TMHCC Product Overview

Governance / Product Governance Oversight

Does your Firm have in place an embedded POG or equivalent forum to approve and agree new products and/or significant adaptations to existing products and/or ongoing appropriateness of existing products?
Yes

Has your Firm undertaken an appropriate and proportionate product assessment taking into account the product complexity, characteristics of the target market, ensuing pricing etc?
Yes

Date that the product and its delivery of good customer outcomes was last assessed, and reviewed and agreed by the POG.
January 2025

Has the product assessment confirmed that the product will provide fair value to the target market for a 'reasonable period of time', which we consider to be 12 months?
Yes

Have there been any significant adaptations to the product as a consequence of the last product assessment?
No

Does your Firm ensure that those involved in the product design are appropriately trained?
Yes

Distribution

As part of the agreed distribution strategy, what distribution channels can be used to sell this product?

- Wholesale broker
- Retail broker
- Coverholder / MGA
- Appointed Representative
- Online

Is the product intended for sale through a complex distribution chain (e g multiple parties in the distribution chain)?
No

Review and Approval

Is there any additional information to be provided by your Firm, as the manufacturer, to the distributors in the chain?
No

Should the distributor have any concerns surrounding fair value of the product who should they contact?
Conduct Risk Team

Fair Value Contact Email
Fairvalue@tmhcc.com

Complaints Contact
TMHCC Complaints Team

Complaints Contact Email
tmhccComplaints@tmhcc.com

As the data controller, who is the contact for data protection queries e.g. DSARs?
David Feldman

Data Protection Contact Email
DPO@tmhcc.com

Product Name	Employer's Liability
Carrier Name	HCC International
Class	Liability

Product Information

Please provide a description of this product and its purpose.
This insurance product is designed to enable an employer to comply with its legal duty to insure its liability for bodily injury or disease sustained by employees in the course of their employment.

What coverage and benefits are provided by the product?
The policy covers the damages that are awarded to the claimant where the employer is found to be liable for the injury sustained. The product also extends to include associated legal costs incurred in the defence of any claim. The cover applies to claims where the bodily injury is caused during the period of insurance, irrespective of when the injury comes to light and irrespective of when the employee brings the claim against the employer.

Where the product may be sold alongside other products as a combined product, can your Firm confirm that each component for which it manufactures is subject to the same fair value assessment as the overall product?
Yes

Where is the customer base located?
- UK
- Europe (Excluding UK)

Has the distributor received the latest product information (including target market and distribution strategy) from your Firm?
Yes

If applicable, have you shared or has the co-manufacturer provided the latest product information (including target market and distribution strategy)?
Yes

Are you satisfied that the information provided is sufficient for end customers to make informed financial decisions?
Yes

Who manages the claims for this product?
Manufacturer

Are there appropriate SLAs in place for the adjusting of claims?
Yes

Target Market

Who is the target market group for this product?

- Medium commercial
- Small business
- Micro-enterprise

Please provide further details on the customer type(s) that this product has been designed for.
Any UK/Irish registered company to which the Employers Liability Insurance legislation applies.

Are there any specific markets where this product should not be sold / distributed?
Yes

Who are the specific target markets where this product should not be sold / distributed?

- Consumer
- Vulnerable consumer

Where applicable please provide more information on the excluded target markets.
Customers who are not commercial businesses subject to UK Employers Liability Insurance legislation.

Has your Firm conducted an appropriate level of research to ensure that the product design delivers good customer outcomes to each category within the target market?
No

Please provide an explanation as to why no research has been undertaken.
Employers Liability is a statutory obligation for impacted firms. The product itself has existed for many decades and its terms and conditions are effectively dictated by the requirements of the legislation.

Notable exclusions or circumstances where the product will not respond

If the product is based on a market wording, do standard market exclusions apply?
Yes

Please provide more information on the standard market exclusions.
Cover will not be provided if any of the Conditions Precedent included in the insurance contract have not been satisfied. Cover excludes liability for which compulsory motor insurance is required and any work undertaken on offshore rigs/platforms. Cover excludes liability arising out of war or any nuclear incidents and there are a number of trade specific restrictions. These trade specific restrictions are included in the policy wording which will be provided at the time of quotation. Cover only applies in respect of employees who are ordinarily resident in Great Britain, Northern Ireland, the Channel Islands, and the Isle of Man, whilst working in those territories, or temporarily overseas. Employees permanently resident outside these territorial limits may be included in the policy coverage with the Manufacturer’s prior agreement.

Are there any material non-standard exclusions / contract terms that apply?
No

Noting the product coverage and the above referenced exclusions, is your Firm comfortable that your product continues to offer fair value?
Yes

Are there any claim notification timeframes that apply to the product?
Yes

Please provide more information on these claim notification timeframes.
Claims must be notified as soon as reasonably practicable to ensure they can be properly investigated, evidence collected and witnesses interviewed in a timely manner.

Product Name:	Public Products & Pollution Liability
Carrier Name	HCC International
Class	Liability

Product Information

Please provide a description of this product and its purpose.
This insurance product is intended to protect an insured for claims made against them as a result property damage and/or bodily injury caused as a result of their business activities, including occupation of their premises, the supply of products and/or any contract work undertaken away from their premises.

What coverage and benefits are provided by the product?
The product includes cover for pollution damage caused to third party property, provided the pollution was sudden and accidental in nature. The product covers the damages that are awarded to the claimant(s) where the insured is found to be liable for the injury or damage. The product also extends to include associated legal costs incurred in the defence of any claim. The cover applies to claims where the bodily injury or property damage occurs during the period of insurance, irrespective of when the injury/damage comes to light and irrespective of when the claim is made against the insured.

Where the product may be sold alongside other products as a combined product, can your Firm confirm that each component for which it manufactures is subject to the same fair value assessment as the overall product?
Yes

Where is the customer base located?
- UK
- Europe (Excluding UK)

Has the distributor received the latest product information (including target market and distribution strategy) from your Firm?
Yes

If applicable, have you shared or has the co-manufacturer provided the latest product information (including target market and distribution strategy)?
Yes

Are you satisfied that the information provided is sufficient for end customers to make informed financial decisions?
Yes

Who manages the claims for this product?
Manufacturer

Are there appropriate SLAs in place for the adjusting of claims?
Yes

Target Market

Who is the target market group for this product?

- Medium commercial
- Micro-enterprise
- Small business

Please provide further details on the customer type(s) that this product has been designed for.
Any UK/Irish registered company who wishes to insure their legal liability to third parties

Are there any specific markets where this product should not be sold / distributed?
Yes

Who are the specific target markets where this product should not be sold / distributed?

- Consumer
- Vulnerable consumer

Where applicable please provide more information on the excluded target markets.
Customers who are not commercial businesses

Has your Firm conducted an appropriate level of research to ensure that the product design delivers good customer outcomes to each category within the target market?
No

Please provide an explanation as to why no research has been undertaken.
It's an established product in the market. We are in touch with our peers and monitoring for any new demand for the product. The proof of its appropriateness is evidenced by its long-standing place in the market.

Notable exclusions or circumstances where the product will not respond

If the product is based on a market wording, do standard market exclusions apply?
Yes

Please provide more information on the standard market exclusions.
Cover will not be provided if any of the Conditions Precedent included in the insurance contract have not been satisfied. Deliberate acts of the policyholder are excluded from the cover provided by this product. The product will not cover losses that are ordinarily covered by more specific insurance – Employers' Liability, Motor, Aviation, Marine, Property (goods in the policyholder's care, custody, or control), and Professional Indemnity (advice or design work). Damage to and the recall of defective products or contract work is excluded. The product will not respond to claims relating to exposure to asbestos, loss of computer data, or arising from terrorism. Contractual

liabilities are excluded where they extend the policyholder's common law liability. Cover excludes liability arising out of war or any nuclear incidents and there are a number of trade specific restrictions. These are included in the policy wording which will be provided at the time of quotation. Cover only applies in respect of premises located and work undertaken in Great Britain, Northern Ireland, the Channel Islands, and the Isle of Man, or work undertaken on a temporary basis outside these territorial limits, excluding USA/Canada. Cover is provided for products supplied worldwide, excluding USA/Canada. Cover is provided for claims brought in a court anywhere in the world, excluding USA/Canada.

Are there any material non-standard exclusions / contract terms that apply?
No

Noting the product coverage and the above referenced exclusions, is your Firm comfortable that your product continues to offer fair value?
Yes

Are there any claim notification timeframes that apply to the product?
Yes

Please provide more information on these claim notification timeframes.
Claims must be notified as soon as reasonably practicable to ensure they can be properly investigated, evidence collected and witnesses interviewed in a timely manner

Product Name	Contractor's All Risks
Carrier Name	HCC International
Class	Liability

Product Information

Please provide a description of this product and its purpose.
This insurance product is designed for building contractors and associated trades to provide cover on an all-risks basis for physical loss of or damage to the contract works and materials for incorporation therein.

What coverage and benefits are provided by the product?
The product can also include cover for contractors' plant used in connection with the contract works (including hired-in plant for which the business is responsible), temporary buildings and employees' tools. The product offers insurance protection anywhere in the United Kingdom, including property that is in transit, up to the point of practical completion and handover to the principal or employer.

Where the product may be sold alongside other products as a combined product, can your Firm confirm that each component for which it manufactures is subject to the same fair value assessment as the overall product?
Yes

Where is the customer base located?
UK

Has the distributor received the latest product information (including target market and distribution strategy) from your Firm?
Yes

If applicable, have you shared or has the co-manufacturer provided the latest product information (including target market and distribution strategy)?
Yes

Are you satisfied that the information provided is sufficient for end customers to make informed financial decisions?
Yes

Who manages the claims for this product?
Manufacturer

Are there appropriate SLAs in place for the adjusting of claims?
Yes

Target Market

Who is the target market group for this product?
- Medium commercial
- Small business
- Micro-enterprise

Please provide further details on the customer type(s) that this product has been designed for.
- Building contractors and associated trades

Are there any specific markets where this product should not be sold / distributed?
Yes

Who are the specific target markets where this product should not be sold / distributed?
- Consumer
- Vulnerable consumer

Where applicable please provide more information on the excluded target markets.
Customers who are not building contractors or involved in associated trades.

Has your Firm conducted an appropriate level of research to ensure that the product design delivers good customer outcomes to each category within the target market?
No

Please provide an explanation as to why no research has been undertaken.
It's an established product in the market. We are in touch with our peers and monitoring for any new demand for the product. The proof of its appropriateness is evidenced by its long-standing place in the market.

Notable exclusions or circumstances where the product will not respond

If the product is based on a market wording, do standard market exclusions apply?
Yes

Please provide more information on the standard market exclusions.
Cover will not be provided if any of the Conditions Precedent included in the insurance contract have not been satisfied. This product will not respond to mechanical breakdown, penalties for

delay and liquidated damages, directional drilling, and damage to existing structures. It also excludes cover for damage from a number of other events such as wear and tear, gradual deterioration, and faulty or defective design materials or workmanship. War, Nuclear, Cyber and Communicable Disease risks are excluded from cover. The policy includes additional trade exclusions which will be advised at the time of quotation.

Are there any material non-standard exclusions / contract terms that apply?
No

Noting the product coverage and the above referenced exclusions, is your Firm comfortable that your product continues to offer fair value?
Yes

Are there any claim notification timeframes that apply to the product?
Yes

Please provide more information on these claim notification timeframes.
Claims must be notified as soon as reasonably practicable to ensure they can be properly investigated, evidence collected and witnesses interviewed in a timely manner.

Product Name	Professional Indemnity
Carrier Name	HCC International
Class	Professional Indemnity

Product Information

Please provide a description of this product and its purpose.
This insurance product is designed for customers whose income is derived from charging fees for their professional services and who need insurance protection against any financial losses that might arise from them breaching their professional duty.

What coverage and benefits are provided by the product?
The product coverage includes (but is not limited to) professional negligence, loss of or damage to documents, breach of intellectual property rights, breach of confidentiality, dishonesty of employees, and libel and slander.

Where the product may be sold alongside other products as a combined product, can your Firm confirm that each component for which it manufactures is subject to the same fair value assessment as the overall product?
Yes

Where is the customer base located?
UK

Has the distributor received the latest product information (including target market and distribution strategy) from your Firm?
Yes

If applicable, have you shared or has the co-manufacturer provided the latest product information (including target market and distribution strategy)?
Yes

Are you satisfied that the information provided is sufficient for end customers to make informed financial decisions?
Yes

Who manages the claims for this product?
Manufacturer

Are there appropriate SLAs in place for the adjusting of claims?
Yes

Target Market

Who is the target market group for this product?
- Medium commercial
- Small business
- Micro-enterprise

Please provide further details on the customer type(s) that this product has been designed for.
- Building contractors and associated trades

Are there any specific markets where this product should not be sold / distributed?
Yes

Who are the specific target markets where this product should not be sold / distributed?
- Consumer
- Vulnerable consumer

Where applicable please provide more information on the excluded target markets.
Customers who are not building contractors or involved in associated trades.

Has your Firm conducted an appropriate level of research to ensure that the product design delivers good customer outcomes to each category within the target market?
No

Please provide an explanation as to why no research has been undertaken.
It's an established product in the market. We are in touch with our peers and monitoring for any new demand for the product. The proof of its appropriateness is evidenced by its long-standing place in the market.

Notable exclusions or circumstances where the product will not respond

If the product is based on a market wording, do standard market exclusions apply?
Yes

Please provide more information on the standard market exclusions.
The product will not respond to claim circumstances for Bodily Injury or Property Damage unless they arise directly from negligent advice, design, specification, formula, or other breach of professional duty by the insured policyholder.
The product will not cover any claims or circumstances of which the policyholder was aware, or of which they ought reasonably to have been aware, at or prior to the start date of the policy.

The policy does not cover claims made against individual directors or officers of the insured policyholder or in relation to their director or officer appointments of other firms.
The product will not respond to claims or claim circumstances relating to trading losses.
Cover will not be provided if any of the Conditions Precedent included in the insurance contract, subject to the provisions of the Insurance Act, have not been satisfied.

Are there any material non-standard exclusions / contract terms that apply?
No

Noting the product coverage and the above referenced exclusions, is your Firm comfortable that your product continues to offer fair value?
Yes

Are there any claim notification timeframes that apply to the product?
Yes

Please provide more information on these claim notification timeframes.
Claims must be notified as soon as reasonably practicable to ensure they can be properly investigated, evidence collected and witnesses interviewed in a timely manner.