



Accident & Health - Group Personal Accident & Annual Business Travel

Review Type:	Product Approval
Review completed:	Q3 2025
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Next Review	2026





Product Target Market Statement (TMS) (1/2)

Group Personal Accident & Annual Business Travel

What is this Product?

- Group Personal Accident & Annual Business Travel is a Commercial Lines Product, suitable for Customers looking to provide financial assistance to Directors or Employees (Insured Persons) following an accident or to protect their business following an accident to their Directors or Employees. The Business Travel element provides financial protection against travel risks and provides access to medical and security helplines.

What Customer need is met by this Product?

- The Personal Accident Cover can be used to protect against the costs of re-employment or adaptation to the working environment following an injury to an Insured Person or allows the Employer to pass the benefit on to the injured Insured Person, or a mix of both. The Customer may choose when Cover operates, e.g. 24/7 or whilst travelling on business only.
- This Product provides financial protection against the risks of travelling and includes Medical Expenses, Repatriation, and Emergency Travel Expenses, Unplanned Alteration of Travel Arrangements, Personal Belongings, Personal Money, Travel Document, Evacuation, Personal Security Specialist Expenses, Rental Vehicle Excess, Personal Liability, Crisis Management Costs and [Temporary Life Insurance](#).

Who is this Product designed for?

- This Product is designed for small, medium, large companies that have Directors and Employees domiciled in the United Kingdom of Great Britain and Northern Ireland, the Channel Islands, and the Isle of Man.

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?

- Sole traders, individuals, or Consumers.
- Customers looking to arrange a policy as part of an Employee Benefits Package where the individual pays or contributes to the premium.
- Customers that have an existing Business Travel policy in place providing the same coverage and whereby purchasing this Product would give dual cover.

- Customer seeking Life Assurance Cover for illness or disease, or private health insurance.
- Customers subject to any Economic Financial or Trade sanctions imposed by the European Union or United Kingdom, or any other prohibition or restriction imposed by law or regulation of the country of which this Policy is issued or would otherwise provide cover.

Can this Product be sold with or without advice?

- This Product can be sold with or without advice depending on the Distributor's preference and in accordance with FCA regulations.
- This Product is supported by a Policy Summary.

How can this Product be sold?

- This Product can be sold face to face, via telephone or by submitting a postal/email application.
- 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 the Customers may reasonably expect

- The Distributor must always consider whether they have the correct product to meet the Customer's needs.
- Eligibility and risk acceptance criteria will restrict access for certain risks which may be suitable for this Product but are outside of RSA's current strategy and risk appetite.
- Policies for this Product are individually underwritten so 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 (TMS) (2/2)

Group Personal Accident & Annual Business Travel

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 remuneration¹, as appropriate.
- This Product has been approved in line with RSA's Product Governance processes, including consideration of:
 - the value of the RSA Product: this includes: (i) Cover – whether the level of benefits and relevant exclusions offers value to the Customer, (ii) Utility – whether the Product is being used by the Customers of the intended target market, and (iii) RSA Service – whether the type and quality of services being provided is reasonable for the Customer.
 - 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 by the Distributor. If there are concerns, RSA 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 and that the distribution strategy is not detrimentally impacting overall Product Value. We have therefore concluded that this Product provides fair value to Customers.

What are the obligations of our Distributors?

- Manufacturer notification – all intermediaries must review their product distribution arrangements at least every 12 months and consider the impact of remuneration against the intended value of their products. 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 for an insurance product does not result in the product ceasing to provide fair value to the Customer.
- 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.

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