

# Commercial Property Insurance

**When it comes to commercial property, we understand that if something goes wrong, it often means major physical and financial losses for businesses.**

That's why our expert underwriting and risk management teams help businesses assess and manage their unique property risks, providing a wide range of flexible solutions that go beyond standard industrial special risks cover (ISR). If a business needs to claim, our dedicated local claims teams have the authority to act quickly and can provide ongoing communication and the financial support needed to ensure trading can continue.

## Who we cover

### Protection for a wide range of businesses

QBE's Commercial Property Insurance provides cover for a wide range of medium to large businesses covering most types of industries and sectors – including wholesalers, manufacturers, property owners and multinational placements. We can also provide cover for smaller businesses with high value assets or more complex needs.

## A focused approach

Our approach to commercial property insurance is built on three key pillars:



### Insights and expertise

- ✓ We have local underwriters with the industry experience and technical knowledge to understand business's unique property risk characteristics and deliver solutions for their needs.
- ✓ Our Risk Solutions team uses industry experience and analysis to help assess and manage property risks.
- ✓ We provide ongoing training to our claims teams to keep them up-to-date with the latest technical and legislative changes, ensuring best practice support at claim time.



### Ease of doing business

- ✓ We offer relevant policy wordings, timely renewals with Underwriters and Business Relationship Managers in each state. We also provide escalation points for major loss or complex claims, so you're always supported and informed.
- ✓ You have access to dedicated local property claims teams with authority to make decisions fast, minimising the impact on businesses cashflow. Property claims are handled onshore, closer to the customer.
- ✓ We take ownership of the claim. Our property claims officers conduct onsite assessments after major losses, and work with a selected network of qualified builders and restorers, to provide an efficient claims solution.



### Partnership mindset

- ✓ Our focused underwriting approach helps us partner with you to find a solution to most property risks, even unusual or complex ones.
- ✓ We'll look into a wide range of opportunities. Our decisions are based on data combined with deep technical and industry expertise.
- ✓ We work with higher hazard and complex businesses to help them manage their risks.

### Support at claim time

If an incident damages a customer's commercial property, our teams act quickly. From facilitation of fast onsite assessments and partial payments, to working closely with builders and restorers, we provide the practical support and ongoing communication needed to ensure operations can continue and disruption is minimised.



## QBE's commercial property highlights

<b>Capacity</b>	Sizeable capacity can be deployed
<b>Wordings</b>	<ul style="list-style-type: none"> <li>✓ Industry Mk IV &amp; V wordings, and we subscribe to most broker cluster wordings</li> <li>✓ Manuscript and nonstandard wordings can be considered</li> </ul>
<b>Sub limit</b>	Flexible sub limit appetite
<b>Appetite to write risks</b>	<ul style="list-style-type: none"> <li>✓ Higher hazard risks</li> <li>✓ Broad geographical areas</li> <li>✓ Mature businesses</li> <li>✓ More complex needs</li> <li>✓ Well risk managed businesses</li> </ul> <p><small>* QBE's appetite to write some risks is subject to QBE's discretion.</small></p>
<b>Co-Insurance Appetite</b>	Willingness to participate with other insurers for more complex placements
<b>Local Decision Makers</b>	Empowered Underwriters located in all major cities
<b>Quick Responses</b>	We action opportunities in a timely manner
<b>Loss Control Solutions</b>	Flexibility when considering risks that are not highly protected



## A commercial property solution

ISR covers physical loss or damage to property related assets unless otherwise specifically excluded. The policy can also cover loss of profits associated with the property related claim, and contingent interruptions.

The ISR policy provides essential cover for assets of the insured located anywhere in Australia including:

- ✓ Burglary
- ✓ Flood
- ✓ Property in the Open Air
- ✓ Closure by a Public Authority
- ✓ Malicious Damage
- ✓ Accidental Damage
- ✓ Employee and Directors Personal Effects
- ✓ Additional Increase Cost of Working
- ✓ Storm
- ✓ Glass Breakage
- ✓ Claims Preparation Costs

QBE's policy schedules are formatted in a way which makes them easier to follow, reducing ambiguity and ensuring contract certainty.

## Need more than just ISR?

Get more than ISR. We offer the following standalone products in conjunction with our ISR offering:

- ✓ General property
- ✓ Theft / Money
- ✓ Electronic Equipment
- ✓ Machinery Breakdown
- ✓ Fidelity Guarantee
- ✓ Conferences, events and weather