

Cargo

→ Distributor Guide
September 2024

This guide is for intermediary reference only:

It does not contain the full terms and conditions of the contract of insurance. Full terms and conditions are within the policy documents; you can request to have a copy of these.

Background

The Cargo team has been part of Marine Division at Markel since 2005 and GPI for 2024 – USD 70m

Like all underwriting teams at Markel we underwrite to an agreed risk appetite both for subject matter insured and for catastrophe perils in any one region. Our acceptances are modelled to assist in our risk analysis to help us achieve our combined loss ratio targets.

By taking the time to understand the activities of our insureds and to subsequently identify the specific exposures faced, we are at the forefront of insuring a variety of diverse risks, many of which are complex.

Product design

Our cargo products fall into four main categories –

- ⊞ Ocean cargo
- ⊞ Cargo stock-throughput
- ⊞ Project Cargo physical damage including Delay in start-up (DSU) coverage
- ⊞ Excess stock

We are able to insure on both an insurance and facultative reinsurance basis depending on territory and local regulation

Business is written on both a single shipment, named location or open cover basis.

Some of our portfolio is assumed on a delegated authority basis. We are able to underwrite Binding Authorities, Consortia and Lineslips

Our policies provide broad coverage with the wordings complying with relevant local legislation and ensuring compliance with any International Sanctions

Target market

The target market for our products are commercial customers including but not limited to:

- ⊕ Ocean marine clients transporting raw materials and commodities
- ⊕ Clients working with Manufactured Goods requiring coverage for multi-modal transit and storage risks from place of manufacture to end customer
- ⊕ Producers of Crude oil and petroleum products
- ⊕ Energy Production Project principals building new energy infrastructure plants for the generation of power both from Oil and Gas and Renewable Energy
- ⊕ Major companies seeking coverage on an excess of loss basis for peak exposures on a per risk and per occurrence basis
- ⊕ Local insurers needing reinsurance on a facultative or portfolio basis

We are able to provide insurance solutions for a broad range of businesses, however these products are not suitable for:

- ⊕ Non-commercial clients including retail customers and small businesses

Scope of cover

Markel International's Cargo policies generally cover all risks of physical loss or damage to the subject matter insured with specific conditions tailored to the industries and commodities the client works with.

Cover can be arranged with a number of different extensions to allow comprehensive business protection to be arranged under the one policy.

We tailor all aspects of each policy specifically to the individual risk, ensuring that you have the right cover for your client's exact needs.

Product value assessment

Our product value assessment includes the cost to Markel International of providing the product, through the distribution channel which the product is sold, and a review of the product performance and the type and quality of services provided to the end customer.

We take into account the nature of the product and its cover, benefits and any limitations, the price paid by the end customer, together with any services provided. A wide range of factors are considered including historical and expected claims frequencies, declinatures, incurred and projected claims costs, plus scenario analysis including likely economic and climatic trends, along with customer feedback and complaints and any other relevant information.

We also consider how the premium is affected by the commission we pay the placing intermediary together with any fees that we may pay for additional services received.

This also applies where an add-on product (including premium finance) not manufactured by us is sold alongside, or forms a package with the distribution of our products. These may affect the value to the end customer and will need to be taken into your own consideration of value and must be proportionate to the benefits, cost and service provided.

This product may not be suitable for policyholders/risks that fall outside the target market. Please refer to the target market noted above.

Our assessment is that the product is overall suitable for the target market. There are exclusions and indemnity limits that apply and when distributing the product you need to ensure that the needs of individual policyholders are considered and that the policyholder can make an informed decision on whether the product is suitable for them and where applicable discuss individual policyholder requirements that may be outside of the standard exclusions or limits with underwriters.

We have grouped products together for the assessment where they are intended to deliver a similar outcome and the target markets are consistent. If any of our fair value assessments result in an outcome where we believe the product is not offering fair value to the end customers, we will engage with the relevant distribution channels to agree appropriate actions.

Distributor / partner remuneration and costs

- Commission levels agreed prior to placement
- Fee for Service arrangements should they be entered into between both parties
- No additional costs or fees applied, except for local taxes (where applicable)
- Any additional charges within the distribution chain may potentially erode the intended value of our product

Distribution strategy

Our Cargo insurance product has been designed for distribution by insurance intermediaries / partners that hold commercial agreements with us. They must have the appropriate level of understanding about the risks and exposures faced by their customers in the operation of their business.

The distribution strategy is considered appropriate for the target market with customers having the option to purchase these products through a distributor of their choice. These products are considered suitable for advised and non-advised sales, where seen and agreed appropriate by suitably skilled persons.

Conflicts of interest

On the basis that we:

- Have not delegated any claims handling duties to you
- Have not delegated any underwriting authority to you
- Are not remunerating you beyond the flat rate commission or fee for services provided, agreed between parties

We confirm that the product is free from any innate conflict of interest that would compromise you from putting customers interests first.

Distributors / partners responsibilities

You are reminded to assess fair value to your customers where you charge additional fees or where commission rebating takes place. Distributors / partners should consider whether their customers who are purchasing a Markel International product are being charged any additional fees that are not funded by the premium paid. If customers are being charged additional fees by any party in the distribution chain, this could impact the outcome of the fair value assessment.

If a distributor / partner identifies that a product is not providing fair value and this has been caused by the distributor's / partner's distribution arrangements, including its remuneration arrangements, the distributor / partner must immediately inform Markel International for appropriate action to be determined.

Markel International are satisfied that the product offers fair value to its intended Target Market subject to distributors / partners:

- Not charging customers additional amounts over and above the gross premium quoted by us without first determining that they do not have a detrimental effect on the value of the product.
- Ensuring that no duplicate cover exists or is caused by an add-on where that cover is already provided by the policy

Providing feedback

We welcome any feedback from our distributors / partners on the performance of our products. All feedback will be considered in our next product review. Also, if you believe that your staff would benefit from additional training on this product, please contact your representative at Markel International.

MARKEL

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