



Corporate (Employee Benefits) Leisure Travel

Target Market Statement

Product Type

This target market statement relates to an insurance product for annual leisure travel for commercial customers domiciled in the UK, Channel Islands or Isle of Man. The annual leisure travel product provides protection for directors and employees of commercial customers who require insurance coverage for bodily injury or illness whilst travelling for leisure purposes anywhere in the World, subject to UK Foreign, Commonwealth and Development official guidelines.

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

This product is designed for commercial customers domiciled in the UK, Channel Islands or Isle of Man. There are no excluded trades or occupations except those listed below:

- Professional pilots or aircrew.
- Air traffic controllers.
- Ships' crew.
- Doctors, nurses and other related professional persons.
- Musicians.
- Members of the police and fire brigade.

Cover is provided to varying sizes of businesses with a minimum of 25 employees. For commercial customers with between 25 and 250 employees, cover is provided on a mandatory basis. For commercial customers with more than 250 employees, cover is offered on a voluntary basis.

These products are not sold to vulnerable customers, but the directors or employees of the commercial customers may include individual vulnerable customers.

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

There are different cover options available to the commercial customer, depending on suitability for requirements. Directors and employees can select European or Worldwide cover and extensions are available for Winter sports.

This product can provide insurance protection whilst the directors or employees of commercial customers travel for leisure purposes that results in:

- **Personal Accident:** Cover for accidental Death or disablement following an accident.



- **Emergency Medical Expenses:** Cover for the costs of any emergency medical treatment, including repatriation of mortal remains, an additional travelling companion and supplementary accommodation and sustenance expenses.
- **Loss or Damage of Personal Baggage:** Cover for lost or damaged items beyond repair.
- **Travel Delay:** Cover for delay, disruption and missed departure.
- **Cancellation and curtailment:** Cover for loss of irrecoverable deposits or payments for unused travel and accommodation.
- **Personal Liability:** Cover in the event of any third party injury or damage where a director or employee is liable.

Also included is a claims service and 24 hour medical assistance helpline.

This product is intended to be offered via a benefits platform which allows directors and employees to select their required benefits on an annual basis and pay the premium via a salary sacrifice arrangement.

Who is this product not designed for?

This product is not suitable for commercial customers:

- Who are domiciled outside the UK, Channel Islands or the Isle of Man.
- Who have less than 25 directors or employees.

In addition, this product is not suitable to be sold to an individual consumer.

How do we expect this product to be distributed?

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 directors or employees of the commercial customers by the intermediary and provide any appropriate support they may need.

The product will not be distributed directly by Pen to commercial customers.

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 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.

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

08/11/24

Next Review Date

On or before 08/11/25

