# **EATON GATE**

#### 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 now concluded our fair value assessments, you are receiving this Product Approval Information Document as you are involved in the distribution of an insurance product co-manufactured by Eaton Gate.

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

The Eaton Gate group operate as insurance intermediaries authorised and regulated by the Financial Conduct Authority ('FCA') and the Gibraltar Financial Services Commission. Full details of the firm's regulatory status within Eaton Gate can be found on our <u>website</u>. Eaton Gate act as agents 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 PROD 4.2 of the FCA Handbook, together with our insurers, Eaton Gate have analysed a range of value measures and subsequently deemed these products to represent fair value to our customers.

<u>Please note</u>: 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@egmqu.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

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A world of opportunity

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

Date of Fair Value Assessment: 30/8/2022

**Product Description:** 

Niche Home insurance product for wealthy individuals. Customers will be "consumers" Sections of Covers will be art, antiques and collectables, valuables, Buildings, General Contents, and Personal and Employers Liability.

Analysis has been carried out against competitor products. The product is providing comparatively high levels of cover with limited conditions. Average is excluded and the policy is warranty free.

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 in respect of Prestige Home is £750,000. General Contents, Art Antiques and Collectables & Valuables

Sums Insured typically exceed £150,00.

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 is some exposure to vulnerable groups. These will be highlighted by

the broker and a solution provided.

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.

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

and IPID or summary document.

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)

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Name of Product: HomePlus

Name of Manufacturer: Eaton Gate MGU Limited

Manufacturer Contact Details: info@egmgu.co.uk

Date of Product Approval: 28/04/2020

Date of Fair Value Assessment: 30/8/2022

#### **Product Description:**

Niche Home insurance product for wealthy individuals. Customers will be "consumers" Sections of Covers will be art, antiques and collectables, valuables, Buildings, General Contents, and Personal and Employers Liability.

Analysis has been carried out against competitor products. The product is providing comparatively high levels of cover with limited conditions. Average is excluded and the policy is warranty free.

**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. TPAs that manage claims handling have documented policies and procedures to assess to identify

vulnerabilities and manage these.

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.

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

and IPID or summary document.

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

Name of Product: Broker Express (Household)

Name of Manufacturer: Eaton Gate MGU Limited

Manufacturer Contact Details: info@egmgu.co.uk

Date of Product Approval: 28/04/2020

Date of Fair Value Assessment: 30/8/2022

#### Product Description:

Home insurance product that provides cover for individuals. Customers will be mass market "consumers". The product is designed to provide consumers with financial protection for catastrophes (such as fire, flooding and subsidence) for the building and/or 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.

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.

The nature of the target market does not mean that additional support and resources need to be provided, however, in the event that the product may be sold to any vulnerable customer, processes have been developed to identify and manage these vulnerabilities. Third party suppliers that manage claims handling have documented policies and procedures to assess to identify vulnerabilities and manage these.

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.

**Additional Information:** This document is to be read in conjunction with the policy wording

and IPID or summary document.

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.

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

This information is intended for insurance professionals only and is not intended for distribution to the public.

### **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)

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: 30/08/2022

**Target Market Description:** The target market for the Commercial Combined product will be for

Commercial customers with businesses based within Great Britain, Northern Ireland, the Channel Islands, and the Isle of Man typically be small to medium sized limited companies within manufacturers and

wholesaling industry or do not fit Package product Criteria

• Turnover does 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

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:

• 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)

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: 30/08/2022

**Target Market Description:** The target market for the Contractor's Combined product will be for

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 Trades & Professionals product Criteria

• 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

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: This product provides the following Mandatory cover, up to agreed specified

limits:

Public liability & Legal Expenses.

This product provides the following optional cover, up to agreed specified

limits:

Employers' liability, Financial Loss Liability, Contract Works, Own Plant,

Hired in Plant & Tool cover.

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

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: 30/08/2022

Target Market Description: The target market are small business who will typically be sole traders,

partnerships, or small Limited companies with under £2,500,000 turnover

per premises.

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: 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

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: 30/08/2022

**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 £10M

- 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.

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)

This information is intended for insurance professionals only and is not intended for distribution to the public.

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: 30/08/2022

**Target Market Description:** The target market are Hotels & Guesthouses who will typically be sole

traders, partnerships or Limited companies that are

Hotels/Guesthouses/B&B's.

Turnover does not exceed £10M

• 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.

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: 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

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: 30/08/2022

Target Market Description: The target market are Trades people & professionals who will typically be

sole traders, partnerships, or Small Limited companies that

• Residents and any business entity is 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

 $\cdot$  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 £10M

• 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.

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

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: 30/08/2022

**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

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:

• 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

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: 30/08/2022

**Target Market Description:** The target market are Residential Property Owners who will typically be

sole traders, partnerships, or Small Limited companies are

• 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.

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