

# Product Value Information – Passenger Carrying Vehicle 2022

<b>Insurer name</b>	IQUW Syndicate Management Limited t/a ERS
<b>Broker name</b>	ERS Motor Broker Panel
<b>Product name</b>	Passenger Carrying Vehicle 2022
<b>Class of business</b>	UK Motor
<b>Date of assessment</b>	September 2022
<b>Fair value</b>	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

<b>Product information</b>
<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"><li>1. Coverage offered across all the schemes for the product</li><li>2. Benchmarking across the motor insurance market (a minimum of 3 competitors)</li><li>3. Identification of strengths and weaknesses</li><li>4. Adherence to regulatory standards and laws</li><li>5. Review of all supporting insurance documentation</li><li>6. Product volume and average premiums against underwriting plans</li><li>7. Cancellation reasons and quantitative information</li><li>8. Claims performance (complaints, frequency, average claims costs, etc.)</li><li>9. Claims declinature and indemnity referrals</li><li>10. Output from broker conduct risk and Coverholder audits</li><li>11. Consideration of the selection and appropriateness of the brokers and distribution channel(s)</li></ol> <p>Quarterly attestations are also carried out to assess ongoing issues and any upcoming changes.</p> <p>Claims are handled in-house by IQUW Syndicate Services Limited. Complaints are handled in-house by the Insurer.</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 and Northern Ireland.</p> <p>The product runs for a duration of 12 months and renewal notices issued in accordance with local regulations.</p>



## Target Market

### Drivers

- Aged 21-75
- All driver experiences considered

### Vehicles

#### Coach and Bus

- 17 seats and over (minimum limit of 17 does not include drivers seat)
- Classic Coach collections
- Add up to 5 vehicles on a single policy

#### Minibus

- Vehicles with 9 (not including drivers seat) to 16 (not including drivers seat) seats
- Vehicles up to 20 years old

### Vehicle use

#### Minibus

- Carriage of Non-Fare Paying Passengers
- Private Hire
- Social Domestic & Pleasure
- Business Use

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

- Risks outside of the appetite

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

- Standard market exclusions apply (as per document version – ACPCV 1221 & ACMB 0722)
- Loss of fuel or damage caused by incorrect fuel being used
- Any accessories not permanently attached to your vehicle
- 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](mailto:complaints@ers.com)

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

### Date of product review conducted

September 2022

### Expected date of next assessment

Q3 2023



## Distributor Information

<b>Total commissions</b>	<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>
<b>Insurer fees</b>	<p>ERS do not apply additional fees to our products.</p>
<b>Broker fees</b>	<p>ERS expects that for this product the broker fees should be no higher than £75 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 of a consumer, microenterprise or Small Medium Enterprise (SME).</p>