

Commercial Vehicle Insurance

Product Governance Process and Target Market

This information is for **broker use only** and **not intended for customer use**

Product Name:	Arch Commercial Vehicle Insurance
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Product Type Description:	This is a commercial lines general insurance product suitable for business customers wishing to insure a commercial vehicle.
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Characteristics and features of the product:	<p>This product is designed for businesses who own or lease up to four commercial vehicles and need insurance for the costs of loss or damage to the vehicles and to provide cover in respect of liability to others as required by the Road Traffic Act.</p> <p>The product also includes motor legal expenses insurance and support helplines.</p> <p>Additional information about the product can be found at https://insurance.archgroup.com/international/uk/offering/motor/</p>
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Target Market:	<p>Who is this product designed for?</p> <p>Customers who own or lease commercial vehicles in connection with their business and have 1 to 4 vehicles.</p> <p>Who is this product <u>not</u> designed for?</p> <p>Customers whose vehicles are not commercial. Customers wishing to insure more than 4 vehicles. Private consumers.</p> <p>Are there any specific target market characteristics you should be aware of?</p> <p>None, other than those described above.</p>
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Customer Needs and Objectives including key features and benefits of the product:	<p>What customer need is met by this product?</p> <p>The customer has a need to insure their commercial vehicles on a policy that will cover loss or damage to their vehicle, liability to others in respect of death or injury, liability for damage to other peoples' property, glass repair or replacement and motor legal protection.</p>
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Distribution Strategy:**Distribution Channel(s):**

Broker (Open Market) and Broker (Single broker or Platform)

Distribution Method(s):

Face-to-Face ['F2F'], Telephone and Email

Advised/Non-Advised Sale(s):

This product should be sold in line with FCA regulations and should be sold on an 'advised' basis.

How value is assessed:

Product Value is the relationship between the overall price to the customer and the quality of the product(s) and or services provided. To ensure that products are compatible with the needs, objectives, interests and characteristics of the target market, Arch has processes in place to assess its insurance products using a number of internal metrics as well as external analysis.

These include consideration of the distribution method of the product, the remuneration arrangements that are in place throughout the distribution chain as well as the benefits the product delivers to the end customer.

You should be satisfied that, in offering this product, it meets the fair value expectations. Should you become aware of any information that leads you to believe the product is not offering fair value, please contact Arch without delay.

Product Testing

Arch has in place various processes to test products

- prior to bringing to the market;
- where this is a significant adaptation of the product;
- when the target market changes significantly.

Over its lifetime, testing will look into whether a product meets the identified needs, objectives and characteristics of the target market. Testing is carried out in both a qualitative and quantitative manner. This may include - but is not limited to - areas such as examination of complaints, claims, claim declinatures, policy cancellations, retention rates, loss ratio analysis and external analysis/benchmarking against existing products.

The presence of vulnerable customer characteristics will be reviewed at Product Development stage and throughout the ongoing Product Review Process.

Information for brokers and other distribution partners

We may request information from you to be able to evidence that our products are being distributed correctly, are performing as expected and continue to offer fair value; examples of this could be evidence that the product has been sold to the right target market or complaints received relating to the product. We will endeavour to provide adequate notice where we seek this information

Further Information

If you have any questions, please contact your Arch representative.