

Our Target Market

This information is only intended for our Approved Distribution Partners.

It must not be made available to any customers either in its original form or any reproduction.

Youth Group Travel Insurance

Who is the target market?

Our Youth Group Travel Insurance product has been designed for customers who are participating in youth group travel, either domestically or overseas.

This product is a single-trip travel insurance product to provide customers with financial protection and help for youth group travel and also provides cover for travel including sporting activities. For example, cover following an accident or illness that requires medical attention or in the event of circumstances arising that might require a trip to be cancelled.

The Youth Group Travel Insurance product contains multiple sections of cover including: cancellation or curtailment, emergency medical and other related expenses, baggage, group equipment, and group money.

Who is unsuitable for a Youth Group Travel Insurance product?

Our Youth Group Travel Insurance product is not suitable for customers who are not travelling as part of a youth or school group.

The product may not be suitable for a customer with a pre-existing medical condition and who wishes to have insurance cover for the condition, as set out in the 'Important conditions relating to health' section of the policy booklet. Where you are selling this travel insurance and are unable to facilitate these customers, you should signpost them to alternative providers.

The product is not suitable for customers who already have insurance in place with the same coverage.

The product is not suitable for customers who are planning to participate in sports or activities which are not covered by the policy.

The policy is not available for anyone aged 86 or over at the time of departure.

What are the Products' main features and benefits?

Please see the attached Insurance Product Information Document.

What are the Products' main exclusions and restrictions?

Please see the attached Insurance Product Information Document.

Restrictions on cover

The cover is only available to those who are registered with a GP in their home country.

The policy is not available to anyone aged 86 or over at the time of departure.

Where is the traveller covered?

The traveller is covered for travel to the destination for which the appropriate premium has been paid and for which they have been accepted for cover provided they are not travelling against the advice of the Foreign, Commonwealth and Development Office or the World Health Organisation.

Other Important Information

Unless provided with specific additional cover, the following exclusions will apply:

- There is no cover under the policy for claims arising directly or indirectly from or in connection with an airline or other travel provider postponing or canceling your travel arrangements.
- There is no cover under the policy if an airline or travel provider ceases to trade without being able to meet their obligations to you regarding your travel arrangements.
- There is no cover under the policy for any cancellation or curtailment claims arising directly or indirectly from a change in travel advice by the Foreign, Commonwealth and Development Office (FCDO) or equivalent government or national authority, or the World Health Organisation.
- There is no cover under the policy for any cancellation or curtailment claims arising directly or indirectly from a local or national lockdown preventing you from travelling.
- There is no cover under the policy for any cancellation claims arising directly or indirectly from having been personally instructed to self-isolate by NHS Test and Trace or the NHS app.
- There is no cover under the policy for any cancellation or curtailment claims arising directly or indirectly from having contracted, been diagnosed or tested positive with any illness associated with epidemic or pandemic.

The following cover will apply to the policy:

- There is cover under the policy for emergency medical and other expenses related to a medical epidemic or pandemic.

Method of Distribution and Implicit Costs

The youth group travel insurance should be distributed during the process of arranging and booking a trip (either face to face, by phone, online, or by email). This would occur prior to the travellers commencing their trip.

This product should be offered on a non-advised basis.

If the group is being sold the insurance, then they will need to pay the appropriate insurance premium to the Distribution Partner. If the group is being provided with the insurance at no cost to themselves, then the Distribution Partner will not need to collect the insurance premium. The charge for this insurance will be covered by the distribution partner.

Does the Product Demonstrate Fair Value?

The outcome of the Fair Value Assessment (FVA) confirms that product provide fair value.

Summary of Product Oversight and Governance by Endsleigh Insurance Services

Endsleigh operate a product governance process to ensure that our insurance products we manufacture and distribute:

- are designed to meet the needs of customers whose insurance **needs and objectives** are aligned with the insurance products' features
- designed to deliver **good outcomes** for the customer
- are monitored on an ongoing basis to ensure the insurance products over their lifetime continue to be aligned with the **target market**
- are monitored post-sale to validate performance and **fair value**

Before launching a product we will consider the risks of poor outcomes for customers by scenario testing. This includes considering how our products could be affected:

- if demand for the product were to be higher than anticipated
- if an insurer, provider or supplier decided to withdraw from providing support for the product
- if there were to be a large influx of complaints or claims (following a catastrophe event)

We will work with the insurers and providers to develop and/or design our insurance products and we agree who has the manufacturing responsibility for:

- the product approval process
- the **target market** - ensuring the products are suitable for and as far as possible perform for the defined target market
- product scenario testing

- product monitoring & review
- the distribution channels
- policy documentation

Our routine monitoring of customer complaints, feedback and claims trends will help to assist us to ensure appropriate remedial action is taken or will be considered for future product development.

Endsleigh will consider vulnerable customers at all stages throughout the product lifecycle.

There is a process in place to ensure that our products, both those we manufacture and those we distribute, are reviewed on at least an annual basis and we will reconsider our specified target market for a product if we become aware that the product no longer meets the needs of the identified target market or no longer provides **fair value**.

All decisions made that impact customers in relation to product developments and related process changes will be documented and where we consider an issue to be material we will take prompt remedial action.