

## Product Value - Information Exchange Template

Carrier name	Munich Re 0457
Broker name	NBJ London Markets
Product name	Mercia Commercial Property Owners Scheme
Reference/UMR [Binder]	B1309MU2239065699
Reference [Class of Business]	Commercial Property Owners
Date	01/06/2023

### Carrier Information

*The fields below should be completed by the carrier. The information provided should be sufficient for distributors in the chain to understand the value of the product, the intended target market and those to whom the product should not be marketed. Other information should be included (if relevant) to advise distributors of how their known or expected actions might affect the value of the product.*

#### Product information

This product has been subject to the carriers POG process and has been reviewed and signed off by our POG Panel as representing fair value to customers.

We assess the value of our products based on several metrics as well as customer and broker insight. This included review of the following MI

- Cancellation data
- Claims and complaints volumes
- Declinature rates
- Loss ratios
- Ex gratia payments
- Wordings review (technical and Plain English)
- Breaches of Lloyd's/FCA benchmarks and tolerances
- Root cause analysis

In carrying out this assessment, we take into consideration your remuneration. In addition, we will consider the add-ons that form part of our product.

This is a commercial insurance product designed for business customers who own properties which are let to third parties in exchange for rent.

If you sell additional add-ons (including premium finance) alongside our product or take additional remuneration, you may affect the value for your client and will need to take this into consideration in your value assessment.

Claims are handled by DCAs on this product. Complaints are handled in-house. Where claims are handled by third parties specific SLAs are in place to ensure that the best service is provided to our mutual customers.

This product is offered to customers in the UK

More detail on our product approval process can be obtained on request

<b>Target market</b>	
This is a commercial insurance product designed for business customers who own commercial premises which are let to third parties in exchange for rent.	
<b>Types of customer for whom the product would be unsuitable</b>	
This product is not designed for businesses who don't rent out properties.	
<b>Any notable exclusions or circumstances where the product will not respond</b>	
<b>Please refer to the Mercia Property Owners Insurance policy documentation for full details of the cover and exclusions</b>	
<b>Other information which may be relevant to distributors</b>	
<p>Carriers in relation to the following sections: -</p> <p>Sections 1 -3      Munich Re  Sections 4          100% Axis Specialty SE  Section 5          100% Lancashire Syndicates  Section 6          100% AmTrust Europe Limited</p> <p>This product should be sold in line with FCA regulations and can be sold with or without advice.</p> <p>We suggest this product can be sold face to face, via telephone or electronic communication or a mix of these methods</p> <p><b>Complaints Central Contact - <a href="mailto:enquiries@musl.co.uk">enquiries@musl.co.uk</a></b>  <b>Underwriting Central Contact – <a href="mailto:enquiries@musl.co.uk">enquiries@musl.co.uk</a></b></p> <p><b>Claims Central Contact –</b></p> <ul style="list-style-type: none"> <li>➤ <b>Section 1- 3 - <a href="mailto:MRSL.Commercial@ghgsolutions.co.uk">MRSL.Commercial@ghgsolutions.co.uk</a></b></li> <li>➤ <b>Sections 4– <a href="mailto:liability.claims@axiscapital.com">liability.claims@axiscapital.com</a></b></li> <li>➤ <b>Section 5 – <a href="mailto:newclaims.lancashire@davies-group.com">newclaims.lancashire@davies-group.com</a></b></li> <li>➤ <b>Section 6 - 0117 917 1698</b></li> </ul>	
Date Fair Value assessment completed	<b><u>29/06/2023</u></b>
Expected date of next assessment	<b><u>29/06/2024</u></b>
<i>The following should only be completed <u>after</u> the Broker Information section below has been completed and provided by Distributor 1.</i>	
Total commissions	20% - split between us and other brokers (10% each)
Total fees	N/A
Total other Distributor remuneration	Please see above
<b>Distributor Information</b>	
<p><i>The fields below should be completed for all Distributors in the chain. Distributor 1 should be the Distributor in direct contact with the carrier and the highest Distributor number should be the Distributor in direct contact with the customer. The information provided should include the type and amount of remuneration (including fees and commissions) of each Distributor, where this is part of the premium or otherwise paid by the customer, for the product.</i></p>	

<b>Distributor 1 – Mercia Underwriting Solutions</b>	
Retained commission	20%
Fees	
Other remuneration	<b>N/A</b>
Explanation of activities provided	
<i>Select all that apply:</i>	
<b>Direct</b> – The product is distributed directly to insureds. The broker’s role is to understand the demands and needs of the insured and then obtain quotations from insurers.	No
<b>Wholesale</b> - The broker works on the producing brokers/Appointed Representative instructions paying due regard to the best interests of the end client.	Yes
<b>Advised</b> – the product is sold on an advised basis	No
<b>Non-Advised</b> – the product is sold on a non-advised basis	Yes
<b>Claims</b> – the broker provides claims first notification of loss	No
<b>Other</b> – please describe	N/A
Information on any ancillary products/activities sold alongside the product which may affect the product’s value.	
<i>Select all that apply:</i>	
Legal expenses	Yes
Gap cover	No
Key cover	No
Emergency home cover	No
Loss recovery (pays for a loss assessor to act on insureds behalf)	No
Breakdown cover	No
Windscreen cover	No
Courtesy car cover	No
Risk Management services e.g. health & safety assessment, consultancy	No
Premium finance (if offered by the same provider)	No
Other – please describe	N/A
Information on how the selected products above affect the product’s value	
It is confirmed that the above remuneration paid by the customer is consistent with the regulatory obligations of Distributor 1.	Yes
<b>Distributor 2</b>	
Retained commission	
Fees	
Other remuneration	
Explanation of activities provided	
<i>Select all that apply:</i>	
<b>Direct</b> – The product is distributed directly to insureds. The broker’s role is to understand the demands and needs of the insured and then obtain quotations from insurers.	Yes/No
<b>Wholesale</b> - The broker works on the producing brokers/Appointed Representative instructions paying due regard to the best interests of the end client.	Yes/No

<b>Advised</b> – the product is sold on an advised basis	Yes/No
<b>Non-Advised</b> – the product is sold on a non-advised basis	Yes/No
<b>Claims</b> – the broker provides claims first notification of loss	Yes/No
<b>Other</b> – please describe	Yes/No
Information on any ancillary products/activities sold alongside the product which may affect the product's value.	
<i>Select all that apply:</i>	
Legal expenses	Yes/No
Gap cover	Yes/No
Key cover	Yes/No
Emergency home cover	Yes/No
Loss recovery (pays for a loss assessor to act on insureds behalf)	Yes/No
Breakdown cover	Yes/No
Windscreen cover	Yes/No
Courtesy car cover	Yes/No
Risk Management services e.g. health & safety assessment, consultancy	Yes/No
Premium finance (if offered by the same provider)	Yes/No
Other – please describe	Yes/No
Information on how the selected products above affect the product's value	
It is confirmed that the above remuneration paid by the customer is consistent with the regulatory obligations of Distributor 2.	Yes/No
<b>Distributor 3– [insert name]</b>	
Retained commission	
Fees	
Other remuneration	
Explanation of activities provided	
<i>Select all that apply:</i>	
<b>Direct</b> – The product is distributed directly to insureds. The broker's role is to understand the demands and needs of the insured and then obtain quotations from insurers.	Yes/No
<b>Wholesale</b> - The broker works on the producing brokers/Appointed Representative instructions paying due regard to the best interests of the end client.	Yes/No
<b>Advised</b> – the product is sold on an advised basis	Yes/No
<b>Non-Advised</b> – the product is sold on a non-advised basis	Yes/No
<b>Claims</b> – the broker provides claims first notification of loss	Yes/No
<b>Other</b> – please describe	Yes/No
Information on any ancillary products/activities sold alongside the product which may affect the product's value.	
<i>Select all that apply:</i>	
Legal expenses	Yes/No

Gap cover	Yes/No
Key cover	Yes/No
Emergency home cover	Yes/No
Loss recovery (pays for a loss assessor to act on insureds behalf)	Yes/No
Breakdown cover	Yes/No
Windscreen cover	Yes/No
Courtesy car cover	Yes/No
Risk Management services e.g. health & safety assessment, consultancy	Yes/No
Premium finance (if offered by the same provider)	Yes/No
Other – please describe	Yes/No
Information on how the selected products above affect the product's value	
It is confirmed that the above remuneration paid by the customer is consistent with the regulatory obligations of Distributor 3.	Yes/No
<b>Distributor 4– [insert name]</b>	
Retained commission	
Fees	
Other remuneration	
Explanation of activities provided	
<i>Select all that apply:</i>	
<b>Direct</b> – The product is distributed directly to insureds. The broker's role is to understand the demands and needs of the insured and then obtain quotations from insurers.	Yes/No
<b>Wholesale</b> - The broker works on the producing brokers/Appointed Representative instructions paying due regard to the best interests of the end client.	Yes/No
<b>Advised</b> – the product is sold on an advised basis	Yes/No
<b>Non-Advised</b> – the product is sold on a non-advised basis	Yes/No
<b>Claims</b> – the broker provides claims first notification of loss	Yes/No
<b>Other</b> – please describe	Yes/No
Information on any ancillary products/activities sold alongside the product which may affect the product's value.	
<i>Select all that apply:</i>	
Legal expenses	Yes/No
Gap cover	Yes/No
Key cover	Yes/No
Emergency home cover	Yes/No
Loss recovery (pays for a loss assessor to act on insureds behalf)	Yes/No
Breakdown cover	Yes/No
Windscreen cover	Yes/No
Courtesy car cover	Yes/No
Risk Management services e.g. health & safety assessment, consultancy	Yes/No

Premium finance (if offered by the same provider)	Yes/No
Other – please describe	Yes/No
It is confirmed that the above remuneration paid by the customer is consistent with the regulatory obligations of Distributor 4.	Yes/No
<b>Distributor 5– [insert name]</b>	
Retained commission	
Fees	
Other remuneration	
Explanation of activities provided	
<i>Select all that apply:</i>	
<b>Direct</b> – The product is distributed directly to insureds. The broker’s role is to understand the demands and needs of the insured and then obtain quotations from insurers.	Yes/No
<b>Wholesale</b> - The broker works on the producing brokers/Appointed Representative instructions paying due regard to the best interests of the end client.	Yes/No
<b>Advised</b> – the product is sold on an advised basis	Yes/No
<b>Non-Advised</b> – the product is sold on a non-advised basis	Yes/No
<b>Claims</b> – the broker provides claims first notification of loss	Yes/No
<b>Other</b> – please describe	Yes/No
Information on any ancillary products/activities sold alongside the product which may affect the product’s value.	
<i>Select all that apply:</i>	
Legal expenses	Yes/No
Gap cover	Yes/No
Key cover	Yes/No
Emergency home cover	Yes/No
Loss recovery (pays for a loss assessor to act on insureds behalf)	Yes/No
Breakdown cover	Yes/No
Windscreen cover	Yes/No
Courtesy car cover	Yes/No
Risk Management services e.g. health & safety assessment, consultancy	Yes/No
Premium finance (if offered by the same provider)	Yes/No
Other – please describe	Yes/No
It is confirmed that the above remuneration paid by the customer is consistent with the regulatory obligations of Distributor 5.	Yes/No