



# 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
Broker name	As stated in TOBA
Product name	Non Reserved Legal Activity Practitioner Professional Indemnity
Reference/UMR [Binder]	n/a
Reference [Class of Business]	TRV4672 07.23 Policy Wording Code 2312 07.23
Date	Qtr 3 2024

Manufacturer Information
<p><b>Product information</b></p> <p>This product is designed to cover the liability of legal practitioners against claims for breach of professional duties of care. It covers liability as well as defence costs and related expenses in conjunction with such liability.</p> <p>This product provides cover for defence costs incurred, and damages payable for claims arising from negligent acts, errors or omissions in the conduct of private practice (non reserved legal activity and other activity disclosed to and accepted by Travelers). The product provides the following features and cover:</p> <ul style="list-style-type: none"> <li>• Civil Liability</li> <li>• Defence Costs</li> <li>• Award by regulatory authority</li> </ul> <p>This product does not include any optional cover.</p> <p>In accordance with the FCA PROD4 rules, a product review and fair value assessment has been completed for this product. As this is a new product, minimal data is available at time of completing this initial assessment.</p> <p>The product has been subject to Travelers' 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; the product is suitable for use and we have not identified any barriers to claims. 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> <li>• Claims Acceptance Rate</li> <li>• Number of Complaints</li> <li>• Complaints as % of Claims</li> </ul>

Target market
<p>The product is suitable for the following types of organisations (incorporated and unincorporated) in England and Wales who provide non reserved legal services and other activities agreed by Travelers to their clients:</p> <ul style="list-style-type: none"> <li>• Sole traders</li> <li>• Micro-enterprises,</li> <li>• Small and medium businesses,</li> <li>• Not for profit organisations</li> </ul>

The product responds to the target customer requirement to insure against claims for breach of professional duties of care arising in the course of private practice.	
<b>Types of customer for whom the product would be unsuitable</b>	
<p>The product is not appropriate for organisations or private individuals who:</p> <ul style="list-style-type: none"> <li>• provide non reserved legal services but are based outside of England and Wales</li> <li>• do not provide non-reserved legal services</li> <li>• provide reserved legal services (other than those disclosed to and accepted by Travelers)</li> <li>• are freelance solicitors</li> </ul> <p>The product is also not appropriate for other types of organisations for whom more specific cover would be more appropriate, such as accountancy, design, construction and surveying firms.</p>	
<b>Any notable exclusions or circumstances where the product will not respond</b>	
<p>As this is a miscellaneous product, various amendments may be made for specific types of organisations, but otherwise exclusions include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Asbestos</li> <li>• Bodily Injury</li> <li>• Contractual Liability</li> <li>• Cyber Liability</li> <li>• Damage to Property</li> <li>• Directors and Officers Liability</li> <li>• Fines and Penalties</li> <li>• Fraud and Dishonesty</li> <li>• Insolvency of Insured</li> <li>• Non-Disclosure of Business Activities</li> <li>• Prior Claims and Circumstances</li> <li>• Retroactive Date</li> <li>• War and Terrorism</li> </ul> <p>An excess applies to each and every Claim.</p> <p>Limits and excesses offered will be in line with market standards.</p> <p>This product statement does not alter, in any way, the cover under the policy.</p>	
<b>Other information which may be relevant to distributors</b>	
<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. All of these products may be sold by suitably skilled authorised persons:</p> <ul style="list-style-type: none"> <li>• on an advised basis</li> </ul> <p>This document is to be read in conjunction with the full policy wording.</p> <p>An IPID and Fact Sheet are available for this product.</p> <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 2024</b>
Expected date of next assessment	<b>Quarter 3 2025</b>