



Caravans (Static Caravans and Park Homes)

Date Fair Value Outcome Completed	Quarter 4 2024
Expected Date of Next Assessment	Quarter 4 2025

Outcome of the Product Review and Fair Value Assessment

As a result of the product governance activities undertaken across this product we can confirm:

1. The outcome of the fair value assessment found that this product provides fair value, which is based on Pen's review of information related to sales practices and services, claims, complaints and market intelligence.
2. There is no evidence that the product is not suitable for the customers it is intended to be distributed to.
3. The intended distribution strategy remains appropriate, subject to distributors not charging customers additional fees that bear no reasonable relationship to the service(s) provided, or the overall cost of the product.





Fair Value Outcome Statement

Product Fair Value Outcome – Methodology

Pen has completed Fair Value Assessment work on products we manufacture. This is based on groupings of products which may be similar in features and are intended to be distributed to similar target markets. This Product Fair Value Outcome Statement is not intended to replicate our Fair Value Assessments, but sets out the approach taken and the outcome of the assessment.

Product Information

The product is designed for leisure homes such as static caravans, park homes, chalets or lodges, requiring cover for loss or damage to the leisure home structure and/or its contents caused by events such as fire, explosion, impact, storm, flood, escape of water, theft and subsidence.

Product benefits:

- Leisure building or structure: Providing cover for the costs of repairing, replacing or rebuilding the leisure home up to an agreed sum insured, plus loss of rent and temporary accommodation costs
- Contents: Providing cover for the cost of repairing or replacing the contents of the leisure home, plus property in the open at the premises, loss of rent and temporary alternative accommodation costs
- Personal belongings: Providing cover for the cost of repairing or replacing personal belongings damaged within the leisure home
- Domestic freezer cover: Providing cover for the cost of replacing food in the fridge or freezer, within the leisure home
- Pedal cycles: Providing cover for the cost of repairing or replacing pedal cycles following theft or accidental damage within the leisure home
- Legal Liability to the public: Cover for legal liability as a private individual and as owner or occupier of the leisure home for bodily injury or property damage caused to another person or property
- Money: Theft or accidental loss of money within the leisure home

Depending on the requirements of the customer the following optional covers can be selected:

- Cover for Accidental damage to the leisure home and/or contents.
- Cover for Personal Belongings away from the home
- Cover for Pedal Cycles away from the home

Product limitations:

- Public Liability up to £2m
- Risks with a total sum insured value more than £0.5m for static caravans for any one leisure home structure and/or its contents
- High flood exposed risk's (which is provided at quote stage by Pen)



Key exclusions:

- Theft cover is restricted to theft as a result of forcible or violent entry to or exit from the caravan
- Loss or damage if your caravan is used as the policyholder's main residence or being used for business purposes
- Loss or damage if the caravan is used by anyone other than the policyholder, the policyholder's or friends

Policy excesses as per the policy schedule.

Optional Products

No products are sold alongside this core product by Pen.

Further details can be found in our policy wordings available to brokers/ cover holders.

Distributor Remuneration

Pen agrees commission rates with each distributor and as part of the Fair Value Assessment process has requested details of any additional fees that may be added in the distribution chain. The fee details received have been analysed and if Pen considers these could impact the value of the product this would be raised directly with distributors.

All distributors should be able to:

- Confirm annually that the commissions and fees they charge are reasonable relative to the service(s) they provide and the total cost of the product to the customer; and
- Justify that commissions and fees they charge are fair, and support the intended value of the product.



How Pen Mitigates Risks to Product Fair Value

Pen's commission structure is intended to ensure that it reflects product features and benefits and the services we provide, which support product fair value. Pen does not benefit from distributors increasing or decreasing their own commissions/fees.

Pen has taken steps to validate that distributor commissions/fees charged are within a reasonable range and in line with usual market practice, in order to ensure the value of our products is not diluted.

How Pen Assesses Value

Pen's product governance and oversight process requires a full review of all product groups at least annually to determine if the product offers fair value to the customer.

These reviews consider the following areas:

Target market	<ul style="list-style-type: none"> • Target market reviewed to ensure the product meets the needs of the customer and will continue to do so for the life of the product • Identify the impact on vulnerable customers where applicable
Distribution strategy	<ul style="list-style-type: none"> • Appropriateness of the distribution channel, services offered and remuneration • Remuneration does not negatively impact the overall value offered by the product
Market assessment	<ul style="list-style-type: none"> • Market scrutiny to ensure the product aligns with current market trends
Product design/lifecycle	<ul style="list-style-type: none"> • Pricing • Regulatory requirements • Fees and charges • Product documentation • Performance of the product • Product changes
Customer journey	<ul style="list-style-type: none"> • Quality Assurance • Feedback from distribution
Claims	<ul style="list-style-type: none"> • Frequency and trends • Loss ratio trends
Complaints	<ul style="list-style-type: none"> • Feedback is reviewed to ensure the product continues to offer good benefit for customers • Reasons for complaints and volumes • Outcomes of complaints: whether they are upheld, not upheld • Identification of trends and root causes • Redress payments: volume and timescales • Financial Ombudsman Service: volume and outcomes

