



Landlord (Delegated Authority)

Target Market Statement

Product Type

This is an insurance product for consumer customers requiring cover for loss or damage to residential properties let to tenants.

Cover can be extended for landlord's contents contained within the property and also to cover the customer's legal liability for bodily injury or damage to property, arising out of their ownership, possession or use of the property.

Characteristics of the target market (who is this product designed for?)

This product is designed for customers over the age of 18 who own a residential property that is let to tenants and is located in the UK, Channel Islands or Isle of Man.

The product can provide cover where there are non-standard elements, such as:

- The property has suffered a subsidence, landslip or heave loss in the last 25 years.
- The property is built of non-standard construction, such as timber or timber-frame.
- The property has minor buildings works commencing or planned such as rewiring, plumbing, replacement kitchen and small extensions.
- Properties with Grade 2 or B listed building status.

Customers with characteristics of vulnerability are included within the target market.

Objectives, needs and interests of the target market (considering the key features and benefits of the product)

The product provides cover for loss or damage to residential properties let to tenants caused by events such as fire, explosion, impact, storm, flood, escape of water, theft and subsidence.

Customers will benefit from the following features and benefits:

- **Buildings:** Covers the costs of repairing, replacing or rebuilding the let home up to an agreed sum insured.
- **Contents:** Cover for the cost of repair or replacing the contents of the home, plus property in the open.
- **Legal Liability:** Covers the legal liability as a private individual and as owner of the let home for bodily injury or property damage caused to another person or property.



- **Loss of Rent:** Cover for loss of rent and temporary accommodation costs following loss or damage to the property.
- **Accidents to Domestic Staff:** Covers legal liability for bodily injury to domestic staff arising out of and in the course of their employment.

Cover can also be extended to include:

- Accidental damage to buildings.
- Accidental damage to contents.

Who is this product not designed for?

This product is not suitable for:

- Properties located outside of UK, Channels Islands or the Isle of Man.
- Customers with more than two losses within the last 5 years that would have been covered by this product or a similar landlord product.
- Customers with more than one unspent conviction and/or pending prosecutions excluding any motor offences.
- Buildings with a total sum insured value of more than £3,000,000.
- Properties with Grade 1 listed building status.
- Properties that cannot be inspected at least once a year.
- Properties that are sub-let.
- Customers who require short term non-renewable cover.
- Customers who cannot afford the annual or monthly premiums.

How do we expect this product to be distributed?

This product should be sold with the active assistance and guidance of an insurance intermediary to select the appropriate level of cover. The product will only be distributed through brokers to customers and not directly by Pen to customers.

This product is suitable to be distributed by Pen's coverholder partners and insurance brokers and can be sold via a variety of intermediated sales channels, such as face to face, telephone, email, or by postal application by an intermediary.

Consideration should be given to the vulnerability of customers by the Intermediary and provide any appropriate support they may need.

What are the distributor value considerations?

We expect all distributors in the chain to consider the following when selling Pen's products:



- The impact on product value of offering other products alongside this one, especially those with proportionally greater remuneration. For example, an ancillary product, elements of which may duplicate existing cover, or premium finance charged at an elevated rate of APR.
- Additional commission, fees or charges added as part of distribution processes must be proportionate to the service provided, in line with those charged elsewhere, and not affect the overall value offered by the product.
- Distributors must ensure there is no duplication of cover as a result of any add-on products sold where appropriate cover is already provided by the policy.
- Distributors must familiarise themselves with the product options and extensions available and consider these when selling Pen's products to customers.
- Distributors should consider the demands and needs of the customer and the Consumer Duty requirements when dealing with customers.

Scope

This document is intended to provide an indicative summary of the target market for this product and is not a summary of coverage. Please refer to separate policy documentation for full details of the coverage provided by the product.

Pen has a Product Approval Process

Pen has a product approval process in place to ensure that there is appropriate oversight of all products where Pen is either a co-manufacturer or a distributor. The process includes a risk assessment process where due consideration is given to the impact of the product on the target market and the value of the product.

A diagram of Pen's product approval process can be found on the Pen website [here](#).

Important Information

This target market statement should be used by all (co-)manufacturers and distributors of this product. (Co-)manufacturers and distributors should not create their own variation of this document. Where any party using this document has concerns about the accuracy or completeness of the information included, this should be raised to Pen urgently for discussion.

Valid From

11/11/2024

Next Review Date

On or before 11/11/2025