

# Product Oversight and Governance – Product Value Document

Carrier name: Great Lakes Insurance UK Limited via Direct Commercial Limited  
 Product name: DCL Bus, Coach and Taxi  
 Reference: Motor Fleet  
 [Class of Business]  
 Date: September 2023

## Manufacturer Information

### Product information

Our Product Oversight and Governance Approval Process ensures that the design of insurance products takes into account the objectives, interests and characteristics of customers; does not adversely affect customers; prevents or mitigates customer detriment and supports a proper management of conflicts of interest using relevant MI.

Annual Motor fleet policy for Bus, Coach and Taxi operators for policyholders based in the UK with extensions to include vehicle use in the EU on request.

- Flexible driving warranties including Any Licensed Driver cover.
- Young/New Driver excesses apply in addition to the standard policy excess.

We offer an in house commercial vehicle specialist 24/7 claims service based in the UK.

A Premium Instalment Plan is available upon request.

Insurer – Great Lakes Insurance UK Limited – AA- (very strong) rated insurer with S & P and A+ (superior) rated insurer with AM Best.

This is an annual policy.

Complaints are handled in house to provide the best service to our mutual customers.

### Target market

- Bus, Coach and Taxi operators based in the UK.

Types of customer for whom the product would be unsuitable	
<ul style="list-style-type: none"> <li>• Bus, Coach and Taxi operators based outside the UK.</li> <li>• Customers who do not place business via an FCA regulated intermediary approved by Direct Commercial Limited.</li> </ul>	
Any notable exclusions or circumstances where the product will not respond	
<ul style="list-style-type: none"> <li>• Standard market exclusions including but not exclusive to riot, war, wear and tear etc.</li> <li>• Exclusions conditions and terms within the issued policy documentation.</li> <li>• Warranties within the issued policy documentation.</li> <li>• Cover would not extend beyond use outside of the UK unless prior agreed.</li> </ul>	
Other information which may be relevant to distributors	
<ul style="list-style-type: none"> <li>• All necessary information must be received to be able to offer this product.</li> </ul> <p><u>Contacts</u></p> <ul style="list-style-type: none"> <li>• Complaints - <a href="mailto:complaints@directcommercial.co.uk">complaints@directcommercial.co.uk</a></li> <li>• Claims - <a href="mailto:claimsadmin@directcommercial.co.uk">claimsadmin@directcommercial.co.uk</a> - 01245 678 345</li> </ul> <p>For issues other than complaints, claims or underwriting please contact your Business Development Manager - details located on our website - <a href="http://www.directcommercial.co.uk">www.directcommercial.co.uk</a></p>	
Expected date of next assessment	30/09/2024