Generis Risk Solutions Limited

CO-MANUFACTURER ANNUAL
PRODUCT REVIEW & FAIR VALUE ASSESSMENT

This document comprises the following sections;

- **Executive Summary**
- Section one **(General information)**
- Section two **(Information required from manufacturer)**
- Section three **(Distribution and remuneration information)**
- Section four **(Service information)**

EXECUTIVE SUMMARY

The product assessment has taken into account:

- The value of the product (including core and any add-ons)
- The impact of the distribution on value (commission, fees, any add-ons, any premium finance)
- The impact of any service on value.

This is product has been offered by Generis since 2024 but it is a well-established product provided by CNA Hardy with balance sheet protection at its core.

Underwriting
When the product was designed, significant research was completed of market / competitor wordings.

Coverage is in line with Manufacturers CNA Hardy's current offering and aligns with regulatory requirements and insured's expectations in these sectors. The products are revisited annually in line with updated minimum terms advised by and worked on with the regulators.

The products are fit for purpose for an extended period.

Claims
The product has performed in line with expectations in responding to claims.

Complaints
There have been no complaints pertaining the product itself.

Customer Feedback
We proactively seek feedback from our brokers regarding service and analysed verbatim feedback from Insurance Times survey. No major remedial action has been needed.

Distribution
The product is intended to be distributed primarily by retail brokers, although, by exception, may be distributed by wholesale brokers.
The product is aimed at brokers who provide advice to the customer and have the necessary competence and technical knowledge to provide guidance on appropriate coverage and limits.
Commission is payable for services provided to the policyholder with advice on appropriate coverage and limits together with servicing of quotations, binding, renewal, MTA's, etc.
Commission rates are restricted in line with market norms and are controlled via ToBA and/or commission schedule agreed with broker
Generis requests from its distributors details of the remuneration of every party in the distribution chain so that it can assess the value of the product. This includes the type and amount of remuneration, an explanation of the service provided and confirmation from any FCA authorised firm that remuneration is consistent with their regulatory obligations. We have concluded the distribution and remuneration strategy remains appropriate, we are not aware of any distribution and remuneration arrangements having a detrimental effect on the overall value of the product.
Our distributors are monitored on a 24/7 basis to ensure appropriate regulatory permissions, sanctions and financial security protocols are in place and in line with our TOBA policy.

Taking these into account, we are satisfied that this product provides fair value when sold appropriately to the target market..

We have determined the next steps are to monitor and review products on a regular basis

SECTION ONE: GENERAL INFORMATION

Firm name	Generis Risk Solutions Ltd
Name of Product Name	Construction Professions - Design & Construct, Design & Construct (XOL), Engineers (Civil), Engineers (Negligence) Architects
Reference/UMR (Binder)	PIAF0223, PIXD0223, PIAH0223, PIAI0223, PIAC0223
Reference (Class of Business)	Professional Indemnity
Date of review	May 2025
Date of last review and outcome	May 2024
Date of sign off	May 2025
Approved by [in accordance with the relevant policy]	Generis Risk Solutions Ltd

Product Summary

Role in distribution chain	Co-Manufacturer
Main characteristics of the product	Tailor made coverage for Construction Professionals in the UK. Construction Firms include: Design & Construct, Engineers and Architects **What is insured?** Cover is provided on a Negligence basis and insures the insured against claims made against them arising from: • breach of professional duty, including where the claim results from the decision of an adjudicator or an award by an arbitrator • libel or slander (committed without malicious intent) • breach of confidence or misuse of information • Infringement of intellectual property • dishonest or fraudulent acts committed in the conduct of your business • loss of or damage to third party documents **What is not insured?** • Risks that can be insured elsewhere, for example, Employers and Public Liability, Product Liability and Property • Work undertaken outside the business description • Claims arising out of any circumstances notified under any other policy which was effective before this policy started • Claims which arise because the insured's contracts impose a duty of care on the insured, which goes beyond that applicable at common law • Losses resulting from Cyber & Data • Losses associated with adjudication where the insured is bound by the adjudicator's decision or where the adjudicator was not independent • Claims relating to war, terrorism, pollution, asbestos, silica or nuclear

	radiation or materials • Trading losses, fines or penalties • All standard risks are covered within the wording, with broad terms around innocent non-disclosure.
Target market summary	The products have been specifically designed to cater for and meet the needs of professional indemnity clients operating within the construction professions sector. The target market is UK parent entities; but overseas subsidiaries will be considered if purchasing cover on a global basis. The target market are commercial entities, partnerships and sole traders established in the United Kingdom that typically fall into the small to medium enterprise (SME) category but can cater for insureds with revenues up to £500m They purchase PI due to contractual requirements and or for balance sheet protection. Cover is in place to protect the clients of these businesses.
Vulnerable customers summary	Generis Risk Solutions Ltd have a Vulnerable Customers policy and provide training to staff on how to identify and deal with vulnerable customers
Add ons, optional extras, premium finance	N/A
Main parties in distribution chain	Manufacturer – Insurer Distributor 1 – Generis Risk Solutions Ltd Distributor 2 - Broker
Summary of pricing strategy	Where the broker has agreed with client to not receive a commission, Generis Risks Solutions will still charge commission to reflect our own costs of underwriting including preparing and servicing quotations, incepting policies, renewals and MTAs. Total price charged by Generis Risk Solutions will be advised on the schedule. This will include a fee subject to the level of income we receive. The pricing of the products will be based on fee income and declared activities, the business is written via Generis Risk Solutions Underwriting Guide which is linked to claims experience and refined over time. Additional charges will only apply mid-term should the insured wish to increase their limit of indemnity or have a material change of activity which affects the rating. Total premiums expected to be paid over the length of time a customer would hold the products would not exceed the benefits that could be received from claims. The policies is written on an annual claims made basis. Given the cover is negligence based errors or omission, the likelihood of loss is the same throughout the period.

SECTION TWO: INFORMATION REQUIRED FROM MANUFACTURER

Overview

Information provided by manufacturer	Main characteristics and features of the insurance product	YES
	Product approval process	YES
	Target market	YES
	Their fair value assessment	YES
	Any effect co-manufacturer may have on intended value which the manufacturer has not taken into account	NO

Target Market

Summary of target market	The products have been specifically designed to cater for and meet the needs of professional indemnity clients operating within the construction professions sector. The target market is UK parent entities; but overseas subsidiaries will be considered if purchasing cover on a global basis. This is a mid-market solution for insureds with revenues up to £500m
Description of group of potential customers whose objectives and characteristics are compatible with the product features (taking into account the characteristics, risk profile, complexity and nature of the insurance product)	Construction Firms include: • Design & Construct, • Engineers • Architects Commercial entities, partnerships and sole traders established in the United Kingdom that typically fall into the small to medium enterprise (SME) category who purchase PI due to contractual requirements and or for balance sheet protection. Cover is in place to protect the end clients of these businesses.
Who is the product not suitable for?	The products are not suitable for regulated professional service firms, non-regulated professionals or those in the media/Tech industry Consumers – persons carrying out activities unrelated to their declared business description / trade type or profession. Customers established or employing persons based outside of the United Kingdom

Vulnerable customers

Any features of product that deliberately or inadvertently exploit customers in vulnerable circumstances	NO	If yes, describe
Any features of the product designed specifically to deliver positive outcomes for vulnerable customers	NO	If yes, describe
How information needs of vulnerable customers are being met so customers understand the purpose and risks of the product	Generis Risk Solutions Ltd are aware of the groups that vulnerable customers may fall in to. Generis Risk Solutions Ltd provide specific training to staff so that we should be able to identify a Vulnerable Customer and how to deal with them.	
How distribution strategy is appropriate for ensuring the needs of potentially vulnerable customers	Generis Risk Solutions Ltd only supply products to commercial entities, thereby reducing the potential.	

Claims analysis

Are claims overall delivering value?	YES	Review of the products show they are in line with expectations for products of this nature. Complaints information confirms that claim outcomes are not considered to be providing poor outcomes.
Are there any outliers that require further investigation?	NO	

Product value conclusion

Statement	Yes or Limitations
We have sufficient information to understand the characteristics of each insurance product	YES
We have sufficient information to understand the identified target market of each insurance product.	YES
We have sufficient information to identify any potentially vulnerable customers	YES
We have sufficient information to understand the manufacturers distribution approach	YES
On the information provided we have not identified any issues raised that could impact the value of the product	YES

SECTION THREE: DISTRIBUTION AND REMUNERATION ARRANGEMENTS

Description

Method by which product is distributed	Telephone, Email and Face to Face
Use of sub-brokers	The products are intended primarily for distribution by retail brokers, although Generis Risk Solutions Ltd do have agreements in place to transact wholesale business.
Advised / non-advised	N/A
Any additional service provided	N/A

Commission analysis

Any potential conflicts of interest	NO	If yes, describe
Controls in place to avoid conflicts	YES	
Justification for any variable commission rates	Where the broker has agreed with client to not receive a commission, Generis Risks Solutions will still charge commission to reflect the costs of underwriting activities.	

Ancillary products or services (including insurance add-ons, non-insurance additional products – excluding Retail Premium Finance which should be detailed below)

Manufacturer	List the Ancillary Products/Services/Add-Ons	Price
1 None		
2		
3		

Ancillary Products/Add-ons analysis

Are add ons and ancillary products appropriate?	N/A	

Do add ons and ancillary products have consistent markets?	N/A	
Are they consistent with customers' demands and needs?	N/A	
Have you satisfied yourself about customer understanding of the add on?	N/A	
Have you conducted an analysis of the value of the add on and the impact of the remuneration arrangement?	N/A	
Have you considered the impact of the add on to the value of the product?	N/A	

Fees

We charge fees on most open market SME business subject to the level of income we receive. On multinational accounts fees are individually negotiated according to requirements for the programme.

Fees analysis

Justification of fees against the levels of service provided	We charge the above fees to cover the cost of providing underwriting expertise and issuing bespoke documentation.
Any rules or exceptions to fees	None. Our policy has been changed to now always charge a fee but we no longer charge fees for MTAs
If fees are standard irrespective of premium size how have you justified that they are providing value in all cases?	Depending on the complexity of the policy, additional costs and man hours may be incurred in preparing a contract by using more experienced staff with advanced technical underwriting expertise, a specialism of specific markets or a certain type of risk and the level of advice given or services offered in negotiating a policy as a result
Are there any fees in lieu of commission?	None

Retail Premium Finance *(If applicable, applies to retail Premium Finance only)*

Flat Rate plus providers set up fees	N/A
Margin	N/A

APR analysis

Do additional costs of retail premium finance have a material determinantal effect on the value of the product with which it is combined?	N/A
Are you satisfied that you can justify the APR in light of the credit risk?	N/A
Do you have enough information on premium finance provider's fair	N/A

value assessment?	

Distribution and remuneration arrangements conclusion

Statement	Yes or Limitations
We are satisfied there are no conflicts of interest in our arrangements	YES
We are satisfied any add-ons are appropriate and priced appropriately	N/A
We are satisfied that any retail premium finance is appropriate and priced appropriately	N/A
We are satisfied the level of remuneration is reflective of costs incurred	YES
We are satisfied I have considered the impact of our remuneration and distribution arrangements and they don't have a detrimental effect on the overall value of the insurance product to the customer.	YES

SECTION FOUR: SERVICE INFORMATION

SA note: The quality of services is an important part of the fair value assessment. As part of performing their value assessment insurers may ask you for information about levels and quality of service including any ongoing monitoring and oversight reports relating to your processes, for example call monitoring or file reviews.

Service information

Summary of services provided	Information gathering via the broker to assess the customers Demands & Needs for both new and renewal customers. Provision of advice to brokers, underwriting and administration during the course of the policy	
Complaints information	Number of complaints made in the last 12 months	None
	Complaints not closed within 8 weeks	None
	Complaints upheld	None
	Complaints per 1,000 policies sold	None
	FOS complaints	None
Customer outcomes testing	File audits and peer reviews are carried out monthly. Customer outcomes are monitored and reported quarterly to our capacity providers.	
Service performance measures	No standard service performance measures are in place, however we would assess the service if Complaints and Customer Satisfaction responses highlight any deficiencies.	
Satisfaction surveys	We do not use satisfaction surveys however we request feedback regularly from our brokers	

Service information conclusion

Statement	Y or Limitations
We are satisfied the complaints data does not indicate a poor level of service that may impact the value of the product	YES
We are satisfied any customer outcomes testing has not identified any issues that may impact the value of the product	YES
We are satisfied we have not identified any other service issues that may impact the value of the product	YES
We are satisfied that the complaints data does not highlight any concerns about the Distribution Strategy or Distribution Channels'	YES