

## Product Oversight and Governance – Product Value Document

Carrier name: Great Lakes Insurance UK Limited via Direct Commercial Ltd (DCL)  
 Product name: DCL Haul in One  
 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 Commercial Motor 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 covers for certain risks.
- Young/New Driver excesses apply in addition to the standard policy excess.
- Specified Trailers – Attached and Detached cover.
- NCB rated, single or multi vehicle online portal accommodating a wide range of CV and HGV risks up to 44t GVW.
- Instant online documentation

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"> <li>Commercial vehicle operators based in the UK with vehicle schedules which may include Tankers, Tippers, Skip Lorries, Transporters, Vans, Trucks, Cement Mixers.</li> <li>Experience drivers becoming owner operators for the first time - previous company/employer experience discounts considered.</li> </ul>	
Types of customer for whom the product would be unsuitable	
<ul style="list-style-type: none"> <li>Non commercial vehicle operators based outside the UK.</li> <li>Customers who do not place business via an FCA regulated intermediary approved by DCL.</li> <li>Commercial vehicle operators who require cover for more than ten vehicles.</li> <li>Where cover required is Third Party Only.</li> <li>Where cover is required for Pickups, Cars, Motorcycles or Motorhomes.</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> <li>Where there have been sizable individual claims.</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:claims@haul-in-one.com">claims@haul-in-one.com</a> - 01245 678 350</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	30/06/2026