

# Machinery and Technology Insurance Policy Summary

This is a summary of the main features of the Machinery and Technology Insurance policy and does not go into detail about all of the terms and conditions. You should read the policy wording for full details of cover and your policy schedule for the sums insured, limits of liability, extra cover limits and any endorsements which will be specific to you.

## Protection for your business

The Machinery and Technology Insurance policy is a commercial product which provides cover for damage and breakdown to your fixed manufacturing and processing equipment and also for deterioration of your stock being stored in cold chambers following unintentional temperature fluctuations. In addition, the policy provides cover for your financial loss resulting from these events and we can provide reinsurance to your specified customers and suppliers (who you are contractually bound to pay) for their own financial loss following the insured event.

## Cover

There are three sections of cover available, however in order to have the cover provided by section 3, you must have first selected cover under section 1 or section 2. You can also choose different levels of cover, within the sections, to ensure you get the protection that you require for your business.

Policy section	Significant features and benefits
Section 1 Equipment damage and breakdown	<ul style="list-style-type: none"> <li>- We will provide damage and breakdown cover for the insured property during its normal operation, while at the insured location.</li> <li>- We will also provide cover for the insured property while it is in transit or, as long as it remains under your control, while it is temporarily removed from the insured location for the purposes of operation or repair.</li> <li>- Cover includes damage to the insured property caused by breakdown (including where caused by the error or omission of an operator) and electronic derangement.</li> <li>- Settlement for total loss of the insured property will be on a reinstatement basis.</li> </ul>
Section 2 Deterioration of stock	<ul style="list-style-type: none"> <li>- We will provide cover for the deterioration of the insured stock:               <ul style="list-style-type: none"> <li>· resulting from a change in the temperature of a cold chamber; or</li> <li>· caused by the action of refrigerant fumes that have escaped from the cold chamber.</li> </ul> </li> <li>- We can also provide the following extra cover:               <ul style="list-style-type: none"> <li>· the cost for the cleaning and disinfecting of a cold chamber and of removing and disposing of deteriorated insured stock following the incident; and</li> <li>· replacement of deteriorated insured stock while stored in the cold chamber compartment of a refrigerated vehicle.</li> </ul> </li> </ul>
Section 3 Loss of income	<ul style="list-style-type: none"> <li>- We will provide cover for financial loss if we accept a claim under section 1 and/ or section 2 or where you are prevented from accessing the insured property or insured stock.</li> <li>- We will also cover increased costs of working in order to minimise the effect of an insured event.</li> <li>- We can also provide cover if you are contractually bound to pay your direct customers and suppliers if they suffer financial loss due to an insured event.</li> </ul>

Policy section	Significant exclusions or limitations
<p>Section 1 Equipment damage and breakdown</p>	<ul style="list-style-type: none"> <li>- We will not pay for damage:               <ul style="list-style-type: none"> <li>· caused by property perils (for example fire, water damage or theft), unless otherwise covered;</li> <li>· to insured property on airborne or waterborne craft;</li> <li>· caused by intentional overloading, testing, experiment or deliberate misuse of insured property;</li> <li>· caused by solidification, unless resulting from damage to the insured property; or</li> <li>· caused by wear and tear, gradual degradation, rust or any fault known about at the start of the period of insurance.</li> </ul> </li> </ul>
<p>Section 2 Deterioration of stock</p>	<ul style="list-style-type: none"> <li>- We will not pay for:               <ul style="list-style-type: none"> <li>· deterioration caused by total or partial failure of utility suppliers resulting from a deliberate act of any utility supplier;</li> <li>· deterioration caused by property perils (for example fire, water damage or theft); or</li> <li>· damage to the cold chamber itself.</li> </ul> </li> <li>- You must keep a record showing that temperature readings are taken regularly.</li> </ul>
<p>Section 3 Loss of income</p>	<ul style="list-style-type: none"> <li>- We will not pay for financial loss:               <ul style="list-style-type: none"> <li>· caused by the proper use of tools;</li> <li>· caused by the deliberate act of a utility supplier;</li> <li>· following the solidification of the contents of the insured property; or</li> <li>· where cover for section 1 or section 2 has not been selected.</li> </ul> </li> </ul>
<p>All sections General exclusions</p>	<ul style="list-style-type: none"> <li>- We will not pay for:               <ul style="list-style-type: none"> <li>· loss or cost resulting from your intentional act or failure;</li> <li>· loss or cost resulting from your property being confiscated or if doing so would expose us to any sanction; or</li> <li>· damage or deterioration which cannot be accounted for.</li> </ul> </li> </ul>

### **The insurer**

GRP is a trading name for European Property Underwriting Ltd who underwrite this insurance on behalf of HSB Engineering Insurance Limited, registered office is at New London House, 6 London Street, London EC3R 7LP.

### **Your rights to cancel your policy**

You have 14 days to make sure that you are happy with the cover provided. Within those 14 days, you can cancel the policy by telling the person who arranged this insurance for you, or us in writing and we will then refund the whole premium you have paid, unless you have made a claim.

### **Your responsibility to give us correct information**

You must do everything reasonably possible to make sure that the information you give us is a fair presentation of the risk and you must make sure that you tell us immediately about any changes that may affect your cover. This is important before you take out the policy as well as during the period of insurance. You should also regularly review the cover provided to make sure it meets your needs, if your circumstances change you must tell the person who arranged your insurance for you, or us.

If you do not tell the person who arranged your insurance for you, or us, about important information, including changes to your circumstances, it may result in your insurance being treated as though it never existed, changes to the terms of your policy, or your claim not being paid in full.

### **How we use your information**

We may use the information you give us for a number of reasons (for example, to make decisions about cover and claims, or to detect and prevent fraud). We may share your information with, and get information about you from, companies within the Munich Re Group, other insurers, credit-reference agencies, fraud-prevention agencies, regulatory authorities and agents who provide services on our behalf. We may share your information with third parties outside of the European Economic Area (EEA).

If the information you give us is personal information (such as names, addresses, telephone numbers, job titles or dates of birth), you give us permission to use that information as explained above. If you give us personal information relating to anyone other than you, you must have that person's permission to give us their information and for us to use it as set out above.

### **Duration of the policy**

The length of time covered by this policy will be shown in your schedule (usually for a period of 12 months). This policy does not renew automatically.

### **If you have a claim or an incident has occurred**

As soon as you know about any incident or circumstance that may result in a claim you must tell us, providing full details, as soon after the incident or circumstance as possible and within 14 days if the loss is as a result of riot or similar incident.

When making a claim it is very important that you meet all of the requirements of the policy, particularly the condition precedent set out in claim condition 1 – Reporting a claim. If you don't, we may not pay part or all of your claim.

You will have to pay a contribution towards each claim (the excess). In addition to this, for cover under section 3, a time excess or a franchise will apply, which means you will not be covered for the financial loss that occurs during a period of time following an incident. The excess and the time excess or franchise (where applicable) will be stated in your schedule. You must report your claim to either the person who arranged this insurance for you, or to us.

Telephone: +44 (0) 330 100 3432\*

E-mail: [new.loss@hsbeil.com](mailto:new.loss@hsbeil.com)

Address: Claims Department,  
HSB Engineering Insurance Limited,  
Chancery Place, 50 Brown Street,  
Manchester M2 2JT

### **If you have a complaint**

We are committed to providing the highest standards of customer service and treating our customers fairly. If you have a complaint, contact the person who arranged this insurance for you or contact us.

Telephone: +44 (0) 330 10 3433\*

E-mail: [complaints@hsbeil.com](mailto:complaints@hsbeil.com)

Address: The Customer Relations Leader,  
HSB Engineering Insurance Limited,  
Chancery Place, 50 Brown Street,  
Manchester M2 2JT

If we cannot deal with your complaint within 8 weeks or you are not happy with our final response, you may be able to complain to the Financial Ombudsman Service.

Telephone: 0800 023 4567 (from a landline) or  
0300 123 9123 (from a  
mobile) Website: [www.fos.org.uk](http://www.fos.org.uk)  
Address: Financial Ombudsman Service, Exchange  
Tower, London E14 9SR

Telephone: 0800 678 1100  
Website: [www.fscs.org.uk](http://www.fscs.org.uk)  
E-mail: [enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk)  
Address: Financial Services Compensation Scheme,  
10th Floor, Beaufort House, 15 St Botolph Street,  
London EC3A 7QU

### **Compensation Scheme Rights**

If we cannot pay you what we owe, you may be entitled to compensation under the Financial Services Compensation Scheme.

\*calls to this number are charged at the same standard landline rate as 01 or 02 numbers.