

## Lexelle Product Value & Oversight Summary

This Lexelle Product Value & Oversight Summary is a document for our brokers & partners to demonstrate the value of our product to their customers, our target market and our distribution strategy. It also includes an overview of our Product Oversight and Governance framework.

<b>Insurer / Carrier Name</b>	Financial & Legal Insurance Company Limited.
<b>Product Name</b>	Landlords Legal Expenses Insurance.
<b>Roles and Responsibilities</b>	Lexelle Ltd is co-manufacturer with the insurer for this product.
<b>Distribution</b>	The Lexelle Landlords Legal Expenses insurance policies are sold through FCA regulated brokers and authorised intermediaries. The product is available on a standalone basis or add on to a Landlord household insurance policy.
<b>Reference/UMR [Binder]</b>	LL LEI / 12 / 2021
<b>Reference [Class of Business]</b>	Legal Expenses Insurance.
<b>Date of review</b>	15/04/2025

### Product Information

<b>Product Design &amp; Description</b>	Landlords Legal Expenses insurance products are widely available in the market and Lexelle offer cover commensurate with competitors. The product is designed for Residential property Landlords that wish to cover themselves for the cost of legal fees in the event of a breach of their tenancy agreement. The standard version of the policy will cover up to a maximum of £50,000 of professional legal fees for legal pursuit and legal defence claims. The product is available on a standalone basis or add on to a landlord home insurance policy. The net premium charged by Lexelle Ltd, reflects the risks and expenses associated in providing the Lexelle Landlords Legal Expenses Insurance product to our brokers and authorised intermediaries.
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<b>Product Coverage</b>	<p>The Lexelle Landlords Legal Expenses insurance product is for a duration of 12 months and covers a landlord for:</p> <ul style="list-style-type: none"> <li>• Legal Pursuit.</li> <li>• Legal Defence.</li> <li>• Hotel Expenses.</li> </ul> <p>The product also provides a 24/7 Free Legal Advice Helpline.</p>
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*Lexelle Ltd offers an end-to-end solution; manages manufacturers, delivers distribution and provides a full comprehensive claims service.*

## Customer / Market

<b>Target Market</b>	<p>Our target market is for customers who are 18 years of age or older who are:</p> <ul style="list-style-type: none"> <li>• Permanent residents of the UK.</li> <li>• Residential Landlords of a property in the United Kingdom.</li> </ul>
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<b>Type of Customer for whom the product would not be suitable</b>	<p>This product is not designed for customers:</p> <ul style="list-style-type: none"> <li>• Who don't live in the UK.</li> <li>• Who are under 18 years old.</li> <li>• Who do not own rental properties.</li> <li>• Who own more than 10 rental properties.</li> <li>• Who are commercial landlords.</li> <li>• Who are letting agents.</li> <li>• Whose tenants cannot meet the tenant referencing criteria, (please refer to the policy wording and/or Insurance Product Information Document for the specific tenant referencing criteria)</li> </ul>
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## Claim Characteristics

<b>Value to Customers</b>	<p>The Lexelle Landlords Legal Expenses insurance provides value to policyholders via the following areas of coverage:</p> <p><b>24/7 Free Legal Advice Helpline.</b> This service is a free legal advice helpline which provides legal advice for a policyholder to discuss any legal issues they may have, consider their legal rights and what courses of action are available and whether they should consult a solicitor. Typically, such calls to the helpline are not recorded as claims against the policy but still provide significant value to policyholders.</p> <p><b>Legal Pursuit:</b> The product will provide cover for legal costs to negotiate a landlord's legal rights in the following scenarios:</p> <ul style="list-style-type: none"> <li>• After an incident of physical damage to their property.</li> <li>• In trying to get possession of their property following a breach of tenancy agreement (see main policy terms for valid Tenancy Agreements).</li> <li>• To evict anyone in their property that has not got their permission to be residing there.</li> <li>• To recover any rent their tenant owes for renting their property where at all possible.</li> </ul>
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	<ul style="list-style-type: none"> <li>To trying to gain repossession of their property to either live in, sell or do renovations.</li> </ul> <p>Up to a maximum Policy Limit of £50,000.</p> <p><b>Legal Defence:</b> The product will defend a landlord’s legal rights if an incident arising from letting their property leads to them being prosecuted in a criminal court up to a policy limit of £50,000.</p> <p><b>Hotel Expenses:</b> The product will pay up to £100 per day, up to a maximum policy limit of £3,000, for hotel expenses where no alternative accommodation is available to the landlord whilst they try to gain possession of their property to live in it.</p>
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<p><b>Any notable exclusions or circumstances where the product will not respond</b></p>	<p>Please refer to the “What is not insured?” section in the Insurance Product Information Document, (IPID).</p> <p>The main exclusions are:</p> <ul style="list-style-type: none"> <li>Where not fully adhered to Tenant Referencing terms of the policy.</li> <li>Where the tenancy agreement pre-dates the start of the policy, any claims within the first 90 days of the policy start date.</li> <li>Claim where delay in reporting has prejudiced the insured position.</li> <li>Claim concerning or arising from building works, town or country planning laws or works by order of any government , public or local authority.</li> <li>Any costs incurred where engaged a solicitor prior to registering a claim on your policy.</li> </ul>
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## Product Oversight and Guidance

<p><b>Ongoing Product Assessment – Product Oversight &amp; Governance</b></p>	<p>The Lexelle Legal Expenses insurance product is reviewed continuously by Lexelle Ltd as part of a formal monthly governance Operations Management Meeting which incorporates reviews of:</p> <ul style="list-style-type: none"> <li>Sales &amp; Marketing Information / data.</li> <li>Compliance &amp; Risk Management information / data.</li> <li>Products &amp; Pricing Governance and Oversight.</li> <li>Conduct risk data analysis.</li> <li>Claims and complaint analysis.</li> <li>Quality Assurance Audits.</li> </ul>
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	<p>The outcome of these reviews is to always ensure the legal expenses product continues to be fit for purpose and holds fair value to the policyholder. Furthermore, it makes sure there are no conflicts of interest or areas of detriment to the policyholder in the distribution activity. If any issues or improvements are identified in such reviews they will be implemented as soon as practically possible.</p> <p>Additionally, Lexelle Ltd supports our brokers &amp; partners by providing an online training portal for all our current products at <a href="http://www.lexelle.com">www.lexelle.com</a>.</p>
<b>Fair Value Assessment Statement</b>	<p>This product has been subject to Lexelle’s Product Oversight and Governance process and has been reviewed and signed off by Lexelle Management as representing fair value to customers.</p> <p>On that basis, Lexelle is satisfied that the product represents fair value and will monitor performance and value metrics to ensure that no areas of concern that could result in customer harm appear.</p> <p>All Lexelle products are subject to an annual review.</p>
<b>Date Fair Value assessment completed</b>	15/04/2025
<b>Expected date of next assessment</b>	April 2026