



Thatch Home

Target Market Statement

Product Type

This is an insurance product for consumer customers who require cover for their home that is constructed with a thatch or part-thatch roof.

Cover can be extended for contents contained within the home and also to cover the customer's legal liability for bodily injury or damage to property, arising out of their ownership, possession or use of the thatched home.

Characteristics of the target market (who is this product designed for?)

The product is designed for customers over the age of 18 who own a thatched home, located in the UK, Channel Islands or the Isle of Man.

This product can provide cover where there are non-standard elements, such as:

- The property has suffered a subsidence, landslip or heave loss in the last 25 years.
- The property is located in an area identified as having a high risk of flooding and/or that has suffered from a previous flood loss in the last 25 years (providing the home is for personal use only and acceptable under the eligibility rules of Flood Re*).
- The property is built of non-standard construction, such as timber or timber framed.
- The property has minor buildings works commencing or planned (such as rewiring, plumbing, replacement kitchen and small extensions).
- Properties with Grade 2 or B listed building status.

*Flood Re – Flood Re is a scheme set up by the UK Government and insurers that provides flood cover, as part of a home insurance policy more widely available and affordable for properties located in an area identified as having a high risk of flooding. More information can be found out about the scheme at www.floodre.co.uk

Customers with characteristics of vulnerability are included within the target market.

Objectives, needs and interests of the target market (considering the key features and benefits of the product)

The product provides cover for loss or damage to the home and/or contents caused by events such as fire, explosion, impact, storm, flood, escape of water, theft and subsidence.

Customers will benefit from the following features and benefits:



- **Buildings:** Covers the cost of repairing, replacing or rebuilding the home up to an agreed sum insured, plus loss of rent and temporary accommodation costs.
- **Contents:** Covers the cost of repair or replacing the contents of the home, plus property in the open including temporary removal of the contents to other premises.
- **Valuables:** Covers the cost of repair or replacing valuables lost or damaged within the home.
- **Personal Possessions:** Covers the cost of repair or replacing personal possessions lost or damaged within the home.
- **Domestic Freezer:** Covers the cost of replacing food in the fridge or freezer.
- **Pedal Cycles:** Covers the cost of repair or replacing pedal cycles following theft or accidental damage at the home.
- **Legal Liability:** Covers the legal liability as a private individual and as owner or occupier of the home for bodily injury or property damage caused to another person or property.
- **Accidents to Domestic Staff:** Covers legal liability for bodily injury to domestic staff arising out of and in the course of their employment.
- **Money:** Cover for theft or accidental loss of money.
- **Bank Cards:** Cover for amounts which the customer becomes legally liable to pay as a result of unauthorised use following loss or theft of a bank card.

Cover can also be extended to include:

- Accidental damage to buildings
- Accidental damage to contents.
- Cover for valuables and personal belongings away from the home.
- Cover for pedal cycles away from the home.

Who is this product not designed for?

This product is not suitable for:

- Properties outside of UK, Channels Islands or the Isle of Man.
- Customers with more than two losses within the last 5 years that would have been covered by this product or a similar home product.
- Customers with more than one unspent conviction and/or pending prosecutions excluding any motor offences.
- Properties with more than 2 wood burner/multifuel stoves.
- Total sum insured values of more than £2,500,000.
- Properties with Grade 1 listed building status.
- Properties without a valid certificate evidencing a satisfactory electrical inspection within the last 10 years.
- Properties where the chimneys serving solid fuel stoves, boilers and open fires are not professionally swept twice a year.



- Properties that have not been inspected by a suitably qualified thatcher in the last five years.
- Properties that do not have at least one smoke alarm fitted.
- Properties that do not have at least one fire extinguisher kept on each floor and a fire blanket kept in the kitchen.
- Customers who require short term non-renewable cover.
- Customers who cannot afford the annual or monthly premiums.

How do we expect this product to be distributed?

This product should be sold with the active assistance and guidance of an insurance intermediary to select the appropriate level of cover. The product will only be distributed through brokers to customers and not directly by Pen to customers.

This product is suitable to be distributed by Pen's coverholder partners and insurance brokers and can be sold via a variety of intermediated sales channels, such as face to face, telephone, email, or by postal application.

Consideration should be given to the vulnerability of customers by the Intermediary and provide any appropriate support they may need.

What are the distributor value considerations?

We expect all distributors in the chain to consider the following when selling Pen's products:

- The impact on product value of offering other products alongside this one, especially those with proportionally greater remuneration. For example, an ancillary product, elements of which may duplicate existing cover, or premium finance charged at an elevated rate of APR.
- Additional commission, fees or charges added as part of distribution processes must be proportionate to the service provided, in line with those charged elsewhere, and not affect the overall value offered by the product.
- Distributors must ensure there is no duplication of cover as a result of any add-on products sold where appropriate cover is already provided by the policy.
- Distributors must familiarise themselves with the product options and extensions available and consider these when selling Pen's products to customers.
- Distributors should consider the demands and needs of the customer and the Consumer Duty requirements when dealing with customers.

Scope

This document is intended to provide an indicative summary of the target market for this product and is not a summary of coverage. Please refer to separate policy documentation for full details of the coverage provided by the product.



Pen has a Product Approval Process

Pen has a product approval process in place to ensure that there is appropriate oversight of all products where Pen is either a co-manufacturer or a distributor. The process includes a risk assessment process where due consideration is given to the impact of the product on the target market and the value of the product.

A diagram of Pen's product approval process can be found on the Pen website [here](#).

Important Information

This target market statement should be used by all (co-)manufacturers and distributors of this product. (Co-)manufacturers and distributors should not create their own variation of this document. Where any party using this document has concerns about the accuracy or completeness of the information included, this should be raised to Pen urgently for discussion.

Valid From

11/11/2024

Next Review Date

On or before 11/11/2025

