

Consumer Duty Notification Form

Please complete this form and send to conduct@hiscox.com
All emails will be acknowledged.

Broker, intermediary, partner or vendor

If you're a broker, intermediary, partner or vendor working with Hiscox, please complete this section.

Name:

Company:

Office address:

Phone number:

Email:

Member(s) of Hiscox staff notified (if applicable):

or

Hiscox staff

If you're a member of Hiscox staff completing this form on behalf of a broker, intermediary, partner or vendor, please complete this section.

Your details

Name:

Team/Department:

Broker, intermediary, partner or vendor details

Name:

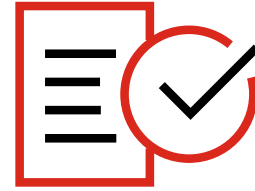
Company:

Office address:

Phone number:

Email:

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1

Impacted product(s)

Has the FCA been notified?

Yes

No

Notification event summary

2

Describe what has happened and why you are notifying Hiscox, for example:

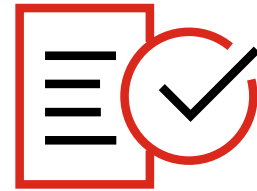
- There are problems in the way our product(s) or service(s) are operating in practice and this is impacting fair value
- You have identified that our product(s) no longer provides fair value, this could be due to the product or the distribution arrangements
- You have become aware of a Hiscox communication that is not delivering good outcomes for customers (please email copies of any communications to conduct@hiscox.com)

3

Please explain the impact, for example:

- How has it impacted customers and how many are impacted?
- Is it financial or other?
- Are there complaints?

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4

What is the root cause? For example:

- Human error
- System issue etc.

5

Outline of steps for resolution

Please explain your next steps
e.g. any remedial action you are
planning to take.

Please complete this
form and send to
conduct@hiscox.com
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The information provided is Hiscox response to Consumer Duty. We support and share our knowledge, however all firms are responsible for their own interpretation and compliance. Hiscox cannot accept any liability whatsoever for any inaccuracy contained within this form, nor for any damage or loss, direct or indirect, which may be suffered as a result of any reliance placed upon the information provided, whether arising in contract, tort or in any other way.