

Carrier Name	Aviva Insurance Ltd (Aviva)
Intermediary Name	Church of Scotland Insurance Services Ltd (CoSIS)
Product Name	The Church of Scotland Insurance Scheme Policy  Section I Church Property Damage All Risks Section II Money and Assault Section III Business All Risks Section IV Frozen Food Section V Machinery Damage Section VI Loss of Revenue Section VII Terrorism Section VIII Employers Liability Section IX Public and Products Liability Section X Group Personal Accident Section XI Management Liability Section XII Professional Indemnity
Reference	100719844BDN
Class	Scheme Policy (Multi product package policy including both property and liability covers for Places of Worship)
Date	29.01.2025

Product Information	
<p>The Church of Scotland Insurance Scheme policy provides a bespoke solution designed to meet the needs of a very narrow target market. It includes property and liability covers suitable for places of worship, along with their halls and accommodation for their clergy. The product has been specifically tailored for the congregations of the Church of Scotland.</p> <p>Suitable solutions for key exposures and attributes of this target group were considered when creating this policy including</p> <ul style="list-style-type: none"> <li>- Arranging suitable protection for the large historic properties controlled by many congregations</li> <li>- Provision for the insurable interest and the General Trustees beneficial ownership</li> <li>- Providing cover for wide ranging church activities carried out by congregations</li> <li>- Protection for vulnerable customers operating in a commercial insurance environment</li> <li>- Appropriate solutions for provision of Safeguarding cover</li> </ul>	
Target Market	
<p>The Church of Scotland Insurance Scheme policy provides a bespoke solution designed to meet the needs of a very narrow target namely the places of worship and ancillary properties of a single denomination. It is not suitable and should not be used outside of this narrow target market.</p> <p>In particular cover, for liability claims involving abuse is excluded, pending investigation, on any place of worship that does not fall under the Church of Scotland's Safeguarding procedures. Great care needs to be taken therefore when considering new business from another denomination.</p>	

## Distribution

The product is distributed solely COSIS who have worked closely with Aviva who are product manufacturer to make sure that the cover provided is suitable for the target market. CoSIS have a small team working closely with the Church of Scotland based in their head office which supports a strong understanding of the client's needs and the suitability of the solution provided.

CoSIS are a wholly owned subsidiary of the General Trustees of the Church of Scotland with all profits generated passed back to the Church via Gift Aid. There are no other intermediaries in the distribution chain and the commission is at a normal market level for a scheme administered by an intermediary. There are no ancillary products sold alongside the scheme and there is no income generated from premium finance.

Whilst Aviva control the underwriting mechanism and set the rates the scheme is market tested regularly and changes in covers provided by insurers operating in the sector are reviewed for potential inclusion in the scheme.

As part of the fair value assessment CoSIS Support Aviva in their statistical analysis of the scheme's performance. This included annual assessment and monitoring of

- Claims Acceptance Rates
- Claims Frequencies
- Claims Ratio
- Commission Ratio
- Expenses Ratio
- Combined Operating Ratio
- Total Claims Cost
- Average Customer Settlement Lifecycle
- Claims Frequency by cause
- Average Regulated Complaints Lifecycle
- Regulated Complaints by Outcome

No issues have been identified in respect of the statistics monitored and the management information is within agreed tolerance levels.

In addition the scheme is reviewed by CoSIS and Aviva on a quarterly basis considering performance, changes in the activities and profile of the client base, and management of any issues that have the potential to lead to customer detriment.

Given the above we have concluded that the Church of Scotland Insurance Scheme policy provides fair value for our clients.

Date Fair Value Assessment Completed	29.01.2025
Expected Date of Next Assessment	29.01.2025