

## Product Oversight and Governance – Product Value Document

Carrier name: Great Lakes Insurance UK Limited via Direct Commercial Ltd (DCL)  
 Product name: DCL Wasteline  
 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.

- Specialist Insurance for Waste and Hazardous Goods carriers over 20% over the turnover.
- Flexible driving warranties including Any Licensed Driver cover.
- Young/New Driver excesses apply in addition to the standard policy excess.
- Unspecified Trailers – Attached and Detached cover, subject to a maximum any one trailer of £50,000.
- In house commercial vehicle specialist 24/7 claims service based in the UK including ADR & DGSA specialists.
- Spillage, Leakage and Tipping risks, Cross Liabilities, Extended Third Party Property limits and Environmental Statutory Liability covers.
- Cover for theft whilst vehicle being used as a “tool of the trade”.
- ESL Covers included.

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.

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| Target market   |            |
| <ul style="list-style-type: none"> <li>Commercial vehicle operators based in the UK whose business involves the carriage of Waste and Hazardous Goods.</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> </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  | 30/06/2026 |