## 16 Annex 48AR Value measures report form (REP019)

**REP019-Value measures report**

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| 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 | % |
| After the event legal expenses | All | Names of five largest distribution arrangements | | | | | | | | | | | | | | |
| Alloy wheel insurance | Add-on | 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 | | | | | | | | | | | | | | |

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| 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 | | | | | | | | | | | | | | |

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| Identity Theft | All | Names of five largest distribution arrangements | | | | | | | | | | | | | | |
| Key cover | Add-on | Names of five largest distribution arrangements | | | | | | | | | | | | | | |
| Key cover | Stand-alone | Names of five largest distribution arrangements | | | | | | | | | | | | | | |
| Missed event/ticket | All | Names of five largest distribution arrangements | | | | | | | | | | | | | | |
| Motor | All | Names of five largest distribution arrangements | | | | | | | | | | | | | | |
| Motorcycle | 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 | | | | | | | | | | | | | | |

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| 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 | | | | | | | | | | | | | | |
| Vehicle pothole insurance | Add-on | Names of five largest distribution arrangements | | | | | | | | | | | | | | |
| Vehicle pothole insurance | Stand-alone | Names of five largest distribution arrangements | | | | | | | | | | | | | | |
| Wedding and party insurance | All | Names of five largest distribution arrangements | | | | | | | | | | | | | | |