

HSB Contractors' Plant Insurance (e-trade)

HSB Distributor Product Information

Information for distributors of
HSB insurance products only



A Munich Re company

This document has been produced by HSB in accordance with our regulatory responsibilities as a Product Manufacturer. This document provides high level information on the product, including information on the main features and exclusions, target market, fees, commissions, distribution channel, as well as Fair Value outcome and Consumer Duty regulations. It is intended for use by our Distributors and not for customers or operational staff. For more information, please speak to your HSB representative.

It is not a sales or marketing tool and should not be used as such.

Requests for insurance coverage should always be placed under the most suitable product based on the Insured's needs and in their best interests.

Carrier name:	HSB Engineering Insurance Limited
Broker name:	As stated in TOBA
Product name:	HSB Contractors' Plant Insurance (e-trade)
Reference/UMR (Binder):	POL-UKG-CPI-003-ETR POL-ROI-CPI-004-ETR
Reference (class of business):	Contractors Plant (owned and hired in)
Date:	March 2024

Product information

Product oversight and governance

HSB Engineering Insurance Limited has an established Product Approval Process that covers the entire product lifecycle, from new product development to product review. The following elements are included within the process:

- Extensive research of the product concept is undertaken to identify an appropriate target market.
- Customer type, distribution channel, charging structure as well as the wider market and legal developments are identified and considered.
- Risk assessments and regulatory reviews are undertaken to ensure fairness to customers and that any risks to the identified target market are appropriately managed.
- Product marketing, training and technical support ensures knowledge of the product is accurately assessed and competence is evidenced prior to distribution of the product.
- Post launch, the overall product performance is interrogated and reviewed. This includes claims reports, systems reviews and customer feedback being processed to identify on-going product and market suitability.

Product summary

A commercial product designed to cater for the specific requirements of customers ranging from builders, ground workers and plant hirers to civil engineering contractors and businesses who hire in plant and equipment. The policy provides cover for:

Section 1 – Contractors' plant - owned

- Damage to contractors' plant owned by the customer.
- Damage to owned plant hired out by the customer.

Section 2 – Contractors' plant – hired in

- The customer's legal liability for damage to hired in contractors' plant inclusive of any continuing hire charges.
- Damage to hired in plant which is then hired out by the customer.

The policy offers flexibility so that different levels of cover can be selected within the two sections

Other information

- **Territorial limits** – the product is available only to customers domiciled in the UK and Republic of Ireland (ROI).
- **Policy renewal** – policy renewal is not automatic but renewal is normally requested by the distributor as a policy approaches the end of the current period of cover.
- **Claims notification** – all claims are notified to the carrier whose claims team manages the lifecycle of each claim in line with corporate claims handling procedures
- **Complaints notification** – all complaints are notified to the carrier whose complaints team manages the lifecycle of each complaint in line with corporate complaints handling procedures.
- **Carrier fees** – None.

Target market

The HSB Contractors' Plant Insurance policy is a commercial product designed to cater for the needs of micro and SME building contractors and manufacturers through to large national contractors including light civil engineers and plant hirers.

Types of customer for whom the product would be unsuitable

The product is not suitable for consumers or retail customers.

Distribution Strategy

This product is designed to be delivered to customers via UK and ROI open market brokers. As well as traditional transactional distribution and digital trading the product maybe distributed via approved exclusive broker arrangements and approved delegated authority arrangements.

Any notable exclusions or circumstances where the product will not respond

Both sections – excluded equipment types

- Agricultural machinery, tractors, combine harvesters, balers and conveyors.
- Scrap metal processing machinery, shredders, balers, fragmentisers and compactors.
- Timber and forestry equipment, harvesters and forwarders.
- Combustible waste processing machinery.
- Wood shredders.
- Quad bikes.

Section 1 – Contractors' plant - owned

Restrictions

A condition of this cover where the insured plant is hired out is that it must be hired out under conditions no less onerous than the standard conditions of the Construction Plant-hire Association (or equivalent in ROI).

Exclusions (what is not insured)

- Excluded equipment types (see above).
- Cyber-attack damage resulting from an external network failure.
- Damage to consumable parts.

Section 2 – Contractors' plant – hired in

Restrictions

Cover under this section is conditional upon the following:

- The insured hired in plant must be hired in under conditions no more onerous than the standard conditions of the Construction Plant-hire Association (or equivalent in ROI).
- Where the insured hired in plant is then hired out by the insured customer it must be hired out under conditions no less onerous than the standard conditions of the Construction Plant-hire Association (or equivalent in ROI).

Exclusions (what is not insured)

- Excluded equipment types (see above).
- Damage to consumable parts
- Damage to any plant or equipment on a hire purchase lease agreement or which is on free loan.

Other information which may be relevant to distributors

Cover under this product may be affected where:

- a fair presentation of the risk is not provided to the carrier;
- a delay in the notification of a claim prejudices the position of the carrier;
- the requirements of any condition precedent (an important term which sets out a step or action that the customer must take) are not met.

Consumer Duty and Fair Value

In accordance with the FCA PROD4 rules and consumer duty requirements, a product review and fair value assessment are completed annually for this product.

The requirements of these annual exercises consider good customer outcomes based upon the following areas:

- Product and services
- Price and value
- Consumer understanding
- Consumer support

For each of the four key areas, we have assessed what we understand the customer would consider a good outcome. These identified outcomes are:

Product and Services

- Customers are provided with a product that meets their needs
- Customers are provided with a product where the policy limits are appropriate and sufficient
- Customers are provided with a product where the policy coverage meets their expectations
- Customers are provided with clear and easy to understand policy and associated documentation

Price and Value

- Customers are provided with a product where the cost price is fair
- Customers are provided with a product where the distribution costs do not adversely affect the product's value

Consumer Understanding and Consumer Support

- Customers view marketing content that is clear, fair and not misleading
- Customers deal with intermediaries that are well informed and understand our product
- Customers that are vulnerable are identified and appropriate adjustments made
- Customers are provided with all the necessary information to make an informed decision
- Customers receive relevant documentation in a timely manner
- Customers individual needs are considered when they need to use their policy
- Customers can understand all of the terms and conditions of their policy and understand their obligation
- Customers are responded to a timely manner in an appropriate way
- Customers clearly understand how to make any adjustments to their policy and what happens next
- Customers clearly understand how to make a claim and what happens next
- Customers have easy access to making a claim and are well informed throughout the claims process
- Customers are satisfied how they are dealt with when making a claim
- Customers clearly understand how to make a complaint and what happens next
- Customers have easy access to making a complaint and are well informed throughout the complaint process

The review and assessment include insight from the monitoring of key reporting indicators surrounding but not limited to the following areas:

- Customer satisfaction surveys/market research

- Broker feedback
- Service delivery data
- Product reviews including testing of the customer journey
- Fair value assessments
- Retention rates
- Cancellation rates
- Complaints data
- Claim acceptance rates
- Declinature rates
- Frequency of claims
- Loss ratios
- Call handling data

Date of last fair value assessment:	Q1 2024
Outcome of last fair value assessment:	Fair Value
Comments <p>The product provides fair value to customers and is working as designed. Key metrics on usage and product value are monitored and there are no concerns that the product cannot be used or that there are any barriers to claim.</p> <p>This product meets the needs within the Target Market Statement (as noted above)</p> <p>The product has been subject to HSB Engineering Insurance Limited's full product review process and signed off by our authorised approvers as representing fair value to customers and may continue to be marketed and distributed.</p>	
Expected date of next fair value assessment	Q1 2025

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