

# Business Vehicle Legal Solutions

The ARAG logo is a yellow circle with a black border, containing the letters 'ARAG' in a bold, black, sans-serif font. It is positioned in the top right corner of the page, partially overlapping a yellow decorative shape.

## Target Market Statement

### Product Description

Business Vehicle Legal Solutions provides business and tax advice and pays legal costs and expenses (such as solicitors' fees, opponents' costs and court costs) to pursue losses that are not otherwise insured following an event for which another party is at fault, that damages the customer's vehicle or causes personal injury to anyone in or on it. Cover is also provided for the defence of motor prosecutions, licence disputes and motor-related contract disputes. Claimants must have a 51% chance or greater of winning their case for a claim to be covered.

### Product Governance Process

ARAG operate a robust sign off process for all new products and material product changes, with the following areas of accountability.

- Product Development Team produce technical performance reviews at product and thematic level. This work informs pricing and product content.
- Product Development Team conduct research and co-ordinate product launch/relaunch/change activity. The team drafts policy documentation, supporting literature and provides technical training.
- Product Development Team engage with stakeholders throughout the process.
- The Product Development Manager sits on the Conduct Risk Committee.
- Underwriting & Claims Committee provide approval of product development.
- Sales, Product & Innovation and Group Risk Management at ARAG Group (and other stakeholders) approve new product ideas/innovation.
- Products are also approved by our capacity Underwriters.
- Underwriting teams conduct technical performance reviews at account level.
- Claims audit teams audit external service providers.

Products are reviewed at regular intervals, scheduled based on a number of factors such as the size, scale, contractual duration and complexity of those insurance products, their respective distribution channels, and any relevant external factors such as changes to the applicable legal rules, technological developments, or changes to the market situation. Such reviews will be undertaken every 12 months or more frequently where the potential risk associated with the product makes it appropriate to do so.

### Target Audience

Business Vehicle Legal Solutions is designed for commercial fleets and commercial vehicles which are based in the United Kingdom, Channel Islands and Isle of Man.



## Target Market Statement (continued)

### Eligibility

- Cover must be sold alongside a motor liability insurance policy.
- Customers must be domiciled in the United Kingdom, Channel Islands and the Isle of Man.
- Maximum period of insurances bound will be 12 months plus odd time not exceeding 18 months in total.
- Customers must hold a valid provisional or full driver's licence.

### Types of customer for whom the product would be unsuitable

Standard BVLS cover is **not suitable** for:

- Non commercial risks
- Non-UK based risks

**The addition of BVLS cover must attach to the sale of another insurance policy.**

### Distribution Method

- Sold as an optional or bundled add-on to motor liability insurance.
- Embedded as a section of a primary motor liability insurance product - either as an optional section or mandatory inclusion.
- Distributed through intermediaries (i.e. insurance brokers, MGAs or insurance companies).