



## Aro Underwriting Group Ltd - Product Value - Information Exchange

Carrier Name	Allied World Assurance Company Europe (dac)
Broker Name	All
Product Name	Trades
Reference/UMR [Binder]	AWCDARO2023
Reference [Class of Business]	Commercial
Date	31/07/2023

Manufacturer Information
<p><b>Product Information</b></p> <p><b>Product Oversight &amp; Governance</b> Aro has developed its own approval process and will review, evaluate and provide internal sign off on new products and/or significant changes to existing products prior to customer distribution.</p> <p>The Product Oversight and Governance Committee (POG) will review products using the Product Review Schedule and Aro Product Approval Template (APAT) to assess and ensure products remain aligned with the regulatory landscape, target market needs, fair value and the distribution strategy remains appropriate.</p> <p>To monitor value across the distribution chain, Aro captures intermediary fees / commissions and other charges when new agencies are 'onboarded' and on an annual basis. These charges are reviewed on an ongoing basis by the POG to assist evaluation as to whether the overall cost of the product represents Fair Value and whether such charges are excessive.</p> <p><b>Product Description</b> The Tradesmen product is designed to meet the demands and needs of small businesses and sole traders engaged in manual &amp; non-manual trades and professions</p> <p><b>Key Features</b></p> <ul style="list-style-type: none"><li>• Comprehensive range of Manual and Non-Manual Trades</li><li>• Tools cover with no overnight time restrictions</li><li>• Per-capita rating (maximum 10)</li><li>• Option of £1million, £2million &amp; £5million Public Liability Limit of Indemnity</li><li>• Up to 25% heat work acceptable</li><li>• Height up to 15 metres</li><li>• Depth up to 2 metres</li><li>• Standard £250 PL excess</li><li>• Tools excess £250</li></ul> <p><b>Claims</b> If you need to make a claim under this policy, please telephone us using the relevant number below and we will be pleased to advise you of the steps to take. It will assist if you have details of your policy and cover available when telephoning.</p> <p>➤ New Claims should be notified to: Email - <a href="mailto:newclaim.alliedworld@davies-group.com">newclaim.alliedworld@davies-group.com</a> Phone - 0344 856 3285</p> <p>➤ For any claim communication after the initial notification of the loss please contact: Email - <a href="mailto:post.alliedworld@davies-group.com">post.alliedworld@davies-group.com</a> Phone - 0344 856 3285</p> <p>In all communications with us please quote your policy number.</p>

ARO, ARO Plus, ARO Ten and Willow are trading names of ARO Underwriting Group Limited which is an Appointed Representative of HISL Brokers Limited a company authorised and regulated by the Financial Conduct Authority under firm reference number 505452 to carry on insurance distribution activities. ARO Underwriting Group Limited is registered in England and Wales company number 07491066.  
Registered office at Sackville House, 55 Buckhurst Avenue, Sevenoaks, Kent, TN13 1LZ.

## Complaints

If you wish to make a complaint, you can do so at any time, free of charge, by referring the matter by e-mail, in writing, by telephone or in person to the company.

E: [complaints@aro-underwriting.com](mailto:complaints@aro-underwriting.com)

W: [www.aro-underwriting.com](http://www.aro-underwriting.com)

A: Aro Underwriting Group Ltd, Sackville House, 55 Buckhurst Avenue, Sevenoaks, Kent, TN13 1LZ

T: 01732 783575

## Referral Process

Where underwriting risks are referred to Aro, we aim to respond to these in the shortest timeframe possible. We can be contacted using the following:

- Steve Lewzey - [steve.lewzey@aro-underwriting.com](mailto:steve.lewzey@aro-underwriting.com)
- Josh Reading - [josh.reading@aro-underwriting.com](mailto:josh.reading@aro-underwriting.com)
- Telephone - 01732 783575

## Renewal Process

The renewal process and renewal notice are the responsibility of the broker who deal directly with the customer.

## Territorial Limits

UK, Channel Islands, Isle of Man

## Minimum Premiums / Commissions and Fees

- £50 + IPT

## Target Market

- Small businesses with up to 10 persons and a maximum turnover of £1,000,000
- Commercial customers
- The policyholder must be a UK resident
- The policyholder must be over the age of 18
- The properties must be located in Great Britain, Northern Ireland, Channel Islands, Isle of Man

## Types of customer for whom the product would be unsuitable

- Other classes of insurance
- Policyholders located outside of the UK
- Policyholders under the age of 18
- Properties not located in Great Britain, Northern Ireland, Channel Islands, Isle of Man
- The following are ineligible:
  - High risk manual trades that fall outside of the acceptable trade's lists
  - Businesses operating with multiple trades
  - Businesses operating more than 25% bona-fide sub-contractors
  - Claims Experience (claim type and threshold conditions apply)
  - Insolvencies / Bankruptcies
  - Unspent Criminal Records
  - Other - E.g Where trade occupation is not acceptable
- People/companies who are subject to any economic, financial or trade sanctions

## Any notable exclusions or circumstances where the product will not respond

## General Exclusions

- Asbestos
- Cyber terrorism
- Date recognition
- Excess
- Northern Ireland - civil commotion
- Radioactive contamination
- Terrorism
- War

#### Claims Conditions

- Arbitration
- Claims co-operation
- Claims procedures
- Discharge of liability
- Excess
- Fraudulent claims
- Multiple insureds
- Other Insurance
- Salvage
- Subrogation

#### General Conditions

- Adjustment of premium
- Cancellation – our rights
- Change in circumstances or alteration to the risk
- Interest clause
- Maintenance and reasonable precautions
- Remedies following a breach in your duty of fair presentation
- Your business

#### Other information which may be relevant to distributors

##### Useful contacts

- Steve Lewzey - [steve.lewzey@aro-underwriting.com](mailto:steve.lewzey@aro-underwriting.com)
- Josh Reading - [josh.reading@aro-underwriting.com](mailto:josh.reading@aro-underwriting.com)
- Telephone - 01732 783575

Date Fair Value Assessment Completed	31/12/2022
Expected Date of Next Assessment	31/12/2023
<i>The following should only be completed <u>after</u> the Broker Information section below has been completed and provided by Distributor 1.</i>	
Total Commissions	Variable as below
Total Fees	Variable as below
Total other Distributor Remuneration	Other broker remuneration is variable depending on the client TOBA.