

# Target Market Statement and Fair Value Assessment

This information is intended for Insurance Professionals only and is not intended for distribution to Policyholders.

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|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|
| Product Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Residential Landlord Legal Expenses</b> |
| Date Fair Value Outcome Completed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 30/07/2026                                 |
| Expected Date of Next Assessment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Within 12 months of the above date         |
| <b>Outcome of Fair Value Assessment</b><br>Based on Choice's review of the information related to the product performance, service, and remuneration we found this product to provide fair value to our customers. <ul style="list-style-type: none"><li>• We found that the product is suitable for the customers it is intended to be distributed to and that it meets our customers' needs.</li><li>• The overall cost of the product including our fees is relative to the service provided to our customers.</li><li>• The quality of the service provides the expected value.</li></ul> |                                            |

## Customer needs and objectives

Customers require insurance used as a residential let, to help obtain expert legal advice, legal representation and expenses for unexpected situations outside standard policy cover.

## Target Market

The product is designed for businesses and owners of residential properties which are let to tenants and based in the UK, the Channel Islands and the Isle of Man.

## Non Target Market

Customers with businesses or properties outside of the UK, the Channel Islands and the Isle of Man.

Customers whose nature of business does not meet our underwriting criteria

Customers seeking household or commercial property cover

## Recommended distribution strategy

This product may be sold on an advised or non-advised basis. It is suitable to be sold face-to-face, through telephony sales or via a quote-and-buy.

## How is value assessed?

Choice review and assess the product on at least an annual basis to ensure that it continues to offer fair value to customers.

Choice review all information available including that provided by our distributors.

We have made an assessment of our products, looking at the nature of the product, the pricing, the distribution arrangements, as well as basing the assessment on the following fair value measures:

| Assessment                 | Fair Value measures                                                                                                                                                                                                                                                               | Fair Value Outcome                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Product Overview           | <ul style="list-style-type: none"> <li>Product Summary</li> <li>Target Market to ensure the product meets the needs of the customer</li> <li>Vulnerable Customers</li> <li>Product Research</li> </ul>                                                                            | <ul style="list-style-type: none"> <li>There is no evidence that the product is not suitable for the customers it is intended for.</li> <li>The product meets with the customers' needs</li> <li>We provide support to vulnerable customers</li> </ul>                                                                                                                                                                                                                                               |
| Product Design/Performance | <ul style="list-style-type: none"> <li>Market Assessment to ensure the product aligns with comparable products on the market</li> <li>Product lifecycle ensuring the value remains consistent throughout its lifecycle</li> </ul>                                                 | <ul style="list-style-type: none"> <li>The product offered, and any exclusions applicable to the product and any additional products, are appropriate for the customer and meet their requirements</li> </ul>                                                                                                                                                                                                                                                                                        |
| Remuneration               | <ul style="list-style-type: none"> <li>Review of the overall cost of the product, including fees and considering add-ons that form part of the product</li> </ul>                                                                                                                 | <ul style="list-style-type: none"> <li>The remuneration that we pay to brokers/distributors is relative to the service they provide to customers and the total cost to the customer</li> <li>The Renewal prices for customers are the same or lower than the price available for a new customer with the same risk information and cover.</li> <li>Small fees are charged for new business, renewals and cancellations. The fees charged are reasonable and in line with market practice.</li> </ul> |
| Service                    | <ul style="list-style-type: none"> <li>Review of complaints to ensure the product continues to offer benefit for customers and the outcomes and trends of these</li> <li>Customer Journey including quality assurance and feedback</li> <li>Staff Training if required</li> </ul> | <ul style="list-style-type: none"> <li>We find that this product provides fair value, based on a review of information relating to the services we provide to the customer.</li> <li>Our remuneration reflects the services we deliver; operational expenses and profit margin are considered carefully to ensure that the products value is not adversely affected.</li> <li>Our staff act in customers best interests and are not incentivised</li> </ul>                                          |

## Product Information

This product will meet the needs of residential let property owners who require Legal Expenses insurance protection for all or any of the following:

The product can provide cover for:

- Property damage, nuisance and trespass
- Repossession
- Recovery of rent arrears
- Prosecution defence
- Accommodation costs
- Legal and Tax Advice
- Home emergency

### **Limitations (but not limited to):**

- Legal costs & expenses incurred without insurer consent
- Any claim Any claim occurring during the first 90 days of the first period of insurance where the tenancy agreement started before the start of the policy
- Any civil action brought against you by your tenant

### **Optional Products**

No additional products are sold alongside this product