Q Motor Trade Combined

Target market statement

This document is intended to be used by distributors and not provided to a customer. Q Underwriting (a trading name of Q Underwriting Services Limited) and Accelerant Insurance UK Limited are co-manufacturers for this product and may source elements of cover from third parties. Full details are contained in the policy documentation.

What is this product?

- The Q Motor Trade Combined Product is a general insurance contract designed for customers who run or own a motor trade business from commercial premises located in the United Kingdom.
- The product is a modular policy made up of multiple sections which allow the customer to tailor the insurance to their needs.
- The compulsory covers are:
    - Material Damage Insurance.
    - Road Risks Insurance.
    - Public and Products Liability Insurance.
- The automatically included covers are:
    - Money.
    - Personal Accident.
- The optional covers are:
    - MOT Loss of Licence.
    - Employers' Liability.
    - Business Interruption.
    - Wrongful Conversion.
    - Fidelity Guarantee.
    - Engineering Breakdown.

Product Status:

This product is open to new and renewal business.

Who is this product suitable for?

This product is suitable for commercial customers operating motor trade businesses from fixed commercial premises in the United Kingdom. The target market is SME motor trade businesses and includes:

- Independent and franchised motor dealers (new and used vehicles).
- Vehicle repairers, body shops and service garages.
- MOT testing stations.
- Tyre and exhaust fitters.

Who is this product not suitable for?

This product is not suitable for:

- Customers who are not operating a commercial motor trade business.
- Customers who require short-term, non-renewable cover.
- Customers who do not operate from fixed commercial premises.
- Customers who operate from residential premises.
- Customers whose business is based outside the United Kingdom.

What customer need is met by this product

Material damage:

- This section is designed to cover business assets (buildings, tenants' improvements, all other contents, portable hand tools, stock, and motor vehicles) at the business premises.
- It provides cover for physical loss of or damage to insured property on an 'all risks' basis subject to the terms, conditions, and exclusions of the policy.
- Cover for physical loss of or damage to property caused by subsidence is available as an optional extension.
- This cover is suitable for customers who require financial protection for their physical property.

Road Risks

- This section is designed to provide road risks cover for the business' vehicles, including the minimum level of cover required by the Road Traffic Acts.
- The following cover options are available:
    - **Comprehensive.**
    - **Third Party Fire & Theft.**
    - **Third Party Only.**

- **Third Party Only**:
    - Provides cover for third party bodily injury and property damage as required by the Road Traffic Acts.
- **Third Party Fire & Theft**:
    - Provides cover for third party bodily injury and property damage as required by the Road Traffic Acts; and
    - Provides cover for accidental loss, destruction or damage to the insured vehicles caused by fire or theft.

- **Comprehensive**:
  - Provides cover for third party bodily injury and property damage as required by the Road Traffic Acts; and
  - Provides cover for accidental loss, destruction, or damage to the insured vehicles caused by any accidental event, including fire or theft.
- This cover is suitable for customers who require financial protection for their motor trade road risks, including the cover required by the Road Traffic Acts.
- Cover is provided on an ‘any driver over 25’ basis as standard, with the option to restrict cover to named drivers.

Money

- This section is designed to cover physical loss of or damage to business money while at the business premises, in transit, and at the homes of authorised employees.
- This cover is suitable for customers who require financial protection for physical loss of business money.

Personal Accident

- This section is designed to provide lump sum or weekly benefits if employees suffer bodily injury resulting in death, loss of sight, loss of limb, loss of hearing, loss of speech, permanent total disablement, permanent partial disablement, temporary total disablement or temporary partial disablement, while performing their usual duties or while commuting.
- This cover is suitable for customers who require financial protection if injury to employees results in any of these insured outcomes.

MOT Loss of Licence

- This section is designed to cover loss of business income if the MOT licence is suspended or withdrawn for up to 12 months with the option to increase the indemnity period to 24 months.
- This cover is suitable for customers who hold MOT licences and require financial protection for loss of business income from this activity if the licence is suspended or withdrawn.

Public and Products Liability

- This section is designed to provide financial protection for the costs of legal liabilities (including defence costs) incurred by the business for injury to a third party or damage to third-party property in connection with the business.
- This cover is suitable for customers who require financial protection for legal liabilities to third parties for injury or property damage arising from their business activities.

Employers' Liability

- This section is designed to provide financial protection for the costs of legal liabilities (including defence costs) incurred by the business for injury to employees arising out of their employment.
- This cover is suitable for customers who require financial protection for legal liabilities to employees for injury.

Business Interruption

- This section is designed to cover loss of business income following insured damage to property.
- This cover is suitable for customers who require financial protection for loss of business income and/or additional expenses arising from insured damage to property.

Wrongful Conversion

- This section is designed to cover loss sustained by the business arising from the purchase of a vehicle where the rightful or lawful owner has substantiated a valid claim for the return of the vehicle (or its value), or where the person to whom the business has contracted to sell the motor vehicle has substantiated a valid claim for damages for breach of implied warranty of title.
- This cover is suitable for customers who require financial protection for loss arising from defective or disputed title to vehicles they have bought or sold in the course of their motor trade business.

Fidelity Guarantee

- This section is designed to cover loss of money or other physical property belonging to the customer (or which they hold in trust) as a result of theft, fraud or dishonesty by an employee.

- This cover is suitable for customers who require financial protection for losses arising from dishonest or fraudulent acts committed by their employees in the course of the business.

Engineering Breakdown

- This section is designed to cover the cost of repairing or replacing plant and machinery at the business premises following physical loss or damage as a result of mechanical or electrical breakdown.
- This cover is suitable for customers who require financial protection for unexpected costs arising from the breakdown of essential plant and machinery used in their business.

Are there any specific characteristics, including customer vulnerability, that you should be aware of?

- We have designed the product to meet the needs of a broad customer base and recognise that some customers will have additional support needs.

- Vulnerable customer objectives are consistent with those of non-vulnerable customers and can benefit from the product in the same way.

  We have not identified any specific customer demographic that we would automatically treat as vulnerable in relation to this product. Our colleagues are trained and equipped to identify and support vulnerable customers. We closely monitor vulnerable customer outcomes to ensure our products and services continue to meet their needs and deliver good outcomes.

What features should you be aware of when offering this product to your customers?

- There are mandatory and optional sections when purchasing this product, customers should be made aware of which options are best for their circumstances.
- Each policy is individually underwritten, this means that limits, exclusions, and excesses that apply depend on the risk information.
- Eligibility and risk acceptance criteria apply at the time of the quotation, these criteria may change in line with our strategy and risk appetite.

How can this product be sold?

- This product can be sold face to face, by telephone, or email.
- The sales journey must identify that this product including any optional covers are consistent with the customer's demands and needs.
- The sales journey must also ensure that key details are presented to the customer in a timely manner to allow the customer to make informed decisions about their insurance.
- This product can be sold with or without advice in accordance with FCA regulations.