

MGAM Limited

PRODUCT OVERSIGHT AND GOVERNANCE  
MIDWIVES MEDICAL MALPRACTICE PRODUCT PASSPORT 2022

## PURPOSE OF THIS DOCUMENT

To explain the identified target market and the expected distribution strategy for each product manufactured by MGAM Limited (MGAM), and our capacity partners. It also outlines our approach to Product Oversight and Governance (POG) to demonstrate how we design, monitor and review our products to ensure they continue to provide fair value and meet the demands & needs, characteristics and objectives of the target market including vulnerable customers.

## PRODUCT OVERSIGHT AND GOVERNANCE

MGAM's Product Governance Policy sets out the approach that MGAM is required to implement to achieve fair value and good customer outcomes. MGAM's aim is to maximise the long-term value of our business but not at the expense of the fair expectations of our customers. The Senior Management Team is committed to enabling and supporting appropriate decision making so that the targets and aspirations the business sets at the top arise from good outcomes achieved for our customers.

The extent to which POG applies depends largely on whether a firm is a manufacturer, a distributor or possibly both.

A "manufacturer" is a firm which is involved in 'designing, developing, creating and/or underwriting' which covers activities prior to the insurance product being approved for marketing and distribution, and on a continuing basis after such approval.

A "distributor" is a firm that distributes and/or recommends insurance products and services to clients.

Primarily where MGAM acts under a delegated authority, MGAM is a co-manufacturer in that we work in partnership with insurers on the manufacture of non-investment insurance products.

- We identify, define and assess our target markets at an appropriate level, based on the nature and complexity of our products including assessment of the impact to vulnerable customers.
- We undertake appropriate testing of our new products before launch, to make sure they meet our customers' needs and provide fair value.
- The design and performance of all our new, existing and legacy products are subject to regular assessment and review to ensure products provide fair value and that there is a continuing customer-centric focus, achieving good customer outcomes.
- The features, nature and complexity of our products are carefully matched to our intended distribution channels to ensure they reach our identified target market.

## TARGET MARKET AND FAIR VALUE STATEMENTS

Target Market and Fair Value Statements provide information about all MGAM products distributed. This includes:

- The main features, mandatory and optional covers pertaining to our products.
- Key Exclusion / Conditions
- Who our products are designed for and who they are not designed for
- How our products should be distributed
- The complexity of our products
- How to ensure that our product provides fair value to customers as intended

Product Passport	
Product Name	Healthcare Professional Medical Malpractice Insurance
Product Type	Combined / Package
Product Status	This product is open to new and renewal business

Product Details	
Manufacturer(s)	Carrier
Carrier	100% underwriters at Lloyd's: Syndicate 1729, managed by Dale Managing Agency Ltd 50% Syndicate 2003, managed by AXA XL Underwriting Ltd 50%
Product Risk Net Score	Low
Master Binding Authority Ref	B1820WLS22C684
Effective Date	01/10/2022
Date Last Reviewed	01/10/2022

Product Description
<p>This product provides cover on an annual basis for a period of no less than 12 months. The policy satisfies the demands and needs of an Independent Midwife, domiciled in England, Wales &amp; Scotland, registered with Zest and qualified by the Nursing &amp; Midwifery Council, looking for cover for bodily injury, mental injury, illness, disease or death of any patient caused by any negligent act, error or omission committed by the Assured in breach of their professional duty either in the conduct of the Assured's Business or in the provision of Good Samaritan Acts.</p>

Product Features	
Mandatory Covers	<p>Cover provided under the policy include claims against the insured for:</p> <ul style="list-style-type: none"> <li>• Any bodily injury, mental injury, illness, disease or death of any patient.</li> <li>• Liability arising during a Good Samaritan Act. Negligence or breach of care. Defence Costs in relation to a claim for: <ul style="list-style-type: none"> <li>• Defence</li> <li>• Settlement</li> <li>• Investigation</li> </ul> </li> </ul>
Optional Covers	Not Applicable
Key Exclusions/Conditions	<p>Cover is on a claims made basis for circumstances notified during the policy period for acts that took place after the retroactive date on the policy schedule.</p> <p>The following is not covered under the policy:</p> <ul style="list-style-type: none"> <li>• Any liability that does not arise out of alleged or actual Malpractice.</li> <li>• Any liability arising from the manufacture, construction, alteration, sale, supply or distribution of Products.</li> <li>• Any claim caused by dishonest, fraudulent, malicious, or criminal acts.</li> <li>• Any liability caused by performance of treatment whilst under the influence of intoxicants or narcotics.</li> <li>• Any fines, penalties, punitive or non-compensatory damages.</li> <li>• Any costs associated with a regulatory hearing.</li> <li>• Any actual, threatened or attempted sexual misconduct, whether or not taking place under the guise of treatment.</li> </ul> <p>The insured must as soon as is reasonably practicable and within thirty (30) days declare any maternity care agreement that has concluded regardless of clinical outcome. Failure to declare may result in a loss of coverage under the policy.</p>

Distributors action to ensure provides fair value to end customer	<p>Volume dependent remuneration is to be avoided by distributors and must not conflict with the best interests of the customer.</p> <p>The premiums and fees set by Insurers and MGAM have been assessed as part of our value assessment and are deemed to be of fair value to the customer.</p> <p>All marketing materials must be formally reviewed for regulatory compliance and agreed by MGAM prior to publication.</p>
Restrictions	As per Policy Schedule
Additional Cover(s)	As per Policy Wording
Policy length	Annual, for a minimum 12 month period and with ability to extend up to 6 months as required.
Policy structure	This policy is to be sold to individual insureds

Target Market	
Product Design / Targeting	Generic Product with Tailoring
Policy Language	Minimal Legal / Technical Terms
Target market description	This product is suitable for Independent Midwives only, operating in the United Kingdom, the Isle of Man and the Channel Islands.
Who is this product unsuitable for?	This product is not suitable for Non-Commercial customers This product is not suitable for any other independent medical professional. Any Midwife domiciled in Northern Ireland.

Fair Value Assessment	
Fair Value Definition	Fair value means the relationship between the overall price paid by the end customer and the quality of the product(s) and/or service(s) received. MGAM's fair value assessment considers value measures such as claims history, complaints, commission and fees, staff remuneration, barriers to complaints/ complaints/claims/cancellation and premium finance arrangements.
Commissions/Fees	Brokerage is variable with total earnings including the addition of any fees not permitted to exceed 27.5% of the gross premium ex IPT charged to the end customer. Commission percentages are in line with market standards.

Premium	<p>For births and/or maternity care that ceases beyond the 2nd trimester each you will pay an additional premium of £1,156.93 + Insurance Premium Tax at the prevailing rate and Policy administration fee for each and every declaration, regardless of clinical outcome.</p> <p>For births and/or maternity care that ceases in or prior to the 2nd trimester you will pay an additional premium of £289.23 + Insurance Premium Tax at the prevailing rate and Policy administration fee for each and every declaration, regardless of clinical outcome.</p>
Distribution chain value	The distribution strategy represents value for money, commissions and fees reflect services provided and there are no unnecessary intermediaries in the chain. The overall method of distribution is cost effective.

Distribution Method	
Distributions channels	The distribution is via a UK regulated insurance intermediary.
Delegated Authority	This product is sold via sub delegated authority
Advised / Non Advised Sales	This product is sold on a non-advised basis
Conflict of Interest	No