

SECTION 2: INFORMATION TO BE SHARED WITH DISTRIBUTORS

This information should be shared with the relevant distributor(s) to enable them to understand the intended value of the insurance product(s) manufactured or co-manufactured by QBE.

1	CARRIER NAME	QBE Underwriting Ltd (QUL) on behalf of Lloyd's Syndicates 0386/5386/1886/5334, QBE UK Limited, QBE Europe SA/NV
2	PRODUCT NAME	Professional Indemnity (PI) - (Standard - non-SME): PI: MSC - QBE Specialist Miscellaneous Professions Legal Liability Insurance PI: MSF - Media Liability Multimedia Insurance PI: MTM - Media Liability Insurance PI: PAC - Professional Liability Accountants Insurance PI: PCS - Professional Liability Surveyors Insurance (RICS) PI: PDC - Professional Liability Design & Construct Insurance PI: SLO - Slovenian PI Insurance PI: SMI - QBE Specialist Miscellaneous International Insurance PI: SOI - Professional Liability Insurance (Republic of Ireland) PI: SOL - QBE Solicitors Professional Liability Insurance PI: UAN - Annual UAE Professional Liability Policy QBE Solicitors Insurance Policy PSOL101222 QBE Tech Protect (Information & Communication Technology Policy) PPH1010121
3	NAME OF ANY CO-MANUFACTURERS	Not applicable
4	DETAILS OF PRODUCT APPROVAL PROCESS	The QBE EO Insurance Product Development and Review Policy approved by the Board sets out the Product Governance Framework. The Insurance Product Development Guidelines detail the Product Development approval process for new products and any significant adaptation of an existing product. This includes identification of the product development scenarios triggering the process and requires the completion of various forms by the underwriters proposing the product development. The Product Leaders within the Chief Underwriting Office are responsible for determining whether a product development falls within the scope of the Policy and Guidelines and monitor and agrees the initial assessment and business case. Following development of a business case, a full risk assessment should be conducted and a fair value assessment completed. These take into account various considerations, including: - the nature of the product; - the main characteristics of the target market; - the proposed distribution strategy; and - the expected total price to be paid by the customer. Where a product is considered High Product Risk (HPR), underwriters are required to complete a HPR Questionnaire (HPRQ) and present this to the QBE EO Conduct Risk Group for customer challenge. The HPRQ includes consideration of target market, distribution strategy, product testing and post-sales barriers. The Product Oversight Group (POG), co-chaired by the Head of Product Leaders and the Head of Governance, Sustainability and Standards is responsible for providing oversight of and adherence to the Product Governance Framework. This includes reviewing, challenging and approving the business case for a product development prior to this going to the Divisional CUO and MD for sign-off and for ensuring that all pre-launch activities are suitably completed. The Divisional CUO and MD are responsible for providing final approval to proceed with all proposed product development based on the Business Case, Risk Assessment and Fair Value Assessment presented to them. The Product Leaders will oversee post-launch reviews within 6 months of the launch of a product development. For those products within the appropriate scope, an annual product review will be conducted and then reviewed and challenged by the POG.
5	PRODUCT INFORMATION	Professional Indemnity Insurance covers the Assured against third party claims alleging a wrongful act of the Assured in their performance of professional services, which has resulted in a legal/civil liability to the third party. The policy will pay defence costs for such claims as well as the amount of loss for which the Assured is legally liable up to the Limit of Indemnity. PI is defined by the ABI as follows: "Professional indemnity insurance covers the cost of compensating clients for loss or damage resulting from negligent services or advice provided by a business or an individual". In some instances the customer requires this product in order to meet the Minimum Terms and Conditions required to participate in this profession (Solicitors, Accountants and Surveyors) and in others it may be to allow the customer to demonstrate a level of coverage that permits them to tender for work.
6	TARGET MARKET	QBE currently provides Professional Indemnity cover for Accountants, Surveyors, Architects, Engineers, Design & Construction (Contractors), Insurance Brokers, Miscellaneous Risks and Solicitors. Coverage also extends to Technology PI which is normally purchased either on a standalone basis or in conjunction with Cyber Insurance. This product is suitable for entities (including companies and partnerships) and their employees or those undertaking work on their behalf owing a duty of care to their client for professional advice given. An indicator of this is where the advice in question is being given by a perceived expert and the duty arises where the customer is relying (or is known to be relying) on this advice, either in respect of a particular issue or to determine the future direction of their business. We regularly review our target market against macro level exposures such as the economic and regulatory environment, performance/loss records in terms of frequency and severity of losses and client behaviours characterised by retained/lost business. Our target market appetite has remained consistent during the last 12 months. All the above products can be reviewed and tailored to individual clients needs as determined and negotiated by the Client via their Broker. Where risks are not written on a QBE based form, the Brokers will provide a specific coverage form which are subject to independent review and then proposed by and on behalf of a client.
7	TYPES OF CUSTOMER FOR WHOM THE PRODUCT WOULD BE UNSUITABLE	The product is not designed for Financial Institutions. Independent Financial Advisors have not been within underwriting appetite since 2012.
8	ANY NOTABLE EXCLUSIONS OR CIRCUMSTANCES WHERE THE PRODUCT WILL NOT RESPOND	The only notable changes to policy exclusions over the past year have focused on Cladding and Fire Safety exposures which are constantly evolving. These changes have focused on aggregating any forward-looking coverage to sub limits and typically an excess has been implemented in respect of "each and every building at each and every site". Wording provisions have been added to PI policy sections which have served to clarify the intent and scope of coverage in relation to data, and Malicious and non Malicious cyber acts. These provisions have also clarified whether cyber coverage is included or excluded.
9	OTHER INFORMATION WHICH MAY BE RELEVANT TO DISTRIBUTORS	Nothing further that is relevant to distributors.
10	DATE FAIR VALUE ASSESSMENT COMPLETED	August 2025
11	EXPECTED DATE OF NEXT ASSESSMENT	August 2026

EXECUTIVE SUMMARY

RAG	Requirement	Rationale
	Target Market - the product is fit for purpose and remains consistent with the needs, characteristics and objectives of the identified target market	We review against demands and needs of clients taking into account specific client requests and those of their agents arising out of day to day negotiations. All products are reviewed as a Business As Usual underwriting process against available market coverage and assessed relative to alignment with customer needs in conjunction with the customers' brokers.
	Fair Value - the product provides fair value for customers, when considering the relationship between the overall price and the quality of the product(s) and/or services provided	All the products can be continually compared relative to individual client needs as determined and negotiated by the Client via their Broker or Lawyer. The view that we are considered to be providing Fair Value with this product is consolidated by the fact that there has only been a small number of complaints.
	Distribution strategy - the distribution strategy remains appropriate and distribution arrangements do not have any detrimental impact on value for customers	All distribution is through brokers, remuneration is through brokerage which is detailed on the slip and which is reviewed at each renewal. For non-slip business the brokerage is captured during the quotation and acceptance stages but does not appear on the policy documentation sent to clients. There is regular review of the broker panel and all brokers have a TOBA in place with QBE to satisfy their appropriateness.
	Customer Understanding - the information provided to the customer enables them to make informed decisions	As stated above, the product can be tailored to the individual client needs. Our broker will ensure that the client has the necessary information to make an informed decision but we are on hand to meet the client in a 1-2-1 meeting or answer any specific questions that they may have where clarity is required during the decision making process.
	Customer Support - support provided to the customer allows them to fully utilise the product they purchase, e.g. make a claim, complain, cancel or amend cover	Distribution and therefore, the first port of call is through our brokers. The policy wording outlines who can make a claim and the QBE Complaints procedure. The process for cancelling or amending cover is also outlined in the policy wording.