



Special Corporate Insurance



PRODUCT DESCRIPTION

Effective as of 1 January 2019.

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This document contains the main content of the insurance. The details and restrictions are found in the terms and conditions, which are applied to claims. To the extent specified in the policy document, the following are applied to Special Corporate Insurance: Special Corporate Insurance terms and conditions (YH 15), Cargo insurance terms and conditions (KU 05, KU 06 600 and 601), Road transport liability insurance terms and conditions (AKR 1), Cargo handling insurance terms and conditions (AKN 5), Freight forwarder's liability insurance (AKH 2), Safety regulations for the prevention of electric fires (S331), Safety regulations for daily fire prevention (S411), Safety regulations for hot work (S621), Safety regulations for break-in protection (S850 and S852), Safety regulations for forwarding (S960), Safety regulations for road transports (S956) and the General contract terms and conditions (YL). The insurance is granted by either Pohjola Insurance Ltd or A-Insurance Ltd.

We have designed a complete insurance package for you: it covers the principal property and operational risks in the retail and service industries and certain fields of the production industry and commercial transport. Please read carefully not only this product description but also the insurance terms and conditions because they describe the detailed content of the insurance contract. The insurance terms and conditions of Special Corporate Insurance (YH15) apply to this insurance. The terms and conditions of Cargo, Road transport liability, Forwarding and Cargo handling insurance policies taken as optional additional cover are applied as specified in their respective terms and conditions and according to the level of coverage chosen. With respect to additional covers, the special terms and conditions related to them are also applied.

Special Corporate Insurance covers moveable property and operational risks

The package and any additional covers compensate risk of loss or damage to moveable property and operations in retailing, service provision and commercial transport. Special Corporate Insurance covers the moveable property and operations that fall within the regular sphere of your operating sector and are included in your insured turnover. You should tell your insurance consultant if your company engages in business that is not typical in your sector. (Note that this does not include any statutory insurance policies, vehicles or real property. More detailed restrictions can be found in the terms and conditions.)

Our package comprises the following insurance cover

- Property insurance
- Business interruption insurance (incl. epidemics and suppliers' extension)
- Liability (including product liability)
- Legal Expenses Insurance

As additional cover, you can take out insurance for business interruption caused by an employee and cargo insurance, and for certain sectors, financial loss, crime, road transport, cargo handling and freight forwarder's liability insurance.

Property cover against sudden and unforeseeable losses

Special Corporate Insurance provides cover against losses to company property or property used at your responsibility. The following are included:

- moveable property owned by your company
- any movable property not owned by your company but which you are using for your business (see the restrictions, such as vehicles)
- money and securities with certain exclusions (see the maximum compensation amounts stated in the terms and conditions) As a new extension, cash up to 1,000 euros carried by the company within Europe is also insured in case of robbery.
- personal moveable property of an employee for up to 1,000 euros (excluding money, credit cards and similar items) also elsewhere in Europe.

Although trailers, snowmobiles and boats are not covered, as inventories they will be when not being driven or utilised for their purpose using their own motors (eg when moving a snowmobile, motor boat or moped). Also forklift trucks included in your fixed assets are insured in the place of insurance for other damage than that caused by breakage resulting from use.

Business interruption insurance secures continued operations in loss situations

Business interruption insurance secures continuation of your company's financial operations if they come to a halt or are interrupted as a result of a sudden and unforeseeable loss that is coverable (such as fire or machinery failure). Suppliers' extension provides cover if, for example, the supplier of a product you are selling suffers a fire, thereby affecting your sales.

Business interruption insurance covers extra costs (such as employee wages) following material damage that must be paid to reduce business interruption losses.

Although vehicles are not covered by Special Corporate Insurance, business interruption insurance has been expanded to also cover business interruption losses resulting from losses to a vehicle or its accessory. The prerequisite for compensation is that the vehicle is covered by voluntary motor vehicle insurance at the time of loss and that the material damage to the vehicle is indemnifiable under the said insurance. The qualifying period is 14 days in redemption losses and 40 days in other vehicle losses.

General Liability Insurance in Case Your Company Is Liable for Damages

The general liability insurance covers bodily injury and material damage to a third party for which your company is liable. The loss must be detected during the insurance period.

Product liability insurance

It is possible that products (eg foodstuffs or electrical appliances) that have been delivered to customers have been damaged while held by the company, resulting in material damage or personal injury. It is for situations like this that product liability insurance provides cover.

Legal Expenses Insurance for Disputed Civil Cases and Criminal Cases

A company may be faced with a situation that requires legal expertise. Legal expenses insurance will cover such expenses provided the case was brought before a district court, its appellate instances or an arbitration court in Finland.

Additional cover agreed separately

Insurance for business interruption caused by an employee

An employee with an employment contract of indefinite duration or the entrepreneur himself may fall ill or sustain an accidental injury which may lead to disability or even death. This in turn may hamper or bring an end to the business, causing financial losses. At an additional premium, the insurance can be extended to cover business interruption caused by an employee. Any disability must be diagnosed by a doctor.

Financial Loss Cover

For certain lines of business it is necessary to take out insurance against financial losses caused to a third party. This insurance is only available to certain fields such as accounting and law firms.

Crime cover

It is possible to include a crime insurance policy for certain lines of business, such as retail. Crime Insurance can help a company prepare against embezzlement, fraud or similar loss caused by

financial crime. The insurance covers direct financial loss that is the consequence of a crime against property by a company employee or an outsider, in an attempt to obtain unlawful financial advantage.

The insurance also covers losses caused by misuse of a lost or stolen bank or credit card, if the misuse has been committed by some other than the policyholder's employee.

Cargo cover

We compensate cargo losses related to business operations for up to 400,000 euros per cargo.

Cargo cover can be expanded to cover the entire world.

The insurance covers loss or damage to products relating to the policyholder's business and field of operation and occurring during transportation, which are at the policyholder's risk or which the policyholder is under obligation to insure on the basis of a sales agreement or other agreement made before transportation began. For more information, see the Cargo Insurance product description on the new a-vakuutus.fi website, under Indemnification under Special Corporate Insurance.

Road transport liability cover

When your company engages in cargo carrying or brokers such transports, it is a good idea to take out road transport liability insurance. It covers liability, according to the Road Transport Agreement Act or CMR Convention, for goods being lost, reduced, damaged or delivered late.

The insurance compensates, as stated in the agreement, damage to goods in road transports by means of a motor vehicle, reasonable loss prevention and restriction costs and any legal expenses.

For more information, see the Road transport liability insurance on the new a-vakuutus.fi website under Indemnification under Special Corporate Insurance.

Cargo handling insurance

Cargo handling insurance is designed for companies that engage in cargo handling using lorries, mobile cranes, working machines or a lorry equipped with a loading crane. The insurance covers damage to cargo during its handling for which the policyholder is liable.

Cargo handling insurance compensates, as stated in the agreement, direct property damage to any handled cargo, reasonable loss prevention and restriction costs and any legal expenses.

You can find more information in a separate Cargo handling insurance product description on the a-vakuutus.fi website.

Freight forwarder's liability cover

Freight forwarder's liability insurance compensates property or financial losses for which the policyholder is liable, any extra costs

Validity, deductible and maximum compensation

SPECIAL CORPORATE INSURANCE COVER	TERRITORIAL LIMITS	DEDUCTIBLE	MAXIMUM COMPENSATION
Property	Place of insurance, for certain asset classes also outside the place of insurance within Finland (see the terms and conditions)	generally EUR 600	Replacement value (see the terms for separate maximum compensation for example works of art.
	When keeping property in a vehicle or other means of transport.	In burglaries 25%, but no less than EUR 1,000.	Replacement value (see the terms and conditions for specific maximum indemnity)

Building's fixtures and fittings	Place of insurance	generally EUR 600	With installation and clearance work and removal expenses are included, the maximum compensation is 30,000 euros unless otherwise specified in the policy document.
Money and securities	See item on maximum indemnity	generally EUR 600	If a safe marked with points for its protective value has been used and in case of robbery, at least an amount equivalent to the petty cash income of the last two days of business, and EUR 2,000 in a securely closed place
Consequential Loss (incl. contingency business interruption)	in Finland	Selectable 1-7 days	The alternatives are the sales margin for 12, 18 or 24 months, and in case of suppliers' extension, 20% of the sales margin
Liability (incl. product liability)	Europe	generally EUR 600	EUR 1,000,000 The maximum amount of compensation can be increased to include the whole world (excl. USA and Canada).
Legal Expenses Insurance	Finnish district courts and arbitration proceedings	15%, but no less than EUR 600	EUR 25,000 per loss, but no more than EUR 50,000 per insurance period. The maximum amount of compensation can be increased to include the EEA.
ADDITIONAL COVER AGREED SEPARATELY			
Business interruption caused by an employee	in Finland	illnesses 14 days accidental injuries 3 days	EUR 30,000/person/insurance period Max. 12 months
Financial liability (Note. Only for certain lines of business)	in Finland	generally EUR 600	As agreed
Goods transportation *	in Finland	generally EUR 600	EUR 400,000 per transportation
	Abroad	generally EUR 600	EUR 400,000 per transportation
Road transport *	in Finland	Total EUR 600	EUR 1,000,000
	Abroad	Total EUR 600	EUR 500,000 Expandable abroad
Cargo *	In Finland	15%, but no less than EUR 600	EUR 17,000 or EUR 34,000
Forwarding *	In Finland	Usually EUR 600	EUR 650,000
	Abroad	Usually EUR 600	EUR 650,000 Terminals only covered in Finland

Table 1. In addition to the table above, the terms and conditions list certain exceptional maximum amounts of compensation (eg works of art) and deductibles (eg hot work).

* Note. The selected additional covers are based on the terms and conditions of additional covers referred to in the terms and conditions of YH15.

caused by goods being delivered to the wrong place and any legal expenses. The insurance also covers the indemnification liability of a store-keeper for losses to goods left at their responsibility.

The insurance compensates losses, to the agreed extent, to goods left for storage, any extra expenses caused by the goods being sent to the wrong place.

The insurance also covers reasonable loss prevention or restriction costs.

Indemnification under Special Corporate Insurance

Full value and replacement value

Damaged property is indemnified on the basis of replacement value (the cost of buying new identical or equivalent items) unless the value of the property has fallen below 50% of it in which case

compensation is paid on the basis of the current value, that is, the purchase price less the depreciation of its value through age and use.

Any other expenses specified in the insurance terms and conditions are also covered, for instance damage to a building in connection with burglary and expenses for prevention of imminent loss.

In the case of breakage of machinery and equipment, a 10% annual age reduction (depreciation of value) is made as of the second year of use. See the insurance terms and conditions for exceptions; for example, no age reduction is applied to material damage caused by fire.

When storing property in a car or other means of transport, the deductible for losses caused by burglary is 25% of the loss, but no less than 1,000 euros. The higher deductible is not applied to any of the employee's property that was in the vehicle.

In some operating sectors, specific extensions have been made as for example in general liability insurance. The extensions are recorded in the insurance policy. Please note in Table 2 on the next

page that certain restrictions apply in terms of the indemnities and insurance types.

<p>PROPERTY INSURANCE COVERS</p> <p>unforeseeable and sudden loss / damage (all risks), such as:</p> <ul style="list-style-type: none"> • sudden and unforeseeable breakage of property • fire • Burglary, robbery and theft • leakage • storm 	<p>PROPERTY INSURANCE DOES NOT COVER</p> <p>The insurance terms and conditions contain all the restrictions in detail (eg wear and tear, corrosion, maintenance, manufacturing fault, property being left behind or disappearing, etc.)</p>
<p>BUSINESS INTERRUPTION INSURANCE COVERS</p> <p>business interruption which is a direct consequence of coverable</p> <ul style="list-style-type: none"> • damage to property or real property (eg fire or breakage) • loss due to dependence (the coverable loss is sustained by a supplier of goods or services or a corporate customer with a direct business relationship with your company) • a mandatory order issued by authorities in order to combat a contagious disease or animal disease and to prevent it from spreading (eg a salmonella epidemic) • any bomb threat • an illness or accident or the death of an entrepreneur, owner or employee (Note! Only supplementary cover.) 	<p>BUSINESS INTERRUPTION INSURANCE DOES NOT COVER</p> <p>Business interruption caused by business risk, such as:</p> <ul style="list-style-type: none"> • your own or cooperation partner's bankruptcy • supply problems not caused by a loss event • breaches of contract. <p>Nor does the insurance cover business interruption caused by non-coverable material damage.</p>
<p>GENERAL LIABILITY INSURANCE COVERS</p> <ul style="list-style-type: none"> • The insurance covers bodily injury and material damage caused to a third party in the insured operations and within the territorial limits of the insurance, provided that such injury or damage is discovered during the insurance period, and the policyholder is held liable for it. • Financial loss insurance (supplementary insurance) covers a financial loss caused to a third party by the insured person that is not connected to bodily injury or material damage. 	<p>GENERAL LIABILITY INSURANCE DOES NOT COVER</p> <p>loss or damage caused, for example</p> <ul style="list-style-type: none"> • to property that is in the possession of, borrowed or handled by or in the care of the policyholder (with the exception of agriculture and hardware stores, see conditions VA 3.2.3) • by defective work performance • if indemnification liability is based on a contract or guarantee <p>PRODUCT LIABILITY INSURANCE DOES NOT COVER</p> <p>loss or damage caused, for example</p> <ul style="list-style-type: none"> • to a product handed over when the reason is the products own characteristic or an error in instructions • damage to a product sold but not yet handed over.
<p>LEGAL EXPENSES INSURANCE COVERS</p> <p>The insurance covers expenses incurred during the validity of the insurance from use of legal counsel in disputes concerning, for example</p> <ul style="list-style-type: none"> • business contractual disputes (eg sales and delivery agreements) • work relationships (eg termination of employment contracts) • in the above examples, it is assumed that the legal expenses loss is indemnifiable under clause OI 4.1 of the terms and conditions of Special Corporate Insurance. 	<p>LEGAL EXPENSES INSURANCE DOES NOT COVER</p> <ul style="list-style-type: none"> • the adverse party's legal expenses, unless otherwise specified in the policy document • if the matters on which a civil dispute, claim or charge is based have not arisen during the validity of the insurance, and the insurance policy was taken out less than two years ago • losses that are excluded from cover • losses related to other than the operations specified in the insurance policy • losses where the claims in a legal matter have not been demonstrably disputed.
<p>ADDITIONAL COVER AGREED SEPARATELY</p>	
<p>INSURANCE FOR BUSINESS INTERRUPTION CAUSED BY AN EMPLOYEE COVERS</p> <ul style="list-style-type: none"> • Insurance for business interruption caused by an employee covers a company's financial loss if a permanent employee becomes ill or is injured. • The insurance covers loss of earnings in the company's business for the above reason. 	<p>INSURANCE FOR BUSINESS INTERRUPTION CAUSED BY AN EMPLOYEE DOES NOT COVER</p> <p>loss or damage caused, for example</p> <ul style="list-style-type: none"> • an illness that is caused by some other illness, injury or exposure that started before the inception of the insurance • pregnancy or childbirth • an injury or illness that is self-induced either wilfully or through gross negligence.

ROAD TRANSPORT LIABILITY INSURANCE COVERS	ROAD TRANSPORT LIABILITY INSURANCE DOES NOT COVER
<p>Road transport liability insurance compensates a loss for which the carrier is liable under the Road Transport Agreement Act. Such losses include the following that occurred during transportation:</p> <ul style="list-style-type: none"> • goods being lost, reduced, damaged or delivered late. <p>Road transport liability insurance covers, in addition to direct damages, the following:</p> <ul style="list-style-type: none"> • reasonable costs incurred by the policyholder in taking action to limit or prevent occurred or imminent losses covered by this insurance • reasonable legal expenses if a claim for damages concerning a loss that is coverable under the insurance is submitted to a court • The insurance covers loss or damage caused by excessive heat or cold or otherwise by temperature. In losses concerning temperature, the special deductibles specified in the terms and conditions are applied. 	<p>the insurance does not cover, for example,</p> <ul style="list-style-type: none"> • Loss or damage for which the cargo carrier is not liable for under the Road Transport Agreement Act • loss of or damage to money, securities, precious metals, jewellery or other such valuables • loss or damage for which the cargo carrier has assumed a liability that is higher than the basic liability specified in the Road Transport Agreement Act • loss or damage caused if the transport vehicle, container, transport unit or goods item was left unguarded or the vehicle or the cargo space have been left unlocked. • loss or damage caused by a method of loading which is contrary to the law, statute or regulation or licence issued by the authorities.
CARGO HANDLING INSURANCE COVERS	CARGO HANDLING INSURANCE DOES NOT COVER
<p>The insurance covers direct material damage to cargo occurring when lifting it, provided the policyholder is by law liable for the damage. The indemnity is paid on the basis of current value. If the damaged property can be repaired, the insurance covers the repair costs.</p> <p>Cargo handling insurance covers, in addition to direct liability, the following:</p> <ul style="list-style-type: none"> • reasonable costs incurred by the policyholder in taking action to limit or prevent occurred or imminent losses covered by this insurance • reasonable legal expenses if a claim for damages concerning a loss that is coverable under the insurance is submitted to a court 	<p>The insurance does not cover, for example,</p> <ul style="list-style-type: none"> • loss or damage caused when operating or otherwise moving a vehicle during the lifting of cargo • loss or damage caused to property by the fact that the cargo was lifted from the wrong point or against the lifting marks • loss or damage caused by the fact that the weight of the cargo exceeded the classified lifting capacity of the vehicle-mounted crane. <p>NB. The insurance does not cover cargo handling performed by two or several vehicles together.</p>
FREIGHT FORWARDER'S LIABILITY COVER COMPENSATES	FREIGHT FORWARDER'S LIABILITY COVER DOES NOT COMPENSATE
<ul style="list-style-type: none"> • The insurance covers material damage or financial loss caused to a third party in freight forwarding for which the policyholder is held liable according to what the General Conditions of the Nordic Association of Freight Forwarders, valid at any given time, determine on transport, freight forwarding and warehousing, provided that the liability is based on an act committed or an omission that has occurred during the insurance period. • With respect to terminal and warehousing operations, the insurance is valid in a terminal or warehousing area located in Finland and entered in the insurance policy. In other forwarding operations, the insurance is valid all over the world. • The insurance also covers the additional expenses incurred by the policyholder in cases where the policyholder has sent the goods to the wrong destination, however, not in excess of EUR 50,000 per insurance event and insurance period. 	<p>The insurance does not cover, for example,</p> <ul style="list-style-type: none"> • loss based on the grounds that the policyholder has assumed greater liability than that specified in the General Conditions of the Nordic Association of Freight Forwarders (NSAB) or abandoned a regulation that limits liability and is included in the aforementioned conditions. However, the insurance covers liability as specified in the General Conditions of the NSAB. • loss or damage arising from the goods not being properly covered up during carriage or outdoor storage. <p>Neither Freight forwarder's liability insurance nor Special Corporate Insurance (YH15) includes the fire, water and burglary insurance referred to in section 25A of the General Conditions of the Nordic Association of Freight Forwarders, and therefore there is no coverage for such losses.</p> <p>The insurance does not cover any fine, contractual penalty or forfeiture, or loss arising from a writ of confiscation or from other such orders of the authorities.</p>

Table 2 Examples of indemnities under Special Corporate Insurance (Note the restrictions)

Special Corporate Insurance some important points

Budgeted turnover make sure the sum insured is correct

The premium basis for Special Corporate Insurance is your company's budgeted turnover for the coming year. If the turnover reported by you and what has been recorded in the insurance policy is lower than the actual turnover, any indemnity will be reduced in the same proportion.

Factors affecting the premium

Factors such as the following will affect the insurance premium

- Loss statistics of your company's operating sector (for instance pharmacy or advertising agency)
- The fire safety of your operating premises, determined by the building class and technical solutions to prevent fire or its spreading
- Crime safety

- Deductible level chosen
- Customer relationship with Pohjola Insurance taken as a whole.

Granting the insurance requires that the burglary protection level meets certain minimum requirements.

Take good care of company property and follow safety guidelines also for the sake of the environment

The best thing for company, employees and customers would be if accidents never happened. This would also be best with regard to the environment and the climate, because a loss event nearly always causes some degree of waste and pollution.

Safety regulations

Insurance contracts come with safety regulations that improve safety and help prevent accidents. Failure to follow the safety regulations may lead to a reduction or denial of indemnity. This may happen also in case of negligence that is more substantial than minor.

Accident took place what do you do?

If an accident took place despite the safety regulations, we will help you.

Losses should be reported to us as soon as possible. A loss surveyor must be called in before any repair work is started. He will also help to assess the extent of damage and get the information required for making a claim. However, loss surveyors do not make any claim settlement decisions.

Do remember that we can also recommend a repair contractor and help you with requests for tenders.

How to make a claim

You can fill in a loss report on our web site in eInsurance Services.

A claim for compensation should preferably be made as soon as possible but no later than 12 months from the date when you learned of the loss and its consequences. Damaged property must be repaired within two years of the loss event.

Filing a complaint or appeal

If you consider our decision to be deficient or faulty, please contact the employee in charge of your claim. You can also request a decision to be corrected by sending an email to asiakasasiatamies@op.fi.

You can also submit insurance and indemnity appeals to various boards or courts. More information about these options is attached to your claim settlement decision, and available on our web site op.fi and our service number + 358 (0)10 253 1333.

Processing of personal data

Pohjola Insurance processes customers' personal data in accordance with regulations in force and in a manner described in greater detail in the Privacy Statement and the Privacy Policy. It is recommended that the customer read such privacy protection information. The Privacy Statement and the Privacy Policy are available at op.fi and the Pohjola Insurance's customer service outlets.

Insurance sales commissions

The insurance company will pay a commission that is either a percentage of the insurance premium or a fixed fee based on the number of policies sold. The commission and its amount is affected by the insurance product and sales channel. The commission is paid to the agent or insurance company employee.

Contact us

Insurance and Claims Settlement + 358 (0)10 253 1333 *

* Calls to the Telephone Service from landline phones and Finnish mobile subscriptions cost 0.0835 euros per call plus 0.12 euros per minute (incl. 24% VAT). We record customer calls to assure the quality of customer service, among other things. Read more about the subject at uusi.op.fi/dataprotection.

Pooling our resources.

