

# Product Value Information – Motor Breakdown 2021

<b>Insurer name</b>	IQUW Syndicate Management Limited t/a ERS
<b>Product name</b>	Motor Breakdown
<b>Class of business</b>	UK Motor
<b>Date of assessment</b>	December 2021

## Manufacturer Information

### Product information

This product has been subject to the Insurer’s Product Governance process and has been reviewed and signed off as representing fair value to our mutual customers. The product review covered the following topics:

1. Coverage offered across all the schemes for the product
2. Benchmarking across the motor insurance market (this will be carried out on a minimum of 3 competitors and will only be included every other year)
3. Identification of strengths and weaknesses
4. Adherence to regulatory standards and laws
5. Review of all supporting insurance documentation
6. Product volume and average premiums against underwriting plans
7. Cancellation reasons and quantitative information
8. Claims performance (complaints, frequency, etc.)
9. Consideration of the selection and appropriateness of the brokers

Product reviews are carried out annually and quarterly attestations are also undertaken for the Underwriters to provide details of any ongoing issues or upcoming changes.

Breakdowns are handled by Call Assist Ltd. Complaints are handled in-house by the Insurer.

This product is offered to customers in the United Kingdom, which covers England, Scotland, Wales and Northern Ireland.

The product runs for a duration of 12 months and renewal notices issued in accordance with local regulations.

### Target Market

Whether it’s a horsebox that gets stuck in the mud or a classic car that breaks down on route to a show, our specialist breakdown insurance has everything covered.

We can even send out a charging van so your electric vehicle customers can make it to the next charging point.

Vehicles we can cover:

- Private Car
- Motorcycle
- Light Commercial Vehicles



- Commercial Vehicles
- Motorhomes
- Horsebox and Horse Trailer
- Taxi
- Minibus

### Types of customers for whom the product would be unsuitable

Agricultural vehicles over 44,000kg  
 Light Commercial Vehicles over 3,500kg  
 Commercial Vehicles – GVW below 3,501kg and above 35,000kg

### Any notable exclusions or conditions where the policy will not respond

- Standard market exclusions apply (as per document version – MBI STD 0619)
- For Roadside Assistance - Breakdowns within ¼ mile from home
- Any resultant damage or failure of any parts caused by Misfuelling
- For Roadside & Recovery – Overnight accommodation if the vehicle is a minibus
- For European Breakdown – Any cover if the vehicle has been out of the UK for more than 60 consecutive days or more than 90 days in total
- For European Breakdown – Cover purchases less than 10 days before your planned trip

### Other Information for Distributors

Complaints contact details: **0345 268 0279** or [complaints@ers.com](mailto:complaints@ers.com)  
 Claims contact details: **0800 243 783**

#### Date of product review conducted

December 2021

#### Expected date of next assessment

Q4 2022

## Distributor Information

#### Total commissions

The broker or intermediary receives a commission payment from ERS, expressed as a percentage of the gross premium (excluding IPT).  
 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.

#### Insurer fees

ERS do not apply additional fees to our products.

#### Broker fees

ERS expect that for this product the broker fees are set should be no higher than £75 for any transactions and should notify ERS where this is exceeded.

