



CARE | PRODUCT INFORMATION EXCHANGE

Aldium Insurance Services Ltd understands the importance of providing fair value for all of our products and for all of our customers. We have appropriate product governance and procedures in place to make sure all of our products continue to remain of fair value to the target market and customers they are designed for.

This document has been created to summarise we have fulfilled our regulatory requirements under the fair value regulations set out by the Financial Conduct Authority. Please note, this document is not considered for sales or marketing purposes. Distributors of Accuro Products must act in the best interest of each individual end customer when deciding whether to recommend an Accuro policy.

Product Manufacturer	Aldium Insurance Services Ltd trading as Accuro Underwriting and Aviva Insurance Ltd as co-manufacturers
Broker Name	Multiple Brokers – Accepted by Accuro Underwriting
Product Name	Care
Reference/UMR [Binder]	100719943 BDN
Reference [Class of Business]	Property & Casualty
Date	April 2022

Product Manufacturer's Information

This document is designed at a product category level to clarify who our products are suitable for and who the product would not be suitable for. This document is not intended for policyholders, customers or operational sales staff and should not be distributed to them.

The full terms and conditions of the cover and other important information are included in the policy documents issued with quotations. Copies are available upon request.

The cover may be varied to meet a customer's needs and any variations from standard will be detailed in any quotation given and thereafter in the policy schedule.

Product Information

- **Governance** - this product has been subject to our Product Development process and has been reviewed yearly as part of our annual product review.
- **Overview** - A combined property and casualty policy designed specifically for operators of Adult and Elderly Care Homes.
- **Modular product** – A multi-sectional business insurance policy with core (compulsory) and optional covers.
- **Covers available** – Core covers of Material Damage, Business Interruption, and Public & Products Liability including Treatment, Employers' Liability and Legal Expenses. Optional covers include Specified All Risks, Money, Directors & Officers Liability and Personal Accident.
- **Renewals** - the product runs for a duration of 12 months.
An invitation to renew is subject to updated risk information
A renewal notice will be issued shortly before the policy anniversary, including premium details and terms and conditions that will apply for the following year



- **Claims** - full end to end process from First Notification of Loss through to settlement of any claims are handled by the relevant capacity provider for this product. Specific Service Level Agreements are in place to ensure that the best service is provided to our mutual customers.
- **Complaints** – are handled in-house in accordance with details found in the product literature.

Target Market

- Residential Care Homes Catering For:
 - **Service Users:** Elderly & Adult Care, Dementia/Alzheimer's, Learning Disabilities, Mental Health (ex. Secure Units), Physical Disabilities, Sensory Impairment, Pre & Post-Operative Care, Respite Care & Palliative Care.
 - **Services:** Residential, Nursing, Palliative, Supported Living & Day Care
 - **Homes:** Single Locations, Multi Locations/Groups, Care Villages/Close Communities, Hospices (Inc. retail outlets), Care 'Hotels'.
- We will not consider risks with a regulatory report which is Inadequate (England), Weak or Unsatisfactory (Scotland), Non-Compliant (Wales)
- New Ventures only considered for existing Clients with at least one regulatory report with Good or higher rating

Types of customer for whom the product would be unsuitable

- Care Providers
 - not regulated
 - whose latest regulatory report is Inadequate (England), Weak or Unsatisfactory (Scotland), Non-Compliant (Wales)
 - who provide care services outside England, Scotland or Wales
- None Care Providers

Any notable exclusions or circumstances where the product will not respond

- The amount of the Excess applicable to any particular claim
- Liability for injury to third parties resulting from any communicable disease
- Disappearance, unexplained or inventory shortage or filing or misfiling of information
- Loss or damage by Theft or Attempted Theft by
 - persons unlawfully on the premises
 - forcible and violent entry to or exit from the premises
 - violence or the threat of violence
- Claims outside of applicable courts and/or territories
- Financial or consequential loss resulting from errors or omissions in design, plans, specifications, formulae, directions or advice prepared or given by the Insured
- The costs of repairing, reconditioning or replacing any Product or any of its parts damaged as a result of wear and tear and/or gradual deterioration



Other information which may be relevant to distributors

Contact Details

- **Underwriting:** mail@accrouw.co.uk
- **Agency:** Jon.Evans@accrouw.co.uk
- **Claims:** Chris.Bowe@accrouw.co.uk
- **Complaints:** Jon.Evans@accrouw.co.uk

Date Fair Value assessment completed	01/07/2024
Expected date of next assessment	01/07/2025

For any further information regarding this product, please contact our agency team at Mail@AccuroUW.co.uk