

Marketing Direction and Underwriting Guide



GRANADA
INDEMNITY COMPANY

Commercial Property
& Liability Program

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This document is intended to provide Granada Indemnity Company brokers with a general guideline for risks that are acceptable to the company. It is intended only as a quick reference and does not include all classes of business that may be acceptable or prohibited by Granada Indemnity. This guideline does not confer any right of binding to the broker.

Territories

Granada Indemnity Company is currently writing business in New York, New Jersey, Connecticut, and Pennsylvania.

Policy Types

- Commercial Package Policy (CPP)
 - Property
 - General Liability
 - Business Owners Policy (BOP)
- (All products and coverages not available in all states)*

Fast Facts

- Granada Indemnity Company is rated A- by AM Best.
- Minimum new business premium for CPP in NY is \$1,100; in NJ, CT and PA, it is \$750.
- Minimum new business premium for BOP is \$500.
- Maximum property value at any one location (all coverages) is \$6 million. Higher limits may be considered.
- Buildings up to six stories are acceptable.
- Mixed habitational is acceptable.
- Commercial cooking is acceptable.
- Condo/co-op buildings may be written up to Granada's maximum property capacity if they do not have recreational areas.
- If the building was constructed prior to 1900, Special Form may be offered with a water damage limit up to \$50,000 and ACV valuation.
- Agreed amount may be available for building coverage. Contact your underwriter.
- Most new ventures are acceptable for CPP (Distributor Classes require three years in business); new ventures can be considered for BOP.
- 24-hour exposures are acceptable for CPP only.
- Frame construction may be written if the building is either freestanding with at least 25-ft. clearance to any frame buildings or the attached buildings(s) are of brick or better construction. Frame with cooking can be considered. Frame construction is not eligible for BOP.
- When frame construction is written, Granada will offer Special Form with a water damage sublimit.
- For all building owners that lease space to others, certificates from ground floor tenants showing the landlord as an additional insured are required within 30 days of binding coverage.
- No products coverage on food manufacturing or processing is offered.
- In all classes, exposures to children are avoided.
- Terrorism coverage is offered on all quotes.
- Brokers have no binding authority.
- A signed Granada application and loss runs are required on all bound business.
- All new business will be inspected. If an inspection cannot be completed within the first 60 days of coverage, the account will be canceled. Retail operations must be open for business and ready for inspection.

On-Site Inspections

We perform an on-site inspection on every risk. A risk will be ineligible and the policy will be cancelled if any of the following characteristics are found to exist:

- The building's electrical system has:
 - Fuses
 - Federal Pacific circuit breakers
 - Less than 60-amp fusible circuit breaker disconnects in any residential unit
 - Aluminum wiring
- Vacancy
 - The entire building(s) is more than 25% vacant.
 - The grade level of the building is more than 25% vacant.
 - The building or grade level tenants are not open for business and not ready for an on-site loss control inspection at the time of binding.
 - There are surrounding building vacancies (front/rear/left/right).
- Building Construction
 - The building(s) is frame construction and not freestanding (25 ft. clearance to any other frame structure) or not attached to buildings of brick construction (joisted masonry) or better.
 - The entire building does not have a functioning, permanently installed central heating system (portable heating units are not acceptable).

Commercial Package Policy (CPP)

Target Classes

Retail and Wholesale

Excluding theft unless there is a Central Station Burglar Alarm

* *AA UL Certified Burglar Alarm with Line Security is required if there is \$250,000 or more in contents*

** *If cooking exists, see Restaurant section for further guidance (page X)*

*** *No liquor liability coverage is available for the class of business*

- Antique Stores (no item over \$1,000; ACV only; no thrift stores)
- Appliances (including installation or repair)
- Army and Navy Stores (no military goods other than clothing; no second hand goods)
- Art Galleries or Studios (no item over \$1,000)
- Artist Supplies/Arts and Crafts/Hobby
- Auto Parts and Supplies* (excluding installation and repair)
- Bait and Tackle Shops
- Barber Shops and Beauty Parlors (excluding Professional Liability, tanning and threading)
- Beauty Supplies
- Beverage and Liquor Stores* (soft drink, beer, wine and liquor)***
- Blinds and Shades Stores
- Books and Magazines (no item over \$1,000)
- Bridal Wear
- Building Materials (<10% inventory in lumber/wood)
- Camera and Photo Equipment/Film Developing
- Candy or Confectionery
- Carpets and Rugs (including installation)
- Cell Phones and Beepers*
- China and Glassware
- Clocks and Watch Sales and Service*
- Clothing or Wearing Apparel* (men and women only; no thrift stores)
- Collectibles or Memorabilia* (no item over \$1,000)
- Computer Stores*

Retail and Wholesale (continued)

- Convenience Stores**, ***
- Copy or Duplicating Services - retail
- Cosmetics, Toiletries and Perfumes - retail
- Dairy Products
- Drug Stores* (excluding Professional Liability)
- Dry Cleaners (no Bailee or Transit Coverage)
- Electronics Stores*
- Fabric Stores
- Feather Distributors (\$250,000 max. property value)
- Florists
- Food Products Distributors (no private labels)
- Food-Related Businesses** (i.e., Bakeries, Delis, Restaurants, Grocery Stores up to 3,000 sq. ft., etc.)
- Formal Wear or Costumes, rented to others
- Furniture (new only) and Office Furniture
- Garden Centers and Nurseries
- Gas Stations with/without convenience stores (excluding repair or garage operations)***
- Gift Shops (no item over \$1,000)
- Golf and Tennis Supplies (no lessons)
- Hardware (excluding tool/equipment rental)
- Jewelry (no item over \$1,000)
- Kitchen Cabinet Stores (including installation)
- Leather Products*
- Lighting Stores
- Luggage
- Marine Supplies (no installation)
- Musical Instruments
- Newsstands
- Office Machines and Supplies
- Packing and Shipping - retail, drop locations only (i.e., Mail Boxes Etc.)
- Paint and Wallpaper
- Painting, Picture or Frame Stores (no item over \$1,000)
- Party Supplies (no rentals)
- Photographers (on and off premises)
- Printers
- Record, CD and Pre-Recorded Music
- Refrigeration Equipment (including installation or repair)
- Religious Articles
- Restaurant Supplies
- Sheet Metal Distributors
- Shoe and Boot Repair Shops
- Stationery or Paper Products
- Tailors or Dressmakers
- Tile and Floor Coverings (including installation, no wood sanding/finishing)
- TV, Radio (including repair shops)*
- Upholstery Shops
- Vacuum Cleaners
- Variety and \$.99 Stores
- Video Stores
- Wigs

Light Manufacturing

- Blanket Manufacturing (no electric blankets)
- Carpet Manufacturing
- Curtain and Drapery Manufacturing
- Dress Manufacturing
- Embroidery Manufacturing
- Furniture and Office Furniture (primarily metal)
- Garment Manufacturing (no furs or children's garments)
- Glass Manufacturing
- Granite Table Top/Counter Top Manufacturing (including installation)
- Handbag and Purse Manufacturing
- Jewelry Manufacturing
- Kitchen Cabinet Manufacturing (including installation)
- Leather Goods Manufacturing
- Linen Manufacturing
- Machine Shop (need end use of products to determine eligibility)
- Pillows Manufacturing
- Quilt Manufacturing
- Textiles

Real Estate

(No more than six stories and \$6 million TIV per location for JM or better construction, \$3 million TIV per location maximum for frame construction)

***** Certificates of Insurance from grade level tenants naming the landlord as an Additional Insured will be required within 30 days of binding*

- Apartment Buildings (three and four family units must be tenant occupied)
- Buildings leased to others with tenants such as retail, wholesale, office or manufacturing****
- Builder's Risk (habitational and office occupancies only; ground up construction only [no renovations]; property only)
- Condos/Townhouses/Co-Ops
- Real Estate Agents (no real estate management)
- Strip Shopping Centers****
- Taxpayer/Mixed Use (store or office with apartments above)****
- Private Warehouses (no public warehouses)****

Real Estate Program Guidelines

- If the building has an open flame cooking tenant exposure, we will consider. See Restaurants and Taverns section (page 5); same guidelines apply.
- Tenants that are uninsurable:
 - Any tenant that is in the process of being evicted
 - Arcades
 - Auto Body Shops
 - Cannabis Operations (Mfg., Wholesale, Retail)
 - Classifications with a Best Underwriting Score of "high to very high" for property
 - Day Care (Children, Adult/Senior)
 - E-Bike Mfg. or Distributor/Storage/Sales
 - Government or Municipalities
 - Insulation Companies and/or Insulation Storage
 - Nightclubs
 - Nursing Homes
 - Personal Storage
 - Places of Worship
 - Public Warehouse

Real Estate Program Guidelines (continued)

- Tenants that have liability Self-Insured Retention
- When writing just an LRO and a business is operating under the same legal entity as the property owner
- Risks with a habitational exposure and are four stories or more must have a secondary means of egress. If there is no secondary means of egress, but the risk has a full sprinkler system and/or central station alarm, contact underwriting for consideration.
- Any obstruction of an egress is uninsurable.

Restaurants and Taverns

- Bakeries/Cafés
- Billiards/Pool Halls
- Buffets
- Cafeterias/Food Courts
- Coffee Shops
- Fast Food/Franchises
- Food Trucks
- Hibachi/Sushi/Korean BBQ
- Kiosks
- Mom & Pop
- Neighborhood Taverns
- Off-Premises Catering
- Pizzerias
- Sit-Down/Take-Out
- Sports Bars
- Steakhouses
- Urban Diners (no entrance ramps or parking lots)
- White Tablecloth
- Wine & Cheese Shops

Restaurants and Taverns Guidelines

- Liquor Liability is available (NY, NJ and CT only).
- New ventures are eligible.
- 24-hour operations are acceptable.
- Frame construction will be considered.
- Restaurants located below grade must be maintained pursuant to local code, including a secondary means of egress.
- All commercial cooking operations must have an automatic fire suppression system.
- If patrons are required to use stairs for additional seating and/or the restrooms, contact underwriting to confirm whether this risk will qualify.

Restaurants with Entertainment Guidelines

- Restaurants with Entertainment (e.g., piano players, acoustic musicians, DJs/bands, and background singers) are considered.
- A restaurant is defined as having food sales equal to or greater than 51% of total sales.
- No live entertainment if liquor sales are more than 50% of total sales. Background dinner music, such as a piano player, is acceptable.
- If liquor sales are less than 50% of total sales, incidental entertainment will be considered. No stages are allowed.
- Ineligible risks with entertainment include: new ventures; bars or nightclubs; establishments with dance floors, stages or armed security/bouncers. Risks with DJs or bands may be eligible and will be referred to an underwriter.

Miscellaneous Classes

- Funeral Homes (excluding Professional Liability)
- Gentlemen’s Clubs (excluding assault/battery; liquor coverage not available)
- Independent Food Distributors (i.e., potato chip distributor)
- Inspection and Appraisal Companies (excluding Professional Liability; inspecting for insurance or valuation purposes)
- Insurance Agents
- Internet Cafes
- Karaoke Bars (excluding assault/battery; no stage or dance floor; no liquor coverage)
- Kiosk Operators and Street Vendors
- Music Mastering Studios (no live recording)
- Photographers
- Taxi Cab/Livery Offices
- Ticket Agencies
- Travel Agencies (no tours)
- Woodworking Shops

Coastal and Windstorm Guidelines

Nassau and Suffolk Counties (NY)

- Nothing within 1/4 mile of a bay, ocean or sound
- Nothing east of Mattituck or Amagansett
- Nothing on a barrier island (Long Beach, Rockaway Beach, Atlantic Beach, Fire Island, etc.)

New York Five Boroughs

- Nothing within 1/4 mile of the Lower Bay, Jamaica Bay, Gravesend Bay, Eastchester Bay, Little Bay, Little Neck Bay, Pelham Bay
- Nothing on a barrier island (Rockaway Beach, Coney Island, Brighton Beach, Manhattan Beach, City Island, Seagate or Governor’s Island, etc.)

Note: The Upper Bay and all rivers have no windstorm restrictions.

Outside Long Island and the Five Boroughs (CT, NJ, PA, and Upstate NY)

- Nothing within 1/2 mile of a bay, ocean, sound or canal
- Note: The Upper Bay, Newark Bay, Bowery Bay and Flushing Bay have no windstorm restrictions.**

For All Territories

- Wind deductibles will apply if a risk is located between 1/4 and 1/2 mile of a bay, ocean or sound, or within 1/4 mile of a canal
- Wind deductibles will apply for all risks in Suffolk County.
- No frame construction within 1/2 mile of a bay, ocean or sound

Commercial Property Enhancement Endorsement

(Available when Special Form Cause of Loss is chosen)

* Most classes of business are eligible for this coverage

** These limits apply in addition to those shown on the Policy Declarations page

Coverage*	Limit**
• Accounts Receivable	\$25,000
• Business Income and Extra Expense	\$25,000
• Electronic Data Processing Equipment	\$15,000
• Debris Removal	\$15,000
• Fine Arts	\$15,000

Commercial Property Enhancement Endorsement (continued)

Coverage*	Limit**
• Fire Department Service Charge	\$25,000
• Fire Protection Device Recharge	\$1,000
• Money and Securities	\$10,000 on premises
• Money and Securities	\$2,000 off premises
• Newly-Acquired Buildings	\$500,000
• Newly-Acquired Personal Property	\$250,000
• Off Premises Power Failure	\$25,000
• Ordinance or Law Coverage	\$25,000
• Outdoor Property	\$5,000
• Personal Property of Others	\$10,000
• Pollutant Clean Up and Removal	\$15,000
• Property In Transit	\$15,000
• Property Off Premises	\$15,000
• Signs - Attached and Unattached	\$5,000
• Spoilage, Contamination, Change in Temperature or Humidity	\$25,000
• Valuable Papers	\$15,000
• Water Back-Up of Sewers & Drains	\$15,000

All of these coverages can be added for \$250 for the first location and \$50 for each additional location.

To add the coverage:

1. Quote the account in Granada's Agency Headquarters with Special Form.
2. Add a comment in the comment box (for example: "Add the Commercial Property Enhancement Endorsement for location #1").
3. Click request to bind or refer on the policy summary page.

Commercial Property Enhancement Endorsement Guidelines

Note: The bound premium will reflect an additional \$250 charge for first location and \$50 for each additional location. The Agency Headquarters generated quote will not show the adjusted premium.

- The property must be at least 1/2 mile from an ocean, bay, sound or canal.
- This form cannot be added to:
 - Antique Stores
 - Bodegas
 - Book/Magazine Stores
 - Delis
 - Gas Stations with or without repair
 - Grocery Stores
 - Jewelry Stores
 - 24-Hour Operations

Business Owners Policy (BOP)

Granada's BOP is an affordable option for main street businesses and office risks in NY.

BOP Product Highlights

- **Innovative Online Portal** – A.M. Best “Excellent” rated, comprehensive BOP coverages can be quoted and bound in five minutes or less. Only six underwriting questions to answer.
- **Three Coverage Options** – “Silver, Gold and Platinum” coverage levels to meet your clients’ specific needs.
- **Direct Bill Payments** – Secure online payments can be made by credit card or bank account.
- **Continuous Policy***

**Original month and day will serve as anniversary date*

Target Classes

Retail Stores & Services

- Auto Part Stores
- Appliance Stores (includes Cell Phone Stores)
- Barber Shops
- Beauty Shops
- Clothing Stores
- Convenience Stores
- Dental Laboratories
- Dry Cleaners (no plants)
- Fabric Stores
- Gift Shops
- Hobby, Craft or Artist Supply Stores
- Jewelry Stores
- Mail Box or Packaging Stores
- Nail Salons
- Shoe Stores
- Stationery Stores
- Variety Stores
- Pet Supply Stores (no sales of pets)
- Photo Studios
- Printing Shops

Professional Offices

- Accounting Services
- Advertising and Related Services
- Bookkeeping Services
- Collection Agencies (no repo)
- Dental Offices
- Insurance Businesses
- Law Firms
- Medical Offices (no veterinarians)
- Mortgage Brokers
- Realtors
- Travel Agencies (no guided tours)

Food & Beverage Stores

- Bakery/Bagel Shops
- Beverage Stores w/Liquor
- Candy Stores
- Delis
- Fruit & Vegetable Stores
- Grocery Stores
- Meat and/or Poultry Stores
- Seafood Stores

BOP Eligibility Requirements

- Maximum of 10 employees.
- Maximum sales of \$750k.
- Maximum square footage of 3,000 sq. ft.
- Business is not open past midnight.
- Business does not operate out of a residence (no home businesses).
- Business is not located on a barrier island; not less than ¼ mile to an ocean, bay, and/or canal; not east of Mattituck or Amagansett.
- No products sold are directly imported to the insured's business.
- The building the business operates out of is not frame construction (wood, stucco, brick veneer).
- Business does not have an off premises operation, such as installation and/or delivery.
- Business has a central station burglar alarm to protect against theft.
- Business does not sell any infant/children's products.
- Business has a central heating source with the temperature maintained at no less than 50 degrees Fahrenheit (no portable heaters).
- Business does not have any property and/or general liability losses in the past five years.
- If cooking of any kind is done (other than microwave or panini press), business is protected by a UL 300 wet automatic fire suppression system that is professionally serviced semi-annually, and the hoods/ducts/filters are professionally cleaned semi-annually (quarterly in the five boroughs of New York City).

Application Process

Risks for CPP may be submitted via Granada's Agency Headquarters online quoting system or email clp@granadainsurance.com to request access.

Risks for BOP may be submitted via Granada's BOP online portal.

Policy Changes

All requests for changes to a CPP policy must be requested in written form and sent to clp@granadainsurance.com.

All requests for changes to a BOP policy must be requested in written form and sent to bop@granadainsurance.com.

Certificates

Certificates must be requested from Granada's Commercial Property & Liability underwriting department in written form only when additional coverage or an Additional Insured is being added. If time is of the essence, please contact our underwriting department at (516) 431-9191 or clp@granadainsurance.com.

Payment Terms and Conditions

CPP is agency bill only; direct bill is not offered. We do offer no fee installments. Brokers can make payments using our online payment service.

BOP is direct bill only. Installments are offered with AutoPay enrollment.

Claims Reporting

Claims should be reported to Granada Indemnity by phone or email, or by mailing an ACORD Loss Notice (attach any additional correspondence and all legal pleadings to the Loss Notice).

Mailing Address:
Granada Claims
P.O. Box 9004, Long Beach, NY 11561
Phone: (844) 526-2463
Email: clpclaims@granadainsurance.com
Email: bopclaims@granadainsurance.com

Express Mail Delivery:
Granada Claims
370 West Park Avenue
Long Beach, NY 11561

Open Claims

To check on the status of a previously reported claim, contact:

Kirt J. Vovou
Granada Claims
P.O. Box 9004, Long Beach, NY 11561
Phone: (844) 527-9489 x4592
Email: kvovou@granadainsurance.com

Opening Account Procedure

Please submit the broker application online at www.grnadaindemnity.com/producer-apply.

A Broker (BR) License for each state you plan to write business (NY, NJ, PA & CT) and a copy of your E&O policy declarations page (\$1,000,000 minimum limits required) should be submitted to producer@granadainsurance.com.



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