

DOING
EVERYTHING
WE CAN IS THE
LEAST WE CAN DO.



Charity insurance portfolio

Tailored to your needs

Hiscox has taken the time to understand the charities market and has designed a charity insurance portfolio product that provides cover for your property, liability, trustees and professional exposures. Our product sets out to protect your organisation and premises and aims to provide you with peace of mind.

20 years ago the risks in running a charity or a club were more predictable and centered around more common commercial risks. Now organisations have advanced, the technologies they use to conduct their business have vastly changed. The number of services offered has increased, bringing with it a variety of risks, leaving organisations in your sector facing claims that in the past were simply unrealised.

Who is it suitable for?

Our insurance portfolio covers a wide range of charitable organisations, including:

- arts, culture and heritage
- animal
- child support
- community charities
- wellbeing
- disability
- educational
- health focused
- sports



Cover from Hiscox

Trustees and professional liability

As a trustee you may be ultimately responsible for the raising and investment of funds and have to comply with rules and regulations governing your sector. This can potentially put you at risk of losing personal assets if an unjust allegation is made against you. Your charity could also lose out in these circumstances. Our standard policy is designed to cover risks and potential liabilities of charities in the UK and Ireland and their trustees and includes:

- cover for both you as an individual and your charity
- cover for advice or services that you offer
- cover for costs associated with a wide range of regulatory and employment proceedings.

To meet the increased demand on services, charities are offering more professional services than ever, and are perhaps needed more than ever. It is during such times, when organisations are very busy offering a variety of services to help people, that professional mistakes can be made and the chances of being sued for the provision of these services increases. It is in these circumstances a Hiscox policy can help.

Key features

- Separate limits for trustees liability, professional and legal liability and employment practices liability.
- Cover for the public relations costs to contain a crisis.
- Cover for costs associated with a wide range of regulatory and employment proceedings.
- Cover for advice and services that you offer.
- Cover for legal representation costs.
- Cover for breach of data protection legislation.
- Cover for fraud and dishonesty of £100,000/€130,000 (higher limits maybe available).
- Cover for documentation replacement.

Property and business interruption

Our charities commercial portfolio of products has evolved to meet the ever changing needs of our clients. We offer full 'all risks' insurance cover against damage, which means everything is included unless it is specifically excluded. This includes full theft cover as standard – we don't automatically require evidence of force and violence before paying a claim. Our contents section includes 25 cover extensions as standard – providing specific cover for your charitable activities.

Key features of our buildings, contents and business interruption sections

- Bequeathed property – we automatically provide cover for property left to you by your supporters.
- Cover for computers is incorporated into our extensive contents section.
- Fine art – cover for your fine art is available on an agreed value basis, which automatically extends to cover any defective title.
- Unauthorised use of utilities – we automatically cover a third-party's use of your gas, water and electricity.
- Contents at fundraising events – cover extends to prizes, auction lots, stock and hired in contents at exhibitions and fundraising events.
- Contents at homes of trustees, employees and volunteers – automatically included.
- Fraud and dishonesty of employees and volunteers – automatically included.
- Compensation cover if your employees or volunteers are assaulted whilst collecting donations.
- Business interruption – wide cover including losses you suffer caused by:
 - denial of access to your premises
 - bomb threat in the vicinity of your premises
 - damage at the premises of your one of suppliers or customers
 - failure of public utilities
 - restrictions imposed by public authorities
 - damage at an exhibition site or trade fair used by you for fundraising.
- Death or disgrace of a patron – we'll automatically cover the costs you incur if your patron dies or is subject to criminal proceedings to reprint literature or update web pages.



Cover from Hiscox cont.

Equipment breakdown

It's not just external factors which can cause risks to your charity – equipment failure and breakdown can severely impact your ability to function and meet your aims. Hiscox Equipment Breakdown cover is automatically included with our property cover and you can choose to increase the level of cover to fit your needs.

Modern charities rely on both electronic and mechanical equipment, so our cover includes items such as electrical systems including control panels, computer systems, office equipment, refrigeration equipment, lifts, communications systems, heating and air conditioning systems.

Key features

- Wide range of equipment covered.
- Cover for unforeseen internal perils - whether its a power surge, electrical arcing, explosion or collapse, repairs to and replacement of, if necessary, your equipment is covered.
- If you select Hiscox Business Interruption cover, our equipment breakdown section will fit in seamlessly, ensuring you don't suffer from downtime while your equipment is being repaired or replaced.

Public and products liability and employers' liability

Charities and clubs have a unique feature with the use of volunteers. Our liability covers reflect this and dovetail perfectly with both our commercial, trustees, professional and employment practices covers.

Key features of our public and products and employers' liability sections

- Our definition of employee automatically includes your volunteers.
- Public liability cover for declared fundraising events, which extends to volunteers.
- Public liability extends to the overseas personal liability of your trustees, employees and volunteers.
- Abuse – public liability can be extended to cover abuse and molestation.
- Limits of up to £10,000,000/€13,000,000 available.

Other extensions

You can also add to your package of cover a selection of the following:

- cancellation and abandonment of events – to protect your financial investment and fundraising
- medical malpractice – if your employees offer any kind of medical assistance
- legal expenses
- personal accident and illness
- travel
- internet and email – for your online exposures
- BusinessHR – optional access to online risk assessments, health and safety guides and a variety of employee contracts, forms, policies, letters and a handbook that you may need to manage your staff.



Making things easier

The distinct mix of these features makes the Hiscox Charity Insurance Portfolio one of the most comprehensive packages in the market for charities. Very few insurers offer this combination of protection. This in turn reduces the potential gaps in cover. As a single package policy, you only take the cover you need.

- Interest-free payment by Direct Debit, so your premium is automatically paid, therefore one less thing to worry about.
- Ongoing hassle-free protection with our continuous policies, which removes the need for time-consuming renewals every year.
- One policy, one premium, one payment.

Possible claims scenarios

The example scenarios below illustrate how our insurance policy can help to protect your business.

Fraud and dishonesty

A claim was made by a charity, which had suffered a significant loss. Due to poor internal controls, one of its trustees managed to fraudulently withdraw over £1,000 per month over a long period of time costing the charity in excess of £40,000. The Hiscox Charity Insurance Portfolio policy would have covered this.

Defamation

Following publication of an article, the charity trustees were sued for defamation by another body with similar objectives. The claimant stated that certain references made in the article were untrue and gave a false representation of that organisation. Hiscox's trustees liability cover could have protected the client.

Charity Commission investigation

The Charity Commission (CC) investigated a trust that was originally established during the 1970s to research into breast cancer. The CC investigated the trust's activities on the grounds that they were no longer concerned with research and hence were not charitable in their nature. After a lengthy legal battle the trust successfully defended their charitable status and ran up costs in excess of £10,000. The Hiscox Charity Insurance Portfolio would have covered this cost.

Employment practice

A charity dismissed a manager for gross misconduct following concerns relating to the management of a project that he was responsible for. The employee issued a claim for unfair dismissal. The concern with the claim was that the charity had not clearly informed the employee of the conduct allegations against him. It was also questionable whether the decision to dismiss was too harsh. The Hiscox Charity Insurance Portfolio would have defended the charity and helped to settle on the best terms.

Bequeathed property

A charity was left a house by a benefactor in their will, and a subsequent flood caused extensive damage to the building and the contents while ownership was being transferred. The benefactor had a number of items of art and some unique pieces of furniture.

Since the benefactor's home insurance had expired, the Hiscox Charity Insurance Portfolio would have covered the remedial repairs including drying out of the inside and a payment covering the agreed value of the art and valuables.

Fundraising events

A fundraising event was held at a local playing field to boost a charity's income. Unfortunately a member of the public was injured due to the condition of the field.

The Hiscox Charity Insurance Portfolio would have covered the costs to defend the claim for negligence and any resulting damages that were awarded. Cover would also have been available for the costs of using a public relations company to ensure the charity's reputation remained intact.

Denial of access

A charity based in central Birmingham business district suffered restricted access to their head office following a riot which caused several nearby buildings to catch fire and become unstable. Some client meetings had to be held at a nearby hotel.

The Hiscox Charity Insurance Portfolio would have covered the additional costs incurred, including hiring a hotel meeting room and the relocation costs of moving back office staff to a contingency back up site.

Equipment breakdown

Following a power cut, the re-application of power caused a power spike that terminally damages a charity's new telecom system. Despite having surge protectors in place, they did not engage and the spike ran higher voltage current through the system than its normal capacity allowed. Telephone and internet connections are essential to the charity's operations. Hiscox Equipment Breakdown cover would have quickly ensured that a replacement equivalent system was delivered and installed and any resulting loss in income covered.



The Hiscox claims difference

Our claims service is the most crucial part of our business because it is only when a claim is made that you find out how good an insurer is. Our claims philosophy means we will not try to wriggle out of paying genuine claims by finding loopholes in the policy.

We have been acknowledged with industry excellence in claims handling*. You'll always find your affairs handled tactfully, professionally and in complete confidence – an important factor if you're in the public eye.

Relationships are based on trust

At Hiscox, we believe that relationships are based on trust.

Our claims service is at the heart of our business and we take seriously our duty to handle insurance claims with the utmost good faith. It's our belief that superior claims handling should be based on fairness and common sense.

We always strive to provide speedy, efficient, courteous and fair handling of your insurance claim to minimise the disruption to your activities.

Common sense comes as standard

We take time to ensure our insurance policies are comprehensive, and if you do have to make a claim – we'll start by assuming it's valid, rather than looking for a loophole.

Superior claims handling

We never forget that who we insure remains just as important as what we insure and we always try to deliver a superior claims service through:

- **expertise** – we have technically competent claims adjusters who are authorised to make decisions

- **personal service** - you will be given your own claims adjuster who will manage your claim from start to finish, so you won't get passed around the houses
- **efficiency** – we hope you'll never have to test us on this, but if you do need to make a claim, we'll make it as fast and simple as possible with no unnecessary paperwork
- **empathy** – we understand that if you need to make a claim, whatever has led you to it is stressful enough
- **fairness** – we always try to honour the intent of the insurance policy.

Quick and fair settlement

- If a property visit is required, where possible, we will send our internal claims representative who can sometimes issue a cheque there and then.
- We only use expert loss adjusters and have a regular quality review process. They will visit your property and offer specialist guidance and assistance to help you get back on track. Their objective is to assist, not reduce the claims amount.

93% of our commercial property insurance clients surveyed were satisfied with the way we handled their claim.**

*Outstanding Insurer Claims Team of the Year at the Insurance Times Claims Excellence Awards 2013
Personal Lines Claims Team of the Year 2013 at the Post Magazine Claims Awards

**Source: Hiscox claims satisfaction survey, 2011

Customer testimonials

Here are some comments from Hiscox commercial customers that have made a claim.

"Very pleasant and courteous staff. I hope I have no need to contact Hiscox again! However if the need arose, I know I will get first class assistance. Well done!"

"Excellent service and a real example of an exceptional product in action. Keep it up."

"Excellent claims service - very efficient and provided settlement quickly. Very impressed, a 10/10 claims service!"

"I was very impressed with the ease and helpfulness of Hiscox with our claim. A very stressful time was made much easier."

"Exceptional claims service. Correspondence was answered very promptly and the settlement cheque arrived without delay. Hiscox were a pleasure to deal with."



Why Hiscox?

Hiscox – as good as our word

Hiscox is no ordinary insurer: who we insure is as important as what we insure. We value the fact that our customers trust us enough to insure with us. And we like to think that we repay that trust, whenever we can. Everything we do is underpinned by our values of integrity, respect, courage, quality and excellence in execution.

We have taken the time to ensure our policies are comprehensive and if you do need to make a claim, you can rely on our award winning claims service*.

People are at the heart of what we do, and always have been. Over the years, we've learnt a lot about what's important to our clients, and that inspires the type of insurance we provide and the way we handle claims.

Have confidence in Hiscox

- We have over 100 years' experience of insuring clients, with origins going back to 1901.
- Hiscox Ltd is a FTSE 250 company, we currently employ over 1,250 people with offices in 11 countries.
- Hiscox Insurance Company Limited has an A (Excellent) rating from A.M. Best, an A (Strong) rating from Standard and Poor's and an A (Strong) rating from Fitch.

*Outstanding Insurer Claims Team of the Year at the Insurance Times Claims Excellence Awards 2013
Personal Lines Claims Team of the Year 2013 at the Post Magazine Claims Awards
Customer Care Award at the British Insurance Awards 2012

Hiscox Underwriting Ltd is authorised and regulated by the Financial Conduct Authority.



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