

Product Oversight and Governance – Product Value Document

Carrier name: Great Lakes Insurance UK Limited via Direct Commercial Ltd (DCL)
 Product name: DCL Connect
 Reference: Motor Fleet
 [Class of Business]
 Date: June 2025

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 commercial vehicle operators for policyholders based in the UK with extensions to include vehicle use in the EU on request.

- Broad acceptance criteria including Hazardous Goods carriage up to 15% of Turnover.
- Flexible driving warranties including Any Licensed Driver cover.
- Young/New Driver excesses apply in addition to the standard policy excess.
- Specified Trailers – Attached and Detached cover.
- Only suitable for customers that have front facing dash-cams in all permanent insured vehicles.
- Customers are required to submit sample footage for each insured vehicle within a specified period following the inception of the risk to ensure the dash-cam meets DCL's minimum criteria.
- Mid-term adjustments must be advised on an As & When basis.
- Customers are required to
 - Notify all claims within 24hrs of the accident
 - Submit dash-cam footage from the accident date/time within 24 hours of the accident
- Customers that notify DCL of the accident within 30 minutes of the accident will have the first £1000 of any applicable excess waived (providing the claim exceeds the original excess threshold).

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	
<ul style="list-style-type: none"> Commercial vehicle operators based in the UK. Majority of occupations including, but not limited to, Haulage, Courier, Waste, Construction, Contractors, Civils, Scaffolders, Demolition, Roofers, Scaffolding, Asbestos Removal, Skip or Cranes operators, Security firms, Traffic Management Companies, Wholesalers or Distributors. Customers dedicated to improving their risk Customers that have front facing dash-cams in all permanent insured vehicles 	
Types of customer for whom the product would be unsuitable	
<ul style="list-style-type: none"> Non commercial vehicle operators based outside the UK. Customers who do not place business via an FCA regulated intermediary approved by DCL. Customers unwilling to install camera technology. 	
Any notable exclusions or circumstances where the product will not respond	
<ul style="list-style-type: none"> Standard market exclusions including but not exclusive to riot, war, wear and tear etc. Exclusions conditions and terms within the issued policy documentation. Warranties within the issued policy documentation. Cover would not extend beyond use outside of the UK unless prior agreed. 	
Other information which may be relevant to distributors	
<ul style="list-style-type: none"> All necessary information must be received to be able to offer this product. <p><u>Contacts</u></p> <ul style="list-style-type: none"> Complaints - complaints@directcommercial.co.uk Claims - claimsadmin@directcommercial.co.uk - 01245 678 345 <p>For issues other than complaints, claims or underwriting please contact your Business Development Manager – details located on our website – www.directcommercial.co.uk</p>	
Expected date of next assessment	30/06/2026