

Why Hiscox for the Specialist & Independent Retail sector?



We love retail risks where there is a focus on providing a shopping experience. We also typically insure smaller independent businesses who generate a proportion of their income online.



Full shoplifting cover

We provide full theft cover, including theft without forcible or violent entry - unlike many competitors who limit their protection. Subject to the standard property damage excess.



Superior seasonal cover

We offer seasonal stock cover with an automatic 30% uplift during any peak trading period - not just traditional ones like Christmas, Easter, or Valentine's Day. This higher-than-standard boost gives retailers added confidence when it matters most, unlike other insurers who limit cover to fixed seasonal dates.



Flexibility

Our flexible underwriting approach enables us to accommodate a wide range of exposures, including large retail chains with multiple premises.



We know our sectors in depth - come and speak to us about what these trends mean for your clients and how Hiscox can help.

Retail Evolution: Navigating the shift to hybrid commerce

The high street is undergoing a transformation, offering more affordable retail space while presenting challenges for offline businesses adapting to changing consumer habits. Independent retailers are increasingly embracing e-commerce and hybrid models, particularly in sectors such as clothing and household goods. This shift is reshaping retailer risk profiles and driving demand for specialist insurance solutions. The rise of digital platforms is redefining retail operations, blending physical presence with online agility.

We are **there for your clients** when it matters most

A large coffee chain operating near a major transport hub was forced to close for an extended period due to sewage back-flow damage. We identified an opportunity for the business to utilise a nearby kiosk space and redirect customer footfall using simple on-site signage. The kiosk solution proved successful, enabling the chain to retain a significant amount in sales. This significantly reduced the claim value and helped maintain customer loyalty throughout the closure.



Specialist & Independent Retail sector appetite overview



We have a broad appetite for UK retailers, including those selling clothing, electrical goods, and items for the home or garden, across both physical shops and online platforms. Our full suite of products are well suited to this sector, with many customers purchasing multiple covers. Property and Casualty are the most commonly selected, alongside Management Liability Portfolio and Cyber.

Because of our experience in the Specialist & Independent Retail sector, we understand the covers your clients are likely to need - and where our risk appetite allows, we can combine the most suitable mix under one policy.

	 Core appetite (Risks we love)	 Broader appetite (Risks we like)	 Edge of appetite (Risks we'll try our best to find a way)
Property & Casualty	Delicatessens & farms shops, furniture & homeware stores, garden & horticultural suppliers.	Clothes shops & tailors, sports equipment & angling stores, AV & electrical appliance retailers.	Cycle stores, toiletries & cosmetics shops, kitchen & bathroom showrooms.
Professional Indemnity	Businesses in this sector may not always need professional indemnity cover, but if it's something that's required, we're always happy to help. Our broad appetite means we're well placed to offer a suitable solution.		
Cyber & Data	We can insure most business types in this sector.		
Management Liability Portfolio	We can insure most business types in this sector and offer the following covers: • Directors' and Officers' Liability cover • Corporate Legal Liability cover • Employment Practice Liability cover		
Other covers	• Personal accident: if your clients hold casualty cover with us, personal accident cover can extend protection to their employees • Terrorism: available to your clients who buy any property cover • Legal protection: available to your clients who buy any other cover		



Want to know more?

Whether you've got an individual policy or a scheme opportunity for large groups of customers with shared needs, we'll be able to cater for you - whether that's through our regional offices, e-trade, or bespoke schemes.

Visit our website: hiscox.co.uk/broker/commercial-insurance/retail

Or contact our team: hiscox.co.uk/broker/contact