



Policy migration programme

We wrote to you in March 2023 about our plans to review some of our older contracts to ensure that our customers are offered the most modern product to meet their needs. Many customers have now been moved onto our current policy wordings.

What are we planning?

As a continuation of this wider review of products, we've now considered our remaining previous Commercial Combined (COM) policies that can now be migrated to our current Business Combined (CMB) or Contractors Combined (CMC) product.

These policies include covers that we're unable to move; Engineering Inspection and associated Sudden and Unforeseen damage covers and Group Personal Accident and so the existing Commercial Combined policies will be retained alongside the new policies.

Why?

To ensure that all our customers benefit from the most up to date policy wording we currently offer, with most of these having the additional benefit of a wording written in simpler and clearer language.

Where there's any material difference between the old and new policy coverage, we'll flag this to the Policyholder via their Broker before the migration commences. These documents will also be included with the renewal of each affected policy.

If an Endorsement is required and where any policy currently includes a Bespoke ("Freeform") Endorsement, we'll have a team of people ensuring that each Endorsement is redrafted, so it's still appropriate for their replacement policy.

To help this transition

The previous policy and the new policy have differences in cover, conditions and exclusions but overall, the new policy provides cover more aligned to today's customer needs.

- New helpline numbers have been added to provide additional guidance on key topics.

- Our new Cancellation condition provides you with a 14-day cooling off period at both inception and at each subsequent renewal. For the remaining Commercial Combined policies this will also be updated.
- Some long-standing COM policies did not incorporate an exclusion of Liability arising out of Asbestos under the Public liability section. Where this is the case, we have included an endorsement extending the PL section to include £1m of cover for liability arising out of accidental release of asbestos on a 'Claims Made' basis.
- We've identified that a small number of long-standing policies still had a £1m Limit of Indemnity under the Public Liability/Public and Products Liability sections. As part of this exercise, we have made the decision to automatically increase the Limit to £2m with effect from renewal but haven't applied any specific additional premium for this change.

How will I know which customers are affected?

This will affect most but not all remaining COM Commercial Combined policies. We'll notify you before renewal regarding specific policies impacted by this change.

For more information

Please [visit our website](#) where you can get further information, access Frequently Asked Questions and view documents that will be issued to customers at renewal.

If you have any further queries, please get in touch with your Business Development Manager or [email us](#).

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