



Covid 19 Insurance Considerations and your Aviva Policy

We are writing to update you on some key issues affecting your policy and the current outbreak of Covid-19. During the past few weeks the Government have made significant interventions to support businesses and we have also been in discussion with your insurers Aviva, to examine the full extent to which the policy might respond to potential claims.

Loss of Income

Understandably this is one of the most important sections of the policy designed to reimburse loss of income following an interruption to the business, typically resulting from damage to the premises such as caused by a fire, flood etc.

There are however some additional covers included where income is affected by other means such as failure of the public utilities, but two relevant extensions to the current Covid-19 outbreak include:

The Occurrence of Specified Diseases at the Premises

These are listed on Page 25 of your policy, but Covid-19 as a new disease is not included, and would therefore not be covered by the policy.

Prevention of Access by Government Action

There is however potential coverage under Clause 4 on Page 25 which is designed to reimburse Loss of Income where access to the premises is prevented by Government Action to safeguard life or property. Usually this would be associated with emergencies such as gas leakages or dangers of collapsing properties in close proximity to the insured premises. However the scope of cover is not clearly defined and it is therefore possible that closures instigated by the Government due to Covid-19 could be covered under this Clause, although any outbreak of a notifiable disease at the premises would be specifically excluded.

The maximum amount payable under this section is the actual loss of income sustained or £25,000 whichever is the lower.

How to Register a Claim

Whilst no decision has yet been made by Aviva to confirm that cover applies under this section, if your clinic is affected, we recommend in the first instance you register a potential claim by calling Aviva on 0800 015 1498 (quoting your policy and certificate number).

Support from Graybrook Hallam

Our team of Brokers that service your account are in touch with claims and legal experts ready to help with any dispute on decisions made by Aviva. We will also guide you through the process should you wish to challenge any adverse decision made by Aviva in relation to this policy.

If claims are accepted it will be necessary to formulate the losses incurred from the date of the Government's isolation sanctions, to the time they are eventually lifted. The maximum period of indemnity under this section is usually no more than 12 months. Loss Adjusters will also be appointed by Aviva to assist you in producing a claim, including the payment of any reasonable accountancy charges for certifying a loss under this section.

In the meantime we are continuing to press Aviva at high level to reach an early decision. As soon as received we will communicate again with all affected policyholders.

Employers' & Public Liability Insurance

These covers should be maintained to protect against the unlikely event that an employee or member of the public will bring a claim against you for contracting Covid-19.

Do I Need to Advise Graybrook Hallam that my Property is now Unoccupied due to Covid-19, and how can I ensure my property is protected

Where you have followed Government advice to close your premises and it will be out of use for up to 90 consecutive days - Aviva will maintain full cover during this 90 day period. There is no need to notify us that your Insured Premises has closed temporarily due to the Covid-19 outbreak.

Below is an extract from the Aviva "Pandemic Planning & the Corona Virus" guide (the full document is available from our website www.graybrook.co.uk – click Covid-19 drop down menu to view). The following guidance will assist you in protecting your Property and Business assets and ensuring the confidentiality of patient records.

- You should endeavour where practical and safe to inspect your Insured premises internally and externally and keep a log
- Risk assessments should be carried out on the changing risk/lack of supervision in place
- Any and all hazardous processes to cease (and not run unmanned) and be shut down safely
- Other processes should not be run if there is no adequate supervision; safety should not be comprised
- Heating left on but other critical services powered down if not required, unless to support protection or detection systems
- Drain all water and fuel supply tanks, apparatus and pipes
- All external areas must be clear of waste and combustible materials
- Consider waste build-up and the controls needed if waste collection services are affected
- All fire protection, detection, and security systems to remain active and monitored remotely where possible
- Adequacy of security controls should be assessed based on likely periods of unoccupancy and type of business, particularly in high-crime areas
- Secure and seal all letter boxes and openings and redirect post if necessary
- Consideration should be given to accumulation of vehicles, proximity to buildings, and their security when premises are unattended

- Perimeter security, fences and lighting are in good condition and operational
- All physical security and locking devices are working and in place
- All protection and detection systems are operational
- There are no leaking fluids or spills
- Any unsafe conditions are identified and remedied
- Patient records and personal information must be stored securely

Important Note – Your policy includes Minimum Security Conditions

Can I Cancel My Insurance Policy or Take a Payment Holiday?

We are aware that a number of clients will struggle to pay their insurance premiums in light of the current situation. We strongly advise you not to cancel your policies, they must remain in place to protect both your assets and also your staff under the compulsory Employers Liability section, including those on furlough. Those that will be shortly renewing your policies with us may wish to consider payment via our instalment facility with Close Premium Finance, details of which can be found on our ways to pay form.

Close Premium Finance are working on plans to minimise any financial impact to existing customers and will be in touch with you when they have a further update.

Other Insurance Considerations

As a Business, Director or Independent Healthcare Practitioner you should also consider how Covid-19 is affecting other types of insurance:

Medical Malpractice/Professional Liability Insurance

As face to face contact with patients or clients is no longer possible, remote consultations and advice through internet and social media is now becoming increasingly popular. Provided they are undertaken within your scope of practice, this should not create an issue with this type of cover, but please check your policy and refer to your professional body for any governances that should be followed, to ensure patient safety. Please do not terminate this type of policy which includes Run-off cover for claims that may be reported in future from activities undertaken previously.

Management Liabilities

Directors, Officers and key members of staff may be personally liable for any negligent acts or omissions in the management of business functions including the management of Covid-19. These policies should therefore remain in force to ensure continued protection.