

Product Oversight and Governance - Product Value Document

Carrier name: Great Lakes Insurance UK Limited via Direct Commercial Ltd (DCL)
 Product name: DCL Bus, Coach and Taxi
 Reference: Motor Fleet
 [Class of Business]
 Date: May 2026

Manufacturer Information
Product information
<p>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.</p> <p>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.</p> <ul style="list-style-type: none"> • Flexible driving warranties including Any Licensed Driver cover. • Young/New Driver excesses apply in addition to the standard policy excess. <p>We offer an in-house commercial vehicle specialist 24/7 claims service based in the UK.</p> <p>A Premium Instalment Plan is available upon request.</p> <p>Insurer – Great Lakes Insurance UK Limited – AA- (very strong) rated insurer with S & P and A+ (superior) rated insurer with AM Best.</p> <p>This is an annual policy.</p> <p>Complaints are handled in-house to provide the best service to our mutual customers.</p>
Target market
<ul style="list-style-type: none"> • Bus, Coach and Taxi operators based in the UK.



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Types of customer for whom the product would be unsuitable	
<ul style="list-style-type: none"> • Bus, Coach and Taxi operators based outside the UK. • Customers who do not place business via an FCA regulated intermediary approved by DCL. 	
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	31/05/2027



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