

## PRODUCT GOVERNANCE AND FAIR VALUE ASSESSMENT

Camberford Underwriting is committed to conducting its business in a fair, honest and open manner and we ensure that we have appropriate product oversight and governance systems and controls in place to offer products that have been assessed as providing fair value to customers that are within the appropriate target market.

This summary document has been created to fulfil our responsibilities under fair value regulations. This document should not be used as a sales or marketing tool. The client facing broker must act in the best interests of each customer individually when deciding whether to recommend a particular policy or not.

### Product Information

<b>Product</b>	<p>We provide two products for Domiciliary Care Service Providers :</p> <ul style="list-style-type: none"> <li>• Domiciliary Care Services Providers (Ascot Liability Section) Combined Insurance</li> <li>• Version DomCare Ascot Liability IA v2 13/12/2022</li> </ul> <p>Our rationale for providing two product versions, and key differences between them is contained in the document 'Important Information (Domiciliary Care By Camberford Underwriting)'.</p>
<b>Policy Wording</b>	Domiciliary Care Services
<b>Version Number</b>	IA v2 13 12 2022

### Assessment

<b>Most Recent Review</b>	March 2025	
<b>Product Type</b>	Combined (multi-class) Policy containing Sections for Property and Business Interruption, Legal Liability, Directors and Officers Liability and Legal Expenses.	
<b>Co-manufacturers</b>	<b>Product Section</b>	<b>Capacity Providers</b> <i>Each customer specific quotation and schedule document clearly identifies the Insurer/Underwriter applicable for each section.</i>
	<b>Property and Business Interruption:</b>	<ul style="list-style-type: none"> <li>• Ascot Underwriting Limited on behalf of Syndicate 1414 at Lloyd's Of London</li> <li>• HCC International Insurance Company plc (HCCI) t/a Tokio Marine HCC</li> </ul>
	<b>Legal Liability:</b>	<ul style="list-style-type: none"> <li>• Ascot Underwriting Limited on behalf of Syndicate 1414 at Lloyd's Of London</li> </ul>
	<b>Directors and Officers Liability:</b>	<ul style="list-style-type: none"> <li>• W/R/B Underwriting on behalf of W. R. Berkley Lloyd's Syndicate 1967</li> </ul>
	<b>Legal Expenses:</b>	<ul style="list-style-type: none"> <li>• Arag plc who is authorised under a binding authority agreement to administer this insurance on behalf of the Insurer</li> </ul>
<b>Territorial Limits</b>	For Proposers situated in England, Wales, Scotland, The Isle of Man and The Channel Islands	
<b>Target Market</b>	<ul style="list-style-type: none"> <li>• Commercial Customers providing Domiciliary Care Services.</li> <li>• Policyholders based, and regulated, in the United Kingdom, Isle of Man or Channel Islands.</li> </ul>	
<b>Outside Target Market</b>	<ul style="list-style-type: none"> <li>• Other Classes of insurance.</li> <li>• Proposers domiciled, registered or based outside of the UK, Isle of Man and Channel Islands.</li> <li>• Other trades and activities.</li> <li>• Service User's sectioned under the mental health act – or similar.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Service Users that are known arsonists or sex offenders.</li> <li>• Care Homes.</li> <li>• Recruitment Consultants.</li> </ul>
<b>Characteristics of the product aimed at meeting the needs of the target market</b>	<p><b>Cover Sections Available:</b></p> <ol style="list-style-type: none"> <li>1. Property &amp; Business Interruption</li> <li>2. Legal Liability</li> <li>3. Directors &amp; Officers Liability</li> <li>4. Legal Expenses</li> </ol> <p><b>Add Ons:</b> There are no add-on covers available to purchase separately under this product.</p> <p><b>Optional Covers</b></p> <ul style="list-style-type: none"> <li>• Whilst it is expected that Public/Products Liability coverage will be purchased, the Sections of the product are available optionally – designed to allow proposers and intermediaries to select to suit requirements.</li> <li>• A Malpractice, Treatment and Professional Liability extension to the Public Liability Sub-Section is available for the Ascot Liability product version. Similarly, the Markel Liability product version has an extension for Professional Liability Including Malpractice available.</li> </ul> <p><b>Key Exclusions &amp; Limitations</b></p> <ul style="list-style-type: none"> <li>• Limits of Liability or Sum Insured apply throughout the Product.</li> <li>• There are conditions which are precedent to Insurer’s liability. These oblige the policyholder to act in a certain way or stipulate a contingency upon which the validity of the Policy or a claim depends.</li> <li>• The Legal Liability Section premium is minimum and deposit - calculated from estimates provided (for example: wages, turnover and/or employee numbers). An additional premium may be due if the actual figures exceed estimates.</li> </ul>
<b>Distribution Strategy</b>	<p>This product is intended for distribution via FCA authorised brokers only.</p> <p>Brokers must be approved by us and enter into our standard format TOBA. Our preferred method of agreeing TOBAs is via REG. Brokers may access this product via our website enquiry forms or by submitting information by email to our relevant team.</p> <p>Sub- broking is not permitted.</p>
<b>Commission</b>	<p>We will agree a commission rate with each distributor. All distributors should be able to demonstrate that commission received bears a reasonable relationship to the actual costs of their contribution/level of involvement or benefit added by them to the distribution arrangement. We may ask you to justify your commission rate and if we are not satisfied that it is appropriate we may seek to amend it.</p>
<b>Other Remuneration</b>	<p>We will charge an Underwriting Fee on any new business or renewal policy taken up. Full details regarding our fees can be found within the quote and issue cover Schedule Statement of Fact. We review our fees annually to ensure that they remain appropriate.</p> <p>We may ask you provide details of other remuneration you earn in connection with the sale of our policy. This includes any fees, premium finance earnings, earning from non-insurance products or add-ons sold alongside our policy.</p> <p>You must ensure that your arrangements are consistent with FCA rules on conflicts and incentives. You should review all remuneration arrangements at least annually and share the outcome of that review with us on request.</p>

<p><b>Fair Value Review</b></p>	<p>Our product governance process requires a full review of all products at least annually to determine if the product offers fair value to the end customer, including leaseholders. These reviews consider the target market, distribution strategy, remuneration, marketing, product information, product performance, product design and feedback from distributors and customers.</p> <p>We also monitor conversion rates, renewal retention, cancellations, loss ratios, claims and complaints as part of this review process.</p> <p>We are satisfied that the product offers fair value to its intended Target Market subject to distributors</p> <ul style="list-style-type: none"> <li>• not charging customers additional amounts over and above the gross premium plus underwriting fees quoted by us without first determining that they do not have a detrimental effect on the value of the product.</li> <li>• Ensuring that no duplicate cover exists or is caused by an add-on where that cover is already provided by the policy</li> </ul>
<p><b>Customers for whom the product is not expected to provide fair value</b></p>	<p>This product would not be expected to provide fair value to policyholders/risks that fall outside the Target Market.</p>
<p><b>Relevant documents available</b></p>	<ul style="list-style-type: none"> <li>• Policy Wording</li> <li>• Policy Summary</li> </ul> <p>Please contact <a href="mailto:product.governance@camberford.com">product.governance@camberford.com</a> for samples.</p>

### Providing Feedback and Product Training

We welcome any feedback from our distributors on the performance of our products. All feedback will be considered in our next product review.

If you believe that your staff would benefit from additional training on this product, please let us know.



**t: 020 8315 5000    w: [camberford.com](http://camberford.com)**

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