

Product Value -Carrier/Broker Information Exchange

Carrier name	Ark Syndicate Management Ltd
Broker name	Accident & Health Underwriting Limited
Product	Retail Travel – ST
Reference	B6038PA999AHU25A
Class	K
Date sent	21/10/2025

Manufacturer Information
<i>The fields below should be completed by the carrier. The information provided should be sufficient for distributors in the chain to understand the value of the product, the intended target market and those to whom the product should not be marketed. Other information should be included (if relevant) to advise distributors of how their known or expected actions might affect the value of the product.</i>
Product information
This product has been subject to the carrier's Product Oversight Review process. It is reviewed before product renewal each year, then at other times as required depending on claims and/or complaints. This is a holiday travel package of benefits, tailored to meet the needs of someone who is struggling to find cover in the general retail market. A specific difference to a general Retail Travel product is that the underwriting is all human, which: • Offers cover for activities and destinations that other insurers cannot offer, • Offers flexibility for the client's needs prior to binding a risk, and • Can react quickly to changes during the period of insurance. The period expires at the end of the trip. How are Claims Handled? Claims are handled via Delegated Claims Administrator – Accident & Health Claims Services LLP. Service Level Agreements (SLA's) are in place and are subject to ongoing oversight. These measures, in addition to a regular audit programme, ensure that the company assuming delegation are operating within the terms of the DCA agreement and a good claims service is maintained for customers. How are complaints handled? Complaints are handled Ark Syndicate Management Ltd. Regular analysis of all complaints received ensure Underwriters can identify any necessary policy changes to ensure fair customer value is maintained over time.
Target market
Distributors who are looking to place travel cover for their retail clients. This often requires the need for something which is not available in the mass retail market, so the product is designed to be flexible for such enquiries when they are identified.

• It is especially useful for travel to FCO red zones. • It is possible to cover high risk activities and overland journeys.	
Types of customer for whom the product would be unsuitable	
Corporate clients. Clients who are travelling for a sedentary beach holiday. Clients with pre-existing medical conditions.	
Any notable exclusions or circumstances where the product will not respond	
Travel to certain excluded countries, as outlined during the sales process.	
Other information which may be relevant to distributors	
Complaints contact: complaints@arkunderwriting.com Underwriting contact: jordan.bostwick@ahulimited.com Claims contact: claims@ahclaimsservices.com	
Date Fair Value assessment completed	//2025
Expected date of next assessment	Upon significant, material change of the product or 12 months after the last review, whichever the earlier.

<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	Up to 40%
Total fees	
Total other Distributor remuneration	

Broker Information		
<i>The fields below should be completed for all distributors in the chain. Distributor 1 should be the distributor in direct contact with the carrier and the highest distributor number should be the distributor in direct contact with the customer. The information provided should include the type and amount of remuneration (including fees and commissions) of each distributor, where this is part of the premium or otherwise paid by the customer, for the product.</i>		
Distributor 1 - Accident & Health Underwriting Limited		
Retained commissions	Up to 15%	
Fees	Nil	
Other remuneration	Nil	
Explanation of activities provided		
Select all that apply		
Direct – The product is distributed directly to insureds. The broker's role is to understand the demands and needs of the insured and then obtain quotations from insurers.		No
Wholesale – The broker works on the producing brokers/Appointed Representative instructions paying due regard to the best interests of the end client.		Yes
Advised – The product is sold on an advised basis.		No
Non-Advised – The product is sold on a non-advised basis.		Yes
Claims – The broker provides claims first notification of loss.		No
Activities Provided By Distributor	Quoting and incepting cover Issuing of schedules and endorsements Management of account on behalf of syndicate Collecting and paying premium to Lloyd's Preparation and upkeep of documentation Monitoring of triangulations	
Information on any ancillary products/services sold alongside our product which may affect the product's value.		
Select all that apply		
Legal expenses	No	
Gap cover	No	
Key cover	No	
Emergency home cover	No	
Loss recovery (pays for a loss assessor to act on insureds behalf)	No	
Breakdown cover	No	
Windscreen cover	No	
Courtesy car cover	No	
Risk management services e.g. health & safety assessment consultancy	No	
Premium finance if offered by the same provider)	No	
Other – please describe	No	
Information on how the selected products above affect the product's value		
Not applicable		
It is confirmed that the above remuneration paid by the customer is consistent with the regulatory obligations of Distributor 1.	Yes	

Distributor 2 - TBC		
Retained commissions	Up to 25%	
Fees		
Other remuneration		
Explanation of activities provided		
<i>Select all that apply</i>		
Direct – The product is distributed directly to insureds. The broker's role is to understand the demands and needs of the insured and then obtain quotations from insurers.	Yes/No	
Wholesale – The broker works on the producing brokers/Appointed Representative instructions paying due regard to the best interests of the end client.	Yes/No	
Advised – The product is sold on an advised basis.	Yes/No	
Non-Advised – The product is sold on a non-advised basis.	Yes/No	
Claims – The broker provides claims first notification of loss.	No	
Activities Provided By Distributor	Insurance advice Demands and Needs Obtaining market quotes Collecting premium Arranging MTAs	
Information on any ancillary products/services sold alongside our product which may affect the product's value.		
<i>Select all that apply</i>		
Legal expenses	Yes/No	
Gap cover	Yes/No	
Key cover	Yes/No	
Emergency home cover	Yes/No	
Loss recovery (pays for a loss assessor to act on insureds behalf)	Yes/No	
Breakdown cover	Yes/No	
Windscreen cover	Yes/No	
Courtesy car cover	Yes/No	
Risk management services e.g. health & safety assessment consultancy	Yes/No	
Premium finance if offered by the same provider)	No	
Other – please describe	Yes/No	
Information on how the selected products above affect the product's value		
It is confirmed that the above remuneration paid by the customer is consistent with the regulatory obligations of Distributor 2.	Yes	No

Distributor 3 (if applicable, within the same chain) - TBC	
Retained commissions	Up to %
Fees	
Other remuneration	
Explanation of activities provided	
<i>Select all that apply</i>	
Direct – The product is distributed directly to insureds. The broker's role is to understand the demands and needs of the insured and then obtain quotations from insurers.	Yes/No
Wholesale – The broker works on the producing brokers/Appointed Representative instructions paying due regard to the best interests of the end client.	Yes/No
Advised – The product is sold on an advised basis.	Yes/No
Non-Advised – The product is sold on a non-advised basis.	Yes/No
Claims – The broker provides claims first notification of loss.	No
Activities Provided By Distributor	Insurance advice Demands and Needs Obtaining market quotes Collecting premium Arranging MTAs
Information on any ancillary products/services sold alongside our product which may affect the product's value.	
<i>Select all that apply</i>	
Legal expenses	Yes/No
Gap cover	Yes/No
Key cover	Yes/No
Emergency home cover	Yes/No
Loss recovery (pays for a loss assessor to act on insureds behalf)	Yes/No
Breakdown cover	Yes/No
Windscreen cover	Yes/No
Courtesy car cover	Yes/No
Risk management services e.g. health & safety assessment consultancy	Yes/No
Premium finance if offered by the same provider)	No
Other – please describe	Yes/No

Information on how the selected products above affect the product's value

It is confirmed that the above remuneration paid by the customer is consistent with the regulatory obligations of Distributor 3	Yes	No
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Distributor 4 (if applicable, within the same chain) - TBC	
Retained commissions	Up to %
Fees	
Other remuneration	
Explanation of activities provided	
<i>Select all that apply</i>	
Direct – The product is distributed directly to insureds. The broker's role is to understand the demands and needs of the insured and then obtain quotations from insurers.	Yes/No
Wholesale – The broker works on the producing brokers/Appointed Representative instructions paying due regard to the best interests of the end client.	Yes/No
Advised – The product is sold on an advised basis.	Yes/No
Non-Advised – The product is sold on a non-advised basis.	Yes/No
Claims – The broker provides claims first notification of loss.	No
Activities Provided By Distributor	Insurance advice Demands and Needs Obtaining market quotes Collecting premium Arranging MTAs
Information on any ancillary products/services sold alongside our product which may affect the product's value.	
<i>Select all that apply</i>	
Legal expenses	Yes/No
Gap cover	Yes/No
Key cover	Yes/No
Emergency home cover	Yes/No
Loss recovery (pays for a loss assessor to act on insureds behalf)	Yes/No
Breakdown cover	Yes/No
Windscreen cover	Yes/No
Courtesy car cover	Yes/No
Risk management services e.g. health & safety assessment consultancy	Yes/No
Premium finance if offered by the same provider)	No
Other – please describe	Yes/No

Information on how the selected products above affect the product's value

It is confirmed that the above remuneration paid by the customer is consistent with the regulatory obligations of Distributor 4.	Yes	No
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