

Product Value Information – Fleet 2023

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| Insurer name | IQUW Syndicate Management Limited t/a ERS |
| Broker name | ERS Motor Broker Panel |
| Product name | Fleet |
| Class of business | UK Motor |
| Date of assessment | April 2023 |
| Fair value | IQUW have put in place a process to ensure that all their products and the service provided are subjected to regular scrutiny to meet the needs of their customers. The table below details the activities that have been undertaken to ensure this product provides fair value to our customers. |

Manufacturer Information

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| Product information |
| <p>This product has been subject to the Insurer’s Product Governance process and has been reviewed and signed off by our Product Oversight Group (POG) committee as representing fair value to our mutual customers. As a minimum the product review covered the following topics:</p> <ol style="list-style-type: none">1. Coverage offered across all the schemes for the product2. Identification of strengths and weaknesses3. Adherence to regulatory standards and laws4. Review of all supporting insurance documentation5. Product volume and average premiums against underwriting plans6. Cancellation reasons and quantitative information7. Claims performance (complaints, frequency, average claims costs, etc.)8. Claims declination and indemnity referrals9. Output from broker conduct risk and Coverholder audits10. Consideration of the selection and appropriateness of the brokers and distribution channel(s)11. Financial Crime12. Vulnerable customers considered to ensure treated correctly and no poor outcomes <p>Quarterly attestations are also carried out to assess ongoing issues and any upcoming changes.</p> <p>Predominantly claims are handled in-house by IQUW Syndicate Services Limited. Complaints are handled in-house by the Insurer. Some non-conventional products business claims are handled by third parties, they are subject to the usual governance adherence.</p> <p>Where there has been a significant change or amendment, the change has been assessed via the product review process.</p> <p>This product is offered to customers in the United Kingdom, which covers England, Scotland, Wales, Northern Ireland and the Republic of Ireland.</p> <p>The product runs for a duration of 12 months and renewal notices issued in accordance with local regulations.</p> |



Target Market

- Own Goods & Trades: Combination of all vehicle types including Electric vehicles 5 + vehicles
- Passenger Transport: Taxi, Coach, Bus and Minibus, 5 + vehicles
- Goods for Hire and Reward: Specialist haulage, Hazardous loads, Abnormal loads, 5 + vehicles
- Self-Drive Hire – Cars, Vans, Motorhomes, Minibus and Electric vehicles, 5+ vehicles
- Wide range of business types and occupations considered

Types of customers for whom the product would be unsuitable

- Risks outside of the appetite
- Risks with less than five vehicles

Any notable exclusions or conditions where the policy will not respond

Own Goods & Trades, Passenger Transport and Goods for Hire & Reward:

- Standard market exclusions apply (as per document version – FS 1122)
- Loss of fuel
- Loss or damage caused from the inappropriate type or grade of fuel being used
- For Personal Accident, death or injury caused by suicide attempted suicide while under the influence of drink or drugs or while not wearing a seat belt when they have to by law

Self-Drive hire:

- Standard market exclusions apply (as per document version – SDH 1122)
- Loss of fuel
- Loss or damage caused from the inappropriate type or grade of fuel being used
- Any legal liability, loss or damage if driving whilst under the influence of alcohol or drugs.

Other Information for Distributors

Complaints contact details: **0345 268 0279** or complaints@ers.com

Claims and windscreen contact details: **0330 123 5992**

Date of product review conducted

April 2023

Expected date of next assessment

Q1 2024



Distributor Information

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| Total commissions | <p>The broker or intermediary receives a commission payment from ERS, expressed as a percentage of the gross premium (excluding IPT).</p> <p>ERS pay a commission level that is commensurate with market ranges and is considered fair and appropriate and will be part of the TOBA or Binding Authority Agreement.</p> |
| Insurer fees | <p>ERS do not apply additional fees to our products.</p> |
| Broker fees | <p>ERS expects that for this product the broker fees should be no higher than 5% of the Insurer's Gross Written Premium for any transaction and the broker should notify ERS where this is exceeded. This is only considered for risks where the policy holder meets the FCA's definition as of a consumer, micro-enterprise or Small Medium Enterprise (SME).</p> |

