



**Product name:** **Medical Malpractice**

### **Customer needs and objectives**

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Customers require insurance to protect them in the event of a claim against them for medical malpractice or negligence arising out of the healthcare services they provide for clients. They are commonly contractually obligated to have professional indemnity cover in place before they undertake any work.

### **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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Medical malpractice insurance is a commercial product designed for professional practitioners providing healthcare services to patients and clients. These practitioners are classified as allied healthcare professionals.

### **Non-target market**

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This product is not designed for the traditional healthcare professions such as doctors, nurses or surgeons, hospitals or surgical clinics.

### **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: June 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 medical malpractice 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>	<p>The analysis completed as part of the assessment shows this product is delivering fair value. A range of metrics show good levels of usage of the product and shows a good level of customer understanding.</p>
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>	