

Target Market Statement

for Multi Trip Travel Insurance Product

This document is only intended for insurance intermediaries distributing our products. It must not be provided to any customer either in its original form, or any reproduction. We have designed this document to provide our distributors with an understanding of the type of customers for which we have designed our products considering the customer's characteristics, needs and objectives.

Our role

Home & Legacy is a co-manufacturer and a distributor of the Multi-trip Travel Product described in this document.

Who is the target market for our Multi Trip Travel Insurance Product?

Our Multi-trip Travel Product is an optional additional product designed primarily to meet the travel insurance requirements of Home & Legacy Household Insurance Policyholders with contents cover. This Product is designed for purchase alongside our Household Insurance so our identified target market is the same audience i.e. individuals who are mid/high net-worth consumers.

What are our Multi Trip Travel Product's main features and benefits?

Our Multi-trip Travel Product provides travel insurance for all members of our policyholders' household who permanently live with them at their home, who are aged up to and including age 79 (provided they are eligible for the cover/meet the required underwriting acceptance criteria which include having pre-approval for any pre-existing medical or health conditions).

Multi-trip travel insurance provides financial protection and help for multiple holidays/trips during the year including sporting activities. There is an option available to extend the cover to include winter sporting activities if required. Cover is provided for various events while travelling such as medical emergencies, delayed or missed departures or cancelling a trip or cutting it short.

Multi Trip Travel
No need to buy separate insurance for each trip
Worldwide travel cover for trips up to 45 days in total
Option to extend to include cover for winter sports for up to 31 days (at additional cost)
24-hour helpline for advice on travel related problems outside of the UK
Cover for:
• Delayed departure expenses
• Missed departure up to £500
• Emergency medical and associated expenses up to £10,000,000
• Personal liability up to £2,000,000
• Personal Accident up to £25,000
• Cancelling or cutting short trips up to £7,000 per person (including up to £250 in total for excursions)
• Loss of passport up to £300
Also:
• No cancellation or adjustment fees
• Option for premium finance 10 payments 15.45 APR % (variable)

Who is the Multi Trip Travel Product not suitable for?

- Individuals who have other insurance in place with the same coverage or who do not travel worldwide.
- Those who have not taken out their household contents insurance with Home & Legacy. Our Multi-trip Travel Product does not provide cover for personal effects because worldwide all risks cover is provided with our Household Products.
- Those aged 80 and above (cover is available for individuals aged up to and including 79).
- Individuals with certain medical conditions.
- Trips in excess of 45 days.

Where we are unable to facilitate customers, we include clear sign posting to the [Money Helper](#) directory from our website to assist them to find providers and products more suitable to their individual needs.

How is our Multi Trip Travel Product distributed?

Our Products distribution is in line with our distribution strategy:

- To provide our Multi-trip Travel Product to customers who are eligible for the cover in accordance with our application acceptance and/or renewal acceptance criteria.
- By insurance intermediaries/ brokers (distributors) who we have approved and monitor on an ongoing basis. For our target market customers with busy lifestyles our assessment determines this to be their preferred channel and by email and/or telephone.
- Sales can be on an advised or a non-advised sale basis. The product is relatively straightforward and the target market customers generally familiar with travel insurance products. However, distributors must ensure the sales are only to the identified target market customers and with all necessary information provided to them to enable informed choices/decisions.

Our Insurance Product Information Document (IPID) produced in standardised format and easily understood, details the benefits, features and limitations of the cover. The Policy wording provides full details.

Multi Trip Travel
Download Multi Trip Travel Insurance IPID
Download Multi Trip Travel Policy

How frequently is our Multi Trip Travel Product reviewed?

- We review all of our Products at least annually and monitor them on an ongoing basis, in accordance our Product Oversight and Governance Framework (POG), to determine that they:
 - Offer and will continue to deliver fair value to customers for the reasonably foreseeable future.
 - Do not have potential to cause customer detriment.
- We are required to collect information from the distributors of our products to assist us in carrying out our product value assessments and the contribution to value to customers of the distributor/distribution method. We ask distributors about their remuneration (e.g. any fees collected and for the price of any additional products offered alongside our products such as cost for any premium finance which the distributor arranges (including APR %) to:
 - Determine the total price the customer will pay for our products.
 - Have reassurance that there are no conflicts of interest and the arrangements are made in the best interests of and suitable for our target customers.
- We expect distributors to inform us if they have any concerns about the value of our products or receive any complaints from customers about them.

Our Multi-trip Travel Product was last reviewed February 2021 and is next due for review during 2022.