

## Aro Underwriting Group Ltd - Product Value - Information Exchange

Carrier Name	Allied World Assurance Company Europe (dac)
Broker Name	All
Product Name	Tradesman
Reference/UMR [Binder]	AWCDARO2021
Reference [Class of Business]	Commercial
Date	04/03/2022

Manufacturer Information
<p><b>Product Information</b></p> <p><b>Product Oversight &amp; Governance</b> The following is based on Aro's compliance manual and details the product approval process.</p> <p><u>Product Approval Process</u> Aro will evaluate and approve new products and/or significant changes to existing products prior to policyholder distribution. Where products are manufactured in conjunction with or by Underwriters (capacity providers) Aro will seek to collaborate and meet any criteria required by them.</p> <p>Products are evaluated and approved using:</p> <ul style="list-style-type: none"> <li>• Underwriter (capacity) processes and procedures, where required and</li> <li>• The Aro Product Approval Template (APAT)</li> <li>• Product Review Schedule. This document details what elements of a product have been reviewed, when, and who by (POG team members). Its aim is to ensure that the product remains fit for purpose over its lifecycle</li> </ul> <p>These documents provide evidence that sufficient analysis has been undertaken with regards to coverage, target market(s), product compatibility, policyholder vulnerability, competitor products, pricing, distribution, training, fair value and the fair treatment of policyholders.</p> <p><u>Product Oversight and Governance Committee</u> Aro's Product Oversight and Governance Committee consists of the Underwriting Director, the Audit and Compliance Manager and the Underwriting Manager. Other staff members may be involved / seconded into product oversight and governance working groups and projects, depending upon the review being undertaken and the expertise required.</p> <p>Aro will ensure that any staff involved in product manufacture have the requisite skills, knowledge and expertise for their role. This will be evidenced in up-to-date CVs, training logs and reflected in the APAT. The committee will meet on a quarterly basis.</p> <p><u>Target Market</u> The APAT document records the following:</p> <ul style="list-style-type: none"> <li>• The identified target market(s)</li> <li>• An assessment of risks to the identified target market(s)</li> <li>• Whether the distribution strategy is consistent with the target market(s)</li> <li>• Aro, and where appropriate, Underwriters (capacity providers) will also take reasonable steps to ensure that the insurance product is distributed to the identified target market by carrying out:             <ul style="list-style-type: none"> <li>- reviews on a regular basis through portfolio analysis and Conduct MI including data on complaints.</li> <li>- coverholder and sub-coverholder audit and file reviews where possible and appropriate.</li> </ul> </li> </ul>

## Product Testing

Aro, and where appropriate, Underwriters (capacity providers) will test their insurance products (both quantitatively and qualitatively) before bringing the product to market or significantly adapting it, or if the target market has significantly changed. The testing, in conjunction with other aspects of product governance is designed to help assess whether the product (over its lifetime) meets the identified needs, objectives and characteristics of the target market. To assist with this Aro will utilise a Product Questionnaire.

Testing may include a limited 'in-house pilot study' that simulates obtaining quotations and includes purchasing, cancelling, and amending, the insurance product, in a test environment. [Note: Complaints relating to a product is subject to a separate procedure and Aro do not have claims handling authority].

- The intention of the pilot is to test the product's fitness for purpose, rating, documentation issuance and associated processes on various systems (including IHP – Insurer Hosted Pricing – where relevant)
- Aro may share as appropriate and/or requested the results of the pilot studies reviewed with Underwriters.
- Feedback from the above should be considered and the product amended where this is seen to be required.

## Product Distribution Channels and Product Information Disclosure to Distributors

Aro does not distribute products direct to policyholders.

Where appropriate and/or requested Aro may make available to distributors information on the:

- Insurance product e.g. product summaries, information exchange documents.
- Product Approval Process e.g. compliance manual, APAT template

In collaboration with the Underwriter (capacity provider), Aro will also consider what (if any) knowledge, competence or training is needed by distributors to distribute the product. This may include:

- Evidence of training
- Product information
- Product summaries

## Monitoring and Review of Insurance Products

Through the operation of the Product Oversight and Governance Committee Aro and, where appropriate Underwriters (capacity providers) will review their products using the Product Review Schedule to assess and ensure that products remain aligned with the needs identified with the target market and the distribution strategy remains appropriate.

This may include the following:

- Products will be reviewed (or appropriate elements of it e.g. wording, pricing/value, distribution, claims handling) on an annual basis in accordance with the agreed Product Review Schedule to ensure the product remains suitable and fit for purpose.
- Regular portfolio analysis using appropriate MI which will include cancellations, complaints and claims numbers.
- Collecting and incorporating feedback from clients and distributors e.g. via complaints.
- Evaluating if ongoing or further product training is required.

## Insurance Product Information Documents (IPIDs)

In collaboration with Underwriters, Aro will create IPIDs where these are required and will comply with the prescribed format.

## **Product Description**

The Tradesmen product is designed to meet the demands and needs of small businesses and sole traders engaged in manual & non-manual trades and professions

### Key Features

- Comprehensive range of Manual and Non-Manual Trades
- Tools cover with no overnight time restrictions
- Per-capita rating (maximum 10)
- Option of £1million, £2million & £5million Public Liability Limit of Indemnity
- Up to 25% heat work acceptable
- Height up to 15 metres
- Depth up to 2 metres
- Standard £250 PL excess
- Tools excess £250

### Claims

If you need to make a claim under this policy, please telephone us using the relevant number below and we will be pleased to advise you of the steps to take. It will assist if you have details of your policy and cover available when telephoning.

➤ New Claims should be notified to:

Email - [newclaim.alliedworld@davies-group.com](mailto:newclaim.alliedworld@davies-group.com)

Phone - 0344 856 3285

➤ For any claim communication after the initial notification of the loss please contact:

Email - [post.alliedworld@davies-group.com](mailto:post.alliedworld@davies-group.com)

Phone - 0344 856 3285

In all communications with us please quote your policy number.

### Complaints

If you wish to make a complaint, you can do so at any time, free of charge, by referring the matter by e-mail, in writing, by telephone or in person to the company.

E: [complaints@aro-underwriting.com](mailto:complaints@aro-underwriting.com)

W: [www.aro-underwriting.com](http://www.aro-underwriting.com)

A: Aro Underwriting Group Ltd, Sackville House, 55 Buckhurst Avenue, Sevenoaks, Kent, TN13 1LZ

T: 01732 783575

### Referral Process

Where underwriting risks are referred to Aro, we aim to respond to these in the shortest timeframe possible. We can be contacted using the following:

- Steve Lewzey - [steve.lewzey@aro-underwriting.com](mailto:steve.lewzey@aro-underwriting.com)
- Josh Reading - [josh.reading@aro-underwriting.com](mailto:josh.reading@aro-underwriting.com)
- Telephone - 01732 783575

### Renewal Process

The renewal process and renewal notice are the responsibility of the broker who deal directly with the policyholder.

### Territorial Limits

UK, Channel Islands, Isle of Man

### Minimum Premiums / Commissions and Fees

ARO, ARO Plus, ARO Ten and Willow are trading names of ARO Underwriting Group Limited which is an Appointed Representative of HISL Brokers Limited a company authorised and regulated by the Financial Conduct Authority under firm reference number 505452 to carry on insurance distribution activities. ARO Underwriting Group Limited is registered in England and Wales company number 07491066.

Registered office at Sackville House, 55 Buckhurst Avenue, Sevenoaks, Kent, TN13 1LZ.

<ul style="list-style-type: none"> <li>• £50 + IPT</li> </ul>	
Target Market	
Small businesses with up to 10 persons and a maximum turnover of £1,000,000	
Types of policyholder for whom the product would be unsuitable	
High risk manual trades that fall outside of the acceptable trade's lists, businesses operating with multiple trades and businesses operating more than 25% bona-fide sub-contractors.	
Any notable exclusions or circumstances where the product will not respond	
<p>General Exclusions</p> <ul style="list-style-type: none"> <li>• Asbestos</li> <li>• Cyber terrorism</li> <li>• Date recognition</li> <li>• Excess</li> <li>• Northern Ireland - civil commotion</li> <li>• Radioactive contamination</li> <li>• Terrorism</li> <li>• War</li> </ul> <p>Claims Conditions</p> <ul style="list-style-type: none"> <li>• Arbitration</li> <li>• Claims co-operation</li> <li>• Claims procedures</li> <li>• Discharge of liability</li> <li>• Excess</li> <li>• Fraudulent claims</li> <li>• Multiple insureds</li> <li>• Other Insurance</li> <li>• Salvage</li> <li>• Subrogation</li> </ul> <p>General Conditions</p> <ul style="list-style-type: none"> <li>• Adjustment of premium</li> <li>• Cancellation – our rights</li> <li>• Change in circumstances or alteration to the risk</li> <li>• Interest clause</li> <li>• Maintenance and reasonable precautions</li> <li>• Remedies following a breach in your duty of fair presentation</li> <li>• Your business</li> </ul>	
Other information which may be relevant to distributors	
<p>Useful contacts</p> <ul style="list-style-type: none"> <li>• Steve Lewzey - <a href="mailto:steve.lewzey@aro-underwriting.com">steve.lewzey@aro-underwriting.com</a></li> <li>• Josh Reading - <a href="mailto:josh.reading@aro-underwriting.com">josh.reading@aro-underwriting.com</a></li> <li>• Telephone - 01732 783575</li> </ul>	
Date Fair Value Assessment Completed	26/11/2021
Expected Date of Next Assessment	25/11/2022
<i>The following should only be completed <u>after</u> the Broker Information section below has been completed and provided by Distributor 1.</i>	

# ARO



Total Commissions	Variable as below
Total Fees	Variable as below
Total other Distributor Remuneration	Other broker remuneration is variable depending on the client TOBA.