

## Product: Loss Recovery Ireland – Private Clients

Manufacturer Information	
<b>Product information</b>	
<p>Loss Recovery Insurance is an insurance policy that provides and pays for the cost of an expert loss adjuster to help policyholders prepare, negotiate and settle their claims. The product is sold alongside a homeowners' property insurance policy as an add-on (this is through a separate insurer, not TMK) in Republic of Ireland.</p> <p>The Loss Adjuster provides strategic advice about how to manage an insurance claim, assisting in the preparation and submission of a claim to insurers, advising as to what other professionals might be needed in the reinstatement process, and thereafter seeking to negotiate a settlement on behalf of the policy holder. There is no limit to the amount and/or length of time required assisting with the preparation of the claim.</p> <p>This product is for an individual's home and not for a business. This insurance policy provides and pays for the cost of an expert loss adjuster to help policyholders prepare, negotiate and settle their claims. There is no limit to the amount and/or length of time required assisting with the preparation of the claim.</p>	
<b>Target market</b>	
<p>The product is suitable for private property owners (individuals) in the Republic of Ireland who buy an underlying home insurance policy via an insurance broker.</p> <p>This product attaches to the underlying home insurance policy and offers claims preparation costs insurance in the event the Insured experiences a claim on their property policy. This product is therefore suitable for customers who feel they would benefit from the expertise of a loss assessor working on their behalf to manage their property claim.</p> <p>The product is for customers with homeowner property insurance policies covering properties located in the Republic of Ireland.</p>	
<b>Types of customer for whom the product would be unsuitable</b>	
<p>The product is for customers who feel they would benefit from property claim preparation costs insurance and would therefore not be suitable for non-property customers.</p> <p>This product is not suitable for:</p> <ul style="list-style-type: none"> <li>- Customers who do not have an underlying homeowners' property policy.</li> <li>- Any commercial client.</li> <li>- Any customer outside of the Republic of Ireland</li> <li>- Anyone who would not benefit from the expertise of a loss assessor working on their behalf to manage their home insurance property claim.</li> </ul>	
<b>Any notable exclusions or circumstances where the product will not respond</b>	
<p><b>Eligibility</b></p> <p>Cover must be sold alongside a domestic building and/or contents policy.</p> <p><b>Notable Exclusions</b></p> <ul style="list-style-type: none"> <li>- Claims where the loss incurred is less than 6,000 EUR.</li> <li>- Uninsured losses</li> <li>- Subsidence, landslip or heave claims</li> <li>- Losses incurred outside of the UK</li> <li>- Personal injury, product, public or employers' liability claims</li> <li>- Losses arising out of communicable diseases</li> <li>- Terrorism</li> <li>- Cyber</li> </ul>	

**Limits of Liability**

29,520 EUR per loss adjusted

All Limits inclusive of VAT at the prevailing rate.

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

The product is only available for purchase as an add-on to a domestic building and/or contents policy.

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

- Lloyd's Broker;
- a delegated authority arrangement with a coverholder; and
- by brokers which have been approved by the coverholder as suitable distributors for the target market.

No further brokers in the chain are permitted without the coverholders prior 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 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 local 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**

The coverholder is expected to ensure that maximum commission rates do not exceed those stipulated within the Binding Authority Agreement.

Brokers can select commission rates from a range set by the coverholder, so that remuneration can be aligned to their own distribution costs. The maximum commission rate set cannot be exceeded.

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

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

Distributors are not permitted to charge fees attributable to the sale of this product.

**How value is assessed**

Value is assessed based on a number of metrics, including underwriting, claims, complaints information, customer feedback 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 2024
Expected date of next assessment	July 2026