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# insideview

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# Underinsurance disasters waiting to happen

Businesses across the UK that are already struggling thanks to surging inflation and its knock-on effect on the cost of living, may not be able to survive the consequences of being underinsured.

Many shops, factories, warehouses and many other commercial buildings across the country are likely to be woefully underprotected in the event of a claim for damage. Never has this been more of a concern than it is today, where many businesses are already feeling possibly the biggest squeeze on finances in their history.

It is estimated that 84% of commercial properties in the UK are insured for the wrong amount\*. In the vast majority of these cases, this is due to underinsurance which means that when a claim is made, the pay-out for the damage can be severely reduced.

## UK homes under underinsurance threat

The concern of underinsurance isn't exclusive to commercial properties. In fact, it is estimated that more than 90%^ of homes of significant value are also at significant risk of not being adequately protected – with the implications being seriously costly, perhaps even so costly homeowners could lose their home.

## Calculating the true cost of your property

We work with [RebuildCostAssessment.com](https://www.rebuildcostassessment.com) to offer our clients a discounted review to determine the true rebuild cost of their property. At a time when every penny counts, it is our duty as insurance advisors to ensure the protection you have in place is adequate and will respond as you would expect it to in the event of a claim needing to be made.

**To find out more just get in touch.**



\*[www.rebuildcostassessment.com](https://www.rebuildcostassessment.com) – based on valuations conducted on more than 2,000 commercial properties every year

^[www.rebuildcostassessment.com](https://www.rebuildcostassessment.com) – based on valuations conducted on more than 3,000 homes of significant value per year



# Driving and Emergency Vehicles

## – the risks of giving way

We have all been there - you hear the sirens and then see the blue lights of an emergency vehicle coming closer. The instinctive response is to let them pass to enable them to get to their destination quickly. A laudable reaction, to be sure – but what exactly does the law have to say?

A driver in London was recently given a £130 fine after pulling into a bus lane to let an ambulance pass. He was driving on Whipps Cross Road in Walthamstow when he moved into the bus lane to let the ambulance behind him pass. Waltham Forest Council caught this on CCTV, issued the fine and upheld it when the driver tried to appeal. This went viral on Facebook and the online newspaper story was swamped with shocked comments. The decision seems at odds with the natural instinct of drivers not to get in the way of the emergency services.

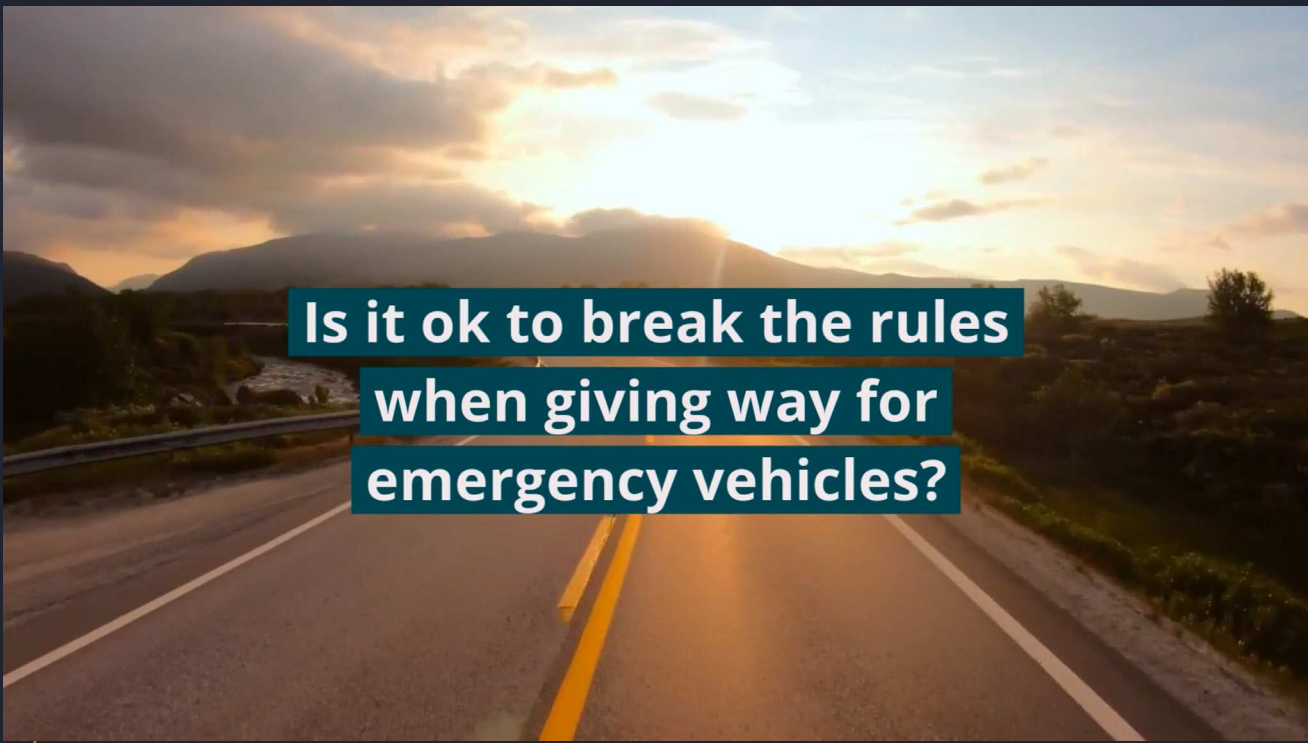
However, a new Highway Code driving rule came into force on 1st June 2022. Drivers could get fines and even points on their licence for letting an ambulance, a fire engine or police car pass them, depending on how they do so. The rule of thumb is

to think whether your intended response would be legal if there was no emergency vehicle present.

You must avoid carrying out unsafe actions to avoid sanction. The Code requires you to consider the route of an emergency vehicle and take appropriate action to let it pass, while complying with all traffic signs. If necessary, pull to the side of the road and stop.

In the Walthamstow case for example, the Council sent the motorist a letter stating that under current legislation, a vehicle must not drive, park or stop in a bus lane during its period of operation unless the signs indicate that a vehicle may do so. Emergency services can use a bus lane when responding to an emergency - so pulling into a bus lane would more likely obstruct their path rather than assist.

In his representations, the driver said that a bus was parked at a bus stop so the ambulance had to overtake on the right, outside the bus lane and he went into it to let it pass. Public pressure built up to the extent that Walthamstow Forest Council eventually agreed to cancel the fine – admitting that it should not have been issued.



**Is it ok to break the rules  
when giving way for  
emergency vehicles?**

# Driving and Emergency Vehicles

## – the risks of giving way

According to the Council's policy, if an emergency vehicle is on call and a driver pulls to one side to make way – even in a bus lane – they should not get a ticket.

It is advisable, however, not to place yourself in this situation in the first instance. RAC advice is 'Don't Panic' and remain alert.

**Resist the temptation** to stop in the middle of the road or to jump up the kerb.

They suggest drivers keep going until there is a **suitable place to pull over** and to use common sense so as not to come into conflict with other road users.

### Unsafe actions could be:

- Pulling into a clear bus lane or stopping at a bus stop. Buses, of course, have priority over other traffic in bus lanes. Entry into a bus lane at certain times, or even at any time, can be an offence. This can impede the progress of an on-call emergency vehicle and delay its arrival. It can cause congestion and block other traffic as well as creating a hazard for pedestrians and cyclists.
- Running a red light. This can potentially lead to collisions and injuries to other road users and damage to property. Stay behind the line when an emergency vehicles approaches.
- Getting stuck in a yellow box junction. It is an offence, in England, to stop in a yellow box junction. These are usually found at busy intersections and are intended to keep traffic moving by preventing vehicles from blocking them.
- Making an illegal turn. A dangerous manoeuvre that may distract other road users and cause them to swerve or brake. Crossing into oncoming traffic puts you at risk of having a collision.
- Mounting the kerb. This may be seen as endangering other road users and pedestrians.
- Braking harshly at junctions, roundabouts, the brow of a hill or at narrow bends in roads. Following vehicles may not have the same view as you and this may lead to a collision.

If you have employees who drive for their job, then **it is important to ensure that you have training policies and procedures in place** that address these matters. These safeguards could help your position if one of your drivers is involved in a situation that leads to a traffic offence, or an accident.

**rradar**

This article has been provided by radar.



# Does your business need cyber insurance?

As some businesses review their insurance budget in light of the cost-of-living crisis, it's worth giving us a call to discuss any changes you're considering. While Cyber Insurance may feel like a 'nice to have', it could be more important than you think; here's why:

## Thinking of dropping your Cyber Insurance?

## Is your business at risk from a cyberattack?

In most small and medium sized businesses, responsibility for data control under the Data Protection Act lies with the owner of the business. The loss of personal or customer data can bring significant financial loss and/or prosecution. Any attacks could also significantly impair the company's ability to operate. Therefore, if your business:

- holds sensitive customer details such as names and addresses and banking details
- is heavily reliant on computer systems to conduct its business
- has a website
- is subject to a payment card industry (PCI) merchant services agreement

then it could be vulnerable to a data breach or loss of vital business service.

### In 2022

**39% of UK** businesses experienced a cyberattack.

**83%** of these attacks were phishing attempts.

For many businesses, a cyberattack can cause a huge amount of financial damage due to offline websites and stolen information, while also negatively affecting the business's reputation.

Without a cyber liability policy in place, businesses will have to tackle these problems alone, without the legal advice or compensation that would come with a comprehensive cyber policy.

## What is covered by a cyber liability policy?

- Practical support in the event of a data breach
- Compensation for loss of income
- Payment of the costs associated with regulatory investigations
- Reimbursement for the costs of repair, restoration or replacement
- Defence costs and damage awards if you mistakenly infringe someone's copyright
- Forensic Investigation costs
- Legal advice
- Notifying customers or regulators
- Support service – offering expert help and guidance
- Damage to reputation
- Claims for damages made against the business
- Civil Penalties levied by regulators
- Inadvertently libelling a third party in an email or other electronic communication methods
- Reinstatement of data
- Credit monitoring to affected customers
- Compensation costs
- Actively work with the business to minimise losses

## Ensure that your business has cyber cover in place

While your business may never be targeted by cybercriminals, it's impossible to predict the future, and the risk - and potential fallout - is just too big to ignore. While Cyber Insurance may not seem like an urgent or immediately necessary cost, it can save your business a lot of trouble and money in the event of an attack, and the legal advice, compensation for loss of income, and reimbursement for repair costs may be the very things that keeps your business afloat in the aftermath.

# Online safety

## Think you can 'spot a fake website?

One of the first clues that indicates whether a website is legitimate lies in the website domain address. Every address should be prefaced by `http://` or `https://`. The 'S' in `https` stands for 'secure' and reveals that the website uses encryption to transfer data. While not all `http://` websites are scam sites, to veer on the safe side it's best to never input your personal data into anything but a certified encrypted site.

## Choose your browser carefully

Depending on which internet browser you choose; you may get an indication of whether the website you are visiting is safe to visit. For example, Google Chrome does not let you access an unsecured website unless you use their 'Advanced' feature to proceed regardless of the risk.

## Clock the padlock

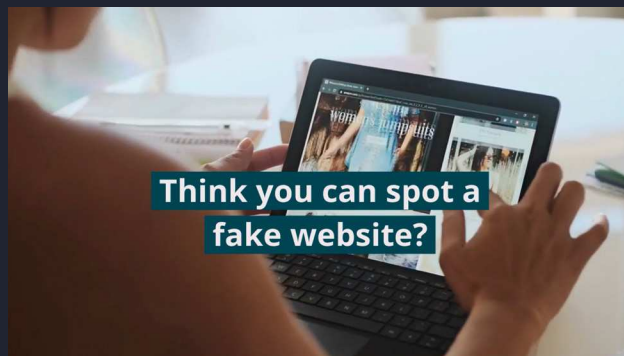
Most browsers display a padlock icon to the right of the top website address bar, some of these will display as red or green depending on the safety status of the site, while others allow you to hover over the icon for more information.

## Certified secure

Many websites display a 'certified' logo which often resembles a green shield or tick. These indicate that the website has been defined as secure by high profile security certifications such as DigiCert and Symantec. To check whether the logo is legitimate, click on it; it should take you to further details about the website's security. If this is an image file – it's probably fake.

## Weed out the mimics

Many fraudulent websites attempt to emulate legitimate sellers such as Amazon by making their website address very similar with the hope that this goes unnoticed. To ensure you don't get caught out by this, check the domain name of the website carefully for anything out of place.



## Here today, gone tomorrow

Often when it comes to dodgy sellers, they can create new websites as quickly as they get taken down. While that's not to say that all fledgling sites are fake, the age of a website should play a part in your buying decision-making process.

## Evaluate their grammar

While the occasional typo here or there can be excused, if a website is littered with spelling mistakes, bad grammar and unusual phrasing – avoid!

## Too good to be true

If the product that the website is selling is rare, but they inexplicably have plenty in stock, or if they're selling high-priced items with unbelievably large discounts – you should be cautious. Usually, if a deal seems too good to be true – it probably is.

## Use secure payment methods

No matter how legitimate a website appears, if they ask you to make a payment in a way that is unsecured or non-refundable, you should avoid purchasing a product through them; if a website requires you to use a wire transfer or money order, walk away.