

## DISTRIBUTOR PRODUCT GUIDE

# Complete Mini Fleet

- This guide is for intermediary reference only.
- It doesn't contain the full terms and conditions of the contract of insurance.
- You can find more information about the product within the [policy overview](#).
- Full terms and conditions are within the [policy documents](#); you can request to have a copy of these.

### Product design

We've provided commercial motor solutions for over 50 years and work with industry experts such as Thatcham, the Association of British Insurers (ABI) and the Motor Insurers' Bureau (MIB), in addition to our global partners across the Allianz Group. We continually draw upon this experience and insight, as well as customer research to ensure our products continue to add value and meet the evolving needs of our fleet customers.

Complete Mini Fleet is a digitally traded Commercial Lines General Insurance product designed for businesses which need motor insurance protection in order to comply with the Road Traffic Act. It also helps them to manage their fleets more safely and efficiently.

The product design provides value as it allows the customer to buy the cover that meets their specific needs, such as fully comprehensive, third party, fire and theft or third party only.

### Target market

Our target market for Complete Mini Fleet includes:

- businesses which own or lease between 3 and 15 vehicles, used in connection with their trade or profession, with fleets made up of:
  - cars (not dominated by high performance vehicles); and/or
  - commercial vehicles up to 7.5T used for the transport of own goods
- established businesses with a minimum of three years' confirmed claims experience
- businesses looking to build long-term mutually beneficial relationships.

We're able to provide insurance solutions for a broad range of businesses and are happy to consider those that sit outside of these parameters, however this product is **not** targeted towards:

- motor traders
- self-drive hire operators
- motor sports
- sharing economy businesses
- non-UK registered vehicles
- motor bikes, mopeds, quad bikes and three wheeled vehicles
- privately owned vehicles
- vehicle schedules dominated by high performance vehicles
- vehicles which are used for hire and reward
- a high proportion of special types
- vehicles with more than 9 seats
- buses, mini buses and coaches
- frequent vehicle use outside of the UK
- risks which carry hazardous goods.

## COMPLETE MINI FLEET DISTRIBUTOR PRODUCT GUIDE

This product isn't suitable for:

- a person acting for purposes outside of their trade, business or profession
- non-going concerns or the retired
- businesses wanting insurance for vehicles which aren't used in connection with their trade or profession
- businesses which own or lease more than 15 vehicles at inception or own or lease more than 20 vehicles at renewal.

We wouldn't expect this product to provide fair value to:

- businesses whose vehicles are used extensively outside of the UK and European Economic Area.

### Potential conflicts

The policyholder could be conflicted if they wish to make lots of small claims, just above the excess limit, as this may impact the terms offered at subsequent renewals.

### Product value assessment

Our product value assessment is based on the premium we charge for the cover and the services we provide. We take a wide range of factors into consideration, such as historical and expected claims frequencies, incurred and projected claims costs, plus scenario analysis along with customer feedback.

We also consider how the premium is affected by the commission we pay the placing intermediary for the activities they conduct on our behalf. Any additional charges within the distribution chain may potentially erode the intended value of our product.

### Distribution strategy

Our Complete Mini Fleet product has been designed for digital distribution by insurance intermediaries that hold commercial agency facilities with us either via the QuoteSME or imarket platforms. They must have the appropriate level of understanding about the risks and exposures faced by their customers in the operation of their fleets.