restoring any **damage** caused by the emergency services to landscaped gardens, which **you** are responsible for, when the emergency services are attending the **property** as a result of **damage**.

The most **we** will pay for any one claim for **damage** under this cover is €25,000.

Loss minimisation and prevention expenditure cover

We will pay the costs and expenses necessarily and reasonably incurred by **you** or on **your** behalf to

- 1** prevent or minimise further **damage** at the premises
- 2** prevent **damage** threatened by the illegal deposit of combustible **property** in on or around the premises.

Provided that these costs are

- a** as a direct result of or directly related to the **damage** or threatened **damage**
- b** not more specifically insured under this or any other **policy**, bond, indemnity security or other legally binding contract
- c** incurred with **our** consent for any amount greater than €2,500 any one loss.

Provided that

- i** **you** will be responsible for the first 10% of all costs payable or €350 whichever is the greater
- ii** the most **we** will pay for this cover is €15,000 in any one **period of insurance**.

Loss of keys cover

We will pay **you** for the cost of replacing external door locks after the loss of keys. Cover will extend to include replacement locks where there is reasonable evidence that keys have been duplicated by an unauthorised person.

The most **we** will pay for any one claim under this cover is €5,000.

Loss of market value cover

We agree that

- 1** if **you** elect not to repair or rebuild the **buildings**, **we** will pay **you** the reduction in the market value of the **buildings** immediately following the **damage** but not exceeding the amount which would have been payable had the **buildings** been repaired or rebuilt
- 2** if as a result of **damage** **you** are required to rebuild or reinstate the **buildings** in a manner different from that immediately before the **damage** solely to comply with the Stipulations (as defined in the European Community and public authorities cover) and as a result there is reduction in market value of the **buildings** **we** agree to pay
 - a** the cost of repairing or reinstating the **buildings**
 - b** a cash settlement representing the reduction in market value so that the total payment made is no greater than the amount that would have been payable had the **buildings** been repaired or reinstated in an identical manner to their condition immediately before the **damage**.

Provided that the total amount recoverable under any item of the **policy** will not exceed its sum insured.

Malicious damage and theft by tenants cover

We will cover **you** for malicious **damage** and loss by theft caused by **your** tenants provided that **you**

- 1** carry out internal and external inspections of the **buildings** at least every 3 months or as frequently as is permitted under the tenancy agreement and

- a** maintain a log of those inspections and retain that log for at least 24 months
 - b** carry out a 6 monthly management check of the inspections log
- 2** obtain satisfactory credit references from a licensed Credit Referencing Agency prior to granting the tenancy with the tenant having given permission for this information to be released in the event of a claim
- 3** obtain and record details of **your** tenant's bank account and verify those details by receiving rental payments from that account
- 4** obtain and retain a written formal identification of any prospective tenant
- 5** do not permit any sub-letting of **your property**

If **you** do not comply with the above conditions **you** will not be covered and **we** will not pay **your** claim.

We will not pay **you** under this cover for

- 1** any amount recovered from the tenant or legally recoverable from the tenant whether recovered or not
- 2 damage** occurring
 - a** where the tenancy agreement is for 90 days or less
 - b** while the **building** is **empty**
- 3 damage** caused by
 - a** chewing, scratching, tearing or fouling by domestic pets
 - b your** employees.

The most **we** will pay in any one **period of insurance** under this cover is €5,000.

Mortgagees and other interests cover

The interest of the leaseholder(s), mortgagee(s) and tenant(s) in the individual portions of the **property** is noted and should be advised to **us** in the **event** of a claim.

In addition, **your** interest or the interest of the mortgagee(s) under this insurance will not be prejudiced by any act or neglect of the occupiers or mortgagors of any **buildings** where the risk of **damage** is increased without **your** or the mortgagees authority or knowledge. Provided that once **you** or the mortgagees are aware of the increased risk, **you** must give **us** written notice as soon as possible and pay any additional premium that **we** may require.

Non-invalidation cover

Your interest or the interest of the mortgagee(s) under this insurance will not be prejudiced by any act or neglect of the occupiers or mortgagors of any **property** where the risk of **damage** is increased without **your** or the mortgagees authority or knowledge. Provided that once **you** or the mortgagees are aware of the increased risk, **you** must give **us** written notice as soon as possible and pay any additional premium that **we** may require.

Reinstatement of sum insured after loss cover

In the **event** of loss, the sum insured by this section will be automatically reinstated from the date of the loss, unless **we** or **you** give written notice to the contrary.

Provided that in the **event** of reinstatement **you** will always

- a** pay the necessary premiums that may be required for the reinstatement, from the date of reinstatement
- b** apply any additional risk improvements which we may reasonably require.

Reinstatement to match cover

We will cover **you** for the cost of replacement or modification of non **damaged** parts of the **buildings** that form part of a suite, common design or function where the **damage** is restricted to a clearly identifiable area or to a specific part.

Provided always that **our** liability will in no case exceed 10% of the declared value any one occurrence or the amount that would have been payable had the suite, common design or function been wholly destroyed, whichever is the less.

Removal of debris cover

We will pay **you** for the costs and expenses necessarily incurred by **you** with **our** consent in

- 1** removing debris from
- 2** dismantling and/or demolishing
- 3** shoring up or propping

the portion or portions of the **property** insured as a result of **damage**. **We** will not pay for costs or expenses

- a** incurred in removing debris except from the site of the **damaged property** and the area immediately adjacent to the site

- b** arising from **pollution** or contamination of **property** not insured by this section.

Our liability for **damage** and removal of debris shall not exceed in total the Sum Insured for buildings and contents as specified in the schedule.

Where there is a specific item in the Schedule for removal of debris **we** will pay for costs or expenses incurred in removing debris only to the extent described in such item in the schedule and **our** liability shall not exceed the Sum Insured in respect of such item in respect of any one claim.

Removal of debris (tenants contents) cover

We will pay **you** for the irrecoverable costs and expenses (where they are not insured elsewhere) incurred by **you** with **our** consent to remove the debris of tenants **contents** following **damage**.

We will not cover for costs or expenses

- 1** incurred in removing debris except from the site of the damaged **property** and the area immediately adjacent to the site
- 2** arising from **pollution** or contamination of other **property** not insured by this section.

The most **we** will pay for any one claim under this cover is €5,000.

Removal of nests cover

We will pay **you** for any one claim for the cost of removing wasps, bees or hornets nests from the **property**.

The most **we** will pay for any one claim under this cover is €500.

Removal of Vermin

We will pay **you** for any one claim for the cost of removing **vermin** from the **property** where the removal is required by a local authority.

The most **we** will pay for any one claim under this cover is €1,000.

Seventy two hour cover

We will cover **you** for **damage** within 72 consecutive hours of and caused by the insured contingency of storm or flood as one claim, provided the insured Contingencies are covered by this section. **You** can decide when the 72 hour period starts as covered by this section, provided that **damage** occurred before the end of the period of insurance.

Subrogation waiver cover

In the **event** of a claim under this section **we** agree to waive any rights, remedies or relief which **we** might have become entitled by subrogation against

- 1** any company standing in relation of parent to subsidiary (or subsidiary to parent) to **you**
- 2** any company which is a subsidiary of a parent company of which **you** are a subsidiary in each case as defined by current law at the time of the **damage**
- 3** any tenant provided that
 - a** the **damage** did not result from a criminal, fraudulent or malicious act of the tenant
 - b** the tenant contributes to the cost of insuring the **property** against the event which caused the **damage**.

Temporary Removal

We will include any landlord's fixtures and fittings or other **property** within the definition of **building** whilst temporarily at other premises within the Territorial Limits for cleaning renovation or repair or other similar purposes and whilst in transit between the **buildings** and such temporary locations by road rail or inland waterway but only to the extent that the **property** is not otherwise insured.

The most **we** will pay is 15% of the sum insured in any one **period of insurance**.

Theft of building fabric cover

We will pay **you** for

- 1** **damage** to the external fabric of the **property** as a result of theft or attempted theft
- 2** **damage** following entry of rainwater as a result of theft or attempted theft of the external fabric of the **property**.

We will not cover the **excess** of €300 for each and every loss after the application of any average condition.

This cover does not apply to any **property** which is **empty**.

Trace and access cover

We will pay **you** for the reasonable costs that **you** incur in finding the source of **damage** and repairing it, caused by

- 1** the escape of water from any tank, apparatus or pipe

- 2 damage** to cables, underground pipes and drains providing services to the **property** and for which **you** are legally responsible.

The most **we** will pay for any one **property** in any one **period of insurance** under this cover is €25,000.

Tree felling or lopping cover

We will pay reasonable costs and expenses necessarily incurred in felling, lopping and removing trees for which **you** are legally responsible and which are an immediate threat to the safety of life or **property**.

Provided that **we** will not be liable:

- 1** for legal or local authority costs involved in removing trees
- 2** for costs incurred solely to comply with a preservation order
- 3** for the costs incurred in respect of routine maintenance.

The most **we** will pay under this cover is €500 any one claim and €2,500 in any one **period of insurance**.

Transfer of interest cover

If at the time of **damage you** have entered into a contract to sell **your** interest in the **property** and the sale has not but is subsequently completed, the purchaser will have the full protection of this section on exchange of contracts, provided it is not covered by any other insurance.

Unauthorised use of electricity, gas, oil and water cover

We will pay **you** for the charges that **you** are responsible for if gas, electricity, oil or water is discharged from a metered system, arising from unauthorised use by persons taking possession, keeping possession or occupying **property** without **your** authority.

Provided that **you** take all reasonable steps to terminate the unauthorised use as soon as it is discovered.

The most **we** will pay for any one claim under this cover is €15,000.

Value added tax (VAT) cover

We will pay **you** for VAT, paid by **you** in respect of **buildings**, which is not recoverable. Provided that

- 1 a** **your** liability for the tax arises as a result of the reinstatement or repair of the **property** following **damage**
 - b** **we** have paid or have agreed to pay for the **damage**
 - c** if any payment made by **us** is less than the actual cost of the reinstatement or repair of the **damage**, then any payment under this cover, resulting from that **damage**, will be reduced by the same proportion
- 2** **your** liability for VAT does not arise from the replacement **property** having a greater floor area, or being better or more extensive than the **damaged property**
- 3** where the **property** is reinstated on another site **our** liability will not be higher than the amount of VAT that would have been payable had the **property** been rebuilt on its original site
- 4** **our** liability does not include amounts **you** have paid as penalties or interest for non payment or late payment of VAT
- 5** **you** have taken all reasonable precautions to insure adequately for VAT liability at the start of this **policy** and at each subsequent renewal date.

For the purpose of any condition of average, reinstatement costs will be exclusive of VAT. **our** liability may be more than the sum insured for a **property** where the additional amount is solely as a result of VAT.

X What is not covered

Aircraft or aerial devices exclusion

We will not cover **damage** caused by or consisting of pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds.

Collapse exclusion

We will not cover **you** for **damage** to the **building** or structure caused by its own collapse or cracking other than for **damage** caused by a defined peril which is covered by this section.

Excess exclusion

We will not cover the **excess** of €300 on each and every claim under this section.

Faulty or defective workmanship exclusion

We will not cover **you** for **damage** caused by or consisting of faulty or defective workmanship, operational error or omission by **you**, any **employed persons** or anyone on **your** behalf, other than for **damage** caused by a defined peril which is covered by this section.

Fraud and dishonesty exclusion

We will not cover **damage** which results from acts of fraud or dishonesty by **you**, **your** employees or any other person who is responsible for the **property** or results from voluntarily parting with title or possession of any **property** as a result of a fraudulent scheme, trick, device or false claim. But **we** will cover subsequent **damage** which itself results from an insured cause covered elsewhere in this **policy**.

Illegal activities exclusion

We will not cover **damage** caused by **property** being used, by **you** or any occupants, for illegal activities other than the cover for **damage** provided for by the Illegal cultivation of drugs cover under the **buildings** section of this **policy**.

More specific insurance exclusion

We will not cover **you** for any **property** more specifically insured by **you** or on **your** behalf.

Pollution or contamination exclusion

We will not cover **damage** caused by **pollution or contamination** except (unless excluded elsewhere) **damage** to **property** caused by

- a **pollution** or contamination which itself results from contingencies 1-16
- b any of contingencies 1 to 16 which itself results from **pollution** or contamination.

Terrorism Exclusion

We will not cover **you** for loss, **damage**, cost or expense of any nature directly or indirectly caused by, resulting from or in connection with

- a any act of **terrorism**, regardless of any other cause or event contributing concurrently or in any other sequence to the loss
- b any action taken in controlling, preventing, suppressing or in any way relating to any act of **terrorism**
- c riot, civil commotion and (except for **damage** or interruption to the **business** caused by fire or explosion) strikers, locked out workers or persons taking part in labour disturbances or malicious persons.

If any of the points above are found to be invalid or unenforceable, the remainder of the points shall remain in full force and effect.

In any action, lawsuit or other proceedings or where **we** state that any loss, **damage**, cost or expense is not covered by this section it will be **your** responsibility to prove that they are covered.

Unexplained loss exclusion

We will not cover **you** for loss, destruction or **damage** caused by or consisting of

- 1 disappearance, unexplained or inventory shortage
- 2 misfiling or misplacing of information.

Penalties and fines exclusion

We will not cover any penalties or fines incurred by you except consecutive from a material **damage**.

Defective materials and undamaged items exclusion

We will not cover the costs and expenses for repair or replacement of any defective materials or **undamaged** items.

Bodily injury exclusion

We will not cover you for any losses, **damage**, costs or expense of any kind for bodily injury.

Requisition or Confiscation of Property exclusion

Loss or **damage** occasioned by or happening through confiscation or requisition or destruction by order of the Government or any Public Authority or any Local Authority

War and Nuclear Risks

We will not cover **you** for loss or destruction of or **damage** to any **property** whatsoever or any loss or expense whatsoever resulting or arising therefrom or any **consequential loss** or legal liability of whatsoever nature directly or indirectly caused by or arising from

Section conditions

These conditions of cover apply only to this section. **You** must comply with the following conditions to have the full protection of **your policy**.

Conditions may specify circumstances whereby non-compliance will mean that **you** will not receive payment for a claim. However **you** will be covered and **we** will pay **your** claim if **you** are able to prove that the non-compliance with these conditions could not have increased the risk of the loss which actually occurred in the circumstances in which it occurred.

Arbitration condition

If **we** agree to pay **your** claim and **you** disagree with the amount to be paid, the amount of the difference will be referred to an arbitrator who is jointly appointed in accordance with the statutory requirements. **You** will not be able to take legal action against **us** over this disagreement until the arbitrators have made their award.

Change in tenancy condition

You must tell **us** of all changes in tenancy or occupation within the **property**.

If **you** do not comply with this condition **you** will not be covered and **we** will not pay **your** claim.

Contribution and average condition

If, at the time of the claim, there is any other **policy** covering the same **property**, **we** will only be responsible for **our** proportionate share.

If any other **policy** is subject to any average (under insurance) condition this **policy**, if not already subject to average, will be subject to average in the same way as the other insurance.

If any other **policy** has a condition that prevents it from paying its share, **our** share of the claim will be limited to the proportion that the sum insured bears to the value of the **property** insured.

Construction of buildings condition

Unless otherwise stated the **buildings** described in **your** schedule must be of **standard construction**.

Unoccupied premises condition

- 1** **you** must tell **us** immediately if **you** become aware
 - a** that the **property** is **empty**
 - b** of any **damage** to the **empty property** whether the **damage** is insured or not
- 2** the **property** must be inspected internally and externally at least once a week by **you** or on **your** behalf and a written record of the inspection is maintained by **you**
- 3** all refuse and waste materials must be removed from the interior of the **property** and no accumulation of refuse and waste is allowed in the adjoining yards or space owned by **you**
- 4** **you** must secure all external doors and accessible external windows are fitted with good quality locking devices and any alarm protection into effective operation
- 5** the gas, water and electricity supplies must be turned off at the mains (except electricity needed to maintain any fire or intruder alarm systems)
- 6** **you** must implement any additional protections that **we** may require within the time scale **we** specify
- 7** all **damage** to the **property** must be rectified immediately
- 8** letterboxes must be sealed to prevent insertion of material
- 9** Perimeter fences walls and gates must be kept complete and maintained
- 10** Unoccupied **buildings** must be kept clear both internally and externally of combustible materials and not be used for storage.

If **you** do not comply with this condition **you** will not be covered and **we** will not pay **your** claim.

Explosion condition

You must ensure that any vessel, machinery or apparatus or its **contents** belonging to **you** or under **your** control, which need examination to comply with any statutory regulations, will have a contract providing the required inspection.

If **you** do not comply with this condition **you** will not be covered and **we** will not pay **your** claim

Fire extinguishing appliances condition

If in relation to any claim for **damage** caused by or resulting from fire, **you** have failed to fulfil the following condition, **you** will lose **your** right to indemnity or payment for that claim.

You must maintain all fire extinguishing appliances on The Premises, so far as **your** responsibility extends, in proper working order.

Reinstatement condition

If any **property** is to be reinstated or replaced by **us**, then **you** will at **your** own expense provide all the plans, documents, books and information that may be needed. **We** will not be required to reinstate the **property** exactly but only as circumstances permit and in a reasonable manner. **We** will not pay more than the sum insured for any one **property**.

Workmen's condition

Joiners and other tradesmen are allowed on the **property** to make repairs or minor structural alterations without prejudice to this insurance provided that if the repairs or minor structural alterations involve the use of heat, **you** must ensure tradesmen have a hot work permit.

Rental income section

Contents of this section

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Section Conditions

Your schedule will show if this section is covered.

Meanings of defined terms

You can find the meanings for words in bold blue on page 6. There are some words that may only appear in this section or are defined differently and their meanings are shown here.

Notes

- 1 For the purpose of these definitions any adjustments implemented in current cost accounting will be disregarded.
- 2 To the extent that **you** are accountable to the tax authorities for Value Added Tax all terms in this section will be exclusive of such tax.
- 3 Adjustments will be made as necessary for trends of the **business** and for variations and other circumstances affecting the **business**, either before or after the **damage**, or which would have affected the **business** had the **damage** not occurred so that the adjusted figure represents as closely as possible the results which would have been obtained during the relative period after the **damage**.

Annual rental income

The rental income during the 12 months immediately before the date of the **damage**.

Damage/damaged

Accidental loss or destruction or **damage** to **property** used by **you** for the purpose of the **business**.

Empty

Wholly unoccupied, mainly unoccupied or not in use by **you** or any of **your** tenants for more than 30 consecutive days.

Indemnity period

The period during which the **business** is affected beginning when the **damage** occurred and ending not later than the maximum indemnity period shown in **your** schedule.

Rental income

The money paid or payable to **you** for tenancies and other charges for services provided in the course of **your business** at the **property**.

Standard rental income

The rental income during the period in the 12 months (or a proportionately increased multiple, if the **indemnity period** exceeds 12 months)

immediately before the date of the **damage** which corresponds with the **indemnity period**.

Vermin

Rats, mice, grey squirrels, owls, pigeons, foxes, bees, wasps or hornets.

✓ What is covered

Basis of Settlement - Loss of rental income

We will cover **you** for loss of **rental income** if the **property** insured under the Material **damage** Section is **damaged** during the **period of insurance** and as a result **your business** is interrupted or interfered with.

We will pay **you**

- 1 the difference between **your rental income** and the standard **rental income** during the **indemnity period** due to the **damage**
- 2 additional expenditure necessarily and reasonably incurred. This will include the cost of re letting the **property** and the associated legal fees in trying to avoid or limit the loss of **rental income** that, without the expenditure, would have taken place during the **indemnity period** because of the **damage**.

The amount **we** pay will not exceed the amount of the loss of **rental income** avoided less any **business** expense saved because of the **damage** during the **indemnity period**.

Provided that

- 1 **we** have made a payment or accepted liability under the Material **damage** Section of this **policy**
- 2 if the sum insured detailed in **your** schedule is less than **your annual rental income**, or a multiple of it where the maximum **indemnity period** shown in **your** schedule exceeds 12 months, then the amount **we** will pay **you** will be proportionately reduced
- 3 **Our** liability under this section will not exceed the sum insured shown in **your** schedule.

Alternative trading cover

If during the **indemnity period** accommodation is provided other than at the **property**, for the benefit of the **business**, either by **you** or by others on **your** behalf, the money paid or payable for the accommodation will be taken into account in arriving at the **rental income** during the **indemnity period**.

Boiler explosion cover

We will pay **you** for loss of **rental income** caused by **damage** resulting from the explosion of any boiler or economiser at the **property** belonging to **you** or under **your** control.

Buildings awaiting sale cover

If at the time of the **damage** **you** have contracted to sell **your** interest in the **property** or have accepted a written offer to purchase **your** interest in the **property** subject to contract, and the sale is cancelled or delayed solely due to the **damage**, **we** will pay at **your** option either

- 1 during the period before the date when the **property** would have been sold the actual amount of the reduction in **rental income** solely as a result of the **damage**
- 2 during the period starting with the date when the **property** would have been sold and ending with the actual date of sale, or when the **indemnity period** ends if earlier, the loss of interest which is
 - a the interest incurred on capital borrowed (solely to offset, in whole or part, the loss of use of the sale proceeds) for the purpose of financing the **business**
 - b the investment interest **you** have lost on any balance of the sale proceeds (after deduction of any capital borrowed in 2a above)

less any amount received in **rental income**

- 3 the additional expenditure being
 - a the expenditure needed, and reasonably incurred as a result of the **damage**, solely to avoid or minimise the loss payable under 1 or 2 above, but not more than the amount of loss avoided by the expenditure
 - b the additional legal fees and other expenditure required as a result of the cancellation or delay due to the **damage**. This amount will not be more than the amount of the expenditure incurred immediately before the **damage** under 3a above or €50,000, whichever is less.

Provided that

- 1 **we** have made a payment or accepted liability under the Material **damage** section of this **policy**
- 2 **you** have made all reasonable efforts to complete the sale of the **property** as soon as reasonable after the **damage**.

Capital Additions

We will cover you for rent in respect of

- a alterations, additions and improvements to **buildings**
- b newly acquired or newly erected **buildings** within Republic of Ireland Northern Ireland and Great Britain, for no more than 20% of the Total Sum Insured or €50,000 whichever is the less, at any one **buildings**, provided that the you will
 - i give details to us within ninety days of the commencement date of your interest in such Rent
 - ii effect specific cover retrospective to such date, and
 - iii pay the appropriate additional premium.

Denial of access and loss or damage at managing agents premises' cover

We will cover you for loss of **rental income** resulting from interruption of or interference with the **business** as a result of **damage** by a cause covered under the Material **damage** section to

- 1 **property** within a 5 mile radius of your **property** which prevents or hinders the use of your **property**, or access to it, regardless of whether your **property** is **damaged**. This does not include any **damaged** to **property** from which you obtain electricity, gas, water or telecommunications services which prevent or hinder the supply of these services
- 2 **property** at managing agents' premises.

The most we will pay for this cover in any one period of insurance will not exceed €20,000.

Failure of public supply cover

After the application of all other terms and conditions of the section we will cover you for the costs associated with any of the circumstances below.

The accidental failure of

- 1 the public electricity supply at your suppliers land based generating station or sub station.
- 2 the public gas supply at your suppliers land based premises
- 3 the public water supply at your suppliers land based waterworks or pumping station

- 4 the public telecommunications services at your suppliers land based premises but we will not cover.

- a. any failure
 - i which does not involve a cessation of supply for at least 24 hours
 - ii that does not result from damage caused by a contingency noted in the material damage section
- b. loss resulting from failure caused by
 - i the deliberate act of any supplier or by them using their power to withhold or restrict supply or services
 - ii strikes or any labour or trade dispute
 - iii atmospheric or weather conditions, but we will cover failure due to damage to equipment caused by these conditions.

In any action, lawsuit or other proceedings or where we allege that any loss resulting from damage is not covered by this section, it will be your responsibility to prove that they are covered. The maximum indemnity period for any one period of insurance under this cover shall not exceed 12 weeks commencing from the date of the damage. Our liability for any one period of insurance will not exceed €25,000.

Inadvertent Omission to Insure

We will extend cover to include any **rental income** of any **building** within the **Territorial Limits** which you own or which you are responsible to insure which you have inadvertently failed to insure under this **policy**.

Provided that:

- a as soon as practicably possible after becoming aware of any **rental income** not insured you will arrange insurance with us with effect from inception of this **policy** or the date upon which the insurance should have been arranged whichever is the later and pay the appropriate additional premium.
- b this clause will only be effective if we are the sole provider of **rental income** insurance in respect of your properties owned in connection with the **business** as defined in the Schedule and where you have an obligation to arrange such insurance.

The most we will pay for this cover in any one **period of insurance** will not exceed €200,000.

Loss of attraction cover

We will indemnify you in respect of an interruption or interference with the business as insured under this Section following damage caused by an insured contingency to a property within a 1 mile radius of your premises which directly causes a loss of custom to the business. The maximum indemnity period for any one period of insurance under this cover shall not exceed 12 weeks commencing from the date of the damage. Our liability for any one period of insurance will not exceed €25,000

Loss of investment income cover

If as a result of damage we are paying loss of rental income and the payment is made later than the date when you would normally have expected to receive the rent from the lessee, we will pay a further amount representing the investment interest you would have lost during the period of the delay.

Loss of Attraction

We will indemnify you in respect of an interruption or interference with the business as insured under this Section following damage caused by an insured contingency to a property within a 1 mile radius of your premises which directly causes a loss of custom to the business.

The maximum indemnity period for any one period of insurance under this cover shall not exceed 12 weeks commencing from the date of the damage. Our liability for any one period of insurance will not exceed €25,000.

Murder suicide or disease cover

We will cover you for any business interruption insured by this section caused solely and directly by;

- 1 A public authority order to close your premises as a result of an outbreak of any of the following diseases at your premises;

Acute Encephalitis
Acute Poliomyelitis
Anthrax
Chicken Pox
Diphtheria
Dysentery
Legionellosis
Legionnaires' Disease
Malaria
Measles

Meningococcal Infection
Mumps
Ophthalmia Neonatorum
Paratyphoid fever
Bubonic, Septicemic & Pneumonic Plague
Rabies
Rubella
Tetanus
Tuberculosis
Typhoid Fever
Whooping Cough
Yellow Fever

- 2 the closing of the whole or part of the premises as a result of murder or suicide at the premises by order of a public authority
- 3 the closing of the whole or part of the premises by order of the public authority as a result of injury or illness sustained by any person arising from or traceable to foreign or injurious matter in food or drink provided at the premises
- 4 the discovery of vermin in the building(s) that prevents the use of or part use of the building(s) by order of a public authority

We will not cover any costs incurred in the cleaning, repair, replacement, recall or checking of the property insured.

Notwithstanding any other provision within this cover, we will not cover any disease or incident that the World Health Organization declares as a public health emergency of international concern or notes as a pandemic.

The maximum indemnity period for any one period of insurance under this cover shall not exceed 12 weeks commencing from the date of

- i the compulsory closing of the whole or part of the premises (in relation to clause 1 of this cover)
- ii the discovery of murder or suicide (in relation to clause 2 of this cover)
- iii the occurrence of injury or illness (in relation to clause 3 of this cover) or, where there is a series of related injuries or illness, the first occurrence of injury or illness in that series
- iv the order of the public authority (in relation to clause 4 of this cover).

Our liability will not exceed €25,000 in any one period of insurance.

For the purposes of the cover provided under this cover clause, any references to **damage** or **incident** within the meaning of the defined terms (including the notes thereto), the basis of claim settlement provisions, section or general exclusions and conditions shall be read as if they were references to the cover provided under clauses 1 to 4 above.

Professional accountants cover

We will pay **you** for the reasonable charges that **you** have to pay

- 1 to professional accountants for producing the particulars or details or any other proofs, information or evidence that **we** may require under the Claims procedures condition and reporting that these particulars or details are in accordance with **your** accounting records, other **business** books or documents
- 2 to **your** lawyers for determining **your** contractual rights under any rent cessor clause or insurance break clause contained in the lease.

We will not cover fees for any other purposes or for the preparation of any claim.

Reinstatement of sum insured cover

In the **event** of loss, the sum insured by this section will be automatically reinstated from the date of the loss unless **we** or **you** give written notice to the contrary.

Provided that in the **event** of reinstatement **you** will always

- 1 pay the necessary premiums that may be required for the reinstatement, from the date of reinstatement
- 2 apply any additional risk improvements which **we** may reasonably require.

Rent review cover

Where the **rental income** is subject to a rent review during the **period of insurance** then the sum insured by this section will automatically be increased to reflect the revised amount up to a maximum increase of 200% of the **rental income** sum insured stated in **your** schedule. **We** will not charge extra premium for increases during the current **period of insurance** provided that prior to renewal **you** tell **us** of the revised **rental income** for the next **period of insurance**.

Subrogation waiver cover

In the **event** of a claim under this section **we** agree to waive any rights, remedies or relief to which **we** might have become entitled by subrogation against

- 1 any company standing in relation of parent to subsidiary (or subsidiary to parent) to **you**
- 2 any company which is a subsidiary of a parent company of which **you** are a subsidiary

in each case as defined by current law at the time of the **damage**

- 3 any tenant provided that
 - a the **damage** did not result from a criminal, fraudulent or malicious act of the tenant
 - b the tenant contributes to the cost of insuring the **property** against the event which caused the **damage**.

Transfer of interest cover

If at the time of **damage you** have entered into a contract to sell **your** interest in the **property**, and the sale has not, but is subsequently completed, the purchaser will have the full protection of this section on exchange of contracts, provided it is not covered by any other insurance.

X What is not covered

Public services exclusion

We will not cover loss of **rental income** resulting from **damage** caused by or resulting from the deliberate act of withholding the supply of water, electricity, gas or fuel supply or telecommunication services.

But **we** will pay **you** for

- 1 **damage** which results from a cause 1 to 9 under the Material **damage** section.
- 2 subsequent **damage** which itself results from a cause not excluded elsewhere in the **policy**.

Section conditions

These conditions of cover apply only to this section. **You** must comply with the following conditions to have the full protection of **your policy**.

Conditions may specify circumstances whereby non-compliance will mean that **you** will not receive payment for a claim. However **you** will

be covered and **we** will pay **your** claim if **you** are able to prove that the non-compliance with these conditions could not have increased the risk of the loss which actually occurred in the circumstances in which it occurred. If **you** are unsure about any of these conditions or whether **you** need to notify **us** about any matter, please contact **us**.

Arbitration condition

If **we** agree to pay **your** claim and **you** disagree with the amount to be paid, the amount of the difference will be referred to an arbitrator who is jointly appointed in accordance with the statutory requirements. **You** will not be able to take legal action against **us** over this disagreement until the arbitrators have made their award.

Contribution and average condition

If, at the time of the claim, there is any other **policy** covering the same **rental income**, **we** will only be responsible for **our** proportionate share.

If any other **policy** is subject to any average (under insurance) condition, this **policy** if not already subject to average, will be subject to average in the same way as the other insurance. If any other **policy** has a condition that prevents it from paying its share, **our** share of the claim will be limited to the proportion that the sum insured bears to the amount of **rental income** for the **indemnity period** shown on **your** schedule.

Unoccupied buildings condition

Where **you** are insured for **rental income** from a **property** that is **empty**, in the **event** of **damage** **you** need to provide evidence of what **you** would have earned from **rental income** and the date from when **you** would have earned it.

We will take into account

- 1** negotiations with prospective tenants before and after the **damage**
- 2** demand for similar accommodation in the locality
- 3** the general level of rents.

If required **we** will use the advice of a professional valuer acceptable to **us** and to **you**. Any fees will be included under this insurance.

New business condition

For the purpose of any claims arising before the end of the first year of trading of the **business** at the **property**, the definitions for **annual rental income** and **standard rental income** will have the following meanings and not as previously stated.

Material damage proviso

The Insurance under this section is subject to the proviso that at the time of the happening of the **damage** there shall be in force an insurance covering **your** interest in the **property** at the premises against such **damage** and that payment shall have been made or liability admitted therefore under such insurance or that payment would have been made or liability would have been admitted but for the existence of an exclusion of the first part of any loss under such other insurance.

Payments on account condition

In the event of **damage** **we** can, at **our** option, make monthly payments to **you** if required.

Value added tax (VAT) condition

Where **you** are responsible to the tax authorities for VAT all items in this section will be treated as excluding VAT.

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Legal Liabilities Section

Your schedule will show if this section is covered.

Meanings of defined terms

You can find the meanings for words in bold blue on page 6. There are some words that may only appear in this section or are defined differently and their meanings are shown here.

Asbestos

Asbestos in any form, asbestos fibres or particles or derivatives of asbestos or any material containing asbestos.

Bodily injury

Bodily injury, death, disease, illness or nervous shock.

Claim costs

Costs and expenses

- 1** of any claimant, which **you** or any of the additional persons insured become legally liable to pay
- 2** incurred with **our** prior written consent, to investigate or defend a claim against **you** or any of the additional persons insured and this will include solicitors fees at
 - a** any coroner's inquest or fatal accident inquiry
 - b** summary court proceedings.

Contractual liability

Legal liability assumed by **you** under the express or intended terms of any contract or agreement that restrict **your** right of recovery, or increase **your** legal liability beyond that applicable in the absence of those terms.

Event

Claim or series of claims against **you** or the additional persons insured as a result of or attributable to a single source or the same original, repeated or continuing cause.

Limit of indemnity

The amount shown in **your** schedule as the **limit of indemnity**.

Pollution or contamination

Pollution or contamination of **buildings** or other structures or of water, land or the atmosphere.

Employers Liability Section

✓ What is covered

We will cover the amount of **damages** which **you** are legally liable to pay in respect of **bodily injury** to any **employed person** resident in the **policy territories**, caused during the **period of insurance** and arising out of and in the course of their employment by **you** in connection with the **business**.

Additional Persons Insured

In the **event** of the death of any person entitled to indemnity under this section **we** will indemnify in the terms of this **policy** the deceased legal personal representatives but only in respect of liability incurred by such deceased person.

At **your** request **we** will indemnify in the terms of this section

- 1 any principal in respect of liability arising out of the performance by **you** of any agreement entered into by **you** with the principal to the extent required by such agreement.
- 2 any director of **yours** or Employee in respect of liability arising in connection with the **business** provided that **you** would have been entitled to indemnity under the Section if the claim had been made against **you**.
- 3 any officer committee or member of **your** canteen sports social or welfare organisations fire security first aid medical or ambulance services in their respective capacities as such
- 4 any director or senior official of **yours** in respect of private work undertaken by an Employee

provided that

- 1 each person shall as though they were **you** observe fulfil and be subject to the terms of this **policy** insofar as they can apply.
- 2 **we** shall retain the sole conduct and control of all claims.
- 3 where **we** are required to indemnify more than one party the total amount of indemnity payable to all parties in respect of **damages** shall not under Sub Section 2 exceed the Limit of Liability.

Costs and Expenses

We will in addition pay

- 1 costs and expenses of claimants for which **you** are legally liable.
- 2 other costs and expenses incurred with **our** written consent in respect of any claim which may be the subject of indemnity under this Section.
- 3 solicitors fees incurred with **our** prior written consent for
 - a defence in any Court of Summary Jurisdiction of any proceedings brought against **you** in respect of breach or alleged breach of any statutory duty resulting in injury.
 - b representation at a Coroners Court or Fatal Accident Inquiry in respect of any death which may be the subject of indemnity under this Sub Section.

Legal costs and expenses incurred by **you** and at **your** request any director or Employee with **our** written consent and costs awarded against **you** or director or Employee arising in connection with a prosecution (including an appeal against any conviction resulting from a prosecution) as a result of an alleged offence occurring during the **Period of Insurance** under the Safety Health and Welfare at Work Act 2005 or similar safety legislation of the Republic of Ireland provided that

- a the proceedings relate to the safety health or welfare of Employees.
- b **We** will not indemnify **you** in respect of
 - i fines or penalties.
 - ii costs and expenses incurred by any other **policy**.

Compensation for court attendance cover

In the **event** of any of the under mentioned persons attending court as a witness at **our** request in connection with a claim in respect of which **you** are entitled to indemnity under this section **We** shall provide compensation to **you** at the following rates per day.

- any director or partner of **yours** - €100
- any Employee - €50

Indemnity to Managing Agents

At **your** request **we** will indemnify any managing agent acting for an on behalf of **you** in respect of liability arising in connection with the **business**

provided that **you** would have been entitled to indemnity under the section if the claim had been made against **you**.

Provided that

- i each person shall as though they were **you** observe fulfil and be subject to the terms of this **policy** insofar as they can apply.
- ii **we** shall retain the sole conduct and control of all claims.
- iii where **we** are required to indemnify more than one party the total amount of indemnity payable to all parties in respect of **damages** shall not under Sub Section 2 exceed the Limit of Liability.

Unsatisfied court judgements cover

We will, at **your** request, pay to an **employed person** or their legal personal representatives, the amount of any judgement for **damages** and any costs awarded that remain unsatisfied, resulting from **bodily injury** to the **employed person** caused during the **period of insurance** and arising out of and in the course of employment by **you** in connection with the **business**, provided that

- 1 the judgement for **damages** is
 - a obtained in a court of law within the **policy territories**
 - b obtained against a party registered or resident within the **policy territories**
 - c not obtained against **you**

If any payment is made under the terms of this cover, the **employed person** or their legal personal representatives must assign the judgement to **us**.

Limit of cover

The most **we** will pay for the total of all **damages** and claims costs is the **limit of indemnity**.

The **limit of indemnity** will apply to

- 1 any one claim, or
- 2 any series of claims by one or more of the **employed persons** arising from one occurrence.

As a result of any claim or claims, **we** may at any time pay the **limit of indemnity**, after deducting any amounts already paid, or any lesser amount for which a settlement can be made.

We will not then be liable to make any further payment as a result of the claim or claims, except for **claim costs** incurred before the date of the claim payment.

X What is not covered

Offshore exclusion

We will not cover claims for **bodily injury** to any **employed person** while offshore.

Asbestos exclusion

We will not cover legal liability in any way arising from or contributed to by

- 1 inhalation or ingestion of **asbestos**
- 2 exposure to or fear of the consequences of exposure to **asbestos**
- 3 the presence of **asbestos** in any **property** or on land
- 4 investigating, managing, removing, controlling or remediation of **asbestos**.

Radioactive Contamination Exclusion

We will not cover any claims caused by or arising from any type of nuclear radiation, nuclear material, nuclear waste, nuclear reaction or radioactive contamination in respect of

- 1 **contractual liability**
- 2 the liability of any principal for whom **you** are completing the contract.

Road Traffic Act exclusion

We will not cover legal liability for **bodily injury** to an **employed person** in circumstances where it is necessary to arrange compulsory motor insurance or security, under any Road Traffic Legislation.

Section conditions

These conditions of cover apply only to this section. **You** must comply with the following conditions to have the full protection of **your policy**.

Conditions may specify circumstances whereby non-compliance will mean that **you** will not receive payment for a claim. However **you** will be covered and **we** will pay **your** claim if **you** are able to prove that the non-compliance with these conditions could not have increased the risk of the loss which actually occurred in the circumstances in which it occurred.

If **you** are unsure about any of these conditions or whether **you** need to notify **us** about any matter, please contact **us**.

Arbitration condition

If **we** agree to pay your claim and you disagree with the amount to be paid, the amount of the difference will be referred to an arbitrator who is jointly appointed in accordance with the statutory requirements. **You** will not be able to take legal action against **us** over this disagreement until the arbitrators have made their award.

Non contribution (other insurance) condition

We will not cover any amount which is insured by any other **policy**, except for an amount beyond that payable under the other **policy**, within the **limit of indemnity**.

Right of recovery condition

The cover provided under this section is in line with any law relating to the compulsory insurance of liability to people employed within the **policy territories**. **you** must repay **us** all amounts **we** pay, which **we** would not have been liable to pay but for the law.

Public Liability section

✓ What is covered

We will cover the amount of **damages** which **you** are legally liable to pay in respect of

- 1 **bodily injury**
- 2 **personal injury**
- 3 **property damage**
- 4 **nuisance or trespass**

occurring during the **period of insurance** in connection with the **business**.

If legal liability to pay **damages** in respect of **property damage** or nuisance or trespass arises from a release or escape of pollutants into the atmosphere or onto land, water, **buildings** or any structure, the cover will only apply to a sudden incident which happens at a specific time and place during the **period of insurance** within the **policy territories** and all **property damage** or nuisance or trespass will be considered as having occurred at the time of the sudden incident.

Additional Persons Insured

In the **event** of the death of any person entitled to indemnity under this section **we** will indemnify in the terms of this **policy** the deceased legal personal representatives but only in respect of liability incurred by such deceased person.

At **your** request **we** will indemnify in the terms of this section

- 1 any principal in respect of liability arising out of the performance by **you** of any agreement entered into by **you** with the principal to the extent required by such agreement.
- 2 any director of **yours** or Employee in respect of liability arising in connection with the **business** provided that **you** would have been entitled to indemnity under the Section if the claim had been made against **you**.
- 3 any officer committee or member of **your** canteen sports social or welfare organisations fire security first aid medical or ambulance services in their respective capacities as such
- 4 any director or senior official of **yours** in respect of private work undertaken by an Employee for such director or senior official

provided that

- 1 each person shall as though they were **you** observe fulfil and be subject to the terms of this **policy** insofar as they can apply.
- 2 **we** shall retain the sole conduct and control of all claims.
- 3 where **we** are required to indemnify more than one party the total amount of indemnity payable to all parties in respect of **damages** shall not under Sub Section 2 exceed the Limit of Liability.

Awards of damages cover

We will pay the amount of **damages** which **you**, or any of the additional persons insured are legally liable to pay as a result of accidental

- 1 **bodily injury** to any person
- 2 loss of or **damage** to material **property**
- 3 obstruction, trespass, nuisance or interference with any right of way, air, light or water
- 4 wrongful arrest, detention, imprisonment or eviction of any person or invasion of the right of privacy

occurring within the **policy territories** during the **period of insurance** in connection with the **business**.

Costs and Expenses

We will in addition pay

- 1 other costs and expenses incurred with **our** prior written consent in respect of any claim which may be the subject of indemnity under this Sub Section.

- 2 solicitors fees incurred with **our** written consent for
 - a defence in any Court of Summary Jurisdiction of any proceedings brought against **you** in respect of breach or alleged breach of any statutory duty resulting in injury.
 - b representation at a Coroners Court or Fatal Accident Inquiry in respect of any death which may be the subject of indemnity under this Sub Section.
- 3 Legal costs and expenses incurred by **you** and at the request of **you** any director or Employee with **our** written consent and costs awarded against **you** or director or Employee arising in connection with a prosecution (including an appeal against any conviction resulting from a prosecution) as a result of an alleged offence occurring during the **Period of Insurance** under the Safety Health and Welfare at Work Act 2005 or similar safety legislation of the Republic of Ireland provided that
 - a the proceedings relate to the safety health or welfare of persons other than Employees.
 - b **We** will not indemnify **you** in respect of
 - i fines or penalties.
 - ii costs and expenses incurred by any other **policy**.
- 4 Indemnify **you** in respect of legal costs and expenses incurred with **our** prior written consent in the defence of any criminal proceedings brought or in an appeal against conviction arising such proceedings in respect of a breach of the Consumer Information Act 1978 provided that
 - a the proceedings relate to an offence alleged to have been committed in the course of the **business** during the **Period of Insurance**.
 - b **We** will not indemnify **you** in respect of
 - i fines or penalties.
 - ii costs and expenses incurred by any other **policy**.

Compensation for court attendance cover

In the **event** of any of the under mentioned persons attending court as a witness at **our** request in connection with a claim in respect of which **you** are entitled to indemnity under this

section **we** shall provide compensation to **you** at the following rates per day.

- any director or partner of **yours** - €100
- any Employee - €50

Contingent motor liabilities cover

We will pay the amount of **damages** which **you** are liable by law and **claim costs** as a result of accidental

1 bodily injury

- 2 loss of or **damage** to **property** not owned or held in trust by **you** or in **your** custody or control occurring during the **period of insurance** and arising out of

- a the use by an **employed person** of their own motor vehicle within the European Union
- b the movement of any motor vehicle, not owned by, or provided by **you**, or an **employed person** that is preventing access to, or causing an obstruction within **your** premises or any site at which **you** are working.

The Road Traffic Act exclusion in this section does not apply to this cover provided that

we will not cover

- i for loss of or **damage** to any motor vehicle referred to in a or b above
- ii unless the motor vehicle is being driven with **your** permission **and you** have taken reasonable steps to ensure that the person driving holds a valid licence to drive the motor vehicle
- iii where cover is provided by another insurance **policy**.

Cross liabilities cover

Any person, firm, company or organisation is entitled to the cover provided by this section, as if a separate **policy** had been issued to each, but the total amount payable by **us** on behalf of all, will not exceed the **limit of indemnity** in any circumstances.

Indemnity to Managing Agents cover

At **your** request **we** will indemnify any managing agent acting for an on behalf of **you** in respect of liability arising in connection with the **business** provided that **you** would have been entitled to indemnity under the section if the claim had been made against **you**.

Provided that

- i** each person shall as though they were **you** observe fulfil and be subject to the terms of this **policy** insofar as they can apply.
- ii** **we** shall retain the sole conduct and control of all claims.
- iii** where **we** are required to indemnify more than one party the total amount of indemnity payable to all parties in respect of **damages** shall not under Sub Section 2 exceed the Limit of Liability.

Libel and Slander cover

Injury is hereby extended under this Section to include

- i** libels appearing in any publication normal to the conduct of **your business** accidentally committed or occasioned by **you** in good faith
- ii** slanders in oral utterances accidentally committed or occasioned by any Employee in good faith in the course of and in pursuance of the **business**

Provided that

- i** The date of the publication or utterance on which the claim is based occurred during the **period of insurance**
- ii** cover will not apply to libel or slander made to or by an employee or former employee against another employee.
- iii** a claim is both first made against **you** and notified to us during the **period of insurance** or notified to us within thirty days after the end of the **period of insurance** and provided that
- iv** the date of the publication or utterance on which the claim is based occurred during the **period of insurance**.
- v** **our** liability in respect of all claims in one **period of insurance** will not exceed €100,000 in the aggregate
- vi** cross liabilities shall not apply to this cover

Personal liability cover

At **your** request, **we** will pay the amount of **damages** which any of **your** directors, partners or **employed persons** or their spouse or children are liable by law and **claim costs**, as a result of accidental

1 **bodily injury**

- 2** loss of or **damage** to material **property**, not owned by or held in trust by **you** or them, or in **your** or their custody or control occurring during the **period of insurance**, incurred in a personal capacity during temporary visits anywhere in the world in connection with the **business**, other than
 - a** arising out of the ownership or occupation of land or **buildings**
 - b** where cover is provided under any other insurance
 - c** in circumstances which a **policy** or section exclusion applies.

Safety legislation defence cover

We will pay for safety legislation costs, as a result of any **bodily injury** or loss of or **damage** to **property** occurring during the **period of insurance**, in circumstances where there is also a claim or potential claim against **you** or any of the additional persons insured, for **damages** covered by this section.

You must obtain **our** prior consent to legal representation and **we** will only agree to payment on a fee basis agreed by **us**.

If a claim for **damages** is settled or withdrawn **we** will have no further liability other than for costs and expenses of legal representation incurred before the date of the claim payment.

If at any time a claim for **damages** remains unsettled and **you** wish to appeal against conviction, **we** will agree to costs and expenses of legal representation, if in the opinion of Counsel (appointed by mutual consent), an appeal is likely to succeed and the total amount of **damages** and claimants costs are likely to exceed the total cost of legal representation.

If **we** have consented to legal representation at court proceedings, **we** will also pay the legal costs of prosecution awarded against **you** in connection with the proceedings.

The most **we** will pay for safety legislation costs, during any one **period of insurance**, is €1,000,000.

We will not cover

- 1** fines, penalties or awards of compensation imposed by a criminal court
- 2** costs and expenses of an appeal against improvement or prohibition notices
- 3** costs and expenses on indictment for manslaughter, corporate manslaughter, corporate homicide or culpable homicide, other than safety legislation costs already incurred

- 4 costs and expenses insured by any other **policy**
- 5 costs and expenses of any investigation or prosecution brought other than under the laws of the **policy territories**.

Limit of cover

The most **we** will pay for the total of all **damages** arising from one **event** is the **limit of indemnity**.

The **limit of indemnity** is also the most **we** will pay for all **damages** as a result of all occurrences during any one **period of insurance** caused or originating from **pollution** and contamination.

If **we** cover more than one person, firm, company or organisation, **our** liability to all, as a result of one **event**, will not be more than the **limit of indemnity**.

As a result of any claim or claims **we** may at any time pay the **limit of indemnity**, after deducting any amounts already paid, or any lesser amount for which a settlement can be made. **We** will not then be liable to make any further payment except for **claim costs** incurred before the date of the claim payment.

X What is not covered

Aircraft and watercraft exclusion

We will not cover legal liability arising from **you** owning, possessing or using any

- 1 aircraft
- 2 watercraft or hovercraft (except watercraft less than 8 metres in length or any hand propelled boat or pontoon).

Asbestos exclusion

We will not cover legal liability in any way arising from or contributed to by

- 1 inhalation or ingestion of **asbestos**
- 2 exposure to or fear of the consequences of exposure to **asbestos**
- 3 the presence of **asbestos** in any **property** or on land
- 4 investigating, managing, removing, controlling or remediation of **asbestos**.

Contractual liability exclusion

We shall not be liable for any claim in respect of liability assumed by **You** under agreement which would not have attached in the absence of such

agreement unless the conduct and control of claims is vested in **Us** but indemnity shall not in any **event** apply to

“(i) liquidated damages, penalties, fines, aggravated, restitutionary punitive, vindictive or exemplary damages.

(ii) any contract for or including the performance of work outside the Territorial Limits.

(iii) any tenancy agreement.”

Contractors liability exclusion

We will not cover claims in respect of loss or **damage** caused by any sub-contractor to **you** or by their employees.

Defective premises exclusion

We will not cover any claims in respect of the costs of remedying any defect or alleged defect in land or premises sold or disposed of by **you** or for any reduction in value thereof.

Deliberate acts exclusion

We will not be liable for any claim in respect of liability which results from a deliberate act or omission by **you** and which could reasonable have been expected by **you** having regard to the nature and circumstances of such act or omission.

Employee injury exclusion

We will not cover **bodily injury** sustained by any **employed persons** arising out of and in the course of their employment with **you**.

Foreign manual work exclusion

We will not cover legal liability arising outside the **policy territories**, except as a result of temporary visits by people ordinarily resident within the **policy territories** provided there is no manual work involved.

Pollution and Contamination exclusion

We will not cover legal liability arising from **pollution or contamination**, other than caused by a sudden and unexpected incident which takes place at a specific time and place during the **period of insurance**. All **pollution or contamination** which arises out of one incident will be considered to have happened at the time the incident takes place.

Products Supplied

We will not cover any loss of or **damage** to property caused by or in connection with any product or item, including containers, packaging, instruction, or labelling sold, supplied, hired out, constructed, erected, installed, treated, repaired, serviced, processed, stored, handled, transported or disposed of by **you** or on **your** behalf or any structure, constructed, erected or installed or contract work executed by **you** or on **your** behalf in the course of the business which have ceased to be in **your** custody or control other than food or drink provided as a service at **your** premises to employed persons or visitors.

Property under your control exclusion

We will not cover loss or **damage** to **property** owned by **you** or which is held in **your** care, custody or control.

But **we** will cover

- 1** premises which are leased, let, rented, hired or lent to **you**, as long as a tenancy or other agreement does not
 - a** result in **contractual liability**
 - b** say that loss or **damage** must be insured under a **property** insurance **policy** arranged by **you** or on **your** behalf
- 2** premises including contents which are not owned or rented by **you**, where **you** are temporarily carrying out work in connection with the **business**
- 3** **employed persons** or visitors vehicles or effects while on **your** premises.

Professional advice exclusion

We shall not be liable for any claim in respect of professional services lack of care or skill in the giving of professional or other advice or treatment by **you** or any person in the service of **you** in connection with the **business**.

Property under construction exclusion

We shall not be liable for Injury loss or **damage** in connection with any work on **buildings** of construction renovation alteration or demolition.

Weakening of supports exclusion

We will not pay for any claim in respect of loss or **damage** to any land **property building** or structure caused by vibration or by the removal or weakening of support of such land or **building** or structure or any liability arising in consequence of such loss or **damage**.

Radioactive contamination exclusion

We will not cover any claims caused by or arising from any type of nuclear radiation, nuclear material, nuclear waste, nuclear reaction or radioactive contamination.

Road Traffic Act exclusion

We will not cover legal liability arising out of the ownership, possession or use by **you** or on **your** behalf or use by any of the additional persons insured of any motor vehicle, trailer or mobile plant in circumstances where compulsory insurance or security is required by Road Traffic Legislation.

War risk exclusion

We will not cover claims caused by or arising from war, invasion, act of foreign enemy hostilities (whether war is declared or not), civil war, rebellion, revolution, insurrection or military or usurped power or confiscation or nationalisation or requisition, or loss of or **damage** to **property** by or under the order of any government or public or local authority.

Commercial legal expenses section

Your schedule will show if this section is covered.

Important information

Legal Advice Line - The legal advisory service provided by the Company on an unrestricted basis to the Insured. If **you** have a legal or tax issue **you** can obtain free advice by telephoning 01 8658807. Whilst this **policy** remains in force the service may be used as often as necessary.

You can obtain telephone based legal advice on Irish law by calling the AXA legal advice line on 01 8658807.

Advice can be sought on a wide range of areas of law including employment, health and safety and tax. The advice is provided by barristers, solicitors and tax consultants and is confidential and impartial. In the interests of monitoring the quality of legal advice given, conversations may be recorded.

The AXA legal advice line is not empowered to give advice on the admissibility of any claim under the **policy**. If **you** wish to make a claim **you** must contact the administrator's claims department.

This is a 'claims made' Section of the **policy**. It only covers claims notified to the Company during the **Period of Insurance**.

Limits of Liability

The maximum liability of the Company under this Section is limited to

- 1 €150,000 Any One Claim
- 2 €1,500,000 All claims or legal proceedings made and or notified during the **Period of Insurance**

Covers Applicable to this Section

1 Contract Disputes

Legal Expenses incurred by reason of the defence or pursuit of legal proceedings in a contractual dispute with a Contracting Party where the contract is for the sale or hire of goods or the supply of a service within the Sale of Goods Act 1893 and the Sale of Goods and Supply of Services Act 1980

- a Legal Expenses incurred in the pursuit of a dispute shall be limited to 75% of the amount in dispute

- b the amount in dispute exceeds €375 and is less than the upper limit of the district court
- c where the dispute relates to monies owed to the Insured and liability for the debt is not contested the Insured refers the debt to the Debt Collection Service within thirty days of the Due Date and agrees use of the service shall be paid for by the Insured. If the Debt Collection Service exhausts its normal recovery procedure and recommends to the Company legal proceedings are necessary the Insured shall immediately submit a claim under this Section

Exclusions applicable to

1 Contract Disputes

- a the first €375 of Legal Expenses incurred in Any One Claim
- b breach or alleged breach of the duty of a professional
- c bills of exchange credit and securities or guarantee or contracts governed by or disputes relating to the Consumer Credit Act 1995
- d assignment agency franchise or bailment other than hire
- e employment disputes or any dispute in respect of a contract of service
- f landlord and tenant disputes
- g any dispute to be determined at Arbitration
- h construction contracts
- i insurance contracts
- j disputes arising out of motor vehicles

2 Employment Disputes

- a Legal Expenses incurred by the Insured in defending legal proceedings following a dispute with an Employee ex Employee or prospective Employee concerning their contract of employment with the Insured or a breach of employment related legislation and
- b Awards of Compensation in respect of such legal proceedings provided in respect of a) – g) below the Insured has sought and followed with due diligence the advice of the Legal Advice Line as to the procedure to be adopted and has received specific authorisation from the legal advice line

- a** prior to carrying out any disciplinary procedure or action
- b** prior to the dismissal of an Employee
- c** prior to implementing a redundancy programme and prior to making an Employee redundant
- d** upon notification formally or informally of a grievance from an Employee
- e** upon notification formally or informally of a complaint of sexual racial or religious discrimination or discrimination relating to disability or sexual orientation
- f** prior to any adverse variation of the terms or conditions of employment (including altering the hours or time or place worked or demotion or deduction from or reduction in an Employee's remuneration)
- g** on becoming aware of any event or circumstance that may be deemed to be constructive dismissal including absence from work following an Employee walking out with or without notice

Exclusion applicable to 2 Employment Disputes

- a** Legal Expenses and Awards of Compensation under any contractual or legislative provision insofar as any claim arises from or is connected with any **business** transfer falling within the scope of the European Communities (Protection of Employees on Transfer of Undertakings) Regulations 2003 or the Transfer of Undertakings Directive 2001/23/EC.

3 Criminal Prosecution Defence

Legal Expenses incurred in defending a prosecution in a court of criminal jurisdiction including an appeal by the Insured against the service of an Improvement or Prohibition Notice under Section 67 of the Safety Health and Welfare at Work Act 2005 or the Food Safety Authority of Ireland Act 1998

Exclusions applicable to 3 Criminal Prosecution Defence

- a** the ownership possession hire or use of a motor vehicle
- b** any prosecution relating to or arising from investigations by the Revenue Commissioners or the Department of Social and Family Affairs
- c** any prosecution alleging violence or dishonesty

4 Property Disputes

Legal Expenses incurred in the pursuit or defence of legal proceedings in respect of

- a** dispute over the possession of freehold or leasehold **property**
- b** dispute in respect of actual or alleged negligence nuisance or **damage** to **property** including fixtures and fittings provided the Insured will suffer financial loss if the Insured fails to pursue or defend the claim or legal proceedings

Exclusions applicable to 4 Property Disputes

- a** mining or other subsidence or heave however caused
- b** a contract other than agreement for use
- c** any dispute relating to rent or service charges tax planning or **building** regulations/decisions compulsory purchase orders or renewal of a contract for use

5 Data Protection

Legal Expenses incurred in defending legal proceedings arising out of the General Data Protection Regulations The Company further agrees to indemnify the Insured against compensation awards which the Insured is ordered to pay consequent upon the holding loss or unauthorised disclosure of data due to an action arising out of General Data Protection Regulations Provided that any compensation award follows the unsuccessful defence of an action arising out of the General Data Protection Regulations to which the Company has consented

6 Tax Protection

Professional expenses incurred by the insured in any Revenue Commissioners ("Revenue") investigation or VAT dispute against the insured in respect of:

Sub-Section 6A

Revenue Investigations

- a** Representation of the insured in a Revenue detailed investigation (comprehensive audit) into an insured's Self Assessment Return only insofar as the audit relates to the insured's **business** affairs
- b** Representation of the insured at Revenue Employer Compliance dispute into the **business's** PAYE/PRSI returns

- c** Appeals by the Insured at an Appeal Commissioners Hearing (“Hearing”) following a claim in respect of a) and b) above and at the appeal against a decision following such Hearing

Provided that

- i** in the case of a full audit the Revenue have issued a Notice under Part 38 Chapter 4 Taxes Consolidation Act 1997 (as amended by subsequent Finance Acts and Statutory Instruments)
- ii** in the case of an Employer Compliance dispute there is a reasonable prospect of reducing the liabilities alleged by the Revenue and the dispute follows an audit visit by the Revenue
- iii** the company has consented to representation at a Hearing and any subsequent appeal

Subsection 6B – VAT Disputes

- a** representation of the Insured in respect of the local review procedure in order to reach agreement with Revenue
- b** representation of the Insured at an Appeal Commissioners hearing
- c** representation of the Insured at an appeal against an Appeal Commissioners decision

Provided that

- i** a written decision assessment or statement of alleged arrears has been made by Revenue into Value Added Tax and/or Value Added Tax default surcharges and misdeclaration penalties
- ii** the dispute follows a control visit by Revenue and there is a reasonable prospect of reducing the liabilities alleged by Revenue
- iii** the company has consented to the representation at a VAT Appeal Commissioners appeal and any subsequent appeal

Exclusions applicable to 6 Tax Protection

- a** technical or routine treatment of matters not connected with or arising out of an expression of dissatisfaction with the insured’s affair
- b** the defence of a criminal prosecution
- c** Taxation proceedings which arise out of negligent misstatements or omissions made by or on behalf of the Insured in

respect of returns or accounts or where there has been a lack of reasonable care in the keeping of **business** books and records

- d** any claim or proceedings which result solely from investigation of earlier accounts or records
- e** any claim made where Corporation Tax Self Assessment Return is submitted outside the statutory time limits and/or in a penalty position and/or a restricted loss relief under Part 47 Chapter 6 TCA 1997 as amended
- f** any claim made where the income tax Self Assessment Return is submitted outside the statutory time limits and/or in a penalty position under Part 47 Chapter 6 TCA 1997 as amended
- g** The preparation and/or correction of Self Assessment Returns accounts income tax returns P11Ds P35s VAT returns or any other statutory returns
- h** Any investigation undertaken by any of the Investigations and Prosecutions Divisions of the Revenue or any enquiry under Sections 27 to 31 of the VAT Act 1972 (as amended)
- i** An enquiry into the validity of a claim for a spouses increase in the standard rate tax band
- j** Any dispute in connection with the payment of the National Minimum wage
- k** A dispute or enquiry in respect of the non operation of PAYE/PRSI where the Revenue take the view that the person engaged is an employee and not a self **employed person**

7 Statutory Licence

Legal Expenses incurred in the defence of the suspension revocation imposed alteration of or refusal to renew a licence or certificate of registration issued under statute or statutory instrument or by government or local authority to the Insured

Provided that

- a** such licence or certificate of registration is necessary to engage in the **business** activity of the Insured and has been declared to the Company in the Proposal or Renewal Declaration
- b** the Insured has sought the advice of the Legal Advice Line as to the procedure to

be adopted immediately upon receipt of any verbal or written warning from a person in authority which in any way either directly or indirectly affects or may affect the Insured's licence or certificate of registration and has acted on all such advice with due diligence

Exclusions applicable to 7 Statutory Licence

- a** the first €375 of Legal Expenses incurred in any one claim
- b** disciplinary or internal hearings conducted by authorities charged with the regulation of the Insured in the performance of Professional Duty nor for any appeal
- c** any claim or legal proceedings arising out of an alteration or refusal to renew a licence or certificate of registration which is imposed by Act of the Oireachtas
- d** any costs incurred in complying with a notice or order whether incidental or not
- e** any claim or legal proceedings arising out of the use or ownership of a motor vehicle

General Exclusions Applicable to Legal Expenses

- 1** The defence of the Insured in civil legal proceedings arising from
 - a** injury or disease
 - b** loss destruction or **damage** of or to **property**
 - c** Alleged breach of any Professional Duty
 - d** any tortious liability (other than as specified in Cover 4 **Property** Disputes)
- 2** Any claim or legal proceedings made brought or commenced outside the Territorial Limits
- 3** Legal Expenses or Professional Expenses incurred without the Company's prior written consent
- 4** Fines or other penalties imposed by a court or tribunal
- 5** Any dispute with Government or Local Authority departments concerning the imposition of statutory charges
- 6** Disputes between Insureds as specified in the Schedule or any endorsement thereto or with any parent or subsidiary company or partner
- 7** Any claim arising out of the deliberate conscious intentional or negligent disregard by the Insured of the need to take all

reasonable steps to avoid and prevent claims or legal proceedings

- 8** Any claim arising out of intellectual **property** or breach of confidentiality or passing off actions whether related to intellectual **property** or not
- 9** Any Legal Expenses incurred in connection with a judicial review
- 10** Any claim relating to or arising from any cause event or circumstance occurring prior to or existing at inception of this **policy** and which the Insured knew or ought reasonably to have known may give rise to a claim dispute or legal proceeding by or against the Insured
- 11** Legal Expenses or Professional Expenses incurred by the Appointed Representative for the routine presentation of the Insured's affairs or for matters which go beyond the immediate scope of the claim or legal proceedings
- 12** Appeals arising out of legal proceedings to which the Company has not granted consent
- 13** Any claim or legal proceedings in respect of which the Insured is or but for the existence of this Certificate would be entitled to indemnity under any other insurance **policy** or legal aid certificate or representation order
- 14** Any claim consequential loss legal liability or any loss or **damage** to **property** directly or indirectly caused by or contributed to by seepage **pollution** or contamination of any kind
- 15** Any dispute between the Insured the Company or the Appointed Representative

Special Conditions for Claims Settlement Applicable to Section 3

1 Claims Procedure

The Company is to be notified in writing immediately the Insured becomes aware of any cause event circumstance dispute or investigation which has given rise or may give rise to a claim or legal proceedings involving the Insured For queries in this regard please contact (01) 8658807

2 The Company's Consent

It is a condition for Legal Expenses Professional Expenses or Awards of Compensation that the Company's consent to incur Legal Expenses or Professional Expenses must firstly be obtained in writing The Company will grant consent if the Insured can satisfy the Company

- a** It is reasonable to incur Legal Expenses or Professional Expenses
- b i** the Insured has reasonable prospects of recovery of **damages** or other remedy or
- ii** the Insured has reasonable prospects of a successful defence or
- iii** where the Insured enters a guilty plea in respect of a criminal prosecution (Part 3) there are reasonable prospects of significant mitigation of the Insured's fines or penalties

If during the course of the claim the Insured ceases to satisfy the Company in respect of a) and b) above indemnity will be withdrawn in respect of Legal Expenses and Awards of Compensation and Professional Expenses

The Company at its discretion may require the Insured to obtain an opinion from Counsel at the Insured's expense as to the merits of a claim or legal proceedings. If the Insured elects to proceed with the pursuit or defence of a claim or legal proceedings to which the Company's consent has been refused through lack of reasonable prospects and if the Insured is successful in such pursuit or defence the Company will indemnify Legal Expenses or Professional Expenses incurred after the Company has refused consent as if consent had been granted.

3 Conduct of Claim

a Choice of Appointed Representative

Where recourse is necessary to a lawyer and proceedings are issued the Insured is free to choose an Appointed Representative with the Insured paying the first €1,500 of Legal Expenses incurred in respect of Any One Claim. In all other cases the Company will choose an Appointed Representative to act on behalf of the Insured in any claim.

The name and address of the Appointed Representative the Insured proposes to instruct must be notified in writing to the Company. The Company may accept such nomination provided the Company is satisfied the nominated Appointed Representative will co-operate and enable the Insured to comply with the terms of this **policy** and provided the Company and the nominated Appointed Representative reach agreement as to the Appointed Representative's fees.

In all cases the Appointed Representative shall be appointed in the name of and on behalf of the Insured.

b Disclosure to the Appointed Representative

The Insured must give to the Appointed Representative all necessary help and information including a complete and truthful account of the facts of the case and all relevant documentary or other evidence in the Insured's possession.

The Insured must provide, obtain or execute all documents as necessary and attend meetings or conferences as requested. Cover may be withdrawn if the Insured fails to co-operate at all or within a reasonable time with the Appointed Representative's requests.

c The Company's Access to Information

The Company is entitled to receive from the Appointed Representative any information, document or advice in connection with any claim or legal proceedings even if privileged. On request the Insured will give to the Appointed Representative any instructions necessary to secure the required access.

d Recovery of Costs and Payment of Legal Expenses and Professional Expenses

All bills the Insured receives from the Appointed Representative must be forwarded to the Company without delay. If the Company so requires the Insured must ask the Appointed Representative to submit the bill of costs for assessment or certification by the appropriate Law Society or court.

The Insured is responsible for payment of all Legal Expenses, Professional Expenses or Awards of Compensation. The Company will reimburse the Insured or may settle these direct if requested by the Insured to do so.

The Insured must not enter into any agreement with the Appointed Representative as to the basis of calculation of Legal Expenses without the Company's written consent.

Whenever the Insured is awarded costs or under the terms of any settlement where costs are included those costs are to be repaid to the Company whether actually recovered or not.

The Insured and their Appointed Representative must make every effort to make a full recovery of costs Where a settlement purports to be a global or a without costs settlement the Insured agrees that a fair and reasonable proportion of that settlement will be deemed costs and due to the Company.

e Value Added Tax

If the Insured is registered for VAT the Company will not pay the VAT element of any Legal Expenses or Professional Expenses bills.

f Instruction of Counsel and Experts

If in the course of any claim or legal proceedings the Appointed Representative wishes to instruct Counsel or an expert their name and an explanation of the necessity for such instruction must be submitted to the Company for consent to the proposed instruction which will not be unreasonably withheld.

g Offer of Settlement

It is a condition hereunder that the Insured must inform the Company in writing as soon as an offer to settle a claim or legal proceedings is received and before the Insured proposes to make an offer. In any settlement the Insured must have regard to Legal Expenses or Professional Expenses incurred or likely to be incurred and the recovery thereof. Under no circumstances must the Insured enter into any agreement to settle without the Company's prior written consent which will not be unreasonably withheld. If the Insured unreasonably rejects an offer of settlement that the Company recommends acceptance of no further indemnity shall be provided by the Company.

4 Appeal Procedure

If following legal proceedings to which the Company has consented the Insured wishes to appeal against the judgement or decision of a court or tribunal the grounds for such appeal must be submitted to the Company through the Appointed Representative immediately or as soon as practicable so the Company may consider whether to consent to such further action. If an appeal is lodged against a judgement or decision of a court or tribunal made in favour of the Insured following legal proceedings to which the Company

has consented the Insured must notify the Company immediately in order that cover shall continue. The Company will inform the Appointed Representative of its decision If the Company so requires it the Insured who must co-operate in an appeal against the judgement or decision of a court or tribunal.

5 Insolvency or Liquidation of the Insured

If the Insured becomes insolvent or is placed in liquidation during the course of any claim or legal proceedings to which the Company has consented the Company shall reserve the right to withdraw that consent. The Insured shall be deemed insolvent or in liquidation upon the appointment of a liquidator or a receiver within the meaning laid down in the Companies Act 2014 as amended.

Caring For you

There may be times when **you** feel **you** do not receive the service **you** expect from us.

This is **our** complaints process to help **you**.

- ▶ For a complaint about **your policy**, contact **your** broker or your local AXA Insurance branch.
- ▶ For a complaint about **your** claim, contact **our** claims action line on 1890 24 7 365.

If we cannot sort out **your** complaint, **you** can contact **our** Customer Care Department on 1890 211850 or:

- ▶ email: axacustomer@axa.ie; or
- ▶ write to AXA Insurance, Customer Care, Freepost, Dublin 1.

If **you** are unhappy with the way we have dealt with **your** complaint, **you** may be able to refer to:

- ▶ Financial Services and Pensions Ombudsman Office
Lincoln House, Lincoln Place, Dublin 2, D02 VH29
Phone: +3531 567 700
Email: info@fspo.ie
Website: www.fspo.ie

Our promise to **you**

- ▶ We will reply to **your** complaint within five days.
- ▶ We will investigate **your** complaint.
- ▶ We will keep **you** informed of progress.
- ▶ We will do everything possible to sort out **your** complaint.
- ▶ We will use feedback from **you** to improve **our** service.

Notes



We're here to help.

If you have any questions contact your broker or your local AXA Branch.

For help with claims, ring us on

1890 24 7 365