**High Volume Distribution V4.0**

***To be completed by the managing agent***

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| **Managing Agent:** |  |  **Placement method:** |  |
| **Broker:** |  |  **Product Type:** |  |
| **Coverholder:** |  |  **Policyholder Type:** |  |
| **Coverholder PIN:** |  |  **Territory:** |  |
| **UMR:** |  |  **Product Risk Rating:** |  |
| **Has this arrangement been referred to us before?  If so, please provide the date of referral?** |  |  **Total Acquisition %:** |  |
| **Proposed Inception Date / Renewal Date:** |  |  |  |

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| **Expected number of individual customers:** |  |
| **Expected number of microenterprise customers:** |  |
| **Expected number of SME customers:** |  |

*Guidance: Please provide sufficient detail when entering product type e.g. homeowners or HNW homeowners not just property, extended warranty for household whiteware not just extended warranty.*

*Policyholder type should be individuals, microenterprises, SMEs, large commercial or insurer or a combination thereof.*

***Product overview***

Please provide an overview of the product including its key features, as well as a description of the target market:

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***Sales and service***

Please provide an overview of the sales process including who conducts the sale with the customer, an explanation of how the sales process is suitable for both the product and customer type and how the sales process is set up to manage the expected volume of customers, including the availability of suitable resource:

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Please explain how mid-term adjustments and cancellations will be handled focussing on how the process is set up to manage the expected volume of customers, including the availability of suitable resource:

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***Distribution model and remuneration***

Please provide a description of the distribution chain including the role and responsibility of each party and how they are being remunerated. In providing your response please include the following areas:

* What is the benefit of having each party in the distribution chain?
* Breakdown of remuneration and any other fees or charges (e.g. cancellations, mid-term adjustments)

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***Claims and complaints***

Please provide an overview of the claims process including which entity will be handling claims and how the claims process has been set up to manage the expected volume of customers with a focus on both human and technology resource. Please include comments on the consideration given to what would be required in the event of the arrangement going into run off:

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Please provide an overview of the complaints process including which entity will be handling complaints and how the complaints process has been set up to manage the expected volume of customers with a focus on both human and technology resource. Please include comments on the consideration given to what would be required in the event of the arrangement going into run off:

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***Management information***

Please provide an outline of the management information that will be received, how you have gained assurance over its quality and completeness and how it will be used to monitor customer service. Please include an explanation of any tools that will be used to obtain customer feedback:

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***Managing agent resource***

Please explain how you have analysed the internal resource required to support this proposition taking into account the expected volume of customers and any steps taken or being taken to ensure appropriate resource is in place (giving consideration to both the live environment and in the event of the arrangement going into run-off):

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| **Completed by:** |  |
| **Date:** |  |

Please submit this form by email to your Customer Oversight Manager with a copy to fairvalue@lloyds.com

V1.0