

BUSINESS POLICY KEYFACTS

Business Policy Summary

The following pages contain important details about your Business Insurance Policy. They summarize the main policy benefits, limitations and exclusions and give you important information about your insurance. Please read this information carefully and keep it for your future reference. This is a summary of the policy and its benefits and does not contain all the terms and conditions of your policy, so please take the time to read the Business Insurance Policy Booklet to make sure you understand the cover it provides. The full policy booklet will be issued when you take out a policy. However, a specimen copy is available should you request one.

Type of Insurance

The Business Insurance Policy is designed to offer protection for your Business in order to meet the minimum cover imposed by law and in addition to give you the option to choose from a wide selection of benefits that can be tailored to meet your individual needs.

Length of the policy

The policy duration is 12 or 6 months from the date of commencement and for any subsequent period for which you decide to renew your policy, provided that you paid the respective premium. We will send a renewal notification one month before the expiration date of the in-force Insurance Policy. You should review the level of benefit that you have chosen on a regular basis to make sure that it is sufficient to cover your changing needs. We will call to remind you of the expiry date of your policy and assist you in renewing it promptly.

If I take out cover and then change my mind

If you change your mind you can cancel your policy within 14 days of receiving the policy documents. If you wish to cancel your policy after the first 14 days then we will charge you the proportion of the use of your policy duration plus an administration expense.

Be Prepared With Your Shopping Check List

Before making your first phone call or visiting your Insurance Company's website for a quote, take a moment to pull together all of the key information you will need to obtain an accurate quote.

- ✓ Registration, Social Insurance and VAT number of your business.
- ✓ The construction year, property type and construction materials used, the location your premises are situated and information about the vicinity area.
- ✓ Risk improvements in the business premises such as, fire fighting equipment, smoke detectors, alarm system, safe box and type of locks.
- ✓ The rebuilding value of your buildings.
- ✓ Sum insured for glass and signs in the business premises.
- ✓ An inventory list with all contents, stock and electronic equipment kept in the buildings of your business.
- ✓ The nature of your business and the type of business performed inside and/or outside your premises.
- ✓ The number of employees as well as their occupation, annual wages and how often do they travel outside the country and for how long.
- ✓ The number of years you are in this trade and what is your annual turnover.
- ✓ If you transfer goods, the value of each of your consignments.
- ✓ Always ask for the same coverage level for each quote so you can compare apples-to-apples.
- ✓ If you are switching to Gan Direct, you will be asked of any gaps in coverage, as well as claims history (you do not need to obtain any confirmation from your previous insurance company as we will do that for you).
- ✓ Think about any type of risk that your business might be exposed to as we offer multi cover insurance policies in order to cover all business needs in one single policy.

Things to Remember

Remember to ask for all of the **discounts and offers** that might be available to you. We offer many different discounts including **buy or renew online** and **switch deals and offers**. Double-check each quote to make sure that the information is accurate and that the coverage level is the same and sufficient for your needs.

Significant features and benefits

The policy includes the following features and benefits, which are explained in detail in the Policy Booklet:

Cover for	Against	Benefits
Buildings and / or Contents	Fire Explosion Lighting Earthquake Riot & Civil commotion Storm & Flood Escape of water Impact Subsidence	Fire Extinguishment Cost Cost of Tracing Source of Water Leakage Loss of Rent Architects & Surveyors Fees Removal of Debris Cost of Complying with Statutory Requirements Personal Effects of Policyholder and/or Employees Rewriting of Records
Computers and General Electronic Equipment	Breakdown or Repair	Cost of Restoring Data Stored on Electronic Media
Glass & Signs	Accidental Damage Impact of Falling Glass	Temporary Boarding Up Replacing Signwriting or Burglar Alarm Tape
Theft	Theft Attempted Theft Armed Hold Up	Repairing Damage to Building Rewriting of Documents Personal Effects Replacement Locks CCTV Repair or Replacement Temporary Boarding Up
Money	Loss or Damage caused by Theft, Armed Hold Up, Fire: •From Premises •From Private Dwelling of Authorized Person •In Transit -In Night Safe -To/From Premises	
Specified and Unspecified items	Loss or Damage anywhere in EU, Including, but not limited to Laptops, Mobiles and Video Cameras	
Business Interruption	Rent or Alternative Accommodation Net Salary Cost of Core Employees	Accountants Fees Interruption Due to Infectious Diseases Interruption of Supplies to Business Premises
Fidelity Insurance	Business Property or Money due to Theft and/or Fraudulent Use of Computer, Hardware, or Software Programs/Systems caused by Employee Dishonesty	Accountants Cost Rewriting or Amending Software Programs or Systems
Goods in Transit	Loss or Damage to Goods in Transit caused by: Fire, Explosion, Lightning, Collision, Theft	
Public Liability	Legal Liability for Personal Injury to Third Party in connection to your Business or Damage to TP Property	
Products Liability	Legal Liability for Personal Injury or Damage Caused by your Products	
Employers Liability (required by law)	Bodily Injury to Employees due to Employer Negligence	
Personal Accident	Death, Amputation, Loss of Sight, Disablement, Medical Expenses	

Significant exclusions and limitations - What is not covered

There are specific limitations on each of your cover options. Please refer to the notes below following "Cover Options" table in the full policy booklet for full details. The most significant exclusions and limitations are outlined below:

Buildings and Contents	<ul style="list-style-type: none">• Damage to fences, gates and moveable property in the open, caused by Storm or Flood• Damage from Water Escape from any Tank, Apparatus or Pipe whilst the property is unoccupied for more than 30 consecutive days• Damage by any animal kept at the premises• Subsidence, Ground Heave or Landslip caused by damage of the construction, demolition, repair and the settlement or movement of made up ground, coastal or river erosion
Electronic Equipment	<ul style="list-style-type: none">• The cost of repair or replacement of expendable items• Loss or damage to laptops• Loss or damage caused by software viruses• Loss or damage which you knew or reasonably should have known that existed• The costs of repairing wear and tear or gradual deterioration
Goods In Transit	<ul style="list-style-type: none">• Money, jewellery, watches, furs, antiques, paintings, works of art, precious metals or precious stones or articles composed of any of them
Public and Product Liability	<ul style="list-style-type: none">• The cost of performing, completing, correcting or improving any defective work• Personal injury to any employee arising out of or during their employment in your business• Libel and slander made prior to the commencement of the period of insurance

Employers Liability	<ul style="list-style-type: none"> • Any claim of whatsoever nature arising out of mining, processing, manufacturing, removing, disposing, distributing or storing of asbestos or products made of asbestos
Personal Accident	<ul style="list-style-type: none"> • Winter sports: skiing, ice hockey, use of bobsleighs or skeletons, repetitive travel in ski run by using helicopters or any competition • Scuba diving activities

Making a Claim

Call our Freephone across the island on **800 5 10 15** (or if overseas on 00357 **25 885 885**), at any time 24 hours, 365 days per year. Alternatively, you can report your claim at one of our branches all over the island and we will deal with it immediately. Please report all your accidents any time in the unfortunate incident of fire, theft, vandalism, storm, flood and earthquake. All our Business Policies provide Free 24hours Claims Assistance and where necessary one of our associates will arrive at the scene for emergency repairs.

24hours Assistance Service

FREE 24hours Assistance 365 days a year with all our Products

- 24hours Business Assistance
- 24hours Claims Assistance
- Instant visit of our associates at the scene of the accident /damage, 24/7
- 24hours Claims Settlement and the cheque...in hand
- We safeguard your interests and we provide immediate help and support

Excellent Customer Service

We put the client at the centre of all we do

Our Customer Service Team is available to inform and advise you on a wide range of covers, benefits, payment and delivery options, and the cost of the cover of your choice.

Additionally, our website is at your service 24hours per day, at your convenience.

More for Less

We aim to provide **more cover for less** and as we pay **no** commission to middlemen, these savings are passed on to you, our customers!

We also offer an extra discount when buying or renewing your policy online.

Ask us today for a **“Switch Direct Deal”** and benefit more.

Compare and Save

You can compare our prices as well as other important factors such as, product features, claims handling reputation and the financial health of our company.

Moreover, we can **compare** your previous Insurance Company's **benefits and premium** with **Gan Direct's**, and we will give you advice and guidance to fulfil your expectations and insurance needs.

Delivery Options

- ✓ Pick up your policy documents from any of **our branches** across the island
- ✓ A messenger can deliver your policy to **your doorstep** at the time and place of your choice within city limits
- ✓ Mail your policy to your **correspondance address**
- ✓ Buy or Renew your policy **online** via our website and receive it as per your preferred method (**electronically or by post**)

Payment Options

- ✓ Pay by cash, cheque or card by visiting any of **our branches** across the island
- ✓ A **messenger** can collect the payment (cash or cheque) from **your doorstep** at the place and time of your choice, within city limits
- ✓ You can buy or renew your policy **via our website** by using your card
- ✓ Buy or Renew your policy by contacting our **call center** and using your card
- ✓ You can pay by **mailing us** your card details or your cheque, along with the signed renewal notice using the prepaid envelope enclosed

Simple and Efficient

Buy or Renew your Policy

At Gan Direct we offer multiple ways of buying or renewing your policy.



Contact our Call Center on **800 5 10 15** (or if overseas on 00357 **25 885 885**), from 8am – 6pm, Monday to Friday (except public holidays) and a messenger can deliver your policy at your door step at the time and place of your choice, within city limits. Alternatively, you may collect it from our branches all over the island or we may mail it to your postal address.



Visit one of our branches that are situated all over the island and collect your policy instantly.



Fax Number: **25 822 668**. Renew your policy by faxing us your Renewal Notice with your Card Details.



Email: info@gandirect.com. Renew or Buy your policy by emailing us your policy's details.



Post: P.O Box 51998, 3509 Limassol. Renew your Policy by returning the Renewal Notice with your Card Details or your Cheque using the prepaid envelope enclosed.



Via our **website** www.gandirect.com 24hours a day, receive an extra discount and have your policy documents delivered as per your preferred method (Electronically or by Post) when buying or renewing online.

Have we delighted you?

Gan Direct offers you an unforgettable Customer Service Experience. However, if for any reason you are not delighted with the service provided to you, we would appreciate it if you could describe your experience on our email address, info@gandirect.com. Alternatively, you may write to our Head Office at **Gan Direct Insurance**, P.O.Box 51998, 3509 Limassol, Cyprus for the attention of the Managing Director.