

MILNCO ARCH LED POLICY STANCE ON COVID-19 VACANCIES/UNOCCUPIED RISKS

IMPORTANT - The below is ONLY for policies issued by Milnco under our Arch lead policies. If you have a policy that Milnco has placed with another Insurer and need to know their stance, please forward inquiry to commercial@minco.ca and we will look into for you.

- If a location is closed owing to Civil Authority due to COVID-19, we will not consider the location vacant or unoccupied for a period of 90 days, unless we notify you that the emergency/civil order has been terminated or prolonged, subject to:
 - Contains enough business property (except for removal of perishable inventory or stock) to conduct customary operations;
 - Owner/manager visits the property minimum of every seven days – actually entering the property to ensure its condition and security; and
 - Proactively maintains a prudent level of care, control and maintenance of the property including adequately maintaining security systems and utilities.
- It would be prudent for the Insured to consider the following as additional security measures as well to minimize potential break ins or vandalism to the property
 - The use of web cameras and other types of surveillance systems that can be monitored remotely.
 - Mail delivered to an alternate address and cancel or place on hold newspaper delivery.
 - Try to keep the premises in “operational or open” mode.
- We also suggest that the insured create specific protocols if any employee needs to enter the premises for any reasons to help ensure everyone’s safety, such as:
 - Must advise owner/manager of their need to visit the premises and obtain written permission to do so;
 - Avoid using public transit to get to and from the premises;
 - Use hand sanitizer before and after entering the premises;
 - Should advise the owner/manager when they have left the premises.

Please note our Insurers are monitoring the situation very closely and Insurers reserve the right to amend accordingly as the situation evolves. We will advise of further amendments as required.

Potential COVID-19 Related Business Interruption Claims

As you can appreciate there are various wordings and exclusions that apply to the policy which need to be reviewed in detail, as well as every insured’s situation will be slightly different. As such, we are unable to confirm whether a policy will respond under the Business Interruption coverage due to COVID-19 situation.

If the insured has closed their premise due to mandated Civil Authority and would like to submit a potential loss for Insurers to review, we ask that a formal loss notice be submitted to claims@milnco.ca.

Please ensure the actual date the business ceased to operate is on the notice of loss. Once received, we will provide to our Insurers in order for a claim to be set up and an adjuster contact the insured.

Please advise the insured that due to the volume of potential claims being submitted that it may take a day or two for an adjuster to be in contact with them.

If you have any questions on the above, please feel free to submit to our commercial@milnco.ca email and we will address at our earliest.