



Product: Group Personal Accident, Sickness & Illness

Manufacturer Information

Product information

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).

The policy is purchased, generally by businesses/employers, to cover individuals who are named in the Policy Schedule. The benefit payout ultimately covers the customer's liability to pay a benefit to the employee, per the terms of their employee benefits package / contract of employment, or; is used by the customer to indemnify itself against costs incurred to hire replacement staff.

Optional additional extra coverage is available to purchase, covering:

- Medical & Emergency Travel Expenses;
- Evacuation & Repatriation
- Personal Baggage;
- Business Equipment;
- Money;
- Passports & Travel Documents;
- Cancellation, Curtailment, Rearrangement & Replacement Expenses ;
- Personal Liability, and;
- Legal Expenses.

It is noted that each optional additional extra will be subject to its own clauses, conditions, limits and exclusions.

Target market

This product is specifically designed for businesses and organisations that wish to provide financial protection for employees or members in the event of accidental injury or illness. It supports employers in meeting their duty of care and managing workforce risk, while offering employees peace of mind through defined benefits. Key characteristics include:

(1) Business Size & Type:

- Suitable for a wide range of organisations:
 - a) Micro enterprises, SMEs, mid-sized commercial entities, and large corporates.
 - b) Can also apply to group policies with individual beneficiaries (e.g., trade associations or membership organisations).
- Commonly purchased by employers across diverse industries, including professional services, manufacturing, and public sector.

(2) Insurance Profile:

- Provides Personal Accident and Illness cover for named employees under a group policy.
- Benefits include:
 - a) Lump sum payments for death, loss of sight, loss of limbs, permanent total disablement.
 - b) Weekly benefits for temporary total or partial disablement.
- Optional extensions available (e.g., medical expenses, evacuation & repatriation, personal baggage, business equipment, legal expenses).
- Policyholder selects benefit levels and optional extras to suit workforce needs.

(3) Customer Needs & Behaviours:

- Employers seeking:
 - a) Employee welfare enhancement as part of benefits packages.
 - b) Financial indemnity for costs incurred due to staff absence or replacement hiring.
- Likely to value:
 - a) Clear, non-complex cover aligned with standard market wordings.
 - b) Flexibility to tailor benefits and add optional extensions for travel or specialist risks.
- Employees benefit from peace of mind knowing they have protection for serious injury or illness.


(4) Geographic Scope:

- Distributed globally where Lloyd's is licensed, including UK, EEA, and selected international markets.

(5) Distribution Channel:

- Sold via Coverholders, Lineslips, and Open Market placements.
- Both advised and non-advised sales processes, typically through regulated brokers with expertise in group PA products.
- Distribution supported by Lloyd's brokers and retail brokers ensuring suitability checks.

(6) Circumstances Where Product Delivers Greatest Value:

- When an employer needs to:
 - a) Provide financial security for employees as part of a benefits package.
 - b) Mitigate operational disruption caused by employee injury or illness.

Particularly valuable for:

- Organisations with employees in higher-risk roles or frequent travel.
- Organisations seeking cost-effective group cover rather than individual policies.

This product appeals to businesses and organisations that prioritise employee welfare and operational resilience, offering structured financial protection for accidental injury or illness under a flexible group policy framework.

Types of customer for whom the product would be unsuitable

The Group Personal Accident & Illness product is designed for businesses and organisations purchasing cover for employees under a group policy. It would not be suitable for:

(1) Individual Consumers

- Private individuals seeking personal accident or illness cover.

(2) Organisations Requiring Highly Specialised Cover

- Professions or industries where tailored solutions are available (e.g., loss of licence cover for pilots, specialist sports cover).
- Customers needing bespoke risk protection beyond standard PA/illness benefits.

(3) Groups Including Ineligible Individuals

- Policyholder groups seeking to insure:
 - (a) Persons under 18 or over 75.
 - (b) Individuals not in full-time employment, except where specifically agreed for family extensions (spouses/children) under additional terms.

(4) Customers Expecting Comprehensive Health or Income Protection

- Businesses or organisations requiring cover for individuals for:
 - (a) Full medical expense coverage beyond optional extensions.
 - (b) Long-term income protection or private health insurance.

(5) Customers in Restricted Territories

- Any entity domiciled in jurisdictions where Lloyd's is not licensed.

Any notable exclusions or circumstances where the product will not respond
(i) Exclusions:

- War;
- Use of pathogenic, poisonous or chemical materials;
- Nuclear reaction / radioactive contamination;
- Participation in armed forces;
- Engaging in flying of any kind other than as passenger. Note: this exclusion is removed where PA insurances are written for Aviation professions.
- Suicide, self-injury or insanity;
- Venereal disease;
- Deliberate exposure to exceptional danger;
- Criminal Act;



- Influence of alcohol or drugs;
- Neuroses, psychoneuroses, psychopathies or psychoses, anxiety, stress, fatigue or mental or emotional diseases or disorders of any type.

(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;
- Fraud.

(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 eyesight 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 can be sold with or without advice in line with FCA regulations or local regulations if the distributor is regulated outside of the UK.

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

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	April 2026
Expected date of next assessment	April 2027