

Basic Corporate Insurance

Product guide
Valid as of 1 April 2020



The product guide contains the main content of the insurance. Detailed information about the contents and exclusions of the policy is found in the terms and conditions, which are applied to claims. The insurer is 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. 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 general insurance terms and conditions of Basic Corporate Insurance (YH05) apply to this insurance.

Basic Corporate Insurance covers moveable property and operational risks

The package covers major risks to moveable property and operations (excluding breakages) in retailing, service provision and certain production companies. Basic 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! Statutory insurance not included.)

Our package comprises the following insurance cover

- Property (excluding breakage)
- Transportation (excluding import and export)
- Business interruption insurance (incl. epidemics and suppliers' extension)
- Liability (including product liability)
- Legal expenses

As supplementary insurance, the package may also be added with insurance for business interruption caused by an employee, and for certain sectors, financial loss cover.

Property cover

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

- Fire and soot
- Lightning
- Triggering of fire extinguishing equipment
- Leakage
- Burglary, robbery and theft
- Storm
- Explosion

The insurance provides coverage for e.g.

- The moveable property owned by your company
- Any moveable property not owned by your company but which you are using for your business
- Cash and securities with certain restrictions (see the terms and conditions for the maximum compensation)
- Personal moveable property of an employee for up to EUR 1,000 (excluding money, credit cards and similar items).

See the insurance terms and conditions for more detailed information on exclusions and maximum indemnities.

Although vehicles, vessels and boats are not covered, as inventories they will be when not being driven or utilised for their purpose using their own motors (e.g. 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. (Note! Statutory insurance not included.)

Transportation cover for losses caused by transport company

Transport companies carry a minimal liability for the property they carry (about EUR 20 per kilogram), which means that it is vital that businesses insure their transports. Transportation cover is valid for all business-related transports within Finland.

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 coverable material damage (such as fire or leakage). Suppliers' extension provides cover if, for example, the property of 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.

General liability insurance in case your company is liable to pay compensation

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 cover

It is possible that products (e.g. 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 cover 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.

Voluntary supplementary cover

Cover for business interruption caused by an employee

Permanent employees or entrepreneurs may become ill or have an accident, resulting in work 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 fields 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 insurance

In certain sectors of industry, such as retail, a crime insurance can be included in the insurance policy. By taking out crime insurance, companies can prepare for losses caused by embezzlement, fraud or other similar financial crime. The insurance covers direct financial loss caused by a financial crime committed either by the company's own employee or by a third party with the intention of gaining unlawful financial benefit to himself.

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.

Basic corporate insurance cover	Validity	Deductible	Maximum indemnity
Property	Place of insurance, for certain asset classes also outside the place of insurance within Finland (see the terms)	Usually €600	Replacement value (see the terms for specific maximum indemnities concerning e.g. works of art)
	Storing property in a car or other means of transport	In case of burglary, 25%, but no less than €1,000	Replacement value (see the terms for specific maximum indemnities)
Building's fixtures and fittings	Place of insurance	Usually €600	Not more than €30,000 (incl. installation) The maximum indemnity can be increased
Money and securities	See Maximum indemnity	Usually €600	In a burglary-resistant safe and in connection with a robbery, the amount corresponding at least to the cash payments of the last two opening days, and in a securely closed place €2,000
Transportation	Finland	Usually €600	Full value
Business interruption (incl. suppliers' extension)	Finland	Usually 1 day	12 months' sales margin, and in case of suppliers' extension, 20% of the sales margin
Liability (incl. product liability)	Europe	Usually €600	€1,000,000 The maximum indemnity can be increased
Legal expenses	Finnish district courts and in arbitration proceedings	15%, but no less than €600	€25,000 per loss, but no more than €50,000 per insurance period The maximum indemnity can be increased
Optional cover			
Business interruption caused by an employee	Finland	Illness 14 days Accident 3 days	€30,000/person/insurance period, for no more than 12 months
Financial loss cover (NB. Only for certain lines of business)	Finland	Usually €600	As agreed

Table 1 See also the terms and conditions for exceptions to maximum indemnity (e.g. works of art) and for deductibles (e.g. hot work).

Indemnification paid under Basic 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 some operating sectors, specific extensions have also been made as for example in general liability insurance. The extensions are recorded in the insurance policy. Please note in Table 2 that certain restrictions apply in terms of the indemnities and insurance types.

Property insurance covers	Property insurance does not cover
<p>losses caused by, for example</p> <ul style="list-style-type: none"> • fire • burglary and robbery • leakage • storm • explosion • cargo loss 	<ul style="list-style-type: none"> • Breakage of property • The insurance terms and conditions contain all the restrictions in detail (e.g. wear and tear, corrosion, maintenance, manufacturing fault, property being left behind or disappearing, etc.)
Business interruption insurance covers	Business interruption insurance does not cover
<p>Business interruption which is a direct consequence of</p> <ul style="list-style-type: none"> • coverable material or property damage (e.g. fire) • 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 (e.g. a salmonella epidemic) • a bomb threat • an illness or accident or the death of an entrepreneur, owner or employee (NB. Only supplementary cover.) 	<p>Business interruption caused by business risk, for instance</p> <ul style="list-style-type: none"> • bankruptcy by yourself or your cooperation partner • 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>
General liability insurance covers	General liability insurance does not cover
<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 cover) covers such financial loss caused to a third party by the insured person that is not connected to bodily injury or material damage. 	<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 (exception: agricultural and hardware store operations, see clause VA 3.2.3) • by defective work performance • if indemnification liability is based on a contract or guarantee
	Product liability insurance does not cover
	<p>Loss or damage caused, for example</p> <ul style="list-style-type: none"> • to a product handed over when the reason is the product's own characteristic or an error in instructions • to products sold but not yet delivered.
Legal expenses insurance covers	Legal expenses insurance does not cover
<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 operations (e.g. sales and delivery agreements) • work relationships (e.g. 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 Basic Corporate Insurance. 	<ul style="list-style-type: none"> • the adverse party's legal expenses, unless otherwise specified in the insurance policy • 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.

Table 2 Examples of indemnities under Basic Corporate Insurance (Note the restrictions in the terms and conditions)

Basic Corporate Insurance – some important points

Budgeted turnover – make sure the sum insured is correct

The premium basis for Basic Corporate Insurance is your company's budgeted turnover for the coming year. If the turnover reported by you and 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 on the 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 of a greater degree 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. 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.

Appealing against an insurer's decision

If you consider our decision to be deficient or faulty, please contact the employee in charge of your claim. You can also submit a request of rectification to the Customer Ombudsman by e-mail: asiakasiamies@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 website op.fi and our service number +358 (0)10 253 1333.

Handling 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.



Our services

Manage your insurance matters at op.fi

Login to 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

Pohjola Claim Help at your assistance 24/7

Pohjola Claim Help provides clear instructions for all types of accidents and losses. In the event of loss or damage, Pohjola Claim Help also lists the contact details of our doctor, repair shop and other partners.

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

Our telephone services

Pohjola Insurance

- Insurance and Claims Settlement 0303 0303*

Service numbers for statutory insurance**

- Motor third party liability accidents 030 105 502
- Work-related accidents 030 105 503
- Motor third party liability and occupational accident insurance 030 105 501

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

** Call charge: local/mobile network rate (lnr/mnr).

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 9 685 0120, www.fine.fi/en

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Domicile: Helsinki, main line of business: non-life insurance companies

Regulatory authority: Financial Supervisory Authority, finanssivalvonta.fi/en

