

# Business Package

<b>Review Type:</b>	Target Market Statement
<b>Review Completed:</b>	Q1 2026
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# Product Target Market Statement (1/4)

## Business Package

### What is this Product?

- Business Package is a Commercial Lines Product suitable for Customers who require insurance for their business against a variety of damage and liability-type events, with the following mandatory covers provided:
    - **Material Damage** – cover against specified perils (e.g. Fire, Theft, Storm, Flood, Escape of Water) or full Accidental Damage cover for damage to a range of physical assets including Buildings, Tenants' Improvements, Plant and Machinery and glass). Cover for Contents and Stock in trade is mandatory.
    - **Personal Accident (Assault)** – cover against any injury caused to business staff during theft or attempted theft. Cover is mandatory if Loss or Business Money is selected.
    - **Engineering** – cover for the explosion, collapse, breakdown or fragmentation of machinery and loss of business income following insured material damage to machinery and plant.
  - Depending on the Customer's requirements, cover can be extended to include the following optional covers:
    - **Business Interruption** – cover against loss of gross profit or gross revenue and/or increased cost of working following insured material damage to property.
    - **Goods In Transit** – cover against property in transit in the UK.
    - **Loss of Business Money** - cover against business money being lost, damaged or destroyed during theft or attempted theft.
    - **Employers' Liability** – cover against the Business's liability for injury to employees.
    - **Public Liability** – cover against the Business's liability for injury or property damage to third parties.
  - **Products Liability** – cover against the Business's liability for injury or property damage to third parties caused by products it supplied.
  - **Specified All Risks** – cover for extended material damage by any cause not otherwise excluded with options for wider geographical areas.
  - **Fidelity Guarantee** – cover for theft of money or property by an employee.
  - **Legal Expenses** – access to legal advice to help pursue or defend a variety of legal proceedings, including employment, contract and tenancy disputes, debt recovery and tax protection.
  - **Terrorism** – cover for damage to property insured in Great Britain and consequential business interruption.
  - **Cyber** – cover for computer system damage and consequential loss of business income, cyber crime, data breach expense and cyber liability.
- The limits of cover provided by this Product are bespoke to the Customer and will be detailed in the Policy Schedule, however key benefit limits include:
    - Employers' Liability - £10,000,000.
    - Legal Expenses - £150,000.

# Product Target Market Statement (2/4)

## Business Package

### What Customer need is met by the Product?

- This Product meets the needs of Customers, and any policy stakeholders, seeking protection to ensure their business can continue to operate despite otherwise serious eventualities such as fire, flood, theft or legal action.

### Who is this Product designed for?

- The Product is designed for Customers seeking protection for their business against a variety of damage and liability-type events.
- This Product is suitable for businesses with more straightforward requirements that do not need the more bespoke Commercial Combined product.
- This product is suitable for Customers seeking some flexibility in cover, that can be tailored to the specific needs of their business, but has the simplicity of a packaged, e-traded solution.
- Customers who require protection offered by the Covers detailed.
- Customers/businesses located in the UK.
- Customers looking to insure a business with the following characteristics:
  - Businesses that are smaller in scale and lower complexity;
  - Businesses with up to 3 premises;
  - Businesses typically with a single site exposure of up to £5m total insured value for material damage and up to £5m value for gross profit for business interruption.

### Who is this Product not designed to support, or are there any features that you should be aware of when offering this Product to Customers?

- Customers who require cover exceeding £5m total insured value.
- Customers subject to any Economic Financial or Trade sanctions imposed by the European Union, United Kingdom, or United States of America, or any other prohibition or restriction imposed by law or regulation of the country of which the Policy is issued or would otherwise provide cover.
- Customers/businesses located outside the UK.
- Customers who do not require protection offered by the Covers detailed.
- Customers looking to insure a business with the following characteristics:
  - Large businesses where e-traded packages are less suited, or that have more bespoke requirements.
  - Businesses requiring only individual unbundled covers;
  - Businesses which are unoccupied or not trading;
  - Unsuitable or outdated premises, multi-tenure risks with no perfect party separation (e.g. market halls or warehouses), or which have an external ATM.

# Product Target Market Statement (3/4)

## Business Package

### Vulnerable Customers

- This product has not been designed to target customer groups with a higher likelihood of vulnerability. However, we recognise that any customer may experience vulnerability at any time due to personal circumstances.
- We design all products with this in mind and aim to avoid features that could lead to poor outcomes for customers with characteristics of vulnerability.
- Our colleagues and distributors are expected to be able to recognise when a customer may be in vulnerable circumstances and to respond with empathy and flexibility. This includes taking appropriate steps to understand the customer's needs and provide support that enables informed decision-making.

### Can this Product be sold with or without advice?

- This Product can be sold with or without advice depending on Distributor's preference and in accordance with FCA regulations.

### How can this Product be sold?

- This Product is always intermediated and sold via a Broker or Intermediary.
- This Product can be sold face to face or via telephone.
- The sales journey must identify Customer eligibility and that this Product, and any optional elements, are consistent with the Customer's demands and needs. The sales journey must also ensure that key details are presented to the Customer in a timely manner that allows informed decisions to be made.

### Eligibility and conditions, exclusions and excesses that may impact the outcomes that Customers may reasonably expect

- The Distributor must always consider whether they have the correct product to meet the Customer's needs (including policy stakeholders).
- Eligibility and risk acceptance criteria will restrict access for certain risks which are outside of Intact's current strategy and risk appetite. Key eligibility and risk acceptance criteria includes:
  - Trade;
  - Claims History.
- The following General Exclusions apply to this Product:
  - War, Government Action and Terrorism (other than as provided under Section 13: Terrorism where insured);
  - Sonic Bangs;
  - Radioactive Contamination;
  - Pollution or Contamination;
  - Date Recognition;
  - Marine Policies;
  - Infectious or Contagious Diseases;
  - Cyber (other than as provided under Section 14: Cyber where insured).
- Policies for this Product are individually underwritten and individual indemnity limits, exclusions, and excesses that apply will depend upon the risk insured and will be stated in the Policy Quote and the Policy Schedule.

# Product Target Market Statement (4/4)

## Business Package

### How is the value of this Product assessed?

- We assess Product Value using quantitative (i.e. metrics) and qualitative information (e.g. processes and controls), including data from our Distributors relating to service and remuneration<sup>1</sup>, as appropriate.
- This Product has been approved in line with Intact's Product Governance processes, including consideration of:
  - the value of the Intact Product: this includes: (i) Cover – whether the level of benefits and relevant exclusions offers value to the Customer (including policy stakeholders), (ii) Utility – whether the Product is being used by the Customers of the intended target market (including policy stakeholders), and (iii) Intact Service – whether the type and quality of services being provided is reasonable for the Customer (including policy stakeholders),
  - the impact of distribution on the value: this includes whether Distributor remuneration is appropriate and bears a reasonable relationship to the services provided to the Customer (including policy stakeholders), by the Distributor. If there are concerns, Intact will follow up with the relevant Distributors to agree remedial action.
- Based on the assessment performed, we have established that this Product is compatible with the objectives, interests and characteristics of Customers of the intended target market (including any policy stakeholders) and that the distribution strategy is not detrimentally impacting the overall Product Value. We have therefore concluded that this Product provides fair value to Customers (including any policy stakeholders).

1. Remuneration includes commissions, fees, charges, payments, and other economic or non-economic benefits.

### What are the obligations of our Distributors?

- Manufacturer notification – all intermediaries must regularly review their product distribution arrangements to ensure they remain valid and up to date. Distributors must notify the Manufacturer as soon as practically possible if there are any value concerns for which remedial action is required.
- Remuneration – Distributors must ensure that any remuneration received, including any commission paid away to other parties in the distribution chain, for an insurance product does not result in the product ceasing to provide fair value to the Customer (including policy stakeholders).
- Provision of information – if so requested, Distributors must provide the Manufacturer with: (i) information on the Distributor's remuneration in connection with distribution of the insurance product; (ii) information on ancillary products or services that may impact the intended value of the Manufacturer's primary insurance product; and (iii) confirmation that the distribution arrangements are consistent with the obligations of the firm under the FCA Handbook including SYSC 10 (Conflicts of Interest) and SYSC 19F.2 (IDD Remuneration).
- Price optimisation – if the Distributor is a price-setting intermediary, unless there is a reasonable basis, firms should not increase the price of the insurance product based on: (i) policies being subject to auto renewal compared to policies that are not subject to auto renewal; (ii) the Customer's vulnerability or any protected characteristics (unless the firm can rely on them under the Equality Act 2010); and (iii) where Customers purchase the policy using Retail Premium Finance.