

Company: Hiscox SA

Product: Public and products liability insurance

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

This document provides a summary of the key information relating to the standard terms and conditions of this business 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 cover their liability to other people following damage or injury caused as a result of their business.



What is insured?

- ✓ Your liability:
 - to others for death, injury, disease or property damage occurring as a result of your business.
 - for false arrest, imprisonment, eviction, denial of access, nuisance or trespass as a result of your business.
- ✓ Personal liability of your directors, partners, employees and spouses as a result of death, injury, disease, property damage, false arrest, imprisonment or eviction whilst temporarily abroad.
- ✓ Claims against third parties where you are providing services under contract and you are liable for the claim.
- ✓ Costs incurred with our prior consent to defend criminal proceedings relating to an actual or potential claim covered under this section of the policy.



What is not insured?

- ❌ Damage to your own property.
- ❌ Liability arising from: aircraft, watercraft over 20 feet, motorised vehicles (other than tools of trade) or animals.
- ❌ Injury to your employees.
- ❌ Your liability to pay a fine or penalty.
- ❌ Pollution or contamination occurring in the USA or Canada.
- ❌ Pollution or contamination anywhere else unless arising from a sudden incident.
- ❌ Professional advice.
- ❌ The recall or repair of any products.
- ❌ Contractual liability above the liability you would have without the contract, or where you have restricted your recovery rights.
- ❌ Deliberate or reckless acts by you.
- ❌ Transmission of a computer virus by you.
- ❌ Loss due to war, asbestos, biological or chemical contamination or any nuclear reaction or radiation.
- ❌ Claims brought outside of the countries listed in the schedule under applicable courts or for work undertaken outside of the countries listed in the schedule under geographical limits.



Are there any restrictions on cover?

- ! The most we will pay for your liability for pollution or contamination is a single limit of indemnity regardless of the number of claims.
- ! The most we will pay for your liability for products is a single limit of indemnity regardless of the number of claims.
- ! Where covered, the most we will pay for claims against multiple insureds is a single limit of indemnity.
- ! Where covered, the most we will pay for claims in the USA or Canada is a single limit of indemnity regardless of the number of claims.
- ! We will only cover claims and losses where the injury, damage or denial of access occurred or was committed during the period of insurance.
- ! We will not cover the amount of the excess.
- ! Cover for certain items or types of loss or claim is limited. All relevant limits can be found in the policy wording or schedule.
- ! Any loss insured elsewhere, except for payments in excess of



Where am I covered?

Please check your policy schedule for the countries listed under applicable courts and geographical limits.



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 minimise any loss, damage or liability.
- You must tell us promptly about any claim or loss or anything which is likely to give rise to a claim.



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.

Employers liability

Insurance product information document



Company: Hiscox SA

Product: Employers liability insurance

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

This document provides a summary of the key information relating to the standard terms and conditions of this business 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 cover.

What is this type of insurance?

This product is designed to meet the needs of customers who wish to cover their liability to their employees and volunteers following injury caused as a result of their business.



What is insured?

- ✓ Your liability to your employees and volunteers for death, injury, or disease occurring as a result of your business.
- ✓ Claims against your customers where you are providing services under contract and you are liable for the claim.
- ✓ Costs incurred with our prior consent to defend criminal proceedings relating to an actual or potential claim covered under this section of the policy.
- ✓ Unsatisfied court judgments where your employee obtains damages for bodily injury against another individual or company that arises out of and in the course of the employee's employment in your business.



What is not insured?

- ✗ Deliberate or reckless acts you commit, condone or ignore.
- ✗ Injury to employees while they are offshore or in, entering or alighting a vehicle.
- ✗ Claims brought outside of the countries listed in the schedule under applicable courts or for work undertaken outside of the countries listed in the schedule under geographical limits.



Are there any restrictions on cover?

- ! We do not cover any employee or volunteer that is not normally resident in the UK, the Channel Islands, the Isle of Man or Republic of Ireland.
- ! We will only cover claims where the injury occurred during the period of insurance.
- ! Cover for certain items or types of loss or claim is limited. All relevant limits can be found in the policy wording or schedule.
- ! You must repay us for any payments we are required to make by virtue of any compulsory employers liability law that we would not have been liable to pay under this policy in the absence of such law.



Where am I covered?

Please check your policy schedule for the countries listed under applicable courts and geographical limits.



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 minimise any loss or liability.
- You must tell us promptly about any claim or loss or anything which is likely to give rise to a claim. For claims or anything which is likely to give rise to a claim arising out of bodily injury you must notify us immediately and within 7 days.
- You must tell us as soon as practicable of any threatened criminal action.
- You must not admit you are liable or make any offer of settlement unless you have our prior written agreement.



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.

Property – buildings

Insurance product information document



Company: Hiscox SA

Product: Property – buildings insurance

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

This document provides a summary of the key information relating to the standard terms and conditions of this buildings 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 buildings against damage.



What is insured?

- ✓ Damage to buildings shown in the schedule.
- ✓ We will also pay up to the amount insured shown in the schedule for the following:
 - trace and access costs after a leak of water or gas.
 - the cost of any fire brigade charges and other extinguishing expenses.
 - necessary and reasonable costs to protect the buildings from imminent insured damage.
 - damage to any additions or improvements to buildings you have told us about, once the works have been completed.
 - damage to trees, shrubs or plants at your business premises.
 - costs with our consent to decontaminate the land at your business premises following accidental discharge of oil.
- ✓ If you are selling the building, we will cover the buildings for the buyer from exchange of contracts to completion, unless the buyer has other insurance.
- ✓ We will also pay:
 - the cost of rebuilding or repairing the damaged property.
 - site clearance costs, including from immediately adjacent areas.
 - the cost of demolishing or shoring up any part of the building.
 - costs of complying with authority or government requirements, unless already requested at the date of damage.
 - clearing and repairing drains, gutters and sewers.



What is not insured?

- ☒ Damage caused by:
 - wear and tear, inherent defect, settlement, rot, fungus, mould, vermin or infestation, or any gradually operating cause.
 - subsidence to external walls, private roads or footpaths unless the main building is also damaged by subsidence.
 - subsidence to solid floors unless the walls are also damaged at the same time and by the same cause.
 - demolition, building work or groundwork on the premises.
 - a rise in the water table.
 - pressure waves caused by supersonic aircraft.
 - storm or flood to gates or fences.
 - frost, other than damage due to water leaking from burst internal pipes when the property is in use.
 - date recognition or a computer virus.
- ☒ Damage to computers, equipment, storage tanks or plant or equipment directly resulting from its own failure.
- ☒ Misuse, faulty workmanship, design or faulty materials.
- ☒ Maintenance and routine redecoration.
- ☒ Any indirect loss.
- ☒ Pollution or contamination except damage to property caused by pollution or contamination resulting from other covered damage or damage caused by pollution or contamination that would otherwise be covered.
- ☒ Damage directly or indirectly caused by terrorism or action in response to terrorism.
- ☒ Damage due to war, confiscation or any nuclear reaction or radiation.



Are there any restrictions on cover?

- ! We will not pay more than the amount insured in total for the cost of rebuilding or repair and other costs combined.
- ! We will not pay the cost of preparing a claim.
- ! If the amount insured is less than 85% of the total for rebuild and other costs, we will proportionately reduce the amount we pay.
- ! Damage caused by leaking water while the building is unoccupied.
- ! We will only cover damage occurring in the period of insurance.

- ! We will not cover the amount of the excess.
- ! Cover for certain items or types of loss are limited. All relevant limits can be found in the 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, including the value of any building improvements.
- You must take reasonable care to minimise any damage.
- You must tell us immediately if the buildings or any self-contained areas will be left unoccupied or unused for more than 30 consecutive days.
- You must tell us about proposed renovation or building works over £75,000 at least 30 days before the work starts and before you enter into any contract for the works.
- You must tell us promptly about any damage.
- You must report to the police any damage arising from theft, attempted theft, arson, malicious damage, riot or civil commotion.



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.

Company: Hiscox SA

Product: Property – portable equipment insurance

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

This document provides a summary of the key information relating to the standard terms and conditions of this portable equipment 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 portable equipment against loss, damage or theft.



What is insured?

- ✓ Damage to portable equipment occurring within the countries listed in the schedule under geographical limits.
- ✓ We will also pay up to the amount shown in the schedule for the following:
 - the costs of reconstituting data you need to continue your business if it is lost or distorted as a result of damage covered under this section.
 - damage to additional portable equipment you purchase during the period of insurance.



What is not insured?

- ☒ Damage caused by:
 - wear and tear, inherent defect, rot, fungus, mould, vermin or infestation, or any gradually operating cause.
 - theft from an unattended vehicle unless the item is out of sight in a locked boot.
 - a computer virus or hacker.
 - dryness, humidity, exposure to light or extreme temperatures other than from storm or fire.
- ☒ Damage to portable equipment away from the business premises unless it is in your care or secured in a locked room or safe.
- ☒ Damage to portable equipment being cleaned or maintained.
- ☒ Damage to portable equipment directly resulting from its own failure.
- ☒ Damage to personal effects.
- ☒ Misuse, faulty workmanship, design or faulty materials.
- ☒ Lost or distorted information resulting from error or malfunction of portable equipment.
- ☒ The value to you of lost or distorted information.
- ☒ Unexplained loss or disappearance.
- ☒ Damage directly or indirectly caused by terrorism or action in response to terrorism.
- ☒ Damage in Northern Ireland directly or indirectly caused by civil commotion.
- ☒ Any indirect loss.
- ☒ Loss due to war, confiscation or any nuclear reaction or radiation.



Are there any restrictions on cover?

- ! If the amount insured is less than 85% of the total value of the portable equipment, we will proportionately reduce the amount we pay.
- ! We only cover loss by fraud or dishonesty of your partners, directors and employees if you notify us within 10 working days of discover.
- ! We won't cover damage to additional portable equipment unless you have told us about them and paid any additional premium as soon as possible.
- ! We will not cover the amount of the excess.

- ! We will only cover damage occurring in the period of insurance.
- ! Cover or the bases of settlement 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?

Please check your policy schedule for the countries listed under geographical limits.



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 minimise any damage.
- 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 damage.
- You must report to the police any damage arising from theft, attempted theft, arson, malicious damage, riot or civil commotion.



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.

Property – contents

Insurance product information document



Company: Hiscox SA

Product: Property – contents insurance

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

This document provides a summary of the key information relating to the standard terms and conditions of this property contents 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 contents against loss or damage. We'll cover your expenses to replace stolen items or damaged items at your business premises.



What is insured?

- ✓ Damage to contents contained in your office, and other items specified on the schedule.
- ✓ We will also pay up to the amount shown in the schedule for the following:
 - the costs of boarding up, replacement of glass, frames and ornamental work on glass after breakage or scratching of glass.
 - damage to additional contents you purchase during the period of insurance.
 - damage to money held in connection with your business.
 - the expenses you have to pay solely as a direct result of identity fraud.
 - the costs of reconstituting data, caused by damage covered under this section.
 - the costs of replacing locks and keys following their theft.
 - damage to your buildings following theft or attempted theft.
 - compensation if any partner, director or employee of yours dies or is permanently injured within 2 years as a direct result of a robbery or attempted robbery.
 - the cost of lost or unusable metered water or fuel as a result of covered damage to a storage tank, equipment or pipes.
 - any undamaged tenant's improvements if your lease is cancelled as a result of damage.
 - damage to contents in transit, at the home of any partner, director or employee or temporarily elsewhere.
- ✓ We will also pay costs to remove debris of contents, including from immediately adjacent areas.



What is not insured?

- ☒ Damage caused by:
 - wear and tear, inherent defect, rot, fungus, mould, vermin or infestation, or any gradually operating cause.
 - dryness, humidity, exposure to light or extreme temperatures other than from storm or fire.
 - coastal or river erosion or a rise in the water table.
 - theft from an unattended vehicle unless the item is out of sight in a locked boot.
 - frost, other than damage due to water leaking from burst internal pipes when the property is in use.
 - date recognition, a computer virus or hacker.
- ☒ Damage to property being cleaned or maintained.
- ☒ Damage to computers, equipment, storage tanks or plant or equipment directly resulting from its own failure.
- ☒ The value to you of lost or distorted information.
- ☒ Misuse, faulty workmanship, design or faulty materials.
- ☒ Unexplained loss, disappearance or inventory shortage, or loss due to clerical or accounting errors.
- ☒ Any indirect loss.
- ☒ Pollution or contamination except damage to property caused by pollution or contamination resulting from other covered damage itself caused by pollution or contamination.
- ☒ Loss due to war, biological or chemical contamination or any nuclear reaction or radiation.



Are there any restrictions on cover?

- ! We won't make any payment if the fire alarms, security systems and physical protections are not fully operational while the building is left unfurnished.
- ! If the amount insured is less than 85% of the total value of your contents, we will proportionately reduce the amount we pay.
- ! We only cover loss by fraud or dishonesty of your partners, directors and employees if you notify us within 10 working days of discovery.
- ! We do not cover laptops, mobile phones or other equipment anywhere other than in your office building.
- ! We will only cover tenant's improvements if the cancellation of your lease is a valid condition of your lease and tenant's improvements are covered on your

schedule.

- ! We only cover injury to partners, directors or employees aged between 16 and 70 at the start of the period of insurance.
- ! We won't cover damage to additional items unless you have told us about them and paid any additional premium as soon as possible.
- ! We will not cover the amount of the excess.
- ! We will only cover damage occurring in the period of insurance.
- ! Cover or the bases of settlement 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 minimise any damage.
- You must back up your data at least once per week and keep the copies away from the building.
- You must tell us as soon as reasonably possible if any fire or security system is not working properly.
- You must tell us about proposed renovation or building works over £75,000 at least 30 days before the work starts and before you enter into any contract for the works.
- You must tell us promptly about any damage.
- You must report to the police any damage arising from theft, attempted theft, arson, malicious damage, riot or civil commotion.



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.

Company: Hiscox SA

Product: Property – business interruption insurance

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

This document provides a summary of the key information relating to the standard terms and conditions of this business interruption 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 business against interruption suffered as a consequence of covered damage, failure or restrictions imposed by public authorities.



What is insured?

- ✓ Financial losses resulting solely and directly from an interruption to your business caused by damage:
 - to your business premises;
 - to property in the vicinity of your business premises which hinders your access; or
 - at any of your EU suppliers' premises.
- ✓ Financial losses resulting solely and directly from your inability to use your business premises due to restrictions imposed by a public authority following:
 - a murder or suicide;
 - any outbreak of an infectious or contagious human disease that must be notified to the local authority;
 - injury or illness traceable to food or drink consumed on the premises; or
 - vermin or pests at the premises.
- ✓ Financial losses resulting solely and directly from an interruption to your business caused by insured failure of covered equipment, computers, oil or water storage tanks if you have taken out the equipment breakdown cover and the failure is covered.



What is not insured?

- ✗ Any interruption to your business directly or indirectly caused by:
 - terrorism.
 - damage at your suppliers' premises if caused by flood or earth movement.
- ✗ We will not make any payment if your business is discontinued permanently or if a liquidator or receiver is appointed.



Are there any restrictions on cover?

- ! We will not cover failure in the supply of water, gas, electricity or telecommunications services for the first 24 hours.
- ! We will only pay for interruption during the months your income is affected, starting from the incident for no longer than the time stated on the schedule.
- ! We will only cover interruption arising from damage, failure or public authority restrictions occurring in the period of insurance.
- ! If the annualised amount insured is less than 85% of your actual income or gross profit if applicable, during the 12 months immediately preceding the date of the incident, we will proportionately reduce the amount we pay.
- ! We will not make any payment where the damage involves property you own unless the property is insured and the damage is covered under that insurance.
- ! Cover or the bases of settlement 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 keep insured property you own or are legally responsible for.
- You must take reasonable care to minimise any damage or failure.
- You must keep a copy of all outstanding debts away from your business premises.
- You must tell us promptly about any damage or incident that might hinder you from carrying on your business.



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.

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.