



Dear Broker

Please find attached to this email our Product Oversight and Governance statement that was reviewed on the 24th of June 2024 .

The intention of this document is to share our Target Market Statements and Fair Value Assessments which have enabled us to ensure we continue to:

- Understand the identified target market for the insurance product.
- Identify any customers for whom the insurance product is not suitable.
- Carry out distribution activities in accordance with the best interest of our customers

Where third parties act as a distributor on products and services our expectation is that these firms will undertake the following activities expected of distributors under the Duty:

- Obtain appropriate information to understand the products and services they distribute.
- Develop a distribution strategy appropriate for the target market.
- Provide appropriate information on product distribution and servicing to enable us to fulfil our responsibilities in the monitoring of the delivery of good outcomes.
- Monitor products and services against the delivery of good customer outcomes.
- Notify us where there are identified problems with an existing product or service and work collaboratively to take action to mitigate any potential harm.

If you have any questions relating to the above, please contact Robin Harman on rhorman@hagerty.com