



WELCOME  
WE ARE  
**OPEN**  
PLEASE COME IN

# AIG<sup>®</sup> Retail Package

Trade on AIG eXtra and Acturis

AIG's Retail Package is an insurance policy specifically designed for UK based small and medium sized retail businesses. It provides broad and flexible cover through a range of standard and optional sections. The policy is suitable for most retail trades with a turnover of up to £5m and can provide cover for up to 5 locations.

## Key Highlights

- Accidental Damage/All Risks cover provided as standard for premises exposures within Material Damage.
- Specified All Risks worldwide cover available for items such as portable computers, mobile phones, tools and trophies.
- Unlimited Damage to Glass cover for the premises.
- Equipment Breakdown cover included as standard.
- Directors' and Officers' cover included as standard for a wide range of entities.
- Money in transit and at the premises during business hours included up to £10,000.
- Seasonal Increase (Nov, Dec, Jan) of 30% for stock sum insured.
- Deterioration of refrigerated stock included up to £10,000.
- Keys and Locks repair or replacement included up to £10,000.
- Optional Business Interruption extension for Loss of Liquor Licence.
- Medical and vocational rehabilitation to help injured employees back to health and work.
- Virtual Medical Care for eligible customers.

## Target Risk Profile

Maximum turnover	<b>Up to £5m</b>
Material Damage limits of cover	<b>Up to £10m</b>
Business Interruption sums insured	<b>Up to £500k as standard (up to £2.5m available)</b>
Employers' Liability limits of cover	<b>Up to £10m</b>
Public/Products Liability limits of cover	<b>Up to £5m (for most trades)</b>

## Standard Covers:

- Material Damage
- Business Interruption
- Employers' Liability
- Public and Products Liability
- Money and Personal Accident (Assault)
- Equipment Breakdown
- Directors' and Officers' (for eligible insureds)

## Optional Covers:

1. Specified All Risks
2. Goods in Transit
3. Group Personal Accident (Employment Related Accident Benefit)
4. Employee Dishonesty
5. Legal Expenses
6. Terrorism

This marketing material is intended for insurance brokers and other insurance professionals for their information. For full terms, conditions and benefits related to AIG products, please refer to the policy and associated documents.

# AIG Retail Package

## Appetite



### Preferred Risks

- Licensed Grocers
- Off Licenses
- Hairdressers
- Barbers
- Butchers
- Cafes (no deep fat frying)
- Florists
- Newsagents
- Clothing Retailers
- Carpet Retailers
- Hardware Retailers



### Avoided Risks

- Fast food delivery
- Laundrettes
- Hire shops
- Betting shops
- Fish and chip shops
- Petrol stations
- Mobile Phone retailers
- Cycle shops

## Claims Excellence

Being subject to a claim can be a challenging and disruptive experience. However big or small, our priority is to resolve a claim as quickly as possible.

### Speedy resolution of straightforward claims

First-party property claims under £3,000 can be resolved quickly over the phone or via email with minimal documentation by our Express claims handlers (excludes claims with a Business Interruption element or recovery opportunity).

### Specialised claims adjusters

By allocating claims into our three different centres of excellence, Express, Complex and Major Loss depending on their complexity, our customers benefit through the speedy settlement of more straightforward claims – whilst gaining the right expertise and focus on larger and more technically challenging claims.

### Our Property Claims Promise

In the event of a major claim, AIG will confirm coverage under the policy as quickly as reasonably possible. Once coverage is confirmed, we promise to provide the Policyholder with immediate working funds of up to 50% of our share of the agreed estimate within 7 days\* for:

- Property damage/repairs
- Clean-up costs
- Extra expense/increased cost of working

### Experts in liability claims

AIG has been writing employers' liability and general liability risks for over 50 years. Our highly trained claims adjusters are experts in liability claims including injury, damage, products and occupational disease. Clients will benefit from a dedicated claims team who will manage any claim and tailor the investigation to best suit their needs. This includes our Field Investigators geographically positioned across the UK & NI to provide on-site investigation or further support. We focus on accurate decision making to achieve the best outcome of the claim for our clients.

## Virtual Medical Care \*\*

Virtual Medical Care is a complimentary service available to Retail Package policyholders.

**GP consultations:** 24/7 access to UK GPs for medical advice, prescriptions or specialist referrals.

**Expert case management:** second medical opinion on an existing diagnosis or treatment plan.

**Unlimited:** no claim is required. This service can be used as often as required.

**Easy access:** GP consultations can be accessed via a website, an app or over the phone.

**A family benefit:** the partner and children of the insured are also eligible.\*\*\*



Trade on: **AIG eXtra**  
aig.co.uk/aigextra

Acturis  
Open market 'Shops & Salons Package' question set

\* Subject to confirmed liability and based on agreed estimate for Property Damage / repairs, clean-up costs and extra expense / increased cost of working - does not apply to Business Interruption.

\*\* Virtual Medical Care is provided by Teladoc Health UK LTD, a company registered in England: company number 05739281 and having its registered office at Aspect House Floor 5, 84-87 Queens Road, Brighton, England, BN1 3XE. Users of Virtual Medical Care who are insured under insurance products with American International Group UK Limited (AIG UK) and its affiliates should be aware that AIG UK does not provide and is not responsible for Virtual Medical Care. To the fullest extent permitted by law AIG UK and its affiliates therefore excludes any and all liability for the contents of Virtual Medical Care, including any errors, omissions or inaccuracy of the content of Virtual Medical Care or any third party websites linked to Virtual Medical Care. AIG UK does not endorse any third party websites. AIG UK cannot accept responsibility for any advice given, or information or assistance provided through Virtual Medical Care. AIG UK and Teladoc Health are distinct and independent personal data controllers.

\*\*\* The insured, their partner and children (aged under 18 or aged under 23 if in full-time education) are eligible for Virtual Medical Care.