

Special Corporate Insurance

YH 15



Product Guide
Valid as of 1 January 2021

This document contains the main content of the insurance. The details and restrictions can be found in the terms and conditions, which are applied to claims.

Special Corporate Insurance is subject to the terms and conditions of Special Corporate Insurance (YH 15), Cargo Insurance (KU 05, KU 06 600 and 601), road transport liability insurance (AKR 01), cargo handling insurance (AKN 05) and freight forwarder's liability insurance (AKH 02) as well as our general contract terms and conditions as specified in the policy document.

The following safety regulations also apply: prevention of electrical fires (S331), day-to-day fire safety (S411), hot work (S621), structural break-in protection (S850 and S852), other property damage (S480), water damage (S460), freight forwarding (S960) and road transport (S956).

The insurance is provided by Pohjola 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 guide but also the insurance terms and conditions, as they describe the detailed content of the insurance contract. The insurance terms and conditions of Special Corporate Insurance (YH 15) apply to this insurance. The terms and conditions of any cargo, road transport liability, freight forwarding and cargo handling insurance policies taken out as optional additional cover are applied according to the level of coverage chosen. With respect to additional covers, any special terms and conditions related to them also apply.

Special Corporate Insurance covers moveable property and operational risks

The package and any additional covers chosen are designed to protect businesses in the event 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 inform 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, vehicle or real estate insurance policies. More detailed restrictions can be found in the terms and conditions.)

Our package comprises the following insurance cover:

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

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

Property cover against sudden and unforeseeable losses

Special Corporate Insurance provides cover against losses to company property or property for which you are responsibility. The following are included:

- moveable property owned by your company
- any moveable 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 payout amounts stated in the terms and conditions). Cash up to EUR 1,000 carried by the company within Europe is insured in case of robbery
- personal moveable property of an employee worth up to EUR 1,000 (excluding money, credit cards and similar) in Europe.

Although trailers, snowmobiles and mopeds are not covered, they count as insured inventory when not being driven or used for their regular purpose using their own engines (e.g. when moving a snowmobile, a motor boat or a moped). Your other fixed assets, such as forklift trucks and lightweight electric vehicles that do not need to be registered and that are exempt from motor liability insurance, are also insured against damage not caused by incorrect operation while in the place of insurance.

Business interruption insurance secures continued operations in the event of loss

Business interruption insurance secures the 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 covered by your insurance (such as fire or mechanical failure). Contingency business interruption cover reimburses you in the event of business interruption resulting from a loss covered under the insurance terms and conditions that occurs in a permanent place of business of, for example, your supplier or customer.

Business interruption insurance covers any loss of estimated gross profit as a result of business interruption that is a direct consequence of material damage, dependency losses, orders issued by the authorities or epidemic losses covered under the insurance terms and conditions. You can also be reimbursed for any expediting costs and other additional financially justifiable expenses paid in order to reduce the business interruption loss. The premium is based on turnover.

Although vehicles are not covered under Special Corporate Insurance, the scope of our business interruption insurance policies has been extended to cover business interruption losses resulting from damage caused to vehicles or vehicle accessories. Our policies only pay out if the damaged vehicle has valid voluntary motor insurance at the time of the accident and material damage is covered under that insurance. The qualifying period is 14 days if the vehicle is written off and 40 days in the case of other vehicle losses.

General liability insurance protects your business against claims for damages

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

Product liability insurance

It is possible that products (e.g. foodstuffs or electrical appliances) that have been delivered to customers have been damaged while in your company's possession, resulting in material damage or personal injury. It is for situations like this that product liability insurance provides cover.

Legal expenses insurance for civil and criminal cases

A company may be faced with a situation that requires legal expertise. The legal expenses extension of Special Corporate Insurance covers such expenses provided that the case was brought before a district court or its appellate instances in Finland.

Optional additional covers

Insurance for business interruption caused by an employee

Permanent employees or entrepreneurs may become ill or have an accident, resulting in 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 practising in Finland. See the terms and conditions for more information on, for example, the principles for granting insurance.

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 add crime insurance for certain lines of business, such as retail. Crime insurance helps businesses to protect themselves against losses resulting from embezzlement, fraud or other similar types of property 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 someone other than the policyholder's employee.

Cargo cover

We reimburse up to EUR 400,000 per cargo for cargo losses related to business operations.

The insurance is valid in Finland and can be extended to cover the whole world.

The insurance covers loss or damage to goods relating to the policyholder's business and field of operation that occurs during transit while the cargo is at the policyholder's risk based on a trade agreement or other pre-transit contract or if taking out insurance for the cargo is the policyholder's responsibility. For more information, see the product guide for our cargo insurance at op.fi.

Extended general liability insurance for the care sector

General liability insurance for businesses does not cover losses caused by a patient if the business is deemed to not be in charge of the patient when the loss occurs. In such cases, the patient assumes full liability, unless they have insurance of their own. Patients can also be minors whose parents or guardians may have failed to take out liability insurance for them. This insurance covers expenses incurred from damage caused by patients during, for example, excursions organised by the company. Extended general liability insurance is especially important for institutions such as foster homes, nursing homes and assisted living facilities.

Road transport liability cover

Road transport liability insurance is designed for professional road haulage companies that transport third-party property by road against payment and for companies that coordinate domestic or international road transport assignments. It covers liability, according to the Road Transport Agreement Act or the CMR Convention, for goods being lost, reduced, damaged or delivered late.

For more information, see the terms and conditions of road transport liability insurance and the product guide at www.op.fi/terms-and-conditions.

Cargo handling cover

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 any direct material damage caused to cargo during handling for which the policyholder is liable.

For more information, see the terms and conditions of cargo handling insurance and the product guide at www.op.fi/terms-and-conditions.

Freight forwarder's liability cover

Freight forwarder's liability insurance is designed for companies engaged in freight forwarding, transport and warehousing on behalf of a client. The insurance covers losses for which freight forwarders are otherwise liable under the General Conditions of the Nordic Association of Freight Forwarders (NSAB). The insurance indemnifies for material damage to goods left for safekeeping or storage for which the policyholder is liable as well as any extra expenses incurred as a result of goods being sent to the wrong location.

The insurance does not cover losses incurred as a result of the policyholder's failure to take out insurance pursuant to section 25(A) of the NSAB. Freight forwarder's liability insurance also does not cover the policyholder's indemnification liability as a carrier.

For more information, see the terms and conditions of freight forwarder's liability insurance and the product guide at www.op.fi/terms-and-conditions.

Table 1

Special Corporate Insurance – territorial limits, deductibles and maximum payouts

Scope	Territorial limits	Deductible	Maximum payout
Property	Place of insurance, for certain asset classes also outside the place of insurance within Finland (see the terms and conditions)	generally EUR 1,000	Replacement value (see the terms and conditions for maximum payouts in specific cases, e.g. works of art)
	When keeping property in a vehicle or other means of transport	25% in the case of burglary, but no less than EUR 1,000	Replacement value (see the terms and conditions for maximum payouts in specific cases)
Building's fixtures and fittings	Place of insurance	generally EUR 1,000	With installation and clearance works and removal expenses included, the maximum payout is EUR 30,000 unless otherwise specified in the policy document.
Money and securities	See maximum payout	generally EUR 1,000	At least an amount equivalent to the petty cash income of the last two days of business in the case of robbery or if a security rated safe has been used, and EUR 2,000 if kept in a securely locked facility
Business interruption	Finland	1–7 days (policyholder's choice)	The alternatives are estimated gross profit for 12, 18 or 24 months and, in the case of the suppliers' extension, 20% of estimated gross profit
Liability (incl. product liability)	Europe	generally EUR 1,000	EUR 1,000,000. The maximum amount of compensation can be increased and the territorial limits extended to include the whole world (excl. USA and Canada).
Legal expenses cover	Finnish district courts	15%, but generally no less than EUR 1,000	EUR 25,000 per loss, but no more than EUR 50,000 per insurance period. The maximum amount of compensation can be increased and the territorial limits extended to include the EEA.
Optional additional covers			
Business interruption caused by an employee	Finland	14 days in the case of illness 3 days in the case of injury	EUR 30,000/person/insurance period, for a maximum period of 12 months
Financial liability (only for certain lines of business)	Finland	generally EUR 1,000	As agreed
Goods transport*	Finland	generally EUR 1,000	EUR 400,000 per journey
	Abroad	generally EUR 1,000	EUR 400,000 per journey
Road transport*	Finland	generally EUR 1,000	EUR 1,000,000
	Abroad	generally EUR 1,000	EUR 500,000. Can be extended to cover other countries
Cargo*	Finland	15%, but generally no less than EUR 1,000	EUR 17,000 or EUR 34,000
Forwarding*	Finland	generally EUR 1,000	EUR 650,000
	Abroad	generally EUR 1,000	EUR 650,000. Terminals are only covered in Finland

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

* Note: The additional covers are based on the terms and conditions of additional covers referred to in the YH 15 terms and conditions.

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 asset has depreciated by more than 50% of its original value, in which case compensation is paid on the basis of the current value, i.e. the purchase price less the depreciation of the asset's value through age and use.

Any other expenses specified in the insurance terms and conditions are also covered, such as damage to buildings in connection with burglary and expenses for the 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 EUR 1,000. The higher deductible is not applied to any property of employees that was in the vehicle.

Please note that a higher special deductible applies in the case of certain kinds of losses, such as certain kinds of refrigeration devices and keys.

In some operating sectors, specific extensions have been added to, for example, general liability insurance. The extensions are recorded in the policy document. Please note in Table 2 below that certain restrictions apply in terms of the payouts and insurance types.

Table 2

Examples of indemnities under Special Corporate Insurance (note the restrictions arising from the terms and conditions)

Property insurance covers	Property insurance does not cover
<p>Sudden and unforeseeable losses/damage (all risks), such as</p> <ul style="list-style-type: none"> • sudden and unforeseeable breakage of property • fire • burglary, robbery and theft • flooding • storms 	<p>The insurance terms and conditions contain all the restrictions in detail (e.g. wear and tear, corrosion, maintenance, manufacturing defects, property being left behind or being lost, etc.).</p>
Business interruption insurance covers	Business interruption insurance does not cover
<p>Business interruption which is a direct consequence of covered</p> <ul style="list-style-type: none"> • damage to property or real property (e.g. fire or breakage) • losses due to dependence (the loss is sustained by a supplier of goods or services or a corporate customer with a direct business relationship with your company) • binding orders issued during the insurance period by Finnish authorities for an unforeseeable reason on the basis of the Communicable Diseases Act, Animal Diseases Act or Food Act for the purpose of preventing the spread of communicable diseases or animal diseases, provided that the order restricts the policyholder's business at the permanent place of insurance specified in the policy document during the insurance period. The order must directly impact on the insured business and be addressed specifically to the insured. • orders issued by Finnish authorities to close or isolate business premises in the place of insurance owing to a sudden and unforeseeable threat or danger affecting the personnel or bystanders (such as a fire or a gas leak) 	<p>Business interruption caused by business risks such as</p> <ul style="list-style-type: none"> • your own or your business 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-covered material damage.</p> <p>Interruption due to contagious disease insurance does not cover losses incurred from business interruptions if, for example,</p> <ul style="list-style-type: none"> • the communicable disease or animal disease was not detected in the place of insurance specified in the policy document. • the order issued by the authorities does not directly impact on the insured business and the order is not addressed specifically to the insured • the order was issued on the basis of other laws than those specified in the insurance terms and conditions • the losses are the result of generic regulations, recommendations or guidance

<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 terms and conditions VA 3.2.3) • by defective work performance • if indemnification liability is based on a contract or a 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 after handover, if the reason is the product's inherent properties or incorrect instructions • to a sold product before handover.
<p>Legal expenses insurance covers</p> <p>The insurance covers expenses incurred during the validity of the insurance from the use of legal counsel in disputes concerning, for example,</p> <ul style="list-style-type: none"> • business contractual disputes (e.g. sales and delivery agreements) • work relationships (e.g. termination of employment contracts) 	<p>Legal expenses insurance does not cover</p> <p>Legal expenses insurance does not cover, for example,</p> <ul style="list-style-type: none"> • the adverse party's legal expenses, unless otherwise specified in the policy document • if the facts 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 policy document • losses where the claims have not been demonstrably disputed
<p>Optional additional covers</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 financial loss incurred by a company if a permanent employee becomes ill or is injured. • The insurance reimburses the company for any loss of earnings from the company's business as a result of the above. 	<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"> • by an illness that is caused by some other illness, injury or exposure that started before the inception of the insurance • by pregnancy or childbirth • by an injury or illness that is self-induced either wilfully or through gross negligence
<p>Cargo insurance covers</p> <p>The insurance is designed for companies that buy or sell goods and assume responsibility for the goods during transit under a trade agreement or other contract.</p> <p>Cargo insurance covers the value of goods damaged or lost in transit.</p>	<p>Cargo insurance does not cover</p> <p>Cargo insurance does not cover damage caused by, for example, the goods' inherent properties or susceptibility to damage, variations in moisture content, deficient packaging, inappropriate means of transport, wear, scratching or abrasion.</p>
<p>Road transport liability insurance covers</p> <p>Road transport liability insurance covers losses for which the carrier is liable under the Road Transport Agreement Act. Such losses include the following during transit:</p> <ul style="list-style-type: none"> • goods being lost, reduced, damaged or delivered late. • The insurance also covers loss or damage caused by excessive heat or cold or otherwise by temperature. In the case of losses relating to temperature, the special deductibles specified in the terms and conditions are applied. 	<p>Road transport liability insurance does not cover</p> <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 under the Road Transport Agreement Act • loss or damage for which the cargo carrier has assumed greater liability than what is required under the Road Transport Agreement Act • loss or damage resulting from the transport vehicle, container, transport unit or goods having been left unguarded or the vehicle or the cargo space having been left unlocked • loss or damage caused by a method of loading that is contrary to the law, regulations or orders or licences issued by the authorities

Cargo handling insurance covers	Cargo handling insurance does not cover
<p>The insurance covers direct material damage caused to cargo by lifting, provided that the policyholder is liable for the damage by law. The amount of compensation is based on current value. If the damaged property can be repaired, the insurance covers the repair costs.</p>	<p>The insurance does not cover, for example,</p> <ul style="list-style-type: none"> • loss or damage caused to property by the fact that the cargo was lifted from the wrong point or contrary to instructions • loss or damage caused by the fact that the weight of the cargo exceeded the classified lifting capacity of the vehicle-mounted crane <p>Note: The insurance does not cover any cargo handling operations that are performed by two or more vehicles together.</p>
Freight forwarder's liability insurance covers	Freight forwarder's liability insurance does not cover
<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 (NSAB), 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 the terminal or warehousing area located in Finland that has been specified in the policy document. In respect of other forwarding operations, the insurance is valid worldwide. • The insurance also covers any additional expenses incurred by the policyholder in cases where the policyholder has sent the goods to the wrong destination, up to a maximum 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 disappplied a regulation that limits liability and is included in the aforementioned conditions. However, the insurance covers liability as specified in 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 (YH 15) includes the kind of fire, water and burglary cover referred to in section 25(A) of the NSAB, and they therefore provide no cover for such losses.</p> <p>The insurance does not cover fines, contractual penalties or forfeiture, or any loss arising from seizures or other such orders of the authorities.</p>

Important points to note about Special Corporate Insurance

Budgeted turnover – choosing the correct sum insured

The premium basis for Special Corporate Insurance is your company's budgeted turnover for the coming year. If the turnover reported by you that is recorded in the policy document is lower than your actual turnover, any indemnity will be reduced proportionally.

Factors affecting the premium

Factors such as the following will affect the insurance premium:

- Your company's operating sector (e.g. pharmacy or advertising agency) and loss statistics
- Fire safety in your business premises, determined by, for example, technical solutions to prevent fire or the spread of fire
- Crime safety
- Chosen deductible level
- Customer relationship with Pohjola Insurance in its entirety

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

Help to protect the environment by looking after your company's property and safety

The best thing for companies, employees and customers would be if accidents never happened. This would also be best with regard to the environment and the climate, as 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 to prevent accidents. Failure to follow the safety regulations may lead to a reduction or denial of indemnity. This may also happen in the case of negligence that is more substantial than minor.

What to do in the event of an accident

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. They will also help to assess the extent of the damage and collect the information

needed to make 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.

Filing a claim

You can fill in a loss report on our website.

You should submit the claim as soon as possible and 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 incomplete or inaccurate, please contact the employee in charge of your claim. You can also request a decision to be corrected by sending an email to asiakasiamies@op.fi.

Appeals concerning insurance policies and claims can also be submitted to various boards or courts of law. More information about these options is attached to your claim settlement decision, and available on our website at op.fi and our service number 0303 0303.

Personal data processing

Pohjola Insurance processes customers' personal data in accordance with the latest regulations and as described in greater detail in our Privacy Statement and Privacy Guide. Customers are advised to familiarise themselves with the privacy information. The Privacy Statement and Privacy Guide are available at op.fi and from Pohjola Insurance Customer Service outlets.

Insurance sales commissions

The insurance company pays 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 are affected by the insurance product and sales channel. The commission is paid to the agent or insurance company employee.



Our services

Manage your insurance policies at op.fi

Log into op.fi using the user identifiers for your own bank.

Once logged in, you can

- Report a loss and file claims
- make changes to your company's policies
- order a Green Card
- print out certificates of insurance

See all our services for commercial transport service providers at op.fi/commercial-transport.

Pohjola Claim Help at your service 24/7

Pohjola Claim Help provides clear instructions for all types of losses. In the event of vehicle damage, Pohjola Claim Help also lists the contact details of Pohjola Repair Advisors and other repair shop partners.

Pohjola Claim Help is available at claimhelp.pohjola.fi and the OP Business mobile app.

Our telephone service

A-Insurance services for commercial transport

- Insurance and Claims Settlement 0304 0506*

Pohjola Insurance

- Insurance and Claims Settlement 0303 0303*

Statutory insurance telephone services**

- Motor third-party liability and occupational accident insurance 030 105 501
- Road accidents 030 105 502
- Occupational accidents 030 105 503

* From mobile phones and landline networks in Finland, EUR 0.0835 per call plus EUR 0.12 per minute.

Prices are inclusive of VAT.

** Call rate: local/mobile network rate.

We record customer calls to assure the quality of customer service, among other purposes.

Advice on claims and insurance policies

Our insurance and claims advisors provide personal assistance in our telephone service. You can also file a complaint or appeal an insurance or claim settlement decision with our customer ombudsman. For more information on filing an appeal, visit op.fi/filing-a-complaint.

For independent advice, contact the Finnish Financial Ombudsman Bureau (FINE), tel. +358 9 6850120, www.fine.fi/en

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Regulatory authority: Financial Supervisory Authority, www.fiva.fi

