



# Product Statement

## Fair Value Assessment Outcome & Target Market Information

This document<sup>1</sup> has been produced by Travelers Europe in accordance with our regulatory responsibilities as a Product Manufacturer of UK General Insurance products. It is intended for use by our Distributors and not for customers or operational staff.

For more information, please speak to your usual Travelers representative.

---

<sup>1</sup> This document is based on the Product Value – Information Exchange Template, version 8 November 2021 (LMA9197), developed by the following trade associations for use by all market participants to meet the requirements of the Financial Conduct Authority's product governance rules relating to information exchange: the British Insurance Brokers' Association (BIBA), the London and International Insurance Brokers' Association (LIIBA), the Lloyd's Market Association (LMA), the International Underwriting Association (IUA), the Managing General Agent's Association (MGAA) and the Association of British Insurers (ABI).

## Product Value - Information Exchange Template

Carrier name	Travelers Insurance Company Limited / TIDAC UK Branch
Broker name	As stated in TOBA
Product name	Civil Liability for Financial Institutions
Reference/UMR [Binder]	n/a
Reference [Class of Business]	TRV2859-09.20
Date	Qtr 3 2023

Manufacturer Information
<p><b>Product information</b></p> <p>The Civil Liability Insurance for Financial Institutions product is designed to indemnify a business for defence costs and damages awarded to third party from claims arising from wrongful acts. The insurance also provides balance sheet protection for the company.</p> <p>The product provides cover for defence costs incurred and damages payable for claims arising from a wrongful act. The product provides the following covers and features:</p> <ul style="list-style-type: none"> <li>• Civil liability coverage</li> <li>• Advancement of defence costs</li> <li>• Discovery period option</li> <li>• Attendance at investigations cover</li> <li>• New subsidiaries cover</li> <li>• Judicial order costs cover</li> <li>• Bail bind and civil bond expenses</li> <li>• Estates and legal representatives' cover</li> <li>• Spouses / civil partner liability cover</li> </ul> <p>We provide access to risk management expertise to help manage the risks to the customers business whether on-site or online.</p> <p>This product includes the following optional covers:</p> <ul style="list-style-type: none"> <li>• USA coverage</li> <li>• Costs of correction coverage</li> <li>• Mitigation of loss coverage</li> <li>• Loss from dishonesty of employees coverage</li> <li>• Cover for certain new subsidiaries falling outside of the terms of the new subsidiaries cover extension</li> </ul> <p>Please refer to the policy documentation for full details of cover and exclusions.</p> <p>In accordance with the FCA PROD4 rules, a product review and fair value assessment has been completed for this product.</p> <p>The product has been subject to Travelers's full product review process and signed off by our authorised approvers as representing fair value to customers and may continue to be marketed and distributed.</p> <p>This product meets the needs detailed within the Target Market Statement.</p> <p>The product provides fair value to customers and is working as designed. Key metrics on usage and product value are monitored and there are no concerns that the product cannot be used or that there are any barriers to claim.</p> <p>Our assessment of fair value includes review of the following management information (where available – not all data will be available for new products) as well as any other relevant insight:</p>

- Average Premium
- Average Claims Pay-out
- Loss Ratio
- Policy Cancellations
- Claim Declinatures as % of Total Claims
- Claims Acceptance Rate
- Ex gratia Payments Made
- Number of Complaints
- Complaints as % of Claims

#### Target market

The target market for this product includes:

- Small and medium sized financial institutions
- Incorporated (Limited companies) or unincorporated financial institutions or both
- Large financial institutions

domiciled in the following territories:

- Australia
- Austria
- Bahamas
- Barbados
- Belgium
- Bermuda
- BVI
- Cayman Islands
- Channel Islands
- Croatia
- Czech Republic
- Denmark
- France
- Germany
- Gibraltar
- Guernsey
- Hong Kong
- Isle of Man
- Ireland
- Luxembourg
- Israel
- New Zealand
- Jersey
- Poland
- Netherlands
- South Africa
- Norway
- Sweden
- Portugal
- Singapore
- Spain
- Switzerland
- UK
- UAE

Types of customer for whom the product would be unsuitable	
<p>This product is unsuitable for:</p> <ul style="list-style-type: none"> <li>• Private individuals</li> <li>• Sole traders</li> <li>• Micro enterprises</li> <li>• Financial institutions not domiciled in the territories listed above</li> <li>• Non-financial institutions</li> </ul>	
Any notable exclusions or circumstances where the product will not respond	
<p>Applicable significant limits include but are not limited to:</p> <p>Exclusions</p> <ul style="list-style-type: none"> <li>• Improper Conduct,</li> <li>• Corporate or business policy</li> <li>• Prior Matters</li> <li>• Pollution, Asbestos, and other Hazards</li> <li>• Bodily Injury</li> <li>• Property Damage</li> <li>• Business Risk</li> <li>• Mechanical Breakdown</li> <li>• War &amp; Terrorism</li> </ul> <p>Excess</p> <ul style="list-style-type: none"> <li>• An excess applies to each and every claim</li> </ul>	
Other information which may be relevant to distributors	
<p>This document is to be read in conjunction with the full policy wording.</p> <p>The distribution strategy is considered appropriate for the target market with customers having the option to purchase these products through a distributor of their choice. This product may be sold by suitably skilled agents/sub-delegates:</p> <ul style="list-style-type: none"> <li>• On an advised basis</li> </ul> <p>To ensure the customer receives fair value for this product and that they are able to make an informed choice:</p> <ul style="list-style-type: none"> <li>• The customer's demand and needs must be assessed to ensure the product is appropriate,</li> <li>• significant or unusual exclusions should be highlighted,</li> <li>• care must be taken to ensure no duplicate cover exists or is created by an add-on,</li> <li>• available add-ons and optional extras should be highlighted with the same emphasis as the main sections of cover,</li> <li>• commission, fees or charges passed onto the customer must be proportionate to the service provided.</li> </ul>	
Date Fair Value assessment completed	<b>Quarter 3 2023</b>
Expected date of next assessment	<b>Quarter 3 2024</b>