

Business Insurance FAQs – Covid 19



Business Insurance

The information below relates to business insurance policies issued by Hiscox and is correct as at 23 March 2020.

If you are a Hiscox business insurance customer, you will no doubt have questions regarding your cover in relation to the impact of Coronavirus on your business.

At Hiscox we pride ourselves on our claims service and we will do everything we can to respond when a policy is triggered.

However, the core Business Interruption cover provided by our business insurance policies responds to physical property damage at the insured premises resulting in the business being unable to trade.

Hiscox's policies do not include diseases linked to pandemics such as Coronavirus due to the difficulty of insurers being able to quantify the potential risk.

Each claim is different and so the question of whether or not the policy affords cover will be determined by the circumstances of the claim and the terms and conditions set out in the policy documentation (including policy limits, excesses and any endorsements).

In light of this, we have prepared a series of answers to some of the Frequently Asked Questions we have received, set out below. Should this not answer your question, please call us to discuss your policy and specific circumstances.

Through your Hiscox business insurance policy, you may have access to legal and HR consultancy and support. Please refer to your policy documentation for more information.

In the meantime, we recommend that all our customers follow the latest Government guidance on Coronavirus <https://www.gov.ie/en/campaigns/c36c85-covid-19-coronavirus/>

Insurance Ireland has also published some information to help insurance customers – you can find answers to commonly asked questions at: <https://www.insuranceireland.eu/news-and-publications/news-press-release/covid-19-hub>

Business Insurance FAQs

My employees are working from home due to recent government guidance, will they be covered by my insurance policy?

If you currently purchase employer's liability cover for your business, then you don't need to worry – this will extend to cover them while they are working from home during this period.

Am I covered for my contents that my employees take home in order to work there?

Generally, we give cover of up to €32,500 for contents other than laptops, tablets or mobile phones that are at employees' homes. Laptops, tablets or mobile phones can be covered under our Property Away and in Transit cover if you have chosen to take that additional cover.

We have decided to voluntarily shut our business to protect the welfare of our employees. Are we covered?

There is no cover under your policy in these circumstances because there has been no 'insured damage' to property.

One or more of our employees is self-isolating or has gone to hospital as a result of an actual or suspected contraction of Coronavirus. We have decided to voluntarily shut our business. Are we covered?

There is no cover under your policy in these circumstances because there has been no 'insured damage' to property.

We are keeping our business open, but we are experiencing a reduction in custom and a subsequent loss of income/profit as a result of the Government's social distancing advice relating to Coronavirus. Are we covered for these financial losses?

There is no cover under your policy in these circumstances because there has been no 'insured damage' to property and a fall in income is not 'interruption'.

A property in the vicinity of our insured premises has closed due to an outbreak of Coronavirus at those premises. This has impacted our business and reduced our income and/or profit. Can we recover our losses under the policy because this nearby business has closed?

There is no cover under your policy in these circumstances because there has been no 'insured damage' to property.

A supplier or customer has closed their business as a result of Coronavirus related issues and it has caused our business to suffer losses. Are we covered?

There is no cover under your policy in these circumstances because there has been no 'insured damage' to property.

The government or a local authority has issued an advisory ban or mandatory restriction on the opening of businesses generally or specifically to our industry. Are we covered?

Advisory restrictions or shut downs, or mandatory restrictions or shut downs that apply generally or to a sector, are not covered. We must stress that each claim is unique and is addressed on its own merits so please talk to us if you would like this to be clarified.

We do not currently have the funds to pay our premium. What are our options?

We are immediately extending our credit terms from 30 days to 60 days to allow time for premiums to be paid by our customers. We will review this time period in the coming weeks to ensure that this allows enough time for our insured's to maintain cash flow during the current crisis.

Customers are also welcome to switch their premium payment from full payment of the annual premium to interest free direct debit.

If you have any other specific issues in respect of payment please contact your broker and we will endeavour to assist you.

In the event of a total lockdown, I may not be able to reach my broker to instruct cover. Will I still be covered?

In the event of a total lockdown Hiscox will only proceed to lapse cover on policies when we receive an instruction to do so from a broker. We will provide an automatic extension in cover to ensure that the customer is covered during this difficult period.

