

## UK Retail Product Fair Value Summary

Product group	Overseas Static Caravans , Chalets and Park Homes
Date fair value summary completed	September 2024

### Introduction

Gallagher has completed Fair Value Assessment work on those products it manufactures. This is based on groupings of products which may be similar in features and are intended to be distributed to similar target markets. This summary is not intended to replicate this work but sets out the approach taken and high level findings.

### Product information

This product is designed to meet the needs of overseas static caravan, chalet and Leisure Lodge owners who require protection against loss or damage to their property and/or contents.

This product has been designed to meet the demands and needs of customers who own or rent overseas static caravan, park homes, or chalets in France, Spain, Greece, Portugal & Italy who require protection against loss or damage to their buildings and/or contents. This product can also be used for those customers intending to use the overseas property as their primary residence

### Product features

This product meets the demands and needs of Caravan Holiday Home, Chalet and Leisure Lodge owners who require protection against risks including loss or damage to their overseas property and/or contents contained within from a wide range of insurable perils which may include (but are not limited to) fire, flood, storm, theft and escape of water.

### Product limitations

Limitations apply on a per-product basis, this detail is provided in supporting policy summaries/wordings.

### Distribution approach

This is a personal lines general insurance product, which is open to both new, and renewal customers. This product may be sold on either an advised or non-advised basis and distributed through a variety of channels including, telephony, face-to-face depending on the distributor's preference.

### Optional Products

We believe optional ancillary products could be sold alongside this core product in a way which complements the products value.

### Distributor remuneration

Gallagher agrees commission rates with each distributor. All distributors should be able to:

- Confirm annually that the commissions and fees they charge are reasonable relative to the service(s) they provide and the total cost of the product to policyholders; and
- Justify that commissions and fees they charge are fair and support the intended value of the product.

In the case of this product, remuneration payments are made to distributors out of the core commission agreed with the insurer. It is our view that this is warranted by, and in proportion to, the activity carried out by distributors.

#### How Gallagher mitigates risks to fair value

Our commission structure is designed to ensure that it reflects product features and benefits, and the services offered by Gallagher.

We have taken steps to validate that distributor commissions/fees are charged within a reasonable range and in line with usual market practice in order to ensure the value of our products is not diluted.

#### Does this product type provide fair value?

We believe, based on a review of information in respect of sales practices and services, claims, complaints and market intelligence, that this product provides fair value to policyholders. We carefully review the value and suitability of our products in conjunction with the Target Market Statements (TMSs); subject to products being sold in line with the direction of our TMSs, there is no evidence that would lead us to believe that the product is not suitable for the policyholders it is intended to be distributed to.

#### How we assess value

Our product governance and oversight process requires a full review of all product groups at least annually to determine if the product offers fair value to the policyholders.

These reviews consider the target market, distribution strategy, remuneration, marketing, product information, product performance, product design (including wordings), and any feedback received from distributors or policyholders. We also consider sales, claims and complaints data, and risk metrics related to these factors.

Whilst our products have been assessed at an overall level, there may be certain aspects we wish to pick up separately with specific partners, based on the responses to our distribution questionnaire or the information you provided regarding your distribution arrangements. Where we have identified any outliers, we will look to engage brokers individually to discuss next steps.