

# DUAL AURUM High-Net Worth Home

## Fair Value Assessment

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### Target Market and Product Information

This information is for **broker use only** and **not intended for customer use**.

<b>Product Name:</b>	Aurum High Net Worth Home	
<b>Status:</b>	New Product Development	<input type="checkbox"/>
	Existing Product Refresh	<input checked="" type="checkbox"/>
	Product Change	<input type="checkbox"/>
	Other	<input type="checkbox"/>
<b>Live Date:</b>	This product is an existing DUAL AURUM product, available for new business and renewals.	
<b>Product Type Description:</b>	<p>Our bespoke high net worth and ultra-high net worth home insurance is written with the needs of every individual in mind.</p> <p>We offer:</p> <ul style="list-style-type: none"> <li>— Comprehensive cover for buildings, contents and valuables</li> <li>— Inclusive cover for liability, family legal expenses, home emergency and lifestyle protection cover</li> <li>— Optional travel cover</li> </ul>	
<b>Characteristics and features of the product:</b>	<p>Each and every risk is individually underwritten to provide the client with the best solutions to their insurance needs. Our policy wordings are designed to avoid any gaps in cover and provide comprehensive coverages enabling a smooth, simple process should the client have to make a claim.</p> <ul style="list-style-type: none"> <li>— Comprehensive agreed value cover</li> <li>— Unlimited alternative accommodation</li> <li>— Building works covered upto £150,000</li> <li>— £10,000 large loss excess waiver</li> <li>— Market appreciation cover for valuables</li> <li>— Generous single article limits for valuables</li> <li>— Lifestyle protection cover</li> <li>— Optional travel cover – £10,000 Cancellation and Curtailment per person, up to 90 days per trip.</li> </ul>	

## Target Market:

### Who is this product designed for?

Our target market includes:

- Premiums £2,500 and above (£1,500 for contents and valuables only risks)
- Sums insured up to £25m per location
- Affluent clients aged 30 and above
- Clients with large collections of valuables
- UK properties and European second homes

### Who is this product not designed for?

- Buildings only or buildings heavy risks
- Clients with adverse convictions or profile
- Poor claims histories.

### Vulnerable Customers:

Broker Guidance: You should also ensure that you assess the presence of vulnerable customer characteristics and verify the suitability of the product, should they arise.

### Did any vulnerable customer characteristics present themselves as risks during the development of the product?

- |  |                                     |
|--|-------------------------------------|
| <b>Health</b> – Conditions that affect ability to carry out day-to-day tasks | <input type="checkbox"/>            |
| <b>Life events</b> – Such as bereavement, job loss or relationship breakdown | <input type="checkbox"/>            |
| <b>Resilience</b> – Low ability to withstand financial or emotional shocks   | <input type="checkbox"/>            |
| <b>Capability</b> – Low knowledge of financial matters or low confidence     | <input type="checkbox"/>            |
| <b>None of the Above</b>   | <input checked="" type="checkbox"/> |

### DUAL's Role:

- |                 |                                     |
|-----------------|-------------------------------------|
| Manufacturer    | <input type="checkbox"/>            |
| Co Manufacturer | <input checked="" type="checkbox"/> |
| Distributor     | <input type="checkbox"/>            |

### Distribution Channel(s):

- |   |                                     |
|---|-------------------------------------|
| Broker (Open Market)                                | <input checked="" type="checkbox"/> |
| Broker (Single broker or Platform)                  | <input type="checkbox"/>            |
| Direct to Commercial Client (define size of client) | <input type="checkbox"/>            |
| Direct to Consumer                                  | <input type="checkbox"/>            |
| Other   | <input type="checkbox"/>            |

### Distribution Method(s):

- |                         |                                     |
|-------------------------|-------------------------------------|
| Face-to-Face ['F2F']    | <input type="checkbox"/>            |
| Telephone               | <input type="checkbox"/>            |
| Online Journey          | <input type="checkbox"/>            |
| Webchat                 | <input type="checkbox"/>            |
| Postal                  | <input type="checkbox"/>            |
| Email                   | <input type="checkbox"/>            |
| <b>Advised Sale</b>     | <input type="checkbox"/>            |
| <b>OR</b>               |                                     |
| <b>Non-Advised Sale</b> | <input checked="" type="checkbox"/> |

### Summary of Product Testing:

This product has been tested in the existing market. This is an established product with a long history of demand, and as such, is deemed to meet the needs of this particular market

<b>Product Review Process:</b>	This product was last reviewed and approved through DUAL’s Product Oversight and Governance [POG] arrangements on <b>year-end 2022</b> . This product is next due for review through DUAL’s POG in <b>year-end 2023</b> , unless there is a significant change to the product.
<b>Risks and Cost:</b>	The <b>risks</b> and <b>costs</b> has been reviewed through DUAL’s POG, as part of the product development process. You should ensure that, in assessing the suitability of the product, that you identify the risks posed to the insured, and that all costs associated are appropriate to their needs.
<b>Product Value:</b>	Product Value is the relationship between the overall price to the customer and the quality of the product(s) and or services provided. <b>DUAL considers that this product provides fair value to customers in the target market considering all the data available to us, including the pricing model used to calculate the risk. We consider this product to be fair value for the foreseeable future.</b> You should be satisfied that, in offering this product, it meets the fair value expectations. Should you become aware of any information that leads you to believe the product is not offering fair value, please contact DUAL without delay.
<b>Conflicts of Interest:</b>	DUAL has identified no conflicts of interest in the manufacture, underwriting and distribution of this product. On occasions where a conflict of interest is identified, they are properly disclosed, managed and reported. Should you become aware of any information that leads you to believe a conflict of interest may be present, please contact DUAL without delay.

## DUAL Product Oversight and Governance Arrangements

Following the implementation of the Insurance Distribution Directive [‘IDD’] on 1st October 2018 and the Pricing Practices changes from 1st October 2021 and 1st January 2022, this document outlines DUAL’s approach to Product Oversight and Governance to demonstrate the way we design, monitor, review and distribute our insurance products.

### Why are we telling you this?

As part of the regulatory framework DUAL adheres to, we are informing you of the product governance arrangements we have in place for designing, monitoring, reviewing, and distributing of this product. The key areas outlined cover the various processes we have in place to monitor our products as well as the information we may require from brokers/coverholders (distributors) throughout the lifecycle of a product.

### Product Development Process

The product development process has been designed to ensure that we have a consistent approach to the development of new products, or significant revisions to existing products.

### Product Review Process

The product review process ensures that those already within the market continue to be designed in a way that meets the needs of the target market and offers fair value to consumers.

This document confirms the target market, product information and has been assessed as having Fair Value using MI relating to the following:

- Nature of the product and the coverage provided
- Cancellation rates
- Claims volumes, declination rates and average claims pay out
- Loss ratios
- Customer feedback including complaint volumes and root cause analysis
- Pricing model and the total acquisition costs including commissions and other distributor remuneration
- The reasonableness of any admin and/or cancellation fees
- Suitability of the distribution strategy

### **Information for brokers and other distribution partners**

As we carry out these reviews, we may request information from brokers/coverholders to be able to evidence that our products are being distributed as intended - examples of this could be evidence that the product has been sold to the right target market or complaints received relating to the product. In most instances we will hold this data already on our systems, but there will be occasions when we may request it from relevant brokers. We will endeavour to provide adequate notice where we seek this information from you.

### **Further Information**

If you have any questions, please contact your DUAL representative.