



Hiscox Ireland

# Business Insurance FAQs – Covid 19



# Business Insurance

The information below relates to business insurance policies issued by Hiscox and is correct as at 24th April 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.

As explained below, while Hiscox policies provide cover in some particular circumstances where there is no insured damage to property, for such cover to be triggered the losses must result **solely and directly** from an interruption to the business caused by the insured peril.

An Insured Peril is an event which must occur before you can claim for financial losses which result solely and directly from an interruption to your business. There are six insured perils in your policy. Four of these required insured damage to occur at your premises, one relates to failure of equipment and the last insured peril relates to your inability to use the office due to restrictions imposed by a public authority following the happening of five specified events. Consequently, for that reason also, our policies are unlikely to respond to cover for most claims relating to COVID-19 and if they do respond,

the losses will only be covered as provided for by the policy and this will, for example, mean that losses caused by the downturn in economic activity as a result of the pandemic and social distancing and other safety measures are not covered.

Each claim is different and so the question of whether or not the policy affords cover for any particular losses will depend on the terms and conditions set out in the policy documentation (including policy limits, excesses and any endorsements) and the particular facts and circumstances underlying individual claims.

In light of this, we have prepared a series of general answers to some of the Frequently Asked Questions we have received, which should be read in light of the above. This document has now been updated given the rapidly evolving situation and the issues emerging. But by their nature, these answers are not capable of answering all the relevant issues that may arise in any given case. Accordingly please call us to discuss your policy and specific circumstances and any queries arising.

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.

## 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 cover if you have chosen to take that additional cover.

**What happens if my premises are left unoccupied?**

We normally ask you to tell us if your property is going to be left unoccupied for more than 30 consecutive days. Given the exceptional circumstances at the moment, we are extending this period to 90 days. We recommend to shut off the water supply to the premises, and ensure that any measures to prevent thefts are taken, such as locking away equipment and setting intruder alarms.

**One of our employees contracted Covid-19 and we were directed by the government / the HSE to close our premises in order to conduct a deep clean. Are we covered?**

Yes. There is an occurrence of an insured peril as you were unable to use your premises due to restrictions imposed in relation to the use of your premises by a government authority following an occurrence of a notifiable human disease. However, you will only be covered for financial losses that result solely and directly from the restrictions imposed on your premises. You will not be covered for any losses suffered as a result of the slowdown in economic activity and social distancing and other safety measures.

# Business Insurance FAQs

**A business in the locality of our insured premises has closed due to an outbreak of Covid-19 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?**

No. The closure of a business in the locality does not constitute an insured peril. As explained in the introduction there is no Covid-19 cover in these circumstances and in any event and independently of that any financial loss does not result solely and directly from an interruption to the business. Furthermore even if the business had remained open it is very likely that the business would have suffered the same or very similar losses as a result of the slowdown in economic activity and social distancing and other safety measures.

**In advance of any government advice, we decided to voluntarily shut our business to protect the welfare of our employees. Are we covered under our Business Interruption cover?**

No. There is no occurrence of an insured peril and in any event you decided to shut your business voluntarily. As explained in the introduction there is no Covid-19 cover in these circumstances and in any event and independently of that any financial loss does not result solely and directly from an interruption to the business. Furthermore even if the business had remained open it is very likely that the business would have suffered the same or very similar losses as a result of the slowdown in economic activity and social distancing and other safety measures.

**In advance of any government advice, one or more of our employees was self isolating or went to hospital as a result of an actual or suspected contraction of Covid-19. We decided to voluntarily shut our business. Are we covered?**

No. There is no occurrence of an insured peril and in any event you decided to shut your business voluntarily. As explained in the introduction there is no Covid-19 cover in these circumstances and in any event and independently of that any financial loss does not result solely and directly from an interruption to the business. Furthermore even if the business had remained open it is very likely that the business would have suffered the same or very similar losses as a result of the slowdown in economic activity and social distancing and other safety measures.

**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 sufficient in of themselves to trigger cover and do not constitute an insured peril. As explained in the introduction there is no Covid-19 cover in these circumstances and in any event and independently of that any financial loss does not result solely and directly from an interruption to the business. Furthermore even if the business had remained open it is very likely that the business would have suffered the same or very similar losses as a result of the slowdown in economic activity and social distancing and other safety measures.

**Our business is considered to be an “essential service” but we have decided to close the business to protect our staff and customers. Are we covered for these financial losses?**

In these circumstances there is no occurrence of an insured peril and in any event you have decided to shut your business voluntarily. As explained in the introduction there is no Covid-19 cover in these circumstances and in any event and independently of that any financial loss does not result solely and directly from an interruption to the business. Furthermore even if the business had remained open it is very likely that the business would have suffered the same or very similar losses as a result of the slowdown in economic activity and social distancing and other safety measures.

**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 Covid-19. Are we covered for these financial losses?**

No. The business is open and there is no occurrence of an insured peril. As explained in the introduction there is no Covid-19 cover in these circumstances and in any event and independently of that any financial loss does not result solely and directly from an interruption to the business. Furthermore even if the business had remained open it is very likely that the business would have suffered the same or very similar losses as a result of the slowdown in economic activity and social distancing and other safety measures.

**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.

**Due to the current circumstances, 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.

**Who should I contact if I have any queries or wish to discuss my claim?**

You should contact your broker in the first instance or contact us directly on +353 (0) 1 2381810

**I’m not happy with the outcome of my claim, what are my rights?**

If you are unhappy with the outcome of your claim, please contact us at 01 2381810. We have 40 business days in which to investigate and make a decision on any complaint you might have.

If following further investigation into your complaint, you remain dissatisfied with our final response letter, or if a final response letter has not been issued to you within 40 business days of your complaint being referred to us, you may also have the right to refer your complaint to the Financial Services and Pensions Ombudsman.

The contact details are as follows:

**The Financial Services and Pensions Ombudsman’s Bureau, Lincoln House, Lincoln Place, Dublin 2.**  
Telephone: 01 567 7000  
Email: [info@fspo.ie](mailto:info@fspo.ie)  
Web: [www.fspo.ie](http://www.fspo.ie)

[hiscox.ie/contact-us](https://hiscox.ie/contact-us)

