16 Annex 48AR Value measures report form (REP019)

REP019-Value measures report

1	Reporting period covered by this report	Year ended 31/12/XXXX
2	Is this the first report or restatement?	
3	Reporting Firm	FRN Number
4	Please confirm that the reporting firm understands that the FCA produces and publishes guidance that contains the value measures data information that the firm submitted to the FCA	
5	Please confirm that the reporting firm has informed any other firm to whom the relevant value measures information data relate that the FCA publishes the guidance	

Product category	**Add-on or stand-alone or all**	**Distribution arrangement**	**Number of policy sales to UK consumers**	**Total retail premiums (written)**	**Number of claims registered**	**Average number of policies in force**	**Claims frequency**	**Number of claims where all or part of the claim has been accepted and a pay-out has been made (and the claim is closed at the year-end)**	**Number of claims that have been rejected in the year**	**Claims acceptance rate**	**Total claims pay-out cost (for claims where all or part of the claim has been accepted and a pay-out has been made and the claim is closed at the year-end)**	**Average claims pay-out**	**The amount that the top 2% of claim pay-outs are above**	**Number of claim walkaways**	**Number of claims complaints**	**Claims complaints as a % of claims**
			Number	**£**	**Number**	**Number**	**%**	**Number**	**Number**	**%**	**£**	**£**	**£**	**Number**	**Number**	**%**
Alloy wheel insurance	Add-on	Names of five largest distribution arrangements														
Alloy wheel insurance	Stand-alone	Names of five largest distribution arrangements														
Dental cover	All	Names of five largest distribution arrangements														
Excess protection (for motor insurance)	Add-on	Names of five largest distribution arrangements														
Excess protection (for motor insurance)	Stand-alone	Names of five largest distribution arrangements														
Extended warranty - electrical goods	Add-on	Names of five largest distribution arrangements														

Extended warranty - electrical goods	Stand-alone	Name of five largest distribution arrangements														
Extended warranty - furniture	Add-on	Names of five largest distribution arrangements														
Extended warranty - furniture	Stand-alone	Names of five largest distribution arrangements														
Extended warranty - motor	Add-on	Names of five largest distribution arrangements														
Extended warranty - motor	Stand-alone	Names of five largest distribution arrangements														
Gadget (including mobile phone)	Add-on	Names of five largest distribution arrangements														
Gadget (including mobile phone)	Stand-alone	Names of five largest distribution arrangements														
GAP insurance	Add-on	Names of five largest distribution arrangements														
GAP insurance	Stand-alone	Names of five largest distribution arrangements														
Healthcare cash plan	All	Names of five largest distribution arrangements														
Home - buildings only	All	Names of five largest distribution arrangements														
Home - contents only	All	Names of five largest distribution arrangements														
Home (buildings and contents combined)	All	Names of five largest distribution arrangements														
Home emergency	Add-on	Names of five largest distribution arrangements														
Home emergency	Stand-alone	Names of five largest distribution arrangements														
Identity Theft	All	Names of five largest distribution arrangements														
Legal expenses - home	All	Names of five largest distribution arrangements														
Legal expenses - motor	All	Names of five largest distribution arrangements														
Legal expenses - other	All	Names of five largest distribution arrangements														

Missed event/ticket	All	Names of five largest distribution arrangements														
Motor	All	Names of five largest distribution arrangements														
Motor cycle	All	Names of five largest distribution arrangements														
Parts and garage cover	All	Names of five largest distribution arrangements														
Payment protection (credit card, store cards and personal loans)	All	Names of five largest distribution arrangements														
Payment protection (mortgage)	All	Names of five largest distribution arrangements														
Personal accident	Add-on	Names of five largest distribution arrangements														
Personal accident	Stand-alone	Names of five largest distribution arrangements														
Pet - accident only	All	Names of five largest distribution arrangements														
Pet - covered for life	All	Names of five largest distribution arrangements														
Pet - Maximum benefit	All	Names of five largest distribution arrangements														
Pet - time limited	All	Names of five largest distribution arrangements														
Ticket cancellation insurance	All	Names of five largest distribution arrangements														
Travel - Annual European	All	Names of five largest distribution arrangements														
Travel - Annual Worldwide	All	Names of five largest distribution arrangements														
Travel - single trip	Add-on	Names of five largest distribution arrangements														
Travel - single trip	Stand-alone	Names of five largest distribution arrangements														
Tyre Cover	Add-on	Names of five largest distribution arrangements														
Tyre Cover	Stand-alone	Names of five largest														

		distribution arrangements														
Vehicle breakdown	Add-on	Names of five largest distribution arrangements														
Vehicle breakdown	Stand-alone	Names of five largest distribution arrangements														
Vehicle cosmetic insurance	Add-on	Names of five largest distribution arrangements														
Vehicle cosmetic insurance	Stand-alone	Names of five largest distribution arrangements														
Vehicle misfuelling insurance	Add-on	Names of five largest distribution arrangements														
Vehicle misfuelling insurance	Stand-alone	Names of five largest distribution arrangements														
Wedding and party insurance	All	Names of five largest distribution arrangements														