

16 Annex 48AR Value measures report form (REP019)

REP019-Value measures report

1	Reporting period covered by this report	
2	Is this the first report or restatement?	_
2	Departing Firm	

3 Reporting Firm

Please confirm that the reporting firm understands that the FCA produces and publishes

4 guidance that contains the value measures data information that the firm submitted to the FCA

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

Year ended 31/12/XXXX FRN Number

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-	Average claims pay-out	The amount that the top 2% of claim payouts are above	Number of claim walkaways	Number of claims complaints	Claims complaints as a % of claims
			Number	£	Number	Number	%	Number	Number	%	end)	£	£	Number	Number	%
After the event legal expenses	All	Names of five largest distribution	Number		Number	Number	75	Number	Number	70		-		Number	Number	70
Alloy wheel insurance	Add- on	arrangements Names of five largest distribution arrangements														
Alloy wheel insurance	Stand- alone	Names of five largest distribution arrangements														
Before the event legal expenses - home	All	Names of five largest distribution arrangements														
Before the event legal expenses - motor	All	Names of five largest distribution arrangements														
Before the event legal expenses - other	All	Names of five largest distribution arrangements														

			•								
Dental	All	Names of five									
cover		largest									
		distribution									
		arrangements									
Excess	Add-	Names of five									
protection	on	largest									
(for motor	· · ·	distribution									
insurance)		arrangements									
Excess	Stand-	Names of five									
		largost									
protection	alone	largest									
(for motor		distribution									
insurance)		arrangements									
Extended	Add-	Names of five									
warranty -	on	largest									
electrical		distribution									
goods		arrangements									
Extended	Stand-	Name of five									
warranty -	alone	largest									
electrical		distribution									
goods		arrangements									
Extended	Add-	Names of five									
warranty -	on	largest									
furniture	· · ·	distribution									
		arrangements									
Extended	Stand-	Names of five									
warranty -	alone	largest									
furniture	alorie	distribution									
Turriture											
Extended	Add-	arrangements Names of five		-		 		 			
warranty -	on	largest									
motor		distribution									
	L	arrangements									
Extended	Stand-	Names of five									
warranty -	alone	largest									
motor		distribution									
		arrangements									
Gadget	Add-	Names of five									
(including	on	largest									
mobile		distribution									
phone)		arrangements									
Gadget	Stand-	Names of five									
(including	alone	largest									
mobile	4.5.1.5	distribution									
phone)		arrangements									
GAP	Add-	Names of five									
insurance	on	largest									
ilisulance	OII	distribution									
		arrangements									
CAD	Charad	Mara a a f fina									
GAP	Stand-	Names of five									
insurance	alone	largest									
		distribution									
		arrangements									
Healthcare	All	Names of five									
cash plan		largest									
		distribution									
		arrangements									
Home -	All	Names of five									
buildings		largest									
only		distribution									
,		arrangements									
Home -	All	Names of five									
contents		largest									
only		distribution									
,		arrangements									
Home	All	Names of five									
(buildings	,	largest									
and		distribution									
contents		arrangements									
combined)		arrangements									
	اء اہ ۸	Names of five				-		-			
Home	Add-	Names of five									
emergency	on	largest									
		distribution									
		arrangements				ļ		ļ			
Home	Stand-	Names of five									
emergency	alone	largest									
		distribution									
		arrangements		<u> </u>		<u> </u>	<u> </u>	<u> </u>		<u> </u>	
			•	 							

Identity	All	Names of five								
Theft		largest								
		distribution								
		arrangements								
l/av	۸ طط می			 						
Key	Add-on	lannes of five								
cover		largest								
		distribution								
		arrangements								
Key	Stand-	Names of five								
cover	alone	largest								
0010.	u.oc	distribution								
		arrangements								
NAC I										
Missed	All	Names of five								
event/ticket		largest								
		distribution								
		arrangements								
Motor	All	Names of five								
		largest								
		distribution								
		arrangements								
		arrangements								<u> </u>
Motorcycle	All	Names of five								
		largest								
		distribution								
		arrangements								
Parts and	All	Names of five								
garage		largest				1				
cover		distribution								
20101		arrangements								
Day was a said	ΛII					 				
Payment	All	Names of five								
protection		largest								
(credit		distribution								
card, store		arrangements								
cards and										
personal										
loans)										
Payment	All	Names of five								
protection	All	largest								
		diatribution								
(mortgage)		distribution								
		arrangements								
Personal	Add-	Names of five								
accident	on	largest								
		distribution								
		arrangements								
Personal	Stand-	Names of five								
accident	alone	largest								
acciaciic	dioric	largest distribution								
		arrangements								
D-t	ΛII	Names of five								
Pet -	All	Names of five								
accident		largest								
only		distribution								
		arrangements								
Pet -	All	Names of five								
covered for		largest								
life		distribution								
-		arrangements								
Pet -	All	Names of five		+ + + + + + + + + + + + + + + + + + + +		+				+
Maximum	All									
hanest		largest								
benefit		distribution								
		arrangements								
Pet - time	All	Names of five								
limited		largest								
		distribution				1				
		arrangements								
Ticket	All	Names of five								
cancellation	' ' '	largest								
insurance		distribution								
in sui ai ice		arrangomonto								
T 1	A 11	arrangements		 		 			 	+
Travel -	All	Names of five								
Annual		largest								
European		distribution								
·		arrangements								
Travel -	All	Names of five								
Annual	,	largest				1				
Worldwide		distribution								
worlawide		นเวนเบนแบบ								
<u> </u>		arrangements		1		1				
Travel -	Add-	Names of five								
single trip	on	largest								
1	1	distribution								
			i .	1	i	1	1			1
		arrangements								

Travel -	Stand-	Names of five					
single trip	alone	largest					
Single trip	dione	distribution					
		arrangements					
Tyre Cover	Add-	Names of five					
Tyre cover	on	largest					
	OH	distribution					
		arrangements					
T 0	Chand						
Tyre Cover	Stand-	Names of five					
	alone	largest					
		distribution					
		arrangements					
Vehicle	Add-	Names of five					
breakdown	on	largest					
		distribution					
		arrangements					
Vehicle	Stand-	Names of five					
breakdown	alone	largest					
		distribution					
		arrangements					
Vehicle	Add-	Names of five					
cosmetic	on	largest					
insurance		distribution					
		arrangements					
Vehicle	Stand-	Names of five					
cosmetic	alone	largest					
insurance		distribution					
		arrangements					
Vehicle	Add-	Names of five					
misfuelling	on	largest					
insurance		distribution					
		arrangements					
Vehicle	Stand-	Names of five					
misfuelling	alone	largest					
insurance		distribution					
		arrangements					
Vehicle	Add-	Names of five					
pothole	on	largest					
insurance	0	distribution					
in Sur unice		arrangements					
Vehicle	Stand-	Names of five					
pothole	alone	largest					
insurance	aione	distribution					
ii isui ai ice							
Wodding	ΛII	arrangements Names of five					
Wedding	All	Names of five					
and party		largest					
insurance	1	distribution					
		arrangements					