



# 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.

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<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	Commercial Crime for Financial Institutions
Reference/UMR [Binder]	n/a
Reference [Class of Business]	TRV2860-09.20
Date	Qtr 3 2023

Manufacturer Information
<b>Product information</b>
<p>The Commercial Crime Insurance product is designed to protect businesses from direct financial loss arising from theft or forgery from the business's own employees or in collusion with others, on premises on where monies or securities are in transit. In addition, the product provides protection against computer related crimes. Crime insurance also provides protection against kidnap and ransom events, including electronic ransomware events. The product is designed to provide protection to directors, employees, and other insured persons as well as balance sheet protection for the company.</p> <p>The product provides cover for direct financial loss, loss of money, property or securities and expenses. The product provides the following covers and features:</p> <ul style="list-style-type: none"> <li>• Employee theft or forgery coverage</li> <li>• Employee theft from customer or client premises or employee forgery of money, securities or other property of a customer or client coverage</li> <li>• Loss of money or securities coverage</li> <li>• Damage to insured premises or other property coverage</li> <li>• Loss of other property coverage</li> <li>• Forgery coverage</li> <li>• Computer crime and restoration costs of electronic computer instructions and electronic data coverage</li> <li>• Kidnap and extortion including e-commerce extortion threats coverage</li> <li>• Employee welfare and pension benefit plan (s)</li> <li>• Funds transfer fraud coverage</li> <li>• Credit card forgery coverage</li> </ul> <p>This product does not include any optional covers.</p> <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> <ul style="list-style-type: none"> <li>• Average Premium</li> <li>• Average Claims Pay-out</li> <li>• Loss Ratio</li> <li>• Policy Cancellations</li> <li>• Claim Declinatures as % of Total Claims</li> </ul>

- 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 limitation include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Exclusions</li> <li>• War</li> <li>• Corporate Fraud</li> <li>• Loss Establishment Costs</li> <li>• Loss of Income</li> <li>• Multiple Damages</li> <li>• Indirect and Consequential loss</li> <li>• Intellectual Property</li> <li>• Data Storage</li> <li>• Loss Computation</li> <li>• Agent</li> <li>• Trading or Lending</li> <li>• Employee Loss</li> <li>• Fire</li> <li>• Exchange or Purchase</li> <li>• Mail</li> <li>• Custody</li> <li>• Nuclear</li> <li>• Kidnap</li> <li>• Forgery</li> <li>• Computer Theft</li> <li>• Miscellaneous premises and transit</li> <li>• Diminution of value</li> </ul> <p>Excess</p> <ul style="list-style-type: none"> <li>• An excess applies each and every loss</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>

