



DUAL Financial Lines Insurance – D&O

Fair Value Assessment

Target Market and Product Information

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

Product name:	FINANCIAL LINES INSURANCE	
Status:	New Product Development	<input type="checkbox"/>
	Existing Product Refresh	<input checked="" type="checkbox"/>
	Product Change	<input type="checkbox"/>
	Other	<input type="checkbox"/>

Live date: This product is an existing DUAL Financial Lines product, available for new business and renewals.

Product type description: DUAL's Financial Lines team offer multi-line products across broad industry sectors. Our underwriters are based in our London and Manchester offices and have a wealth of experience underwriting a blend of financial and commercial risks on both Lloyd's and non-Lloyd's binders.

The product is a legal course policy that is triggered upon receipt of allegation.

Characteristics and features of the product:

- Commercial D&O
 - Financial institutions PI/E&O
 - Bankers blanket bond/computer crime
 - Financial institutions D&O
 - Commercial crime
 - Fund D&O
 - Commercial employment practice liability
 - Public Offering Securities Insurance (POSI)
 - Pension trustee liability
 - Run-off cover
 - Side A DIC D&O
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Target market

Who is this product designed for?

- All commercial D&O risks
- Asset managers and their funds including hedge fund managers, private equity managers, venture capital, real estate managers and wealth managers
- Standalone fund cover
- Retail and commercial banks
- Local bank branches
- Building societies
- Insurance companies
- Stockbrokers
- Global currency exchanges and money markets
- Credit unions and other SME lenders
- Selective crypto currency risks.

Who is this product not designed for?

The product is unsuitable for consumers, and also

- Hotels (in current post-covid environment, premiums would be too high to give fair value to end insured)
- D&O for publicly quoted "hi-tech", telecommunications, pharmaceutical or biotechnology companies where the limit is greater than USD3m /GBP3m/EUR3m
- Business for companies principally involved in the sale and manufacture of tobacco.
- D&O for pharmaceutical manufacturers with any form of listing on any USA securities exchange.
- New policies (not being renewals of existing risks) for
 - coal extractors where thermal coal (ie, coal mined to generate electricity) exceeds 10% of the Insured's production by metric ton / tonne or revenue.
 - power generation companies where coal as an energy source exceeds 10% of the Insured's production by megawatt or revenue.
 - cannabis lobbying groups, growers, cultivators, processors, manufacturers, testing labs, wholesalers, distributors and dispensaries of any cannabis products that contain a concentration of tetrahydrocannabinol which is illegal under local law and which can be ingested, inhaled or topically applied. This exclusion does not apply to cannabis products manufactured lawfully for medical purposes under a license, hulled hemp seed, hemp seed protein powder or hemp seed oil.
 - manufacturers of firearms (including firearm accessories, parts and components, grenades and grenade launchers) where the products are sold to the public, firearm lobbying groups, or those whose business is the writing or production of firearm advertisements or publications.
- D&O for commercial companies that, according to their most recent report and accounts, have subsidiaries located in the USA or Canada with assets of more than USD 100,000,000 or 25% of the consolidated assets of the insured in the USA. Exclusion AA will not apply to any risk subject to a tacit renewal, or to a fast-track renewal process where the coverholder does not usually request re-confirmation of fee income from US offices, which risk had an original inception date prior to 01/10/2011.
- New policies (not being renewals of existing risks) with known thermal coal-fired plants, thermal coal mines, oil sands and Arctic energy exploration activity.

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?

- Health – Conditions that affect ability to carry out day-to-day tasks
- Life events - Such as bereavement, job loss or relationship breakdown
- Resilience – Low ability to withstand financial or emotional shocks
- Capability –Low knowledge of financial matters or low confidence
- None of the Above

DUAL’s role:

- Manufacturer
- Co Manufacturer
- Distributor

Distribution channel(s):

- Broker (Open Market)
- Broker (Single broker or Platform)
- Direct to Commercial Client (define size of client)
- Direct to Consumer
- Other

Distribution method(s):

- Face-to-Face [‘F2F’]
- Telephone
- Online Journey
- Webchat
- Postal
- Email
- Advised Sale **OR Non-Advised Sale**

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

Product Review process:

This product was last reviewed and approved through DUAL's Product Oversight and Governance [POG] arrangements in **year-end 2024**

This product is next due for review through DUAL's POG in **year-end 2025**, unless there is a significant change to the product.

Risks and cost:

The **risks** and **costs** 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.

Product value:

Product Value is the relationship between the overall price to the customer and the quality of the product(s) and or services provided.

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.

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.

Conflicts of interest:

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 1 October 2018 and the Pricing Practices changes from 1 October 2021 and 1 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.