

## International Professional Indemnity – Architects and Engineers

### Target Market Statement

#### Product Type

This is an insurance product for customers who are professional individuals or businesses domiciled outside of the UK, EEA and USA offering architectural, engineering and construction design and consultancy services.

The product helps protect a customer's business and reputation from claims made against them arising from their negligent and/or alleged negligent acts or omissions, including costs incurred in defending a third-party claim.

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

- This product is designed for customers domiciled outside of the UK, EEA and USA, who provide construction consultancy services which includes, but is not limited to:

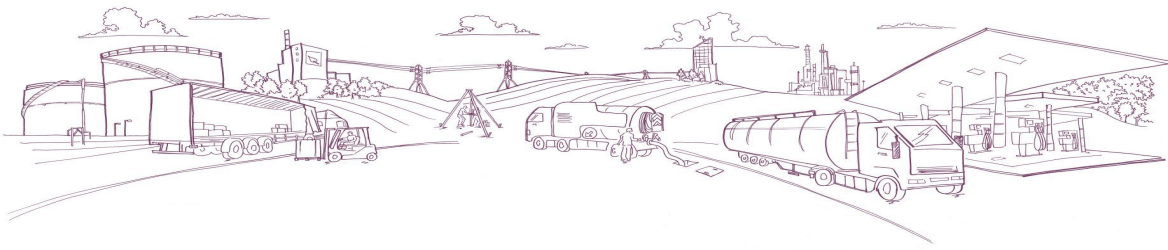
Structural / Non Structural Refurbishment	Heating, Ventilation, Air Conditioning Engineering
Town Planning	Architectural Consultancy
Interior Design	Landscape Architecture
Quantity Surveying	Principal Design Services
Civil Engineering	Structural Engineering
Mechanical Engineering	Electrical Engineering
Process Engineering	Feasibility Studies & Expert Witness

- Cover is provided to a varying size of professional business from small businesses to those with annual income/fees up to £100 million, or local currency equivalent..

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

Customers will benefit from the following policy features:

- **Civil Liability** – Cover for claims made against the customer for civil liability arising from their professional services. This includes negligence, breach of contract, and breach of fiduciary duty.
- **Liability for Loss of Documents** – Cover for physical loss of or damage to documents suffered in connection with the customer's professional business, for reasonable costs and expenses incurred in replacing or restoring documents belonging to a third party, but which at the time of loss were the customer's responsibility.



- **Legal Representation Costs** - Cover for legal costs incurred with prior written consent to enable the customer to be represented at any inquiry or other type of proceeding.
- **Defence of Criminal Proceedings** – Cover for costs incurred in defence of any criminal proceeding under any listed building order, building regulation or health and safety regulation.
- **Own Copyright Protection** - Cover for any legal costs incurred with pursuing a claim for infringement of copyright.
- **Court Attendance Expenses** – Cover for a customer and their employees to attend any court or other judicial tribunal.

For Canadian risks, General Liability cover can also be offered as a policy extension.

Civil Liability is subject to exclusions in respect of non-professional services.

### **Who is this product not designed for?**

This product is not appropriate for customers or businesses:

- Domiciled in the UK, EEA or USA.
- Providing services outside of the architectural and engineering and related industries.
- With annual fee income in excess of £100 million, or local currency equivalent.

### **How do we expect this product to be distributed?**

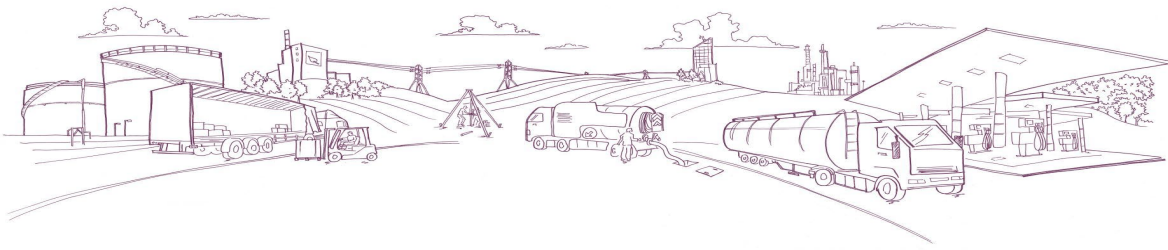
This product should be sold with the active assistance and guidance of an insurance intermediary with whom Pen has an agency, to select the appropriate level of cover. Pen recommends this product is not sold directly to customers without this assistance.

This product is suitable to be distributed 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 should consider the demands and needs and local Consumer Duty requirements where applicable 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.

## **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**

03/11/2024

## **Next Review Date**

On or before 03/11/2025