

Target Market Statement and Fair Value Assessment

Brit Syndicates Limited has undertaken a product review in accordance with the FCA Product Governance (PROD 4) and our product governance obligations. This document is intended to provide a summary of the Target Market Statement and outcome of the Fair Value Assessment only.

For use by distributors only.

Product Name	Retail Package Insurance
Manufacturer	Brit Syndicates Limited is the core product manufacturer. Ancillary products are offered by third parties and are separate from Brit's offering.

Product Information

The UK Property Owners product has been subject to periodic controls and our POG process. The product has been reviewed and signed off by our POG panel as representing fair value to customers. This is in light of a review of the following MI:

- Acquisition Costs and Fees
- Policy Coverage and Limitations
- Premium Information
- Cancellation Data
- Claims and Complaints Data
- Declinature rates
- Loss ratios
- Ex gratia payments
- Root cause analysis
- Renewal retention rates
- Customer Feedback
- Oversight and Monitoring
- Conduct and Technical Wordings review
- Product Benchmarking
- Breaches of Lloyd's/FCA benchmarks and tolerances

All claims are handled via a Delegated Claims handling Authority. Quarterly Technical File reviews are undertaken to ensure that all claims are handled appropriately against our internal metrics which centre around ensuring good customer outcomes.

All complaints are handled by the Brit Insurance in house Complaints Team. Regular analysis of all complaints received ensure Underwriters can identify any necessary policy changes to ensure fair customer value is maintained over time. There have been a low volume of complaints on the product. These do not indicate that there are any systemic issues which may affect customer outcomes or product value.

What customer need is met by this product?	
The Retail Package Insurance product provides cover for physical loss or damage to Buildings and Contents along with Glass, Money, Stock including refrigerated stock, goods in transit and Business Interruption in the form of loss of Gross Profit and Rent receivable extending further to give Employer's and Public Liability cover. It is designed specifically to cover small retail businesses in the UK. The product also includes Terrorism cover as part of the package.	
Target Market	
The product is targeted at small retail businesses in the UK who own or rent their premises to trade within.	
Types of customer for whom the product would be unsuitable	
This product would not be suitable for general property insurance for individuals or businesses that are requiring protection against property they own and let out for commercial gain. It would also not be suitable for any individual household coverage.	
Any notable exclusions or circumstances where the product will not respond	
A summary of the key product exclusions are as per below: <ul style="list-style-type: none"> - Terrorism - Cyber Attack - Communicable Disease - Contractual Liability - Asbestos 	
How is this product sold?	
The product is only available to purchase in the UK and is only distributed via delegated authority to Lloyd's approved Coverholders who manage the inception and renewal of all policies in accordance with their approved binding authority agreement.	
Fair Value Review	
The fair value assessment indicates that the Retail Package Insurance product provides value to the end customer and remains suitable for the target market. Where a potential risk to the product value has been identified, the distributors will be contacted directly.	
Other information which may be relevant to distributors	
As part of the FCA Fair Value Assessment we require distributors to provide additional product information on the distribution chain, fees, remuneration or services, ancillary/add-on products on an annual basis. Taking into consideration the potential impact it would have on the customer and the product value. If you have any questions regarding the product approvals and Fair Value Assessments, please refer any communications to your Brit representative.	
Date of Fair Value Assessment Completed	2023
Expected Date of Next Assessment	2024