

PRODUCT GOVERNANCE AND FAIR VALUE ASSESSMENT



Carrier	RSA
Product	Non-Standard Household
Class of Business	Non Standard Household
Date	01/12/2024
Our Status	Co-Manufacturer

Product Information

Geo Non Standard is a sum insured rated, non-standard home insurance product.

Geo Non Standard has been designed to cater for insurance cover that is difficult to place in the standard UK insurance market.

Geo Nonstandard has been designed to cater for a wide range of properties, owner occupied or let and clients subject to acceptance underwriting criteria, for example:

- 1) Individuals with non-standard construction properties.
- 2) Previous claims experience.
- 3) Let properties including individuals who unexpectedly becomes a property owner and are acting outside of their business or profession. Also applicable to property owners where they are acting for purposes of their business or profession.
- 4) Convictions subject to meeting underwriting criteria.
- 5) Properties which are owner occupied or let undergoing renovations or works.
- 6) Properties which are unoccupied for no more than 12 months, where they are due to be let or owner occupied. Where this exceeds 12 months these risks can be considered on the unoccupied scheme within the Geo Non Standard product which can cater for the following policy periods: 3 months, 6 months, 9 months or annual policies.

The Unoccupied Scheme can be catered for the following scenarios: Including potential renovations and works to be let or owner occupied.

Target Market

The Non Standard product is designed to cater for a wide variety of non-standard household solutions. We can cater for clients or properties with non standard elements within our underwriting criteria:

- Individuals with non-standard construction properties.
- Previous claims experience.
- Let properties including individuals who unexpectedly becomes a property owner and are acting outside of their business or profession. Also applicable to property owners where they are acting for purposes of their business or profession.
- Convictions subject to meeting underwriting criteria.
- Properties which are owner occupied or let undergoing renovations or works.
- Unoccupied Properties
- B and B's
- Adverse financial history
- Properties situated in Great Britain.
- Policyholders domiciled worldwide with a UK based regulated intermediaty.
- Individuals who are seeking increased limits for valuables and/or personal possessions

In respect of the Unoccupied Scheme within the Non Standard Household product, this caters for properties that are long term unoccupied. The risk may also feature other non standard elements which may relate to property and/or personal factors. Which may include the following:

- Undergoing renovations
- Properties going through probate
- Properties pending letting
- Properties where the resident is in long term care

Are there any groups of customers for whom this product would be unsuitable or would not provide the intended level of value?

The following risks would be unsuitable for the Non Standard product and would not provide the intended level of value.

- Standard household risks
- Properties Unoccupied pending sale
- Properties looking to be developed and sold
- Properties used for full time business enterprises
- Main dwellings with Thatch roof construction
- Properties registered for commercial use

Other information which may be relevant to distributors

We are a Managing General Agent (MGA) and the Lead Co-Manufacturer of the products that it distributes acting as an agent of the Insurer.

As per our regulatory responsibilities under PROD 4.2, this product has been subject to our Product Governance Process and approved as offering Fair Value and will offer Fair Value for the foreseeable future. The Fair Value Assessment undertaken included consideration of a wide range of factors which included, but were not limited to, the following:

- The complexity of the insurance product.
- The nature of the insurance product and the risk of customer detriment related to it.
- The characteristics of the target market including policy stakeholders.
- The benefits that will be provided.
- The type and quality of services provided to customers.
- The distribution channel including any remuneration information.
- Appropriate data including claims information and complaints data.

Our Product & Distribution Strategy, approved by the CMGA Executive Committee & Board, is to distribute products on a wholesale basis through regulated insurance brokers, intermediaries, affinity panels, aggregators, online broker platforms and sub-delegated authority arrangements.

All intermediaries who transact business with us must meet a minimum level of due diligence and financial checks to maintain an ongoing terms of business agreement (TOBA). Those who distribute products on our behalf must act in accordance with the customers demands and needs to ensure the product is distributed to the intended target market.

All intermediaries who distribute our products are reminded of their regulatory responsibilities to assess fair value to customers where separate fees are charged and/or premium finance is arranged. This also applies where an add-on product (not manufactured by us) is sold alongside the core product.

Commission, fees or charges passed onto the customer must be proportionate to the service provided and provide fair value.

We may from time to time request additional management information from our distributors to support the fair value assessment process.

This will include as a minimum;

- The type and amount of remuneration of each member in the distribution arrangement in relation to the core insurance product including commissions, fees and premium finance charges paid by customers and details of any additional products sold alongside it.
- An explanation of the services provided by each member of the distribution arrangement.
- Confirmation from distributors that remuneration is consistent with their regulatory obligations.
- Where information is not provided by a distributor, within a reasonable period of time, Geo Underwriting Services Limited reserves its rights to notify Insurers and/ or the FCA.

Date Fair Value Assessment Completed

01/12/2024

Date Fair Value Assessment Approved

01/12/2024

All intermediaries who distribute our products are reminded of their regulatory responsibilities to assess fair value to customers where separate fees are charged and/or premium finance is arranged. This also applies where an add-on product (not manufactured by us) is sold alongside the core product. Commission, fees or charges passed onto the customer must be proportionate to the service provided and provide fair value. We may from time to time request additional management information from our distributors to support the fair value assessment process.