Product: Ports and Terminals

Manufacturer Information
Product information
This product is a specialist insurance product designed specifically for Ports & Terminals written on a Primary and Excess basis. The product will have 3 variations to meet the customers insurance requirements: 1) Port & Terminal Package policy, 2) Stand-alone Port & Terminal Physical damage; and 3) Stand-alone Third-party Port Authority / Terminal Operators Liability.
Target market
The Ports & Terminals product is specifically designed for owners and operators of ports, terminals, and associated operations who require comprehensive insurance solutions for physical assets and operational liabilities. It targets sophisticated commercial entities that manage complex marine infrastructure and value tailored coverage for high-risk environments. Key characteristics include: 1) Business Size & Type: - Mid-sized and large commercial entities operating ports, terminals, and related facilities. - Businesses engaged in cargo handling, storage, and associated marine services. - Entities with significant asset values and operational exposures requiring specialist insurance solutions. 2) Insurance Profile: - Customers seeking cover for: a) Physical loss or damage to port and terminal infrastructure, including machinery breakdown. b) Business interruption resulting from insured events. c) Third-party liabilities, including general marine liability and ship repairers' liability. - Policies offered as: a) Comprehensive Port & Terminal Package. b) Stand-alone Physical Damage cover. c) Stand-alone Third-Party Liability cover. 3) Customer Needs & Behaviours: - Likely to value bespoke coverage tailored to complex operational risks. - Require confidence in claims handling for high-value losses and catastrophic events. - Expect clarity on exclusions and conditions, with appetite for specialist advice from marine insurance experts. - Seek long-term risk transfer solutions aligned with contractual obligations and operational continuity. 4) Geographic Scope: - Distributed in territories where Lloyd's is licensed to operate, including UK, EEA, Australia, and other approved jurisdictions. 5) Distribution Channel: - Sold via regulated brokers with specialist marine expertise, typically through advised sales processes. - Distributed via coverholders, lineslips, open market, and consortium arrangements to ensure access to niche underwriting expertise. 6) Circumstances Where Product Delivers Greatest Value: - For businesses managing large-scale port and terminal operations with significant physical assets and liability exposures.

- Situations requiring comprehensive risk transfer for property damage, machinery breakdown, and third-party liabilities.
- Environments where continuity of operations and financial resilience are critical following major insured events.

Types of customer for whom the product would be unsuitable

This product is not appropriate for:

1) Non-Port or Terminal Operators
   - Entities that do not own, operate, or manage ports, terminals, or associated marine infrastructure.

2) Small Businesses or Microenterprises
   - Customers classified as micro or small enterprises, as the product is designed for mid-sized and large commercial entities with complex operational exposures.

3) Customers Outside Approved Territories
   - Any customer located in jurisdictions where Lloyd's does not hold a license to operate.

4) Customers Seeking Non-Relevant Coverage
   - Businesses requiring insurance unrelated to port or terminal operations, such as general property-only policies or personal lines coverage.

5) Entities Without Significant Asset or Liability Exposure
   - Customers with minimal physical assets or operational liabilities, for whom the comprehensive coverage offered would not represent fair value.

Any notable exclusions or circumstances where the product will not respond

- Chemical and Biological Materials Exclusion
- Radioactive Contamination Exclusion
- Seepage and Pollution
- Terrorism
- War and Terrorism
- Electronic Data
- Asbestos
- Micro-organism
- Nuclear Risk and Nuclear Material Exclusion
- Communicable Disease Endorsement
- Cyber

Other information which may be relevant to distributors

This product is permitted for sale via the following distribution chain:

- Lloyd's Broker;
- Coverholders
- Wholesale Broker
- Retail Broker

No further distributors in the chain are permitted without TMKS' approval. Any such approval will include consideration of their impact on product value.

Where Distributor 1 sells this Product via multiple other distributors (via sub-delegation or sub-broking), it is their responsibility to ensure all distributors have been provided with 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.

This product should be sold in line with FCA regulations and can be sold with & without advice by a regulated insurance distributor.

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

This product can be sold face to face, via telephone or electronic communication 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

If there is a coverholder in the chain, they are expected to ensure that maximum commission rates do not exceed those stipulated within the Binding Authority Agreement.

The coverholder is expected to maintain oversight of all broker commissions (where applicable) and, where there may be a risk to product value, remedial action should be taken immediately including notification to Tokio Marine Kiln.

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 and coverholder 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	October 2026
Expected date of next assessment	October 2027