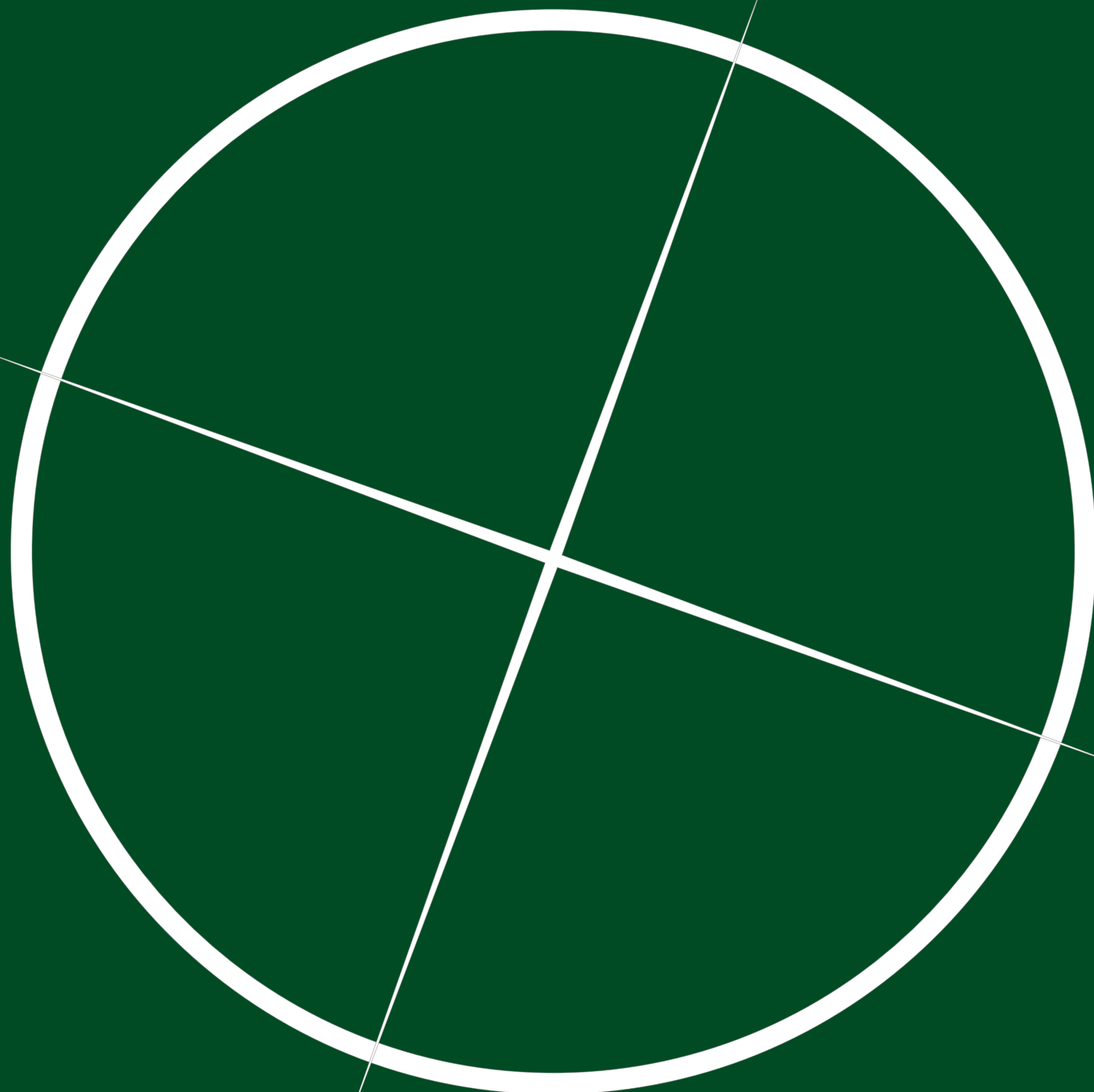


Product Governance & Fair Value Assessment Outcome
Disclosure to Distributors
Group Business Travel Insurance



 **ORTUS**

UNDERWRITING

Ortus Underwriting Group Business Travel Product Governance & Fair Value Assessment Outcome

Manufacturer Obligations

In order for Ortus Underwriting to comply with its obligations as a Co-Manufacturer of this insurance product under the FCA's rules¹ (**PROD 4.2.27 – 4.2.32**), we are required to provide to distributors of this product:

- Information on the insurance product and identified target market – **Appendix 1**
- Information on the product approval process – **Appendix 2**
- Fair Value Assessment Outcome – **Appendix 3**

¹ The requirement to ask for the outcome of a manufacturer's fair value assessment is an obligation on the distributor (under PROD 4.3.2A & 4.3.3) and not the manufacturer. The FCA however, expects greater collaboration between manufacturers and distributors and for manufacturers to pro-actively provide this information.

Appendix 1

Target Market Statement

Product Name: Group Business Travel Insurance

As the Co-Manufacturer of this product, we are required to provide our business partners and distributors with appropriate information about the target market. The information is intended to provide clarity around who the product is designed for, who it is not intended to support and how we expect the product to be offered to customers.

Please continue to refer to the relevant policy documentation for full details of the insurance cover as well for details of any limitations and/or exclusions.

What is this product?

This is a Commercial Lines stand alone product that is suitable for commercial customers.

Who is the product designed for and how is it suitable to their needs?

This product is designed for any corporate entity that requires insurance protection against unexpected financial consequences whilst undertaking business travel to help them conduct business on a global basis.

Who is this product not designed or suitable for?

This product is not suitable for purchase by consumers as defined by the FCA, i.e., a person who is acting for purposes outside of their trade or profession.

Is this product sold on an advised or non-advised basis?

This product can be sold both on an advised and non-advised basis, in line with FCA regulations.

How can this product be sold?

The channels of distribution for this product is via insurance intermediaries, based on their closeness to the target market and as a result of their understanding of the customer's needs. The product can be sold face to face, via email or telephone.

Document Review

We will review this Target Market Statement on an annual basis to ensure it remains appropriate and in line with the objectives and needs of the Target Market.

Please note that this document is not intended to be provided to operational staff or to customers and should be read in conjunction with the appropriate policy documentation.

Appendix 2

Product Approval Information

Our products and services are designed, marketed, priced and sold to meet the needs and provide value to their defined target market. Regular product reviews are undertaken to ensure that our products and services continue to provide good customer outcomes at each stage of the customer journey.

New products and existing products are subject to a robust risk assessment, approval, review, testing and oversight process. Conduct risk is also assessed if a product is terminated.

Product Risk Assessment & Approval, Testing and Ongoing Product Review

All our products go through an initial risk assessment to determine the inherent conduct risk. The risk rating assigned will ensure that the product is subject to an appropriate level of due diligence as well as relevant product design, development and target market determination questions that are commensurate with its risk rating. The risk assessment will also ensure that the control framework and the appropriate level of MI is being produced for ongoing testing.

Regular MI is assessed against risk appetite thresholds which are set by the relevant business owners. If there are irregularities in the MI and/or the risk appetite thresholds are breached, it may prompt a review of the product to ascertain whether it continues to provide value for its defined target market.

Appendix 3

Value Assessment Outcome

Following the completion of our product review process, we are comfortable that the Group Business Travel product remains suitable for the target market and that it provides fair value.

In reaching this conclusion, we have considered:

Total Price paid By The Customer

Ortus Underwriting have assessed the premium levels for this product to be fair and reasonable for the coverage provided.

Product Value Over Time

The benefit levels provided by this product are high and considered adequate to meet the needs of the target market. In some instances, higher benefit levels will be incorporated when requested by the Insured entity subject to Underwriting.

Loss Ratio

We assess the loss ratio against the following metrics to decide if it is an acceptable indicator of value:-

FVA Metric	Red	Amber	Green	Description
Loss Ratio	<20%	20% - 40%	>40%	Claims against premium less distributor remuneration

The loss ratio is currently within the Green banding. We consider this acceptable to the value of the product.

Claims Acceptance Rate

Based on the number of policies in force (not the number of beneficiaries), the claims acceptance rate for this product is 94%.

Claims Frequency

The claims frequency for this product is 31%*.

Average Claims Pay-out

Based on data from 01/01/2023 – 30/11/2023, the average claim pay-out for this product is £1,328*.

Claims Complaints as % of Claims

Claims related complaints for the period of our review stand at 1.43%* of the claims made.

Remuneration and Justification of Services Provided

Based on the costs associated with the sales and distribution model for this product, as well as those associated with ongoing policy administration, we consider that the agreed levels of remuneration are justified. Our standard remuneration paid to distributors is 25%, but may be determined on a specific risk and/or account basis.

Post Review Actions and Recommendations

- Customer communications:** review customer communications, specifically the website(s) content, application forms and sales literature, to ensure that all content related to the product is clear, fair and not misleading.
- Claims Frequency:** Ortus Underwriting to conduct regular monitoring of this metric to ensure that it remains within appetite.
- Root Cause Analysis:** work to obtain understanding of the root cause of any complaints.

*this figure reflects consideration of Ortus Underwriting and Canopus data, where appropriate to do so as Ortus Underwriting specific data is for the period 12/12/2022 to 30/11/2023.

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Registered in England and Wales; Company Number 01514453
Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority

Version control number ORTUS FVA GBT 2023V1 (12/23)