



**Product name:** Commercial Travel

### **Customer needs and objectives**

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Customers require cover for unexpected events that could happen before or during any travel employees or directors are undertaking in the course of their duties. This includes cancelling or curtailing a business trip or a medical emergency.

### **Product design**

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Following the latest product review and fair value assessment the product has been approved as providing the expected value to customers. The metrics and other insight reviewed suggest the product is understood and well utilised by customers. For information on the key benefits and any notable exclusions please see the relevant policy summary, or contact your local Hiscox underwriter

### **Target market**

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Commercial travel insurance is a commercial product designed for UK registered companies, charities, clubs, non-profits or associations, public or privately owned.

### **Non-target market**

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This product is not designed to support customers who are not within the definition of the target market.

### **Recommended distribution strategy**

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This product may be sold on an advised or non-advised basis. It is suitable to be sold face-to-face, through telephony sales or via a quote-and-buy website



**Fair value assessment**

Date of last fair value assessment: March 2023

Expected date of next assessment: within 12 months of the above date

As a result of our fair value assessment, we have concluded our commercial travel product is providing the expected value to customers.

1. The product is compatible with the needs of the target market.
2. The distribution and remuneration strategy remains appropriate, we are not aware of any distribution and remuneration arrangements having a detrimental effect on the overall value of the product.
3. The quality of the service provides the expected value.

**When completing our fair value assessments, we consider all information that is available and relevant including information provided by our distributors. We also continually monitor key metrics throughout the year to give us ongoing assurance that products are providing the value expected. Where information is outside of our tolerance levels, we may review the product outside of the scheduled timeline.**

| Assessment                                 | Indicators and measures  | Assessment  |
|--|--|---|
| Product overview                           | <ul style="list-style-type: none"> <li>• Product summary.</li> <li>• Target market.</li> <li>• Vulnerable customers.</li> <li>• Competitor analysis/external benchmarking.</li> <li>• Product research.</li> </ul>             | The various metrics reviewed show customers are using the cover purchased and it is offering the expected value. We are still seeing the effects of the COVID pandemic in the metrics and the reduced travel that has caused. |
| Product design/performance                 | <ul style="list-style-type: none"> <li>• Average premium.</li> <li>• Persistency.</li> <li>• Claims analysis.</li> <li>• Tenure.</li> <li>• Price walking.</li> </ul>  |   |
| Remuneration and distribution arrangements | <ul style="list-style-type: none"> <li>• Distribution chain.</li> <li>• Distribution strategy.</li> <li>• Commission, fees and any other remuneration arrangements.</li> <li>• Add-ons.</li> <li>• Premium finance.</li> </ul> |   |
| Service                                    | <ul style="list-style-type: none"> <li>• Key indicators.</li> <li>• Complaints analysis + RCA.</li> <li>• Training.</li> </ul>   |   |