

Product Value Information – MBI 2024

Insurer name	IQUW Syndicate Management Limited t/a ERS
Broker name	ERS Motor Broker Panel
Product name	Motor Breakdown Insurance (MBI)
Class of business	UK Motor
Date of assessment	October 2024
Fair value	IQUW have put in place a process to ensure that all their products and the service provided are subjected to regular scrutiny to meet the needs of their customers. The table below details the activities that have been undertaken to ensure this product provides fair value to our customers.

Manufacturer Information

Product information
<p>This product has been subject to the Insurer’s Product Governance process and has been reviewed and signed off by our Product Oversight Group (POG) committee as representing fair value to our mutual customers. As a minimum the product review covered the following topics:</p> <ol style="list-style-type: none">1. Coverage offered across all the schemes for the product.2. Benchmarking across the motor insurance market (a minimum of 3 competitors)3. Identification of strengths and weaknesses4. Adherence to regulatory standards and laws5. Review of all supporting insurance documentation6. Product volume and average premiums against underwriting plans7. Cancellation reasons and quantitative information8. Claims performance (complaints, frequency, average claims costs, etc.)9. Claims declinature and indemnity referrals10. Output from broker conduct risk and Coverholder audits11. Consideration of the selection and appropriateness of the brokers and distribution channel(s)12. Financial Crime13. Vulnerable customers considered to ensure treated correctly and no poor outcomes. <p>Quarterly attestations are also carried out to assess ongoing issues and any upcoming changes.</p> <p>Breakdowns are handled by Call Assist Ltd. Complaints are handled in-house by the Insurer.</p> <p>Where there has been a significant change or amendment, the change has been assessed via the product review process.</p> <p>This product is offered to customers in the United Kingdom, which covers England, Scotland, Wales, and Northern Ireland.</p> <p>The product runs for a duration of 12 months and renewal notices issued in accordance with local regulations.</p>



Target Market

Whether it's a horsebox that gets stuck in the mud or a classic car that breaks down on route to a show, our specialist breakdown insurance has everything covered.

We can even send out a charging van so your electric vehicle customers can make it to the next charging point.

Vehicles we can cover:

- Private Car
- Classic and Prestige vehicles
- Motorcycle / Specialist bikes
- Light Commercial Vehicles
- Commercial Vehicles
- Motorhomes
- Horsebox and Horse Trailer
- Taxi
- Minibus

Types of customers for whom the product would be unsuitable

Agricultural vehicles over 44,000kg

Light Commercial Vehicles over 3,500kg

Commercial Vehicles – Gross vehicle weight below 3,501kg and above 7,500kg

Any vehicle type not listed in the above section

Any notable exclusions or conditions where the policy will not respond

- Standard market exclusions apply (as per document version – MBI STD 1122)
- For Roadside Assistance - Breakdowns within ¼ mile from home
- Any resultant damage or failure of any parts caused by misfuelling.
- For Roadside & Recovery – Overnight accommodation if the vehicle is a minibus.
- For European Breakdown – Any cover if the vehicle has been out of the United Kingdom for more than 60 consecutive days or more than 90 days in total.
- For European Breakdown – Cover purchases less than 10 days before your planned trip

Other Information for Distributors

Complaints contact details: **0345 268 0279** or complaints@ers.com

Claims and windscreen contact details: **0330 123 5992**

This product adheres to ERS policy for the fair treatment of customers with vulnerabilities.

Within our review we have considered the needs of vulnerable customers and awareness of vulnerability was demonstrated with reasonable adjustments made to accommodate.



Distributor Information

Total commissions	The broker or intermediary receives a commission payment from ERS, expressed as a percentage of the gross premium (excluding IPT). ERS pay a commission level that is commensurate with market ranges and is considered fair and appropriate and will be part of the TOBA or Binding Authority Agreement.
Insurer fees	ERS do not apply additional fees to our products.
Broker fees	ERS expects that for this product the broker fees should be no higher than £75 for any transaction and the broker should notify ERS where this is exceeded. This is only considered for risks where the policy holder meets the FCA's definition of a consumer, micro-enterprise, or Small Medium Enterprise (SME)
Distribution Strategy	Motor Breakdown product is sold via specialist brokers. Brokers undergo a strict validation process and must submit an annual Fair Value Assessment to ensure they are offering Fair Value; no concerns have been noted for the broker trading in this product.

Fair Value

Assessment summary	There is clear evidence within the Product Review that this product is being sold to the intended target market and a quantitative analysis of the policy and claims data confirms the product is offering Fair Value. We therefore determine this product is meeting the needs of the target market and enabling them to meet their financial objectives.
Date of product review conducted	October 2024
Expected date of next assessment	Q4 2025