

Property – equipment breakdown

Insurance product information document



Company: Hiscox SA

Product: Property – equipment breakdown

Hiscox SA trading as Hiscox is supervised by the Commissariat aux Assurances (CAA) in Luxembourg and is regulated by the Central Bank Ireland for conduct of business rules.

This document provides a summary of the key information relating to the standard terms and conditions of this equipment breakdown insurance policy. Complete pre-contractual and contractual information on the product is provided in the full policy documentation and you should also check the schedule for any endorsements that change the scope of this cover.

What is this type of insurance?

This product is designed to meet the needs of customers who wish to protect their commercial equipment against failure.



What is insured?

- ✓ Failure of your equipment and computers at your business premises.
- ✓ Failure of your computers temporarily elsewhere in the United Kingdom, the Channel Islands, the Isle of Man or the Republic of Ireland.
- ✓ The costs of clean up, repair or disposal and replacement of equipment or computers due to hazardous contamination following a failure.
- ✓ The costs of reconstituting data, caused by failure covered under this section or internal malfunction of a computer.
- ✓ Any reasonable additional costs to expedite repairs following covered failure.
- ✓ If a covered failure causes damage to a building also covered by your policy, we will pay any additional demolition or repair due to any legal or regulatory requirement.
- ✓ Failure of oil or water storage tanks and connecting pipework, the costs of replacing the tank's contents and decontamination of property at the premises following covered damage to the tank.



What is not insured?

- ✗ Damage to equipment, computers or oil or water storage tanks due to failure caused by wear and tear, inherent defect, rot, fungus, mould, vermin or infestation, or any gradually operating cause.
- ✗ Failure caused by:
 - a hydrostatic, pneumatic or gas pressure tests of a boiler or pressure vessel.
 - an insulation breakdown test of electrical equipment.
 - a virus.
- ✗ Damage to:
 - any structure, foundation, cabinet or compartment which supports equipment, computers or oil and water storage tanks.
 - any insulating or refractory material.
 - piping for sewer, underground or sprinkler systems, tanks for sprinkler systems and underground vessels.
 - water piping other than for certain types of boiler, heating, refrigerating or air conditioning.
 - vehicles other than fork-lift trucks, aircraft or floating vessels.
 - dragline, excavation or construction equipment.
 - equipment manufactured by you for sale.
 - tools, dies, cutting edges, crushing surfaces, trailing cables, non-metallic linings, belts, bands or other parts requiring periodic renewal.
 - any electronic equipment other than computers used for medical or scientific purposes.
 - production or process equipment.
 - domestic equipment used in private living quarters.
- ✗ Loss or damage that is or should be, but for a breach of your obligations, recoverable under any maintenance agreement, warranty or guarantee.
- ✗ Loss due to war, confiscation or any nuclear reaction or radiation.
- ✗ Any damage or loss directly or indirectly caused by, contributed to by, resulting from or in connection with any communicable disease or the fear or threat of any communicable disease.



Are there any restrictions on cover?

- ! We will only cover equipment, computers or water or heat storage tanks that are insured under the other property sections of your policy.
- ! We will not cover the amount of the excess.
- ! We will only cover damage occurring in the period of insurance.
- ! Cover for certain items or types of loss are limited. All relevant limits can be found in the policy wording or schedule.



Where am I covered?

At your business premises and anywhere else stated on your policy schedule.



What are my obligations?

- You must ensure that you disclose all facts and matters which might be relevant and that all information provided to us is true, accurate and complete.
- You must let us know if the information provided changes.
- You must take reasonable care to ensure the equipment, computers or oil or water storage tanks are properly maintained and used appropriately.
- You must take reasonable steps to comply with any statute or order applicable to the equipment, computers or oil or water storage tanks.
- You must back up your data at least once per week and keep the copies away from the business premises.
- You must tell us promptly about any failure.



When and how do I pay?

Please check your policy schedule for payment method.



When does the cover start and end?

Please check your policy schedule for your cover start and end dates.



How do I cancel the contract?

By giving 30 days' notice in writing. We will return a pro-rata proportion of your premium unless the amount is below any minimum payment stipulated in the general terms and conditions of your policy wording. We will never charge you a fee for cancelling your insurance.

Important information

How to make a claim

If you suffer a loss and may need to make a claim you should contact us as soon as possible.

For all claims you will need to provide your Hiscox policy number and full details of the claim, including the date, amount claimed and circumstances.

Complaints procedure

If you have a complaint, you can contact us using the details below.

Hiscox Customer Relations
Hiscox SA (Irish branch)
The Observatory
7-11 Sir John Rogerson's Quay
Dublin 2
D02 VC42

By phone: 1800 901 903
By phone from mobiles or abroad: +353 1 238 1810
By email: customerrelations.ireland@hiscox.com

If you remain dissatisfied after the internal dispute resolution process, you may have the right to refer your complaint to the Financial Services and Pensions Ombudsman.

The Financial Services and Pensions Ombudsman (FSPO) is an independent, impartial, fair and free service that helps resolve complaints with pensions providers and regulated financial services providers.

Contact details:
Financial Services and Pensions Ombudsman
Lincoln House
Lincoln Place
Dublin
D02 VH29

Phone: +353 1 567 7000
Email: info@fspoi.ie
Web: www.fspoi.ie

Alternatively, you can also contact:

Commissariat aux Assurances
7, boulevard Joseph II
L-1840 Luxembourg
Luxembourg
Email: caa@caa.lu

If you are a consumer, you may also address your complaint in English to the Insurance Ombudsman in Luxembourg, located at:

Insurance Ombudsman
ACA
12, rue Erasme
L - 1468 Luxembourg
Luxembourg
Phone: +352 44 21 44 1
Fax: +352 44-02-89
Email: mediateur@aca.lu

If you have purchased your policy online you can also make a complaint via the EU's online dispute resolution (ODR) platform. The website for the ODR platform is: <http://ec.europa.eu/odr>



General information

This is a statement of the terms of business on which we agree to act and contains details of our regulatory and statutory responsibilities under the supervision of the Commissariat aux Assurances and the regulation of the Central Bank of Ireland. If you have any questions, please advise your usual contact in the first instance who will be pleased to assist you.

About us

Hiscox SA is a Luxembourg regulated insurance company, which is subject to the supervision of the Commissariat aux Assurances (CAA).

Hiscox SA is duly authorised to carry on non-life insurance business in other member states of the European Union and the European Economic Area.

Further details can be found at www.caa.lu.

Hiscox SA is registered in Luxembourg with the Trade and Company Register Luxembourg (RCS Luxembourg) with reference number B217018. Hiscox SA head office is located at Avenue John F. Kennedy 35F, 1855 Luxembourg, Luxembourg.

Further details can be found at www.lbr.lu.

Hiscox SA is subject to the supervision of the Commissariat aux Assurances in Luxembourg and is regulated by the Central Bank of Ireland for conduct of business rules.

Hiscox SA branch in the Republic of Ireland is registered with the Companies Registration Office with reference number 908764. Hiscox SA branch in the Republic of Ireland is located at:

The Observatory
7-11 Sir John Rogerson's Quay
Dublin 2
D02 VC42
Republic of Ireland

Further details can be found at <https://www.cro.ie/>.

Hiscox SA is subject to the Consumer Protection Code 2012 which offers protection to consumers, details of this code can be found on the Central Bank of Ireland's website.

Hiscox SA is registered in Luxembourg with Trade and Company register Luxembourg (RCS Luxembourg): registration number B217018, at Avenue John F. Kennedy 35F, 1855 Luxembourg, Luxembourg.

Our relationship with you

While we will provide you with information on the cover offered, further information or advice will only be provided if it is made available to you by your chosen insurance intermediary. Any quote documentation we provide to you is based on the information you provide us. You should check to confirm this is correct and advise us of any changes required.

You will be required to make premium payments in accordance with the terms of the policy. Failure to pay any amounts due may result in us cancelling coverage in line with the terms and conditions of the policy.

This insurance is governed by the laws of the country stated in the general terms and conditions. Any dispute arising out of or relating to this insurance, including over its construction and validity will be referred to a single arbitrator in accordance with the general terms and conditions and the Arbitration Act then in force in the country stated.

Using your personal information

Hiscox SA is acting as a data controller and we collect and process information about you in order to provide insurance policies and to process claims. Your information is also used for business purposes such as fraud prevention and detection and financial management. This may involve sharing your information with, and obtaining information about you from, our group companies and third parties such as brokers, loss adjusters, credit reference agencies, service providers, professional advisors, our regulators or fraud prevention agencies.

We may record telephone calls to help us monitor and improve the service we provide.

For further information on how your information is used and your rights in relation to your information please see our privacy policy at: cookies: www.hiscox.ie/cookies and privacy: www.hiscox.ie/privacy.

You can also contact us at any time by telephoning +353 (0) 1238 1800 or by emailing us at dataprotectionofficer@hiscox.com.

This important information document is effective from January 2019.
