



Fair Value Assessment Outcome

This document¹ has been produced by Travelers Europe in accordance with our regulatory responsibilities as a Product Manufacturer of UK General Insurance products. It is intended for use by our Distributors and not for customers or operational staff.

For more information, please speak to your usual Travelers representative.

¹ This document is based on the Product Value – Information Exchange Template, version 8 November 2021 (LMA9197), developed by the following trade associations for use by all market participants to meet the requirements of the Financial Conduct Authority's product governance rules relating to information exchange: the British Insurance Brokers' Association (BIBA), the London and International Insurance Brokers' Association (LIIBA), the Lloyd's Market Association (LMA), the International Underwriting Association (IUA), the Managing General Agent's Association (MGAA) and the Association of British Insurers (ABI).

Product Value - Information Exchange Template

Carrier name	Travelers Insurance Company Limited/TIDAC UK Branch
Broker name	As set out in the TOBA
Product name	Q Recruitment Combined
Reference/UMR [Binder]	n/a
Reference [Class of Business]	BI Small
Date	15/9/2022

Manufacturer Information
Product information
<p>The Q Recruitment Combined Product Insurance is aimed at recruitment firms engaged in the supply of temporary and permanent staff to commercial enterprises. The product combines selectable property, legal expenses, professional indemnity and liability covers into one comprehensive wording.</p> <p>The product provides the following covers:</p> <ul style="list-style-type: none"> • Employers' Liability • Public Liability • Professional Indemnity • Directors and Officers • Cyber (Confidentiality) • Fidelity Bonding • Property Damage All Risks • Business Interruption All Risks • Specified Business Equipment All Risks • Money and Personal Accident (Assault) • Computer Breakdown • Terrorism • Group Personal Accident • Legal Expenses * (underwritten by ARAG plc) <p>This product includes the following optional covers:</p> <ul style="list-style-type: none"> • Fidelity Guarantee for Personnel Supplied • Vicarious Liability for Personnel Supplied • Driver's Negligence • Corporate Entity Employment Practices Liability • Corporate Entity <p>Please refer to the policy documentation for full details of cover and exclusions.</p> <p>In accordance with the FCA PROD4 rules, a product review and fair value assessment has been completed for this product.</p> <p>The product has been subject to Travelers's full product review process and signed off by our authorised approvers as representing fair value to customers and may continue to be marketed and distributed.</p> <p>This product meets the needs within the Target Market Statement.</p> <p>The product provides fair value to customers and is working as designed. Key metrics on usage and product value are monitored and there are no concerns that the product cannot be used or that there are any barriers to claim.</p> <p>The assessment of fair value included review of the following management information as well as other insight:</p> <ul style="list-style-type: none"> • Average Premium • Average Claims Pay-out

- Loss Ratio
- Policy Cancellations
- Claim Declinatures as % of Total Claims
- Claims Acceptance Rate
- Ex gratia Payments Made
- Number of Complaints
- Complaints as % of Claims Made

Target market

The Q Recruitment Combined product provides a complete insurance solution aimed at enterprises engaged in the supply of temporary and permanent staff to commercial enterprises.

Types of customer for whom the product would be unsuitable

This product is designed for recruitment firms engaged in the supply of temporary and permanent staff. For other businesses, there are more appropriate Insurance solutions.

Please refer to the policy documentation for full details of cover and exclusions.

Any notable exclusions or circumstances where the product will not respond

Exclusions on this product are generally market standard (below list not exhaustive):

- War
- Dispossession of Property
- Terrorism
- Asbestos
- Silica
- Gradual deterioration/wear & tear
- Pollution
- Abuse
- Civil Commotion in Northern Ireland
- Radioactive Contamination

Other section specific exclusions will apply, depending on the coverage selections made by the customer.

Policy excesses and cover limits are assessed on a risk by risk basis, taking into account market standards, and selected by the customer.

Please refer to the policy documentation for full details of cover and exclusions.

Other information which may be relevant to distributors

To ensure the customer receives fair value for this product, care must be taken to ensure no duplicate cover exists or is created by an add-on. Add-ons and optional extras should highlight the key features and benefits along with any significant or unusual exclusions so customer can make an informed choice. Commission, fees or charges passed onto the customer must be proportionate to the service provided and provide fair value.

Date Fair Value assessment completed

Quarter 3 2022

Expected date of next assessment

Quarter 3 2023