

## Product: Individual Personal Accident, Sickness & Illness

Manufacturer Information
<p><b>Product information</b></p> <p>The product provides Personal Accident and Sickness cover (herein 'PA') which covers death, loss of eyesight, loss of limbs and temporary/permanent disablement for accidental injuries and/or illness (as defined by the policy).</p> <p>The policy is purchased by individuals seeking to insure themselves for liabilities associated with personal accident and illness, including loss of income.</p> <p>Optional additional extra coverage is available to purchase, covering:</p> <ul style="list-style-type: none"> <li>- Medical &amp; Emergency Travel Expenses;</li> <li>- Evacuation &amp; Repatriation</li> <li>- Personal Baggage;</li> <li>- Business Equipment;</li> <li>- Money;</li> <li>- Passports &amp; Travel Documents;</li> <li>- Cancellation, Curtailment, Rearrangemet &amp; Replacement Expenses ;</li> <li>- Personal Liability, and;</li> <li>- Legal Expenses.</li> </ul> <p>It is noted that each optional additional extras will be subject to their own clauses, conditions, limits and exclusions.</p>
<p><b>Target market</b></p> <p>The product has been designed as a general cover for individuals aged 18-75 engaged in full time employment, seeking to insure themselves for liabilities associated with personal accident and illness, including loss of income.</p> <p>Individuals who purchase PA and related optional additional extras through the Lloyds Market, have often had their risk rejected, or are priced out, by company market insurers who provide mass market propositions for standard risks. Non-standard risks could include individuals engaged in professions which are very difficult to return to following illness/injury compared to e.g. office work, for example surgeons, veterinarians, etc. Other non-standard PA risks that could be sold include those provided for high net worth individuals, or those undertaking particularly high risk activities.</p>
<p><b>Types of customer for whom the product would be unsuitable</b></p> <p>The product is not appropriate for:</p> <ul style="list-style-type: none"> <li>• Entities acting in a commercial / businesses capacity, or that are seeking to insure a group of 'insured persons' i.e. are not an individual, natural person;</li> <li>• Individuals that are under the age of 18 or over the age of 75, or; not engaged in full time employment.</li> </ul>
<p><b>Any notable exclusions or circumstances where the product will not respond</b></p> <p><b>(i) Exclusions:</b></p> <ul style="list-style-type: none"> <li>- War;</li> <li>- Use of pathogenic, poisonous or chemical materials;</li> <li>- Nuclear reaction / radioactive contamination;</li> <li>- Participation in armed forces;</li> <li>- Engaging in flying of any kind other than as passenger. (Note: this exclusion is removed where PA insurances are written for private pilots);</li> <li>- Suicide, self-injury or insanity;</li> <li>- Venereal disease;</li> <li>- Deliberate exposure to exceptional danger;</li> <li>- Criminal Act;</li> <li>- Influence of alcohol or drugs;</li> <li>- Neuroses, psychoneuroses, psychopathies or psychoses, anxiety, stress, fatigue or mental or emotional diseases or disorders of any type.</li> </ul>

**(ia) Other conditions / restrictions on cover:**

- Benefits are only payable for one item under the Schedule for each individual Accident, except for temporary disablement / illness;
- Weekly benefit payments erode the total sum insured /lump sum payable for the same accident / illness i.e. if a weekly benefit is being paid and the insured subsequently dies, the total payable amount will be reduced by amounts already paid as weekly benefit payments;
- An illness which causes loss of sight or disablement by paralysis, which then causes an insured person to die within 12 months of first manifesting, will not trigger a benefit payment;
- Exclusion for insureds who regularly engage in pastimes/activities which materially increase risk (without prior notification and acceptance);
- No cover for pre-existing medical conditions.

**(ii) Limits of liability:**

- The insured selects the scale of benefits that they require for each potential payable benefits ranging from death only, to 100% payouts for all/most accident outcomes.
- This said, it is noted that there is a fixed 0/50/100% payout for death, loss of eye sight and loss of limbs, whereas a weekly benefit payment is applicable for temporary disablement subject to an 'Elimination Period' and maximum benefit period. The elimination period is a period of days/weeks that must expire before weekly benefits become payable by the insurer.

**(iii) Excesses**

There is no policy excess, however other limits of liability are noted under (ii) above.

**Other information which may be relevant to distributors**

This product should be sold in line with FCA regulations and can only be sold by a regulated insurance distributor.

Where Distributor 1 sells this Product via multiple other distributors (via sub-delegation or sub-brokering), it is their responsibility to ensure all distributors have been provided this document, have reviewed it and understand the content. If there is any additional remuneration, including commissions, fees or other 'non-standard' remuneration charged to the customer by other distributors, it is the responsibility of Distributor 1 to inform TMK of these details accurately and in full.

Distributors are expected to fully understand the eligibility criteria, covers and exclusions of the product.

This product can be sold face to face or via telephone or a mix of these methods, as long as customers are provided with sufficient information to make an informed decision regarding the suitability of the product.

**Commission & Fees**

Brokers are reminded of their own regulatory obligations in relation to remuneration under PROD 4.3.6 as well as the requirements to make all necessary disclosures to the customer.

Where there are any fees charged by any member of the distribution chain these should be:

- commensurate with the service provided by the distribution.
- not have an adverse impact on customer value; and
- distributor should ensure that TMKS is made aware of the fee amount and/ or method of calculation.

**How value is assessed**

Value is assessed based on a number of metrics, including underwriting, claims and complaints information as well as through broker engagement.

Remuneration paid as set out in our agreements with distributors has been considered as part of the value assessment.

If additional add-ons (including premium finance) are sold alongside this product or additional remuneration is charged, this may affect the value for the customer.



Further information on our product approval processes can be obtained on request.	
Date Fair Value assessment completed	April 2024
Expected date of next assessment	April 2025