



## COMMERCIAL VEHICLE

As a manufacturer, we will provide you with appropriate information to support you in conducting an assessment of the product. This information is not intended for end client use.

This document sets out appropriate information in respect of:

- The insurance product(s)
- The identified target market for the insurance product(s), and
- The product approval and review process

This document is intended to provide you with appropriate information to support you in:

- Understanding the insurance product(s) and their intended value
- Understanding the identified target market for the insurance product(s)
- Understanding who the insurance product(s) is not compatible for
- Carrying out distribution activities for the relevant insurance products in accordance with the best interests of your customers; and
- Distributing the product(s) appropriately to the identified intended target market

## SECTION ONE - PRODUCT FEATURES AND CHARACTERISTICS

In this section we set out the main product features and benefits. Please refer to the Policy wording for the full terms and conditions.

### Cover

This is a Commercial Vehicle product aimed at non-standard segments of the insurance market including customers with prior claims and convictions.

Legal liability to third party vehicles or property arising from the use of the insured vehicle is covered up to a maximum of £2 million and compensation for death or injury is unlimited.

The product has a 3\* Defaqto rating.

Cover is explicit in the policy documentation and transparent to the customer.

### Excesses

Voluntary excess amount can be selected by the policyholder in line with their financial requirements. Compulsory excesses are set according to the policy cover level, drivers age and vehicle type and value. Compulsory excesses represent an appropriate compromise between cost and value and are not out of step with similar products. Excesses are clearly set out in the policy documentation.

## SECTION TWO – TARGET MARKET

In this section we set out information on the target market.

This is a Commercial Lines General Insurance product suitable for individual customers. It is aimed at Individual Customers, Sole Traders and Companies looking to purchase annual UK motor insurance for a Van.

The product is designed for Vans up to 7.5t Gross Vehicle Weight and is for customers from age 21 to 70.

This product offers Comprehensive, Third Party, Fire and Theft or Third Party only cover and targets Carriage of Goods and Courier use, however Social, Domestic and Pleasure, and Commuting use is also available.

The product is not suitable for:

- Customers looking for less than 1 years insurance



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- Customers who are not based in the United Kingdom
- Customers who have similar cover elsewhere
- Customers who do not have a Commercial Vehicle / Van

### SECTION THREE – DISTRIBUTION STRATEGY

The following methods of distribution are appropriate for this product

- Online
- Face to face
- Telephone

The following types of sales are appropriate for this product

- Non-advised
- Advised

### SECTION FOUR – REMUNERATION

Haven Insurance is the manufacturer of this product.

Prices are set by Haven Insurance on a gross premium basis. The premium and IPT only are charged by Haven. Remuneration taken by Acorn Insurance is through commission and fees to cover operational and distribution costs. All fees must be brought to the customers attention prior to purchasing the policy.

Acorn distributes this product through sub-brokers. The sub-brokers may provide both advised and non-advised sales of general insurance products.

### SECTION FIVE - PRODUCT APPROVAL AND REVIEW PROCESS

Haven is a manufacturer of General Insurance products which are distributed by Acorn Insurance and Financial Services Limited ("Acorn") on a Gross Premium basis. Haven is the sole price setter on all products.

The Governance and controls arrangements are designed to enable us to measure our performance in respect of pricing outcomes and understand emerging risk whilst informing our programme of continuous improvement. The aim is to:

- Meet the needs, characteristics, and objectives of our defined target markets
- Ensure clarity of communication so customers are appropriately informed, and
- Ensure customers receive outcomes they expect from Haven products and services, both from Haven and the distributor.

The product approval and review processes are designed to identify whether the product provides fair value to customers and will do so for the foreseeable future. We monitor products across the product lifecycle in order to assess whether they continue to meet our customers' needs and are delivering good outcomes and value. We have established governance procedures to maintain and operate a product review process on an annual basis and earlier for any significant adaptations. Our governance process includes regular monitoring and review including taking any remedial action if appropriate. We will test each product including performing scenario analysis when needed.

Before launch all new products go through fair value assessments and are approved by the Head of Underwriting, the Managing Director and Head of Compliance at Haven.

This product goes through an annual Fair Value Assessment and the latest assessment determined this product offers fair value and good customer outcomes, and it was approved by the Haven Product Oversight and Governance Committee on 05/12/2023.



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The assessment includes data across different areas including, but not limited to:

- Claims performance,
- Complaints,
- Market analysis,
- Target market,
- Distribution arrangements,
- Reliance on add-ons,
- Reliance on Premium Finance,
- Vulnerable customers,
- Pricing, and
- Service value.

Product actuals, internal tolerance levels, FCA Fair Value Measures, Cross Cutting Rules and Four Outcomes set by Consumer Duty are all taken into consideration as part of the assessment,

Haven has Consumer Duty and Product Oversight and Governance policies in place which are reviewed at least annually.

### **SECTION SIX – YOUR RESPONSIBILITIES**

To ensure you have adequate information for the appropriate distribution of the product(s), please read this document in conjunction with the Policy wording and Insurance Product Information Documents as collectively they provide more detailed information on the products.

You should ensure you fully understand the insurance product and contact us if you require any additional information or would like to discuss training needs.

We remind you of your responsibility to ensure the distribution arrangements that any remuneration is consistent with your regulatory obligations, including SYSC 19F.2 (remuneration) and SYSC 10 (conflicts of interest).

You must advise us of any increases in remuneration.

You must advise us if any product is not delivering fair value or good customer outcomes and take any appropriate remedial action.