

Product Approval Information Document

Since the implementation of FCA regulations on Product governance and product value, Eaton Gate has been making available details in relation to its product information, product governance and oversight processes. We attach a copy of the Product Information Factsheet.

Having concluded our initial fair value assessments in August 2022 for all our existing 'open' products – i.e. products still available to new customers or available for renewal, we provided you with our Product Approval Information Document as you are involved in the distribution of an insurance product co-manufactured by Eaton Gate. In so doing we also were compliant with the FCA's implementation timeline of Consumer Duty that required manufacturers to ensure their distributors have all the information they need to understand the value a product is intended to provide.

The FCA has set out its expectation that manufacturers should be telling distributors about the outcomes of their value assessments annually.

Please read this document carefully as it includes important information about the manufacturers, product and associated product approval process and fair value assessment.

Manufacturer responsibilities

Eaton Gate operate an insurance intermediaries authorised and regulated by the Financial Conduct Authority ('FCA'). Full details of the firm's regulatory status within Eaton Gate can be found on our [website](#).

Eaton Gate acts as an agent of various appointed insurers in their capacity as a joint manufacturer under binding authority agreements which regulate undertakings and limits of authority delegated to Eaton Gate by the insurers.

Product Approval Process

In accordance with Eaton Gate's Product Governance internal control policy, the products detailed in this document have been reviewed and approved by the firm's Customer Experience Committee. These products will be subject to ongoing monitoring and formal periodic reviews by both Eaton Gate and its insurers. Where a significant adaptation to the product is proposed, it will be reviewed and, where appropriate, approved prior to the adapted product being marketed or distributed to customers with the completion of a conduct risk assessment.

Fair Value Assessment

In accordance with the relevant FCA requirements outlined in the FCA Handbook, together with our insurers, Eaton Gate has analysed a range of value measures and subsequently deemed these products to represent fair value to our customers.

Please note: To ensure the customer receives fair value from these products, care must be taken to establish that no duplicate cover exists - for example, where another product has been purchased by a customer alongside a primary product (i.e. an add-on). If you provide additional services or products - including premium finance - alongside this product or receive additional remuneration in the form of fees, this may affect the intended fair value of this product to the customer and will need to be considered as part of the fair value assessment. Commission, fees or other charges passed onto the customer must be proportionate to the service provided and represent fair value.

Please contact us on info@egmgu.co.uk and we will be happy to assist if you would like to:

- request further information on the products detailed in this document
- request further information on the Product Approval Process and/or Fair Value Assessment
- provide further information on additional services and/or products being provided and/or additional remuneration received (e.g. commission, fees or other charges)
- raise any concerns about whether the product provides fair value to the customer

Yours Sincerely



Jonathan Matthews
Chief Operating Officer

Product Information

Name of Product: Private Client

Name of Manufacturer: Eaton Gate MGU Limited

Manufacturer Contact Details: info@egmgu.co.uk

Date of Product Approval: 03/05/2023

Date of Fair Value Assessment: 04/09/2023

Product Description: Niche home insurance product for wealthy individuals. Customers will be "consumers". Sections of core insurance covers will be art, antiques and collectables, valuables, buildings, general contents, and personal and employers liability. A separate section of ancillary insurance Cover for legal expenses is provided on a mandatory basis and sold with the core insurance covers as an unbreakable policy bundle.

Analysis has been carried out against competitor products. The product is designed to provide comparatively high levels of cover with limited conditions. Average is excluded and the policy is warranty free. The product evidences low levels of complaints.

Target Market Description: The target market is private individuals who whilst "consumers" are typically sophisticated, successful and wealthy individuals. For the purpose of the product governance approach, the firm will treat these customers as high risk.

The minimum buildings sums insured is £750,000. General Contents, Art Antiques and Collectables & Valuables Sums Insured typically exceed £150,000.

This product would not be suitable for those with previous subsidence or flooding, more than two claims within the last 5 years and younger insureds with a high amount of jewellery.

There may be some exposure to vulnerable groups. These will be highlighted by the broker and a solution provided. Third party suppliers that manage claims handling have documented policies and procedures to identify and assess vulnerable characteristics and manage these. As this is a relatively new product, performance has been limited and we are aware of 1 customer with vulnerable characteristics (a person deemed not to display the mental capacity to make informed decisions). However, evidence from other home products during the performance period indicate other vulnerable characteristics (a reduction in physical or mental capacity (1); a dependency upon others in the performance of or a requirement for assistance in the performance of physical functions (1)).

Unsuitable Market Description: Please refer to the policy documentation (IPID) for full details of the covers and exclusions which can be accessed on our broker portal.

Product Cover & Structure: **Mandatory Covers**
Buildings, General Contents, and Personal and Employers Liability (core) with Legal Expenses (ancillary)

Additional Information: This document is to be read in conjunction with the policy wording and IPID.

Approved Distribution:	This product should be sold in line with FCA regulation and has been approved for retail sub-broker, wholesaler then retail broker and via appointed representatives on a non-advised basis.
Fair Value Over Time:	Index linking in property policies or annually reinstated limits/sums insured.
Pricing Differentials:	There is no unreasonable insurance premium differential applied based upon: <ul style="list-style-type: none">• a client's vulnerability or protected characteristics• the choice of the client to use or not use a premium finance facility• the client opting/not opting into an auto-renewal arrangement• the number of policy periods the client has been covered by the product (tenure)

Product Information

Name of Product:	Prestige Home
Name of Manufacturer:	Eaton Gate MGU Limited
Manufacturer Contact Details:	info@egmgu.co.uk
Date of Product Approval:	28/04/2020 (product withdrawn on 31/12/2022)
Date of Fair Value Assessment:	04/09/2023
Product Description:	<p>Niche home insurance product for wealthy (high net worth) individuals. Customers will be “consumers”. Sections of core insurance covers will be art, antiques and collectables, valuables, buildings, general contents, and personal and employers liability. A separate section of ancillary insurance cover for legal expenses is provided on a mandatory basis and sold with the core insurance Covers as an unbreakable policy bundle.</p> <p>Analysis has been carried out against competitor products. The product is designed to provide comparatively high levels of cover with limited conditions. Average is excluded and the policy is warranty free. The product evidences low levels of complaints.</p>
Target Market Description:	<p>The target market is private individuals who whilst “consumers” are typically sophisticated, successful and wealthy individuals. For the purpose of the product governance approach, the firm will treat these customers as high risk.</p> <p>The minimum buildings sums insured is £750,000. General Contents, Art Antiques and Collectables & Valuables Sums Insured typically exceed £150,00.</p> <p>This product would not be suitable for those with previous subsidence or flooding, more than two claims within the last 5 years and younger insureds with a high amount of jewellery.</p> <p>There may be some exposure to vulnerable groups. These will be highlighted by the broker and a solution provided. Third party suppliers that manage claims handling have documented policies and procedures to identify and assess vulnerable characteristics and manage these. Prior to the removal of the product we were not aware of any customers with vulnerable characteristics. Evidence from other home products during the performance period indicated vulnerable characteristics (a reduction in physical or mental capacity (1); a dependency upon others in the performance of or a requirement for assistance in the performance of physical functions (1); a person deemed not to display the mental capacity to make informed decisions (1).</p>
Unsuitable Market Description:	Please refer to the policy documentation (IPID) for full details of the covers and exclusions which can be accessed on our broker portal.
Product Cover & Structure:	Mandatory Covers Buildings, General Contents, and Personal and Employers Liability (core) with Legal Expenses (ancillary).
Additional Information:	This document is to be read in conjunction with the policy wording and IPID.

Approved Distribution:	This product should be sold in line with FCA regulation and has been approved for retail sub-broker, wholesaler then retail broker and via appointed representatives on an advised basis.
Fair Value Over Time:	Index linking in property policies or annually reinstated limits/sums insured.
Pricing Differentials:	<p>There is no unreasonable insurance premium differential applied based upon:</p> <ul style="list-style-type: none">• a client's vulnerability or protected characteristics• the choice of the client to use or not use a premium finance facility• the client opting/not opting into an auto-renewal arrangement• the number of policy periods the client has been covered by the product (tenure)

Product Information

Name of Product: HomePlus

Name of Manufacturer: Eaton Gate MGU Limited

Manufacturer Contact Details: info@egmggu.co.uk

Date of Product Approval: 28/04/2020 (product withdrawn on 31/12/2022)

Date of Fair Value Assessment: 04/09/2023

Product Description: Niche home insurance product for wealthy (mid net worth) individuals. Customers will be "consumers". Sections of core insurance covers will be art, antiques and collectables, valuables, buildings, general contents, and personal and employers liability. A separate section of ancillary insurance cover for legal expenses is provided on a mandatory basis and sold with the core insurance Covers as an unbreakable policy bundle.

Analysis has been carried out against competitor products. The product is designed to provide comparatively high levels of cover with limited conditions. Average is excluded and the policy is warranty free. The product evidences low levels of complaints.

Target Market Description: The target market is private individuals who whilst "consumers" are typically sophisticated, successful and wealthy individuals. For the purpose of the product governance approach, the firm will treat these customers as high risk.

The minimum buildings sums insured is £250,000. General Contents, Art Antiques and Collectables & Valuables sums insured typically exceed £100,000.

This product would not be suitable for those with previous subsidence or flooding, more than two claims within the last 5 years and younger insureds with a high amount of jewellery.

There may be some exposure to vulnerable groups. These will be highlighted by the broker and a solution provided. Third party suppliers that manage claims handling have documented policies and procedures to identify and assess vulnerable characteristics and manage these. Prior to the removal of the product we were aware of 1 customer with vulnerable characteristics (a reduction in physical or mental capacity). Evidence from other home products during the performance period indicated vulnerable characteristics (a dependency upon others in the performance of or a requirement for assistance in the performance of physical functions (1); a person deemed not to display the mental capacity to make informed decisions (1)).

Unsuitable Market Description: Please refer to the policy documentation (IPID) for full details of the covers and exclusions which can be accessed on our broker portal.

Product Cover & Structure: **Mandatory Covers**
Buildings, General Contents, and Personal and Employers Liability with Lifestyle & Legal Expenses and Home Emergency.

Additional Information: This document is to be read in conjunction with the policy wording and IPID.

Approved Distribution: This product should be sold in line with FCA regulation and has been approved for retail sub-broker, wholesaler then retail broker and via appointed representatives on a non-advised basis.

Fair Value Over Time:

Index linking in property policies or annually reinstated limits/sums insured.

Pricing Differentials:

There is no unreasonable insurance premium differential applied based upon:

- a client's vulnerability or protected characteristics
- the choice of the client to use or not use a premium finance facility
- the client opting/not opting into an auto-renewal arrangement
- the number of policy periods the client has been covered by the product (tenure)

Product Information

Name of Product: Broker Express (Household)

Name of Manufacturer: Eaton Gate MGU Limited

Manufacturer Contact Details: info@egmgmu.co.uk

Date of Product Approval: 28/04/2020 (product withdrawn on 31/12/2022)

Date of Fair Value Assessment: 04/09/2023

Product Description: Mass market home insurance product that provides cover for individuals. The product is designed to provide consumers with financial protection for catastrophes (such as fire, flooding and subsidence) for the building and/or its contents. Sections of covers will be Personal Possessions, General Contents, Buildings, Liability, Lifestyle & Legal Expenses and Home Emergency. The product is not distributed with additional products.

Analysis has been carried out against competitor products and changes were made to provide a comparable product. The product evidences higher levels of complaints due to the nature of the limited cover and applicable conditions. It is noteworthy that due to the nature of the product being in run-off (the manner of data analysed and the time-lag between claims being registered and complaints received) the adverse ratio is to be expected.

Target Market Description: The target market is private individuals who are "consumers" who are typically price driven and who are owner occupiers (including part time occupation e.g., for holidays), tenants and small-scale landlords. For the purpose of the product governance approach, the firm will treat these customers as high risk.

The typical buildings sums insured is £100,000 to £750,000. General Contents & Personal Possessions sums insured are typically between £20,000 to £100,000. minimum buildings sums insured is £150,000. General Contents, Art Antiques and Collectables & Valuables sums insured are typically between £30,000 and £100,000.

The product is not suitable for customers who need higher levels of cover, have homes outside of United Kingdom, Channel Islands and Isle of Man.

There may be some exposure to vulnerable groups. These will be highlighted by the broker and a solution provided. Third party suppliers that manage claims handling have documented policies and procedures to identify and assess vulnerable characteristics and manage these. Prior to the removal of the product we were not aware of any customers with vulnerable characteristics. Evidence from other home products during the performance period indicated vulnerable characteristics (a reduction in physical or mental capacity (1); a dependency upon others in the performance of or a requirement for assistance in the performance of physical functions (1); a person deemed not to display the mental capacity to make informed decisions (1)).

Unsuitable Market Description: Please refer to the policy documentation (IPID) for full details of the covers and exclusions which can be accessed on our broker portal.

Product Cover & Structure: **Mandatory Covers**
Buildings, General Contents, and Personal and Employers Liability with Lifestyle & Legal Expenses and Home Emergency.

Additional Information: This document is to be read in conjunction with the policy wording and IPID.

Approved Distribution:	This product should be sold in line with FCA regulation and has been approved for retail sub-broker, wholesaler and via appointed representatives on a non-advised basis.
Fair Value Over Time:	Index linking in property policies or annually reinstated limits/sums insured.
Pricing Differentials:	<p>There is no unreasonable insurance premium differential applied based upon:</p> <ul style="list-style-type: none">• a client's vulnerability or protected characteristics• the choice of the client to use or not use a premium finance facility• the client opting/not opting into an auto-renewal arrangement• the number of policy periods the client has been covered by the product (tenure)

Product Information

Name of Product: Commercial Combined

Name of Manufacturer: Eaton Gate MGU Limited

Manufacturer Contact Details: info@egmgu.co.uk

Date of Product Approval: 25/05/2021

Date of Fair Value Assessment: 04/09/2023

Product Description: Commercial insurance product suitable for customers that need cover for their businesses. The product is designed to provide bespoke levels of selected indemnity up to specified limits for material damage losses including to buildings, contents and stock as required and includes business interruption, and liability against employees and third parties. The Product may be distributed with additional products such as terrorism.

Analysis has been carried out against competitor products and changes were made to provide a comparable product. The product is designed to provide comparatively varied levels of cover with expected limits and conditions. The product evidences high claims acceptance rates and low levels of complaints.

Target Market Description: The target market for the product will be for Commercial customers with businesses based within Great Britain, Northern Ireland, the Channel Islands, and the Isle of Man typically small to medium sized limited companies within the manufacturer and wholesaling industry or those that do not fit the criteria for Packaged products.

- Turnover of up to £25,000,000
- Material damage & Business interruption exposure at one location up to £10,000,000
- The Premises are in a good state of repair and are regularly maintained.
- The insured meet all statutory obligations; including fire safety; Electrical Inspections; Health and Safety and COSHH (Control of substances hazardous to health) regulations, relating to the operation of your Business.
- There are no current or ongoing or potential matters that will give rise to any legal or contractual disputes.
- No high-risk trades or hazardous locations

For the purpose of the product governance approach, the firm will treat these customers as medium risk as given the bespoke nature of the product they will be expected to have a degree of sophistication and an understanding of the cover they require, much of which will be discussed with their appointed producing broker.

While there is not generally any exposure to vulnerable groups, these will be highlighted by the broker and a solution provided. Third party suppliers that manage claims handling have documented policies and procedures to identify and assess vulnerable characteristics and manage these. We are aware of 1 customer with vulnerable characteristics (where English is not spoken as a foreign language).

Unsuitable Market Description: Commercial customers with businesses not based within Great Britain, Northern Ireland, the Channel Islands and the Isle of Man in the Commercial business sector, High hazard trades and industries. **Please refer to the policy documentation for full details of the covers and exclusions.**

Product Cover & Structure:	This product provides the following cover, up to agreed specified limits: Buildings, Contents, Stock, Money, Business Interruption, Specified All risks, Goods in Transit, Deterioration of Stock, Employees Liability, Public liability, Product Liability, Financial Loss Liability, Contract Works, Hire in Plant, Own Plant, Loss of Licence, Legal Expenses.
Additional Information:	This document is to be read in conjunction with the policy wording and IPID or summary document. All are available for brokers on the Eaton Gate online portal.
Approved Distribution:	This product should be sold in line with FCA regulation and has been approved for retail broker distribution whether advised or non-advised.
Fair Value Over Time:	Index linking in property policies or annually reinstated limits/sums insured.
Pricing Differentials:	There is no insurance premium differential applied directly based upon: <ul style="list-style-type: none">• a client's vulnerability or protected characteristics• the choice of the client to use or not use a premium finance facility• the client opting/not opting into an auto-renewal arrangement• the number of policy periods the client has been covered by the product (tenure)

Product Information

Name of Product: Contractors Combined

Name of Manufacturer: Eaton Gate MGU Limited

Manufacturer Contact Details: info@egmgu.co.uk

Date of Product Approval: 25/05/2021

Date of Fair Value Assessment: 04/09/2023

Product Description: Commercial insurance product suitable for customers that need cover for their businesses. The product is designed to provide bespoke levels of selected indemnity up to specified limits for material damage losses including to buildings, contents and stock as required and includes business interruption, and liability against employees and third parties. The product may be distributed with additional products such as terrorism.

Analysis has been carried out against competitor products and changes were made to provide a comparable product. The product is designed to provide comparatively varied levels of cover with expected limits and conditions. The product evidences high claims acceptance rates and low levels of complaints.

Target Market Description: The target market for the product will be commercial customers with businesses based within Great Britain, Northern Ireland, the Channel Islands, and the Isle of Man typically be small, medium & Large sized limited companies within the contractor's industry or do not fit the criteria for the Trades & Professionals product.

- Turnover up to £25,000,000
- Use of Heat Public liability limit up to £2,000,000
- The insured meet all statutory obligations; including fire safety; Health and Safety and COSHH (Control of substances hazardous to health) regulations, risk Assessments relating to the operation of their Business.
- There are no current or ongoing or potential matters that will give rise to any legal or contractual disputes.
- No high-risk trades or hazardous locations

For the purpose of our product governance approach, we will treat these customers as medium risk as given the bespoke nature of the product they will be expected to have a degree of sophistication and an understanding of the cover they require, much of which will be discussed with their appointed producing broker.

While there is not generally any exposure to vulnerable groups, these will be highlighted by the broker and a solution provided. Third party suppliers that manage claims handling have documented policies and procedures to identify and assess vulnerable characteristics and manage these. We are not aware of any customers with vulnerable characteristics. However, evidence from other commercial products during the performance period indicated vulnerable characteristics (where English is not spoken as a foreign language (4); a physical or mental illness, chronic or otherwise including an addition to alcohol or drugs (2); situations presenting financial vulnerability or whose financial resilience is compromised and evident by customer affordability of premium payments and abilities to meet premium finance undertakings (1); a learning or physical disability (for example hearing or sight (1)).

Unsuitable Market Description:	Commercial customers with businesses not based within Great Britain, Northern Ireland, the Channel Islands and the Isle of Man in the contractor's sector, High hazard trades and industries, Use of Heat over £2,000,000 Public Liability Limit. Please refer to the policy documentation for full details of the covers and exclusions.
Product Cover & Structure:	<p>This product provides the following Mandatory cover, up to agreed specified limits:</p> <p>Public liability & Legal Expenses.</p> <p>This product provides the following optional cover, up to agreed specified limits:</p> <p>Employers' liability, Financial Loss Liability, Contract Works, Own Plant, Hired in Plant & Tool cover.</p>
Additional Information:	This document is to be read in conjunction with the policy wording and IPID or summary document. All are available for brokers on the Eaton Gate online portal.
Approved Distribution:	This product should be sold in line with FCA regulation and has been approved for retail broker distribution whether advised or non-advised.
Fair Value Over Time:	Index linking in property policies or annually reinstated limits/sums insured.
Pricing Differentials:	<p>There is no insurance premium differential applied directly based upon:</p> <ul style="list-style-type: none"> • a client's vulnerability or protected characteristics • the choice of the client to use or not use a premium finance facility • the client opting/not opting into an auto-renewal arrangement • the number of policy periods the client has been covered by the product (tenure)

Product Information

Name of Product:	Retailers/Shop Policy
Name of Manufacturer:	Eaton Gate MGU Limited
Manufacturer Contact Details:	info@egmgu.co.uk
Date of Product Approval:	25/05/2021
Date of Fair Value Assessment:	04/09/2023
Product Description:	<p>Commercial insurance product suitable for customers that need cover for their businesses. The product is designed to provide bespoke levels of selected indemnity up to specified limits for material damage losses including to buildings, contents and stock as required and includes business interruption, and liability against employees and third parties. The Product may be distributed with additional products such as terrorism.</p> <p>Analysis has been carried out against competitor products and changes were made to provide a comparable product. The product is designed to provide specified levels of cover with expected limits and conditions. The product evidences high claims acceptance rates and low levels of complaints.</p>
Target Market Description:	<p>The target market is any small business who will typically be sole traders, partnerships, or small Limited companies with under £2,500,000 turnover per premises.</p> <p>For the purpose of our product governance approach, we will treat these customers as high risk and relatively unsophisticated in their insurance buying and knowledge.</p> <p>While there is not generally any exposure to vulnerable groups, these will be highlighted by the broker and a solution provided. Third party suppliers that manage claims handling have documented policies and procedures to identify and assess vulnerable characteristics and manage these. We are aware of 1 customer with vulnerable characteristics (a physical or mental illness, chronic or otherwise including an addiction to alcohol or drugs). Evidence from other commercial products during the performance period indicated vulnerable characteristics (where English is not spoken as a foreign language (4); a physical or mental illness, chronic or otherwise including an addiction to alcohol or drugs (1); situations presenting financial vulnerability or whose financial resilience is compromised and evident by customer affordability of premium payments and abilities to meet premium finance undertakings (1); a learning or physical disability (for example hearing or sight (1))).</p>
Unsuitable Market Description:	Commercial customers with businesses not based within Great Britain, Northern Ireland, the Channel Islands and the Isle of Man in the retail sector, Non-Commercial customers, businesses not in the retail sector or larger retail chains. Please refer to the policy documentation for full details of the covers and exclusions.
Product Cover & Structure:	<p>Mandatory Covers Contents, Stock, Business Interruption, Deterioration of Stock, Theft by Employees, Liability against Employees, Third Party Damage, Legal Expenses.</p> <p>Optional Covers Buildings, Money, Goods in Transit, Specified All Risks & Loss of Licence.</p>

Additional Information:	This document is to be read in conjunction with the policy wording and IPID or summary document. All are available for brokers on the Eaton Gate online portal.
Approved Distribution:	This product should be sold in line with FCA regulation and has been approved for retail broker distribution whether advised or non-advised.
Fair Value Over Time:	Index linking in property policies or annually reinstated limits/sums insured.
Pricing Differentials:	There is no insurance premium differential applied directly based upon: <ul style="list-style-type: none">• a client's vulnerability or protected characteristics• the choice of the client to use or not use a premium finance facility• the client opting/not opting into an auto-renewal arrangement• the number of policy periods the client has been covered by the product (tenure)

Product Information

Name of Product: Pubs & Restaurants Package

Name of Manufacturer: Eaton Gate MGU Limited

Manufacturer Contact Details: info@egmgu.co.uk

Date of Product Approval: 25/05/2021

Date of Fair Value Assessment: 04/09/2023

Product Description: Commercial insurance product suitable for customers that need cover for their businesses. The product is a well-established product designed to provide bespoke levels of selected indemnity up to specified limits for material damage losses including to buildings, contents and stock as required and includes business interruption, and liability against employees and third parties. The Product may be distributed with additional products such as terrorism.

Analysis has been carried out against competitor products and changes were made to provide a comparable product. The product is designed to provide specified levels of cover with expected limits and conditions. The product evidences high claims acceptance rates and low levels of complaints.

Target Market Description: The target market are Pubs & Restaurants who will typically be sole traders, partnerships or limited companies that are restaurants / coffee houses / cafés / public houses / wine bars / bars / social clubs / live music venues.

- Turnover does not exceed £10,000,000
- There is no manufacturing or processing undertaken at the Premises apart from the provision/preparation of food and drink,
- The Premises are in a good state of repair and are regularly maintained.
- The insured meet all statutory obligations; including fire safety; Electrical Inspections; Health and Safety and COSHH (Control of substances hazardous to health) regulations, relating to the operation of your Business
- The total sum on trade contents and stock does not exceed £500,000
- That all kitchen extraction equipment (including ducting, canopies and filters) is regularly cleaned in accordance with the manufacturer.
- There are no current or ongoing or potential matters that will give rise to any legal or contractual disputes.

For the purpose of our product governance approach, we will treat these customers as high risk and relatively unsophisticated in their insurance buying and knowledge.

While there is not generally any exposure to vulnerable groups, these will be highlighted by the broker and a solution provided. Third party suppliers that manage claims handling have documented policies and procedures to identify and assess vulnerable characteristics and manage these. We are aware of 1 customer with vulnerable characteristics (a physical or mental illness, chronic or otherwise including an addiction to alcohol or drugs). Evidence from other commercial products during the performance period indicated vulnerable characteristics (where English is not spoken as a foreign language (4); a physical or mental illness, chronic or otherwise including an addiction to alcohol or drugs (1); situations presenting financial vulnerability or whose financial resilience is compromised and evident by

customer affordability of premium payments and abilities to meet premium finance undertakings (1); a learning or physical disability (for example hearing or sight (1)).

Unsuitable Market Description: Commercial customers with businesses not based within Great Britain, Northern Ireland, the Channel Islands and the Isle of Man in the Pubs & Restaurants sector, Non-Commercial customers or businesses that are not Restaurants / coffee houses / cafés / Public Houses /Wine bars/ Bars / social clubs / live music venues. **Please refer to the policy documentation for full details of the covers and exclusions.**

Product Cover & Structure: **Mandatory Covers**
Contents, Stock, Business Interruption, Deterioration of Stock, Theft by Employees, Liability against Employees, Third Party Damage, Legal Expenses.

Optional Covers
Buildings, Money, Goods in Transit, Specified All Risks & Loss of Licence.

Additional Information: This document is to be read in conjunction with the policy wording and IPID or summary document. **All are available for brokers on the Eaton Gate online portal.**

Approved Distribution: This product should be sold in line with FCA regulation and has been approved for retail broker distribution whether advised or non-advised.

Fair Value Over Time: Index linking in property policies or annually reinstated limits/sums insured.

Pricing Differentials: There is no insurance premium differential applied directly based upon:

- a client's vulnerability or protected characteristics
- the choice of the client to use or not use a premium finance facility
- the client opting/not opting into an auto-renewal arrangement
- the number of policy periods the client has been covered by the product (tenure)

Product Information

Name of Product: Hotels & Guesthouses Package

Name of Manufacturer: Eaton Gate MGU Limited

Manufacturer Contact Details: info@egmgu.co.uk

Date of Product Approval: 25/05/2021

Date of Fair Value Assessment: 04/09/2023

Product Description: Commercial insurance product suitable for customers that need cover for their businesses. The product is a well-established product designed to provide bespoke levels of selected indemnity up to specified limits for material damage losses including to buildings, contents and stock as required and includes business interruption, and liability against employees and third parties. The Product may be distributed with additional products such as terrorism.

Analysis has been carried out against competitor products and changes were made to provide a comparable product. The product is designed to provide specified levels of cover with expected limits and conditions. The product evidences high claims acceptance rates and low levels of complaints.

Target Market Description: The target market is hotels & guesthouses who will typically be sole traders, partnerships or limited companies that are Hotels/Guesthouses/B&B's.

- Turnover does not exceed £10,000,000
- There is no manufacturing or processing undertaken at the Premises apart from the provision/preparation of food and drink,
- The Premises are in a good state of repair and are regularly maintained.
- The insured meet all statutory obligations; including fire safety; Electrical Inspections; Health and Safety and COSHH (Control of substances hazardous to health) regulations, relating to the operation of your Business
- The total sum on trade contents and stock does not exceed £750,000
- That all kitchen extraction equipment (including ducting, canopies and filters) is regularly cleaned in accordance with the manufacturer.
- There are no current or ongoing or potential matters that will give rise to any legal or contractual disputes.

For the purpose of our product governance approach, we will treat these customers as high risk and relatively unsophisticated in their insurance buying and knowledge.

While there is not generally any exposure to vulnerable groups, these will be highlighted by the broker and a solution provided. Third party suppliers that manage claims handling have documented policies and procedures to identify and assess vulnerable characteristics and manage these. We are not aware of any customers with vulnerable characteristics. However, evidence from other commercial products during the performance period indicated vulnerable characteristics (where English is not spoken as a foreign language (4); a physical or mental illness, chronic or otherwise including an addition to alcohol or drugs (2); situations presenting financial vulnerability or whose financial resilience is compromised and evident by customer affordability of premium payments and abilities to meet premium finance undertakings (1); a learning or physical disability (for example hearing or sight (1)).

Unsuitable Market Description:	Commercial customers with businesses not based within Great Britain, Northern Ireland, the Channel Islands and the Isle of Man in the Hotels & Guesthouses sector, Non-Commercial customers or businesses that are not Hotels/Guesthouses/B&B's. Please refer to the policy documentation for full details of the covers and exclusions.
Product Cover & Structure:	<p>Mandatory Covers Contents, Stock, Business Interruption, Deterioration of Stock, Theft by Employees, Liability against Employees, Third Party Damage, Legal Expenses.</p> <p>Optional Covers Buildings, Money, Goods in Transit, Specified All Risks & Loss of Licence.</p>
Additional Information:	This document is to be read in conjunction with the policy wording and IPID or summary document. All are available for brokers on the Eaton Gate online portal.
Approved Distribution:	This product should be sold in line with FCA regulation and has been approved for retail broker distribution whether advised or non-advised.
Fair Value Over Time:	Index linking in property policies or annually reinstated limits/sums insured.
Pricing Differentials:	<p>There is no insurance premium differential applied directly based upon:</p> <ul style="list-style-type: none"> • a client's vulnerability or protected characteristics • the choice of the client to use or not use a premium finance facility • the client opting/not opting into an auto-renewal arrangement • the number of policy periods the client has been covered by the product (tenure)

Product Information

Name of Product: Trades & Professions

Name of Manufacturer: Eaton Gate MGU Limited

Manufacturer Contact Details: info@egmgu.co.uk

Date of Product Approval: 25/05/2021

Date of Fair Value Assessment: 04/09/2023

Product Description: Commercial insurance product suitable for customers that need trade specific cover for their businesses. The product is a well-established product designed to provide primary cover up to specified limits for third party liability, with the ability to include employers liability, public liability, tools cover, contract works cover, plant (including hired in plant) cover and commercial legal expenses to trades people and professions. The Product may be distributed with additional products such as terrorism.

Analysis has been carried out against competitor products and changes were made to provide a comparable product. The product is designed to provide specified levels of cover with expected limits and conditions. The product evidences moderate claims frequency with high claims acceptance rates and relatively low levels of complaints.

Target Market Description: The target market are trades people & professionals who will typically be sole traders, partnerships, or small companies with limited employees.

- Residents and any business entities registered in England, Scotland, Wales, Northern Ireland, Channel Islands, or Isle of Man
- Do not directly or knowingly supply goods or services to the USA or Canada
- Do not own lease or rent any business premises, other than storage facilities or office premises for which no cover is available under this contract turnover does not exceed £10,000,000
- The number of persons working in the business does not exceed 15 manual employees.
- There are no current, ongoing, or potential matters that you are aware of that will give rise to any legal or contractual disputes.

For the purpose of our product governance approach, we will treat these customers as high risk and relatively unsophisticated in their insurance buying and knowledge.

While there is not generally any exposure to vulnerable groups, these will be highlighted by the broker and a solution provided. Third party suppliers that manage claims handling have documented policies and procedures to identify and assess vulnerable characteristics and manage these. We are not aware of any customers with vulnerable characteristics. However, evidence from other commercial products during the performance period indicated vulnerable characteristics (where English is not spoken as a foreign language (4); a physical or mental illness, chronic or otherwise including an addition to alcohol or drugs (2); situations presenting financial vulnerability or whose financial resilience is compromised and evident by customer affordability of premium payments and abilities to meet premium finance undertakings (1); a learning or physical disability (for example hearing or sight (1)).

Unsuitable Market Description: Commercial customers with businesses not based within Great Britain, Northern Ireland, the Channel Islands and the Isle of Man in the Trades &

Professionals Sector, Professionals who require efficacy and Professional Indemnity cover, Client who do high risk / hazardous works or work at high risk / hazardous locations **Please refer to the policy documentation for full details of the covers and exclusions.**

Product Cover & Structure:

Mandatory Covers

Third Party Damage /public Liability & Legal Expenses

Optional Covers

Employers Liability, Tool & Business equipment cover, Hired in Plant, Own Plant, Contract Works, Hair & Beauty Treatments, Work at height or depth and the application of heat are also made available as required up to binder limits.

Additional Information:

This document is to be read in conjunction with the policy wording and IPID or summary document. **All are available for brokers on the Eaton Gate online portal.**

Approved Distribution:

This product should be sold in line with FCA regulation and has been approved for retail broker distribution whether advised or non-advised.

Fair Value Over Time:

Index linking in property policies or annually reinstated limits/sums insured.

Pricing Differentials:

There is no insurance premium differential applied directly based upon:

- a client's vulnerability or protected characteristics
- the choice of the client to use or not use a premium finance facility
- the client opting/not opting into an auto-renewal arrangement
- the number of policy periods the client has been covered by the product (tenure)

Product Information

Name of Product: Commercial Property Owners

Name of Manufacturer: Eaton Gate MGU Limited

Manufacturer Contact Details: info@egmgu.co.uk

Date of Product Approval: 25/05/2021

Date of Fair Value Assessment: 04/09/2023

Product Description: Commercial insurance product suitable for customers that need cover for their businesses operating as commercial property owners. The product is a well-established product designed to provide primary cover up to specified limits for material damage losses including to buildings and landlords contents including loss of rent and alternative accommodation costs. The Product may be distributed with additional products such as terrorism.

Analysis has been carried out against competitor products and changes were made to provide a comparable product. The product is designed to provide specified levels of cover with expected limits and conditions. The product evidences low claims frequency with high acceptance rates and moderate levels of complaints.

Target Market Description: The target market are commercial customers with businesses based within Great Britain, Northern Ireland, the Channel Islands and the Isle of Man who own commercial property or Mixed Commercial & Residential Property.

- Residents and any business entity is registered in England, Scotland, Wales, Northern Ireland, Channel Islands, or Isle of Man
- The properties declared have been let out for the purposes of commercial or mixed commercial/residential use only
- The Client's residential units are only let out on private rental agreements.
- The Client confirms that their properties meet all local authority requirements, including fire safety, Health, and Safety and COSHH (control of substances Hazardous to health) regulations.
- Rental agreement direct between the landlord and the tenant
- Standard Building Construction

For the purpose of our product governance approach, we will treat these customers as high risk and relatively unsophisticated in their insurance buying and knowledge.

While there is not generally any exposure to vulnerable groups, these will be highlighted by the broker and a solution provided. Third party suppliers that manage claims handling have documented policies and procedures to identify and assess vulnerable characteristics and manage these. We are aware of 3 customers with vulnerable characteristics (where English is not spoken as a foreign language; situations presenting financial vulnerability or whose financial resilience is compromised and evident by customer affordability of premium payments and abilities to meet premium finance undertakings; a learning or physical disability (for example hearing or sight). Evidence from other commercial products during the performance period indicated vulnerable characteristics (where English is not spoken as a foreign language (3); a physical or mental illness, chronic or otherwise including an addition to alcohol or drugs (2)).

Unsuitable Market Description:	Non-Commercial customers., Commercial customers with Properties not based within Great Britain, Northern Ireland, the Channel Islands and the Isle of Man in the Commercial Property owner Sector, Any Sub-letting. Please refer to the policy documentation for full details of the covers and exclusions.
Product Cover & Structure:	This product provides the following cover, up to agreed specified limits: Mandatory Covers Buildings, Property Owner's Liability cover & Legal expenses Optional Covers Employers Liability, Loss of Rent / Alternative Accommodation, Landlords Contents and Day one Inflation Uplift
Additional Information:	This document is to be read in conjunction with the policy wording and IPID or summary document. All are available for brokers on the Eaton Gate online portal.
Approved Distribution:	This product should be sold in line with FCA regulation and has been approved for retail broker distribution whether advised or non-advised.
Fair Value Over Time:	Index linking in property policies or annually reinstated limits/sums insured.
Pricing Differentials:	There is no insurance premium differential applied directly based upon: <ul style="list-style-type: none"> • a client's vulnerability or protected characteristics • the choice of the client to use or not use a premium finance facility • the client opting/not opting into an auto-renewal arrangement • the number of policy periods the client has been covered by the product (tenure)

Product Information

Name of Product: Residential Property Owners

Name of Manufacturer: Eaton Gate MGU Limited

Manufacturer Contact Details: info@egmgu.co.uk

Date of Product Approval: 25/05/2021

Date of Fair Value Assessment: 04/09/2023

Product Description: Commercial insurance product suitable for businesses operating as residential property owners. The product is a well-established product designed for domestic premises that have been let out for the purposes of domestic use only to provide primary cover up to specified limits for material damage losses including to buildings and landlords contents including loss of rent and alternative accommodation costs. The Product may be distributed with additional products such as terrorism.

Analysis has been carried out against competitor products and changes were made to provide a comparable product. The product is designed to provide specified levels of cover with expected limits and conditions. The product evidences low claims frequency with high acceptance rates and moderate levels of complaints.

Target Market Description: The target market are commercial customers who will typically be sole traders, partnerships or small limited companies

- Residents and any business entity is registered in England, Scotland, Wales, Northern Ireland, Channel Islands, or Isle of Man
- Proposals made under this contract must include Buildings cover to be eligible for this policy
- Domestic premises that have been let out for the purposes of domestic use only.

For the purpose of our product governance approach, we will treat these customers as high risk and relatively unsophisticated in their insurance buying and knowledge.

While there is not generally any exposure to vulnerable groups, these will be highlighted by the broker and a solution provided. Third party suppliers that manage claims handling have documented policies and procedures to identify and assess vulnerable characteristics and manage these. We are aware of 1 customer with vulnerable characteristics (where English is not spoken as a foreign language). Evidence from other commercial products during the performance period indicated vulnerable characteristics (where English is not spoken as a foreign language (3); a physical or mental illness, chronic or otherwise including an addition to alcohol or drugs (2) situations presenting financial vulnerability or whose financial resilience is compromised and evident by customer affordability of premium payments and abilities to meet premium finance undertakings (1); a learning or physical disability (for example hearing or sight (1)).

Unsuitable Market Description: Commercial customers with businesses not based within Great Britain, Northern Ireland, the Channel Islands and the Isle of Man in the Residential Property owner Sector, Sub-letting e.g., to local authorities, **Please refer to the policy documentation for full details of the covers and exclusions.**

Product Cover & Structure: **Mandatory Covers**

This product provides Buildings and Property Owner's Liability cover as standard, up to agreed specified limit & Legal expenses

Optional Covers

Employers Liability, Loss of Rent, Landlords Contents and Day one Inflation Uplift

Additional Information:

This document is to be read in conjunction with the policy wording and IPID or summary document. **All are available for brokers on the Eaton Gate online portal.**

Approved Distribution:

This product should be sold in line with FCA regulation and has been approved for retail broker distribution whether advised or non-advised.

Fair Value Over Time:

Index linking in property policies or annually reinstated limits/sums insured.

Pricing Differentials:

There is no insurance premium differential applied directly based upon:

- a client's vulnerability or protected characteristics
- the choice of the client to use or not use a premium finance facility
- the client opting/not opting into an auto-renewal arrangement
- the number of policy periods the client has been covered by the product (tenure)