



Important Information

Changes to your Document of Retail Insurance and Schedule

Dear Policyholder

We are pleased to introduce an updated version of LV='s Retail Insurance policy and Schedule.

This new wording will apply at the renewal of your current policy.

Please take time to read this important information to ensure that you understand the changes made.

Notice to Policyholders

Changes to the Document of Retail Insurance and Schedule

- This new product will come in to force at the renewal date of your current policy
- A brief summary of key changes between the products, the cover and wording are shown below
- Full details of the policy cover can be found in your new Document of Insurance and Schedule
- If you have any questions or require further clarification please contact the Broker Intermediary or Agent who arranged the policy for you

Summary of changes to LV= Retail Insurance Schedule

Section 7 – Legal Expenses

- Section 7: Legal Expenses information updated
 - Excess, Insurer's Appointed Representative, Helpline contact details amended
 - Helpline password listed
 - Arc Legal Document Service details added

Summary of changes to LV= Document of Retail Insurance

Retail Insurance Policy Preamble

- Wording revised to incorporate fair presentation of risk information in line with the Insurance Act 2015

Definitions

- **Preamble** – New sentence added:
“The following words or phrases have the same meaning wherever they appear, in **bold**, within this Policy”
- **Building(s)** – Solar panels added to the definition of Building(s)
- **Computer System** - Definition added
- **Data** – Definition added
- **Denial Of Service Attack** – Definition amended
- **Hacking** – Definition amended
- **Injury** – Definition of Injury amended to include mental injury or nervous shock
- **Phishing** – New definition of Phishing added
- **Virus or Similar Mechanism** – Definition amended

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General Conditions

- **Preamble** – New sentence added:
“The following General Conditions apply to the whole of this Policy”
- **General Condition 1. Misrepresentation** – Condition replaced with 1) Misrepresentation and Fair Presentation – wording revised to incorporate fair presentation of risk information in line with the Insurance Act 2015
- **General Condition 6) Cancellation** – Cancellation by the Insured a) i. Cooling off cancellation rights - Amended first paragraph to more clearly define the “cooling off period”

General Exclusions

- **Computer Virus** – Exclusion reworded

Section 1 – Material Damage

Opening Paragraph – Reworded

Additional Covers

Money – The following sentence has been removed:

‘This Additional Cover is only operative if shown in the schedule’ as this is a standard cover

Material Damage Extensions

- **Material Damage Extension 2) Theft of Keys and Lock Replacement** – Reworded and limit increased from £1,500 to £5,000
- **Material Damage Extension 5) Exhibitions** – Limit increased from £5,000 to £10,000
- **Material Damage Extension 8) Loss of Metered Water** – Replaced with Loss of Metered Supplies
- **Material Damage Extension 9) Trace and Access** – Limit increased from £10,000 to £25,000
- **Material Damage Extension 10) Clearing of Drains** – Limit increased from £5,000 to £25,000
- **Material Damage Extension 11) Fire Extinguishment Expenses** – Replaced with Fire and Security Equipment
- **Material Damage Extension 13) Theft of Building Fabric** – Limit amended from “£5,000 in any one Period of Insurance” to refer to the Sums Insured shown in the Schedule
- **Material Damage Extension 14) Emergency Access** – New extension added
- **Material Damage Extension 15) Undamaged Portions of the Buildings** – New extension added
- **Material Damage Extension 16) Automatic Teller Machines (“ATMs”) and Lottery Equipment** – New extension added

Basis of Settlement Clauses

- **Seasonal Increases** – Percentage of Seasonal Increase has been increased from 25% to 30%

Material Damage Exclusions

- **Material Damage Exclusion a)** – Drones and other unmanned aerial vehicles added to exclusion

Material Damage Conditions

- **Fire Extinguishing Appliances** – The following words have been added
“It is a condition precedent to the **Insurer’s** liability that”

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- **Minimum Level of Security** – points e) and f) added relating to security measures for roller shutter doors and electric doors

Section 2 – Business Interruption

Business Interruption Extensions

- **Business Interruption Extension 9) National Lottery Winners** – New extension added

Additional Cover – Loss of Licence

- **Loss Of Licence** – New sentence added:
“Definition applying to this Additional Cover
The following words or phrases have the same meaning wherever they appear, in ***bold italics***, within this Additional Cover”

Section 3 – Equipment Breakdown

- Section wording replaced, cover and limits updated

Section 4 – Employers’ Liability

- **Section Definition** – New sentence added:
“The following words or phrases have the same meaning wherever they appear, in ***bold italics***, within this Section”

Section 5 – Public and Products Liability

- **Section Definition** – New sentence added:
“The following words or phrases have the same meaning wherever they appear, in ***bold italics***, within this Section”

Public and Products Liability Extensions:

- **Public and Products Liability Extension 4) Data Protection Act** – Retitled as ‘Personal Data’ and amended to no longer make reference to the Data Protection Act but to all law in connection with personal data

Public and Products Liability Exclusions:

- **Public and Products Liability Exclusion 9) Vessels or Craft** – drones and other unmanned aerial vehicles added to exclusion
- **Public and Products Liability Exclusion 14) Overseas Representation** – New exclusion added

Section 6 – Terrorism

- **Section Definitions** – New sentence added:
“The following words or phrases have the same meaning wherever they appear, in ***bold italics***, within this Section”
- **Exclusions** – Exclusion 4 and proviso to Exclusion 4 added

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Section 7 – Legal Expenses

- Section wording replaced, cover services and limits updated

General Claims Conditions

- **General Claims Condition 6) Claims Co-operation** – Reworded to include reference to the **Insurer's** appointed representatives

Useful and Important Information

- **How to complain** – Revised address for the Financial Ombudsman Service
- Title amended to “Useful and Important Information”, The following details have been added:-
 - **Data Protection – How we use your personal information**
 - **Credit Search and Identity check**
 - **Previous claims**
 - **Fraud prevention and detection**
 - **Access to the personal information we hold about you**
 - **The law that applies to your insurance**
 - **Communications**
 - **Employers Liability Trading Office (ELTO)**