



Intact Insurance Ireland DAC,  
Intact House,  
Dundrum Town Centre,  
Sandyford Road,  
Dundrum, Dublin 16  
D16 FC92

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## Important Notice to Policyholders – Commercial Property

Dear Policyholder,

Thank you for placing your insurance with us over the past year.

Since your previous renewal we have taken the opportunity to review the policy wording.

Any renewal offering will be based on our new enhanced policy wording. We have highlighted the key changes versus the previous standard policy wording below. There are a number of new sections – *refer the policy wording for full details*. If you have any queries on any of the changes your insurance intermediary should be able to assist you. This document should be read in conjunction with your renewal documentation.

Please note that these changes will take effect at the commencement of your next period of insurance.

Policy Sections	Summary of changes
Introduction	<ul style="list-style-type: none"><li>Additional text is included to clarify that in the event of any inconsistency in the terms set out in your Policy (i.e. the policy wording, policy schedule and statement of fact), the terms as set out in the policy schedule will take precedent.</li></ul>
Your Policy	<ul style="list-style-type: none"><li>A cooling-off section is now included.</li></ul>
Policy Definitions	<p>All definitions are now included in one section which is now placed at the start of the policy wording.</p> <ul style="list-style-type: none"><li><b>To provide greater clarity we have included definitions as follows:</b> Act of Terrorism / Alternative Basis of Settlement / Annual Salary / Buildings / Business / Company / Computer Equipment / Computer System / Cyber Act / Cyber Incident / Cyber Loss / Damage / Damaged / Designation of Property / Electronic Data / Employee / Estimated Gross Profit or Estimated Gross Revenue / Event / Fire Alarm System / Flood / General Contents / Ground Heave / Indemnity Period / Insurance Amount / Insured / Insured's Contribution / Insured Person / Intruder Alarm System / Landslip / Loss of Limb / Loss of Eye / Maintenance Agreement / Medical Expenses / Medical Practitioner / Microchip / Money / Non-negotiable Money / Outstanding Debit Balances / Period of Insurance / Permanent Total Disablement / Policy / Premises / Premium / Property / Rate of Gross Profit / Risk Control Programme / Schedule / Settlement / Standard Turnover or Standard Gross Revenue / Statement of Fact / Stock / Storm / Subsidence / Sum Insured / Temporary Total Disablement / Tenant's Improvements / Turnover / Uninsured Variable Costs / Unoccupied / Working Hours</li></ul>

Intact Insurance is a registered business name of Intact Insurance Ireland Designated Activity Company (DAC). Intact Insurance Ireland DAC trading as Intact Insurance is regulated by the Central Bank of Ireland and is a private company limited by shares registered in Ireland under number 148094 with registered office at Intact House, Dundrum Town Centre, Sandyford Road, Dundrum, Dublin 16, D16 FC92. The Directors are Emer Daly (Chair), Kilian Colleran, Karl Helgesen (British), Aidan Holton, Benoit Morissette (Canadian), Catherine Moroney, Marie-Lucie Paradis (Canadian), Ryan Penton (Canadian) and Kevin Thompson.

- **The limits under the definition of General Contents are now increased as follows:**

Item	Change/New/Unaltered
Documents, manuscripts and business books	Change - Limit increased from €31,800 to €50,000
Directors, partners, employees/ personal effects	Change - Limit increased from €640 per person to €1,000 per person
Money and securities	Change - Limit increased from €1,270 to €2,500
Wines, spirits, cigarettes and tobacco held for entertainment purposes	Change - Limit increased from €640 to €1,000

**Policy and Claims Conditions**

Item	Change/New/Unaltered
Claims Actions by the Insured	<p>Change - Give notice within 24 hours (previously "immediate notice") to An Garda Siochana in respect of Damage caused by malicious persons or thieves.</p> <p>Change - Removal of the condition to advise us of the full details of any claim for damage caused by riot civil commotion within 7 days.</p> <p>New - Included a condition that if the Insured becomes aware of any additional information after a claim has been made, which would support or prejudice the validity of the claim, then; such information must be notified to us as soon as is reasonably possible.</p>
Reasonable Precautions	Unaltered
Control of Claims	Unaltered
Debit Recording	Unaltered
Money in Transit	<p>Change - Increased limits:</p> <ul style="list-style-type: none"> <li>• Up to €5000 – 1 adult (previously €3,810)</li> <li>• €5,000 - €10,000 – 2 adults (previously €3,810 to €7,620)</li> <li>• €10,000 - €15,000 – 3 adults (previously €7,620 to €12,700)</li> <li>• Exceeding €15,000 – approved security company (previously €12,700)</li> </ul>
Cooking	New
Change of Status	Unaltered
Alterations	Change - to include the consequences for non-compliance.
Risk Management	New
Financial or Trade Sanctions	Change - Included consequences for non-compliance and also incorporated a definition of Prohibition.
Misrepresentation	New
Cancellation	New
Fraudulent Claims	Change - to include the consequences of non-compliance.
Subrogation	Unaltered
Contribution	Unaltered
Interest	Unaltered
Company's Liability	Unaltered
Arbitration	Unaltered

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**Property Damage and Business Interruption Insurance - Covers**

Item	Change/New/Unaltered
Cover 1 Fire	Change - Extended to include damage by smoke.
Cover 3 Riot Malicious Damage and 7 Sprinkler Leakage	Change - Exclusion for unoccupied premises; removed from these covers and now included within the Unoccupied Premises exclusion.
Cover 4 A) Storm and 4 B) Flood	Change - Separated into A) and B) to provide greater clarity.
Cover 5 Escape of Water	Change - Extended to include escape of oil.
Cover 8 Theft	Change - Exclusions within this cover amended to include copper and zinc.
Cover 11 Computer Breakdown	New
Business Interruption Insurance	Change - provision of a 33.33% uplift (of sum insured) as standard but removal of the underinsurance waiver where the policy was previously on a declaration-linked basis.

**Property Damage Insurance - Extensions**

Item	Change/New/Unaltered
Branded Goods	New
Alterations and Additions	Change - Limit increased from €650,000 to €750,000.
Contract Works	New
Clearance of Drains	New
Fire Extinguishment	Change - Limit now €100,000 whereas previously limited to reasonable costs.
Accidental Gas Discharge and Alarm Resetting Expenses	New
Fire Brigade Charges	New
Inadvertent Errors and Omissions	New
Involuntary Betterment	New
Landscaped Grounds	New
Loss Reduction Expenses and Temporary Repairs	New
Environmental	New
Mortgagees and Lessors	New
Non-Invalidation	New
Transfer of Interest	Unaltered
Reinstatement	Unaltered
Property at Other Locations	Change – Limit for Stock increased from €325,000 to €500,000 and limit of €50,000 included for other property anywhere in the world
Theft Cover Extension	Change - Limit increased from €640 to €2,500
Unauthorised use of Telecommunications, Electricity, Gas, Oil, or Water	New
Undamaged Stock	New
Trace and Access	New
Workmen	Unaltered
Stock in Transit	New
Deterioration of Stock	New
Seasonal Increase in Stock	New
Seventy-Two Hour Clause	New

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<b>Business Interruption Insurance - Extensions</b>	<table border="1" data-bbox="443 147 1362 405"> <tr> <td>Property at Other Locations</td> <td>New</td> </tr> <tr> <td>Loss at Contract Premises</td> <td>New</td> </tr> <tr> <td>Loss at Supplier(s) or Customer(s) Premises</td> <td>New</td> </tr> <tr> <td>Prevention of Access</td> <td>Change - Prevention of access (previously titled Denial of Access) as a result of damage to premises within one mile (previously "in the vicinity") of the Insured's premises.</td> </tr> </table> <p><b>Change - Limits</b>  10% of the Gross Profit or Gross Revenue Sum Insured or €750,000 whichever is the lesser and a Maximum Indemnity Period of 3 months whereas previously; 10% of the total of the sums insured or €325,000 whichever was the lessor (unless otherwise stated in the Schedule) or the percentage (of the total of the sums insured by the policy) or monetary limit shown in the schedule against such situations or property with a maximum indemnity period as shown in the schedule.</p>	Property at Other Locations	New	Loss at Contract Premises	New	Loss at Supplier(s) or Customer(s) Premises	New	Prevention of Access	Change - Prevention of access (previously titled Denial of Access) as a result of damage to premises within one mile (previously "in the vicinity") of the Insured's premises.
Property at Other Locations	New								
Loss at Contract Premises	New								
Loss at Supplier(s) or Customer(s) Premises	New								
Prevention of Access	Change - Prevention of access (previously titled Denial of Access) as a result of damage to premises within one mile (previously "in the vicinity") of the Insured's premises.								
<b>Property Damage and Business Interruption Insurance - Exclusions</b>	<table border="1" data-bbox="443 707 1362 1727"> <tr> <td>Cyber</td> <td> New – Exclusion Wording below   <b>Cyber</b>  A) any Cyber Loss;  B) any loss, damage, liability, claim, cost, or expense of whatsoever nature directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with any loss, damage, loss of use, reduction in functionality, repair, replacement, restoration or reproduction of any Electronic Data, including any amount pertaining to the value of such Electronic Data.   However, in the event that a peril listed below results from any of the matters described in A) or B) above, this Policy, subject to all other terms, conditions and exclusions, will cover loss due to interruption or interference with the Business of the Insured directly caused by Damage resulting from such Listed Peril.   Listed Perils: fire, lightning, aircraft or other aerial devices or articles dropped from them, explosion, riot civil commotion, strikers, locked-out workers, persons taking part in labour disturbances, earthquake, Storm, Flood, escape of water or oil from any tank, apparatus or pipe or impact by any road vehicle or animal, sprinkler leakage. </td> </tr> </table>	Cyber	New – Exclusion Wording below  <b>Cyber</b> A) any Cyber Loss; B) any loss, damage, liability, claim, cost, or expense of whatsoever nature directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with any loss, damage, loss of use, reduction in functionality, repair, replacement, restoration or reproduction of any Electronic Data, including any amount pertaining to the value of such Electronic Data.  However, in the event that a peril listed below results from any of the matters described in A) or B) above, this Policy, subject to all other terms, conditions and exclusions, will cover loss due to interruption or interference with the Business of the Insured directly caused by Damage resulting from such Listed Peril.  Listed Perils: fire, lightning, aircraft or other aerial devices or articles dropped from them, explosion, riot civil commotion, strikers, locked-out workers, persons taking part in labour disturbances, earthquake, Storm, Flood, escape of water or oil from any tank, apparatus or pipe or impact by any road vehicle or animal, sprinkler leakage.						
Cyber	New – Exclusion Wording below  <b>Cyber</b> A) any Cyber Loss; B) any loss, damage, liability, claim, cost, or expense of whatsoever nature directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with any loss, damage, loss of use, reduction in functionality, repair, replacement, restoration or reproduction of any Electronic Data, including any amount pertaining to the value of such Electronic Data.  However, in the event that a peril listed below results from any of the matters described in A) or B) above, this Policy, subject to all other terms, conditions and exclusions, will cover loss due to interruption or interference with the Business of the Insured directly caused by Damage resulting from such Listed Peril.  Listed Perils: fire, lightning, aircraft or other aerial devices or articles dropped from them, explosion, riot civil commotion, strikers, locked-out workers, persons taking part in labour disturbances, earthquake, Storm, Flood, escape of water or oil from any tank, apparatus or pipe or impact by any road vehicle or animal, sprinkler leakage.								

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<b>Property Damage and Business Interruption Insurance - Exclusions (continued)</b>	Unoccupied Premises	New – Applicable to covers 1A), 3, 5, 7 & 8. These covers will remain in place subject to the Insured complying with stated conditions.
	Intruder Alarm System	New – Applicable to cover 8. Sets out the consequences of the non-operation of an Intruder Alarm System.
	Sprinkler System	New – Applicable to cover 1. Sets out the consequences of non-operation of sprinkler protection where a fully operational sprinkler protection system is a condition of cover as shown on the Schedule.
<b>Insured's Contribution</b>	<b>Item</b>	<b>Change/New/Unaltered</b>
	<b>Property Damage</b>	
	• Subsidence (if insured)	Change - Increased from €1,269 to €2,500
	• All Other Covers	Change - Increased from €126 to €500
	<b>Money</b>	
• €500 each event	New	
<b>Money</b>	<b>Item</b>	<b>Change/New/Unaltered</b>
	Money in the Insured's residence or the residence of any of the Insured's directors, partners or employees while in a locked safe.	Change - Limit increased from €640 to €1,000.
	Non-negotiable money	Change - Limit increased from €350,000 to €500,000.
<b>Money Section 2 Personal Injury (Robbery)</b>	<b>Item</b>	<b>Change/New/Unaltered</b>
	Death/loss of one or month limbs or eyes / permanent total disablement.	Change - Limit increased from €6,350 to €25,000
	Total disablement	Change - Limit increased from €65 per week to €200 per week
	Medical expenses	Change - from 15% of weekly benefit to a limit of €2,500.
<b>General</b>	<ul style="list-style-type: none"> <li>Intact's Data Protection Notice is removed from this document and can be found in the Terms of Business which is issued with your renewal documentation.</li> <li>Customer Complaints Procedure is revised.</li> </ul>	

It is very important that you read this document carefully to ensure the cover provided continues to satisfy your needs. This document should be kept with your policy documents.

Many thanks for your continued support.



Trevor Lowry  
Chief Underwriting Officer  
Intact Insurance Ireland DAC

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