

## Commercial Property response to COVID-19

### **6 April 2020 - the Liberty Specialty Markets Commercial Property team in Australia are responding to the COVID- 19 pandemic with an updated unoccupied policy definition.**

The current worldwide pandemic has created many uncertainties across both our economy and our society. It is impossible to anticipate what further measures will be required from our authorities to ensure the safety of the population and a return to normality.

We have received a number of enquiries from our Commercial Property brokers and clients, with many interested in similar issues.

At Liberty Specialty Markets, our Commercial Property team has spent recent days deliberating the policy coverage issues and risk elements that are key to managing this truly exceptional incident.

We are determined to continue to provide a quality service during this time, and all of our underwriters, risk engineers and claims staff are available to our brokers and clients as normal.

### Liberty response to unoccupancy definition in the Policy

The standard Liberty Australian Commercial Property wording defines Unoccupied as:

*Unoccupied shall mean closed for Business or not occupied for its usual Business purposes for any period of more than **30 consecutive days**.*

We intend to increase this to **60 consecutive days** where the premises are not in operation as a result of government guidance about, or where the Insured has decided to close for business to ensure the safety and wellbeing of their employees in connection with, the covid-19 pandemic.

The effect of this extension is to delay the application of any restrictions in cover or conditions related to unoccupancy that are set out in the Policy.

This extension will apply to any businesses not operating for the reasons stated above and where the closure of the business commences on or after 1 March 2020 but before 30 April 2020. After 60 consecutive days, any relevant restrictions will again take effect unless otherwise agreed for specific policyholders.

We will continually monitor the situation and if it becomes clear the situation is not changing, we will reassess our position. We will, in any event, publish further guidance on or before 30 April 2020.

During this period, we do expect our clients to take reasonable precautions to manage fire, security and other housekeeping risk. Our Risk Management Guide on [temporarily closing a facility or downsizing operations](#) provides helpful information.

We have been specifically asked if regular inspections should be carried out. We believe it is best practice to do so where possible, but always ensuring that the client or their representatives are keeping within Public Health guidelines and a risk assessment is conducted.

## To notify a claim

Please contact us at [ClaimsAsiaPacific@libertyglobalgroup.com](mailto:ClaimsAsiaPacific@libertyglobalgroup.com) and attach all the relevant details and the policy number.

## Keep in contact with us

At all times our Underwriters, Risk Engineers and Claims Specialists are available to provide advice.

We will provide additional information on our Policy coverage and conditions if required to do so in the next few weeks. It is our intention at all times to provide proportional solutions and to work with our clients to ensure all parties are satisfied with the outcomes.

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