

Social Welfare Insurance

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

We have extensive experience of the UK social welfare sector, which includes charitable and commercial organisations who provide care, support and advice for disadvantaged or vulnerable people. Our comprehensive and flexible approach to underwriting allows us to cater for a wide variety of risks.

Product design

Markel products go through a Product Design and Approval process to ensure products are able to meet the needs and objectives of the target market. This product has undergone testing, including industry benchmarking as part of this approval process.

We understand the sector-specific risks faced by those in the industry. Using this experience, we've specifically designed our social welfare product to protect against the unique risks that care organisations face, including protection against possible claims of abuse. Markel care can be customised to suit your organisation's specific needs, which generally fall into the three areas of risk below:

- Responsibilities to third parties
- Protection of assets
- Responsibility as an employer

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

Target market

We target those organisations who are service provision orientate, are well managed and appreciate the importance of appropriate risk management. Those organisations include:

- Adult placements / assisted living
- Care and day centres
- Care providers
- Charities, not for profit and voluntary organisations
- Children's homes
- Community action groups, programmes, centres and services
- Counselling and therapy services
- Domiciliary care
- Drug and alcohol rehabilitation
- Education, literacy and training services (not 'conventional' schools and colleges)
- Foster care
- Hospices
- Mental health support
- Nurseries, playgroups and out of school clubs
- Rehabilitation and halfway houses
- Respite care providers
- Sheltered workshops and vocational training
- Shelters and refuges
- Supported living
- Youth centres and organisations

We're able to provide insurance solutions for a broad range of businesses and are happy to consider those that sit outside of these parameters; however, this product is not suitable for:

- Businesses established and or operating outside of the UK
- Companies with connections or links to sanctioned individuals or countries
- Businesses lacking in risk protection control and risk management procedures
- Companies only requiring cover for run-off exposures
- Non-conventional insurance options, such as customers that run their own captives or require a layered insurance programme.
- A person acting for purposes outside their trade, business or profession

Scope of cover

Using long established underwriting and claims expertise, our cover is regularly reviewed to keep abreast of regulatory and market changes. We provide ongoing support through our range of policyholder services. Our comprehensive social welfare policy covers three main areas of risk:

Responsibility to third parties

- 📦 Public liability / products liability
- 📦 Professional indemnity
- 📦 Management liability (executive liability)
- 📦 Entity defence
- 📦 Cyber and data risks

Responsibility as an employer

- 📦 Employers liability
- 📦 Employment law protection
- 📦 Personal accident

Protection of assets

- 📦 Property damage
- 📦 Business interruption
- 📦 Portable equipment
- 📦 Money and personal assault
- 📦 Fidelity
- 📦 Transit
- 📦 Refrigerated stock

Professional liability, management liability, entity defence, fidelity guarantee, data liability and cyber liability covers are on a 'claims made' basis which provides cover for claims which are first made and notified to us during the period of insurance. Data loss, cyber loss and network interruption are on a 'first discovered' basis which provides cover for losses which are first discovered by you and notified to us during the period of insurance.

Product value assessment

We have taken into account the cost to Market to provide the product, the chosen distribution channel and, the key features and benefits, alongside anticipated product performance and customer services to undertake a Fair Value Assessment. The product is a recommended sale by an insurance intermediary.

Following our assessment of Social Welfare insurance, the product as presented provides Fair Value to the intended Target Market, which has been assessed through the Management Information available to us on the products performance, evidencing the value to Policyholders overall. We have determined that the features, benefits and distribution strategy remain consistent with the needs of the Target Market, and provide suitable coverage. The defined distribution strategy is appropriate for this product, and provides the value intended through the policy lifecycle.

We continuously speak with insurance intermediaries to understand what is required from our product as well as keeping up to date with case law in case cover or terms need to change.

Distribution strategy

Our Social Welfare product has been designed for distribution by insurance intermediaries that hold commercial agency facilities 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 based upon their expertise in the field. These products are considered suitable for advised and non-advised sales by suitably skilled persons.

Distributor / partner remuneration and costs

We expect the following to be agreed, prior to any placements being made:

- Commission levels agreed prior to placement
- Fee for Service arrangements, should they be entered into between both parties
- No additional costs or fees applied by ourselves, except for Insurance Premium Tax at the applicable rate
- Any additional charges in the distribution chain may potentially erode the intended value of our product

Distributors / partners responsibilities

You are reminded to assess fair value to your customers where you charge additional fees, charges or where commission rebating takes place. Distributors / partners should consider whether their customers who are purchasing a Markel UK Limited product are being charged any additional fees that are not funded by the premium paid.

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 UK Limited for appropriate action to be determined.

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. We shall host regular touchpoints with you to discuss the product offering and any support required.