



## Higher Education Professional Indemnity

### Target Market Statement

#### Product Type

This insurance product provides financial protection to customers who are Higher Education institutions including universities, colleges, research institutions and associated public sector and not for profit entities educational academies in the United Kingdom (UK), Channel Islands or the Isle of Man.

The product protects a customer's business and reputation from claims made against them arising from their negligence and/or alleged negligent acts or omissions, including costs incurred in defending a third-party claim. In addition, the product includes cover for Ombudsman Awards, arising from complaints made to a recognised Ombudsman schemes such as the Office of Independent Adjudicators in Higher Education (OIA), the Scottish Public Service Ombudsman (SPSO), or the Office for Students (OfS). This includes claims related to the institution's professional activities as well as any claims arising from Judicial Reviews.

#### Characteristics of the target market (who is the product designed for?)

This product is targeted to Higher Education institutions including universities and educational academies, research institutes and associated public sector and not for profit entities domiciled in the UK, Channel Islands and the isle of Man who require Professional Indemnity Insurance.

This product is suitable for vulnerable customers when distributed via an intermediary who can provide the additional support needed.

#### Objectives, needs and interests of the target market (considering the key features and benefits of the product)

Customers will benefit from the following policy features:

- **Libel and Slander Coverage:** Protection for libel or slander committed in good faith and without malice.
- **Intellectual Property Protection:** Coverage for unintentional infringements of intellectual property rights, including copyright, trademarks, and design rights.
- **Fraud and Dishonesty:** Protection against claims arising from dishonest or fraudulent acts or omissions.
- **Loss of Client Money:** Coverage for the loss of client funds entrusted to the institution.
- **Civil Liability:** Cover for claims made against the insured for civil liability arising from their professional services. This includes negligence, breach of contract, and breach of fiduciary duty.
- **Libel and Slander Coverage:** Protection for libel or slander committed in good faith and without malice



- **Liability for Loss of Documents:** Cover for physical loss of or damage to documents suffered in connection with the Insured's professional business, for the reasonable costs and expenses incurred in replacing or restoring documents owned by any third party but which at the time of loss were the insured's responsibility.
- **Ombudsman Award:** Cover for any final and binding compensatory awards (including an award of costs) made against the insured by any Ombudsman under any recognised scheme applicable to the insured's Professional Business.
- **Patent and Intellectual property:** Cover for unintentional infringement of Intellectual Property, Patent and Trade Secret.
- **Judicial Review:** Cover for liability arising from Judicial Review up to £250K in the Aggregate
- **Clinical Trials:** Cover for liability arising from Clinical Trials up to £250K in the Aggregate
- **Joint Venture/Partnerships Coverage:** Protection against liabilities arising from customers participation in joint ventures and Partnerships.
- **Legal Representation Costs:** Cover for legal costs incurred with our prior written consent to enable the insured to be represented at any inquiry or other type of proceeding.
- **Defence Costs and Expenses:** Cover for costs incurred in defending a claim made against the insured
- **Court Attendance Expenses:** Cover for the insured and their employees to attend any court or other judicial tribunal.

### Who is this product not designed for?

This product is not appropriate for customers or businesses:

- Domiciled outside the UK, Channel Islands and the Isle of Man.
- Customers that are non-educational entities such as businesses, government agencies, or non-profit organisations outside the higher education sector
- Customers who require professional indemnity cover where their own governing/regulatory body has minimum terms and conditions.

### How do we expect this product to be distributed?

This product should be sold with the active assistance and guidance of a specialist insurance intermediary with knowledge of the education sector to select the appropriate level of cover. The product will only be distributed through brokers to customers with whom Pen has an agency and not directly by Pen to customers.

This product is suitable to be distributed via a variety of intermediated sales channels, such as face to face, telephone, email, or by postal application by an intermediary with whom Pen have an agency.

Consideration should be given to the vulnerability of customers by the intermediary who should provide any support they may need.





## What are the distributor value considerations?

We expect all distributors in the chain to consider the following when selling Pen's products:

- The impact on product value of offering other products alongside this one, especially those with proportionally greater remuneration. For example, an ancillary product, elements of which may duplicate existing cover, or premium finance charged at an elevated rate of Annual Percentage Rate (APR).
- Additional commission, fees or charges added as part of distribution processes must be proportionate to the service provided, in line with those charged elsewhere, and not affect the overall value offered by the product.
- Distributors must ensure there is no duplication of cover as a result of any add-on products sold, where appropriate cover is already provided by the policy.
- Distributors should consider the demands and needs and Consumer Duty requirements when dealing with customers.
- Distributors must provide full details on all risks submitted on a suitable proposal form.

## Scope

This document is intended to provide an indicative summary of the target market for this product and is not a summary of coverage. Please refer to separate policy documentation for full details of the coverage provided by the product.

## Product Approval Process

Pen has a product approval process in place to ensure that there is appropriate oversight of all products where Pen is either a co-manufacturer or a distributor. The process includes a risk assessment process where due consideration is given to the impact of the product on the target market and the value of the product.

A diagram of Pen's product approval process can be found on the Pen website [here](#).

## Important Information

This target market statement should be used by all (co-)manufacturers and distributors of this product. (Co-)manufacturers and distributors should not create their own variation of this document. Where any party using this document has concerns about the accuracy or completeness of the information included, this should be raised to Pen urgently for discussion.

<b>Valid From</b>	28/05/2025
<b>Next Review Date</b>	On or before 28/05/2026

(Id ref: 224)