



Important News for Victor Insurance Multi Cover Commercial Policyholders

We are constantly reviewing our products to ensure that they continue to respond to your needs. With effect from renewal there have been changes to your policy wording

This notice must be read in conjunction with the attached Victor Insurance Multi Cover Commercial Wording and Schedule. Please read these documents for full details of the terms, conditions and exclusions that apply as this notice only outlines the key differences. Please keep this notice safely with your policy documentation for future reference.

The key differences between the previous Victor Insurance Multi Cover Commercial Policy and the new Victor Insurance Multi Cover Commercial Policy are shown below:

Important Information

Key change	Detail	What this means to you
If you need to make a claim	This has been updated and includes new contact details	In the event of claims please refer to your new policy wording for new contact details.
Your right to cancel	This has been updated	Provides details of how to cancel the policy.
Our right to cancel	This has been updated	Reduced notification period from 30 to 14 days. Includes alteration clause.
The Insurers	Updated with new insurer details	<p>Amlin UK have been replaced as the insurer of sections 1-8 and 10-12, 14 & 15 by Ageas Insurance Limited</p> <p>Registered Address: Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh, Hampshire SO53 5YA.</p> <p>www.ageas.co.uk</p> <p>Registered in England and Wales No 354568</p> <p>Ageas Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.</p> <p>Financial Services Register No 202039</p>
How to make a complaint	This has been updated to show how you can make a complaint	Provides guidance on how to raise a complaint and what to do if you are not satisfied with our response.

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Financial Services Compensation Scheme	This has been updated	This will help you find more information and provides contact numbers.
Privacy Notice	This has been updated	This explains how Ageas Insurance Limited use your data and how to access other insurers policies on how they use your data.

General Definitions

Key change	Detail	What this means to you
The addition and amendment of certain definitions - some of the key changes are shown below	This has been updated	Some changes may limit the cover you had previously so please read the General Definitions Section in your policy wording carefully.
Buildings	Amended title of definition	Clarifies our position.
Communicable Disease	New definition added	Supports the Communicable Disease Exclusion
Consequential Loss	New definition added	Sets out our revised position.
Damage	Revised definition	Clarifies our position.
Data	Revised definition	Clarifies our position.
Denial of Service Attack	Revised definition	Clarifies our position.
Ground Heave	New definition added	Sets out our revised position.
Hacking	New definition added	Sets out our revised position.
Landslip	New definition added	Sets out our revised position.
Phishing	New definition added	Sets out our revised position.
Principal	New definition added	Sets out our revised position.
Settlement	New definition added	Sets out our revised position.
Senior Manager	New definition added	Sets out our revised position.
Stock in Trade	Revised definition	Clarifies our position.
Subsidence	New definition added	Sets out our revised position.
System	New definition added	Sets out our revised position.
Terrorism	Revised definition	Clarifies our position.
Virus	Revised definition and amended title	Clarifies our position.
Unlawful Association	Definition deleted	Sets out our revised position.
You/Your/Yours	Revised definition	Clarifies our position.

General Conditions

Key change	Detail	What this means to you
Change of risk and interest	This has been deleted	Sets out our revised position.

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General Conditions (continued)

Contracts (Rights of Third Parties) Act 1999	This condition has been amended	Clarifies that persons who are not a party to this policy have no rights under this act.
Survey	This condition has been amended	Sets out our position in the event the risk is not as presented to us or if you do not comply with this condition following survey.
Language	New condition added	The policy will be in English language.
Renewal	New condition added	We are not bound to offer renewal.

Claims Conditions

Key change	Detail	What this means to you
Arbitration	This condition has been amended	Sets out our revised position.
Claims Procedures	These have been updated	Sets out our claims procedures.
Misrepresentation/Fraud	This condition has been amended with a separate fraud condition	Sets out your duty to make a fair presentation of the risk and the remedies available to us if this does not happen.
Fraud	A new condition has been amended	Sets out our remedies if there has been a fraud.

General Exclusions

Key change	Detail	What this means to you
Marine Policies	Amended	Set out our revised position.
Radioactive Contamination	This exclusion has been amended	Bodily injury caused by radioactive contamination is excluded.
Pollution or Contamination	This exclusion has been amended	Clarifies which sections of the policy we provide cover for pollution or contamination.
War, Government Action and Terrorism	This exclusion has been deleted and replaced by separate War Exclusion, Government or Public Authority Exclusion and Terrorism Exclusion	Sets out our revised position.
Computer Virus and Hacking	This exclusion has been deleted and replaced by Electronic Risks Exclusion	Sets out our revised position.
Northern Ireland Exclusion	New exclusion added	Sets out our revised position.
Date Recognition	This has been deleted	Sets out our revised position.
Loss of Data	This has been deleted	Sets out our revised position.

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General Exclusions (continued)

Communicable Disease	New exclusion added	Excludes claims from a communicable disease to some sections of the policy (please refer to General Exclusions section of the policy for full details).
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Material Damage Section

Key change	Detail	What this means to you
Underinsurance Clause	Reference to underinsurance or average in this section has been deleted	Sets out our revised position.
Basis of Claim Settlement – Reinstatement	Clause 3 – all work must be carried out within 12 months from the date of the damage unless a longer period is agreed with us	Sets out our revised position.
Additional Peril – Subsidence	This extension has been amended to include ground heave and landslip	Sets out our revised position.
Exclusion 9b	This exclusion has been amended	Reference to “other fragile objects” removed.
Capital additions	You must tell us of any capital additions within 30 days (previously 6 months).	Sets out our revised position.
Change of occupancy	We reserve the right to amend the terms and conditions of the policy including cancellation following notice of occupancy/unoccupancy	Sets out our revised position.
Computer systems records	We have made it clearer that accidental damage must occur during the period of insurance for cover to operate	Clarifies our position.
Continuing interest & hire charges	We have made it clearer that accidental damage must occur during the period of insurance for cover to operate	Clarifies our position.
Drains	Replaced contents with Machinery, Plant and All Other Contents	Clarifies our position.
European Union and public authorities	This extension has been amended	Sets out our revised position.
Exhibitions	Exhibitions occurring in the United Kingdom, the Isle of Man and the Channel Islands are covered	Clarifies our position.
Fire Brigade Damage	Covers damage by any emergency service	Sets out our revised position.
Fire Extinguishing Expenses	This extension has been amended	We are no longer required to approve a maintenance company.
Glass	We have made it clearer that damage at the premises must be accidental for cover to operate	Clarifies our position.

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Material Damage Section (continued)

Inadvertent Failure to Insure	This extension has been amended	Applicable to buildings only and you must tell us within 30 days of becoming aware. We reserve the right to amend the terms and conditions of the policy. No retrospective cover available if Terrorism section is operative and no capital additions cover for the same building at the same time.
Index Linking	This extension has been amended	Sets out our revised position.
Interested Parties	This extension has been amended	Sets out our revised position.
Machinery re-erection costs	This extension has been amended	Replaced contents with Machinery, Plant and All Other Contents.
Moulds, tools and dies	We have made it clearer that accidental damage must occur during the period of insurance for cover to operate	Sets out our revised position.
Non-invalidation	We reserve the right to amend the terms and conditions of the policy including cancellation	Sets out our revised position.
Professional fees	Any fees incurred must be with our written consent	Clarifies our position.
Services	This extension has been amended	Sets out our revised position.
Temporary removal	This extension has been amended	Sets out our revised position.
Theft Damage to Buildings	We have made it clearer that accidental damage must occur during the period of insurance for cover to operate	Sets out our revised position.

Business All Risks Section

Key change	Detail	What this means to you
Basis of Claim Settlement – Reinstatement	All work must be carried out within 12 months from the date of the damage unless a longer period is agreed with us.	Sets out our revised position.
Underinsurance Clause	This has been deleted	Sets out our revised position.
Exclusion 17	This has been deleted as it forms part of the Northern Ireland exclusion under General Exclusions section of the policy	Sets out our revised position.

Business Interruption Section

Key change	Detail	What this means to you
Underinsurance Clause	This has been deleted	Sets out our revised position.
Loss of Licence	This cover clause has been amended	Gender references removed from Special Condition 2.
Civil commotion in Northern Ireland Exclusion	This has been deleted as it forms part of the Northern Ireland exclusion under General Exclusions section of the policy.	Sets out our revised position.



Business Interruption Section (continued)

Act of a competent authority Exclusion	The danger or disturbance must occur within a 1 mile radius of the premises. A disease exclusion has been added	Sets out our revised position.
Denial of access	Damage must occur within a 1 mile radius of the premises	Sets out our revised position.
Notifiable Diseases	This extension has been amended	Revised list of diseases and clarifies start date of the indemnity period.
National lottery	Extended to include interruption to your business following death or bodily injury to your employees. Removal of gender references	Sets out our revised position.
Patterns, moulds, templates	This extension has been amended	Property must be kept in a third party operated or owned building.
Property in transit	This extension has been amended	Travel between territories covered.
Public utilities – telecommunications (supply undertaking)	This extension has been amended	Supplies from France is no longer covered.
Stored property	This extension has been amended	Does not cover exhibition sites or specific property covered by a separate extension. Property must be stored in a third party operated or owned building.
Unspecified Customers	This extension has been amended	Territorial limit expanded to include UK, Channel Islands, Isle of Man. Excluding premises of motor vehicle manufacturers.
Unspecified Suppliers	This extension has been amended	Territorial limit expanded to include UK, Channel Islands, Isle of Man. Excluding premises of motor vehicle manufacturers.

Money and Assault Section – Part A

Key change	Detail	What this means to you
Cover 2 and 3	This clause has been amended	Accidental damage occurring during the period of insurance.
Exclusion 4	This exclusion has been amended	Removed Republic of Ireland.
Money in Transit Condition	Clause 1 requires monies are carried by persons together	Sets out our revised position.

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Money and Assault Section – Part B

Key change	Detail	What this means to you
Cover Clause	This clause has been amended	Incorporated section definition of Loss of Limbs or Sight. Partial disablement must be temporary for cover to apply.
Amount payable Clause	This clause has been amended	Temporary benefits will be paid 4 weeks in arrears.

Book Debts Section

Key change	Detail	What this means to you
Cover Clause	This has been amended	We will cover you whilst book debts are temporarily removed elsewhere from the premises.
Exclusion 3 – Civil commotion in Northern Ireland	This has been deleted as it forms parts of the Northern Ireland exclusion under General Exclusions section of the policy	Sets out our revised position.
Temporary Removal Extension	This extension has been amended	Accidental damage occurring during the period of insurance.

Employers' Liability Section

Key change	Detail	What this means to you
Definition of The Policyholder	First aid provided by a nurse or medical practitioner is excluded	Sets out our revised position.
Asbestos Exclusion	New Exclusion added	Sets out our revised position.
Additional Activities of The Business extension	First aid provided by a nurse or medical practitioner is excluded	Sets out our revised position.
Corporate Manslaughter – Legal Defence Costs Extension	New Extension added	Sets out our revised position.
Health and Safety at Work etc. Act 1974 – Legal Defence Costs Extension	New Extension added	Sets out our revised position.

Public Liability Section

Key change	Detail	What this means to you
Policyholder definition	First aid provided by a nurse or medical practitioner is excluded.	Sets out our revised position.
Exclusion 8. Pollution or Contamination	Territories within the jurisdiction of the United States of America is excluded	Sets out our revised position.
Exclusion 10. Asbestos	This exclusion is amended	Sets out our revised position.
Additional activities of The Business Extension	First aid provided by a nurse or medical practitioner is excluded	Sets out our revised position.

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Public Liability Section (continued)

Data Protection Act 1998 Extension	This has been updated	Sets out our revised position.
Defective Premises Extension	This extension has been amended	Clarifies our position.
Corporate Manslaughter – Legal Defence Costs Extension	New Extension added	Sets out our revised position.
Health and Safety at Work etc. Act 1974 – Legal Defence Costs Extension	New Extension added	Sets out our revised position.

Products Liability Section

Key change	Detail	What this means to you
The Territorial Limits Definition	Territories within the jurisdiction of the United States of America is excluded	Sets out our revised position.
9. Asbestos Exclusion	This exclusion has been amended	Sets out our revised position.
Corporate Manslaughter Extension	New Extension added	Sets out our revised position.
Health and Safety at Work etc. Act 1974 – Legal Defence Costs Extension	New Extension added	Sets out our revised position.

Prosecution Defence Costs

Key change	Detail	What this means to you
Whole Section	This section has been deleted	Sets out our revised position.

Deterioration of Stock Section

Key change	Detail	What this means to you
Exclusion 2 – Excess	This exclusion has been amended	The application of the general condition of average no longer applies to the excess.

Goods in Transit Section

Key change	Detail	What this means to you
Underinsurance Condition	This condition has been deleted	Sets out our revised position.

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Personal Accident Section

Key change	Detail	What this means to you
Insured Person Definition	Removed age restriction	Sets out our revised position.
Operative Time Definition	New Definition added	Shows the period in which an insured person is covered under this section
Cover Clause	This clause has been amended	Accidental bodily injury must occur in the operative time. Any contingency must happen within 24 months of the bodily injury occurring.
Exclusions	Pregnancy or childbirth Exclusion has been deleted	Sets out our revised position.

Terrorism Section

Key change	Detail	What this means to you
Whole Section	This section has been updated. Please read this section in full to ensure that it continues to meet your requirements	Sets out our revised position.