

Product: Loss Recovery Embedded Commercial UK

Manufacturer Information

Product information

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 in conjunction with a separate property insurance policy (sold through a separate insurer).

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.

Lorega 10

Provides telephone assistance of the loss adjuster for up to a maximum of 10 hours. The fees are calculated on an hourly basis.

Target market

The Loss Recovery Embedded Commercial UK product is specifically designed for UK-based commercial property owners who purchase their property insurance through an insurance broker. It targets businesses that value expert support in managing complex claims processes. Key characteristics include:

1. Business Size & Type:
 - Micro enterprises, small businesses, and mid-sized commercial entities operating in the UK.
2. Insurance Profile:
 - Customers who hold commercial property damage and/or business interruption insurance.
 - The product is embedded within the underlying property policy, forming an unbreakable bundle, and is not sold standalone.
3. Customer Needs & Behaviours:
 - Likely to value speed, expertise, and strategic advice during the claims process, especially following significant property damage events.
 - Businesses that want strategic advice and hands-on support from a Chartered Loss Adjuster, including:
 - a) Preparing and presenting claims to insurers.
 - b) Advising on additional professionals needed for reinstatement.
 - c) Negotiating settlement on behalf of the policyholder.
4. Geographic Scope:
 - UK-only distribution, aligned with Lorega's loss adjuster network coverage.
5. Distribution Channel:
 - Sold via insurance brokers, through both advised and non-advised processes, ensuring suitability checks even when advice is not provided.
6. Circumstances Where Product Delivers Greatest Value:
 - Following significant property damage or business interruption events where claims exceed £5,000.
 - Situations where timely and accurate claim preparation can accelerate recovery and minimise financial impact.

This product appeals to customers seeking peace of mind and professional advocacy during claims, particularly those who may lack in-house expertise to manage complex insurance negotiations.


Types of customer for whom the product would be unsuitable

The Loss Recovery Embedded Commercial UK product is not suitable for:

1. Non-Property Insurance Customers
 - Businesses without commercial property damage or business interruption insurance.
 - Customers whose insurance needs do not include property-related risks.
2. Personal or Non-Commercial Use
 - Individuals acting outside their trade, business, or professional capacity.
 - Domestic or consumer-only clients (this product is designed for commercial entities).
3. Geographic Restrictions
 - Customers with property located outside the UK.
 - Risks domiciled outside the UK market.
4. Low-Value or Excluded Claims
 - Customers whose claims are likely to fall below £5,000.
 - Businesses exposed primarily to risks excluded under the policy, such as:
 - a) Liability, Marine, Aviation, Motor, Personal Injury
 - b) Subsidence, Landslip, Heave
 - c) Uninsured losses, Communicable Diseases, Terrorism, Cyber.
5. Customers with In-House Expertise
 - Businesses that already have dedicated claims management teams or in-house loss adjusters and therefore do not require external claims preparation support.

This product may be less suitable for:

1. Large commercial enterprises
 - Typically have in-house claims management expertise and may not require external loss adjuster support.

Any notable exclusions or circumstances where the product will not respond
Eligibility

Must be covered by a commercial buildings insurance which is valid and enforceable at the time of the insured event and for which the premium has been paid.

Notable Exclusions

- Claims where the loss incurred is less than £5,000 or the policy excess.
- Losses incurred outside of the UK
- Uninsured losses
- Subsidence, landslip or heave claims
- Personal injury, product, public or employers' liability claims
- Losses arising out of communicable diseases
- Terrorism claims
- Cyber claims

Limits of Liability

Lorega 10 - GBP 600 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 embedded within a commercial property 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 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, broker portal 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.

Net pricing is authorised however the fees and charges, in lieu of commission, must not exceed the amount of commission which would have been earned.

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 under PROD 4.3.6 as well as the requirements to make all necessary disclosures to the customer.

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	March 2026
Expected date of next assessment	September 2026