



# Fair Value Assessment Outcome

This document<sup>1</sup> 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.

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<sup>1</sup> 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	<b>Q Commercial Combined</b>
Reference/UMR [Binder]	n/a
Reference [Class of Business]	BI Small
Date	15/9/2022

### Manufacturer Information

#### Product information

Q Underwriting Commercial Combined Product Insurance is a commercial product suitable for commercial organisations wishing to insure the risks associated with the running of a small to medium sized enterprise. The product combines selectable property, legal expenses and liability covers into one comprehensive wording.

The product provides the following covers:

- Property damage
- Business interruption
- Computer all risks
- Terrorism
- Employers' liability
- Public and products liability
- Loss of licence
- Legal expenses\* (underwritten by Markel Legal Expenses Insurance)

This product includes the following optional covers:

- Outstanding debt balances
- Goods in transit
- Money and personal accident (Assault)
- Deterioration of stock

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

In accordance with the FCA PROD4 rules, a product review and fair value assessment has been completed for this product.

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.

This product meets the needs within the Target Market Statement.

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.

The assessment of fair value included review of the following management information as well as other insight:

- 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

<b>Target market</b>	
The Q Underwriting Commercial Combined product provides a complete insurance solution aimed at Small to Medium sized enterprises.	
<b>Types of customer for whom the product would be unsuitable</b>	
The Q Underwriting Commercial Combined product is designed for organisations running small medium size businesses. For individuals and large corporations, there are more appropriate Insurance solutions.	
<b>Any notable exclusions or circumstances where the product will not respond</b>	
<p>As is commonplace for Insurance products for this sector there are a number of general Exclusions including but not limited to:</p> <ul style="list-style-type: none"> <li>• War and Allied Risks</li> <li>• Dispossession of Property</li> <li>• Terrorism</li> <li>• Asbestos</li> <li>• Silica</li> <li>• Gradual deterioration/wear &amp; tear</li> <li>• Pollution</li> <li>• Abuse</li> <li>• Civil Commotion in Northern Ireland</li> <li>• Radioactive Contamination</li> </ul> <p>Other section specific exclusions will apply, depending on the coverage selections made by the customer.</p> <p>Policy excesses and cover limits are assessed on a risk by risk basis, taking into account market standards, and selected by the customer.</p> <p>Please refer to the policy documentation for full details of cover and exclusions.</p>	
<b>Other information which may be relevant to distributors</b>	
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.	
<b>Date Fair Value assessment completed</b>	<b>Quarter 3 2022</b>
<b>Expected date of next assessment</b>	<b>Quarter 3 2023</b>