



## UK Commercial Lines & UK Group Personal Lines

In compliance with FCA rules, the purpose of this document is to explain AIG's approach to Product Oversight and Governance and to share information with our distributors (and co-manufacturers, where applicable) so that we may work together to deliver insurance products which are fair value and provide good Customer Outcomes in respect of AIG manufactured and co-manufactured insurance products.

It also outlines and provides information on how we design, monitor, and review our products to ensure they continue to provide fair value, whilst meeting the needs, characteristics and objectives of the target market including vulnerable customers.

Where we have suggested potential changes or identified any actions or next steps with respect to this insurance product and/or its distribution or administration, a summary of these is set out below.

### Product Oversight and Governance

AIG's Product Governance Oversight sets out the standards that AIG is required to implement to ensure fair value and good Customer Outcomes, by having robust product oversight and a governance framework of systems, policies, and procedures in place. Our product governance process covers the following:

- Identification of the target market.
- The value the product provides to customers in the target market now and over the lifetime of the product (including specifically in relation to any customers that may have 'vulnerable' or 'protected' characteristics).
- Whether any features of the product (and, additionally, the distribution arrangements) may give rise to concerns about fair value.
- Appropriate research including consideration of customer needs which is used within the Product Development Process.
- Consideration of the pricing structure, appropriateness and transparency of fees and charges.
- Consideration of various metrics and management information, including loss ratios, claims frequencies, claims acceptance rates, complaints data, combined ratios, and other available measures.

### Key Output

AIG is confident that its policies and procedures are appropriate and satisfy relevant regulatory requirements enabling us to identify effectively whether our products offer fair value to our customers, both at product design stage and on an ongoing basis.

In summary, the template below provides information about AIG insurance products and their distribution including:

- Product assessment completion dates
- A Fair Value assessment
- Target Market (who our products are designed for and who our products are not suitable for)
- Any notable exclusions or circumstances where the product will not respond (where applicable)
- The main features and optional covers associated with our products (where applicable)
- Whether the product is sold as part of a bundle/package
- Fees and remuneration (where applicable)



## Consumer Duty and Customer Outcomes

Note that our template and approach to Product Oversight and Governance takes account of and reflects our approach to Consumer Duty in respect of this insurance product.

When communicating with you in relation to our Fair Value Assessments we may also share information with you in respect of other Consumer Duty outcomes e.g., where there are changes in relation to a product the target market or we otherwise become aware of changes that affect the delivery of good Customer Outcomes.

Also note that AIG carries out its assessments of Customer Outcomes based on its role and influence over Customer Outcomes and using a wide variety of information it holds in respect of this product (which may include information obtained from previous assessments of this product, product benchmarking, research feedback, management information and any information provided to AIG in response to any data requests). In its ongoing monitoring and seeking to improve Customer Outcomes, AIG is exploring further opportunities and avenues to obtain information and data on the performance of our products and our customer's engagement with such products.

To the extent that a distributor holds additional information to which AIG is not privy (for example certain confidential or proprietary information such as relating to fee arrangements between the distributor and its customers) then it is the responsibility of the distributor to ensure that this additional information does not impact fair value for the customer. In addition, where a distributor is responsible for and/or have a material influence over Customer Outcomes, then the distributor will have responsibilities under Consumer Duty depending on its role and the extent of its influence over those Customer Outcomes.



## Glossary

[Casualty, Excess Protect](#)

[Casualty, Liability Protect](#)

[Casualty, Crisis Management](#)

[Casualty, Auto](#)

[Casualty, Oil & Gas Protect](#)

[Casualty Environmental, EnviroPro UK](#)

[Casualty Environmental, Pollution Legal Liability \(PLL\)](#)

[Casualty Environmental, Contractors Pollution Liability \(CPL\)](#)

[Financial Lines, Cyber](#)

[Financial Lines, Commercial Crime \(Fidelity\)](#)

[Financial Lines, Financial Crime \(Fidelity\)](#)

[Financial Lines, Directors & Officers \(D&O\) Commercial](#)

[Financial Lines, Directors & Officers \(D&O\) Financial](#)

[Financial Lines, Employment Practice Indemnity \(EPLI\) Commercial](#)

[Financial Lines, Employment Practice Liability \(EPLI\) Financial](#)

[Financial Lines, Professional Liability \(PI\)](#)

[Financial Lines, Professional Indemnity \(PI\) Financial Institutions](#)

[Financial Lines, PI Solicitors \(PI\)](#)

[Financial Lines, Pension Trustee Liability \(PTL\) Financial Institutions](#)

[Financial Lines, Pension Trustee Liability \(PTL\) Commercial](#)

[Financial Lines, Crisis Solutions \(K&R\)](#)

[Financial Lines, PrivateEdge](#)

[Financial Lines, Mergers & Acquisitions \(M&A\)](#)

[SME Package & Combined, Digital](#)

[Group Personal Accident, Specialty Markets \(Membership\)](#)

[Group Personal Accident & Travel, Specialty Markets \(Education\)](#)

[Group Personal Insurance Personal Accident, Specialty Markets \(Recruitment\)](#)



## Casualty Excess Protect

Overview of product and distribution/administration chain

This is a Commercial Lines general insurance cover.

AIG is the manufacturer of the insurance product and distributes the insurance product through an insurance intermediary who administers the insurance and engages with AIG.

Certain third parties are also involved in administering the insurance including in respect of claims.

AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.

Fair Value Assessment Date:

**2024**

Fair Value:

We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics such as;

- Loss ratio
- Claims rates
- Claims acceptance rates
- Complaints rates
- Distributor remuneration levels

AIG considers that this product provides fair value to policyholders.

Product Information:

(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)

Excess Protect is our excess liability product which provides cover against major incidents that could exhaust clients' primary insurance and covers:

- Excess Employers' Liability
- Excess Public Liability
- Excess Products Liability
- Excess Commercial Motor (third party property damage)

This produce also provides additional services including: - Managing PR in the event of a loss; and medical and vocational rehabilitation services

Target Market:

The Target Market for this product is:

SME/Small enterprise Large Corporates including UK Based multinational UK based companies with or without overseas sales or operations



Types of customer for whom the product would be unsuitable:	This product is not suitable for Non-UK based companies and/or risk managed clients who require bespoke manuscript products.
Any notable exclusions or circumstances where the product will not respond:	<p>The Policy will follow those Exclusions contained in the Primary Policy and any additional Exclusions applied to this Policy (or by endorsement). This Policy Summary highlights the key exclusions only, as noted below.</p> <ul style="list-style-type: none"> <li>· Sanctions – the Policy will not respond in any way where the Insurer, its parent company or its ultimate controlling entity would be exposed to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America</li> <li>· Data Related Liability – the Policy excludes all claims, loss, costs and expenses in respect of data related liability, howsoever caused, except for physical Bodily Injury and tangible Property Damage. Please refer to the Policy for details.</li> </ul> <p>Please refer to the full policy wording and associated product literature for details.</p>
Is the product sold as part of a bundle/package?	No
If yes, please include information about the outcome of the assessment of whether the bundle or package provides fair value overall?	N/A
Impact of distribution remuneration upon fair value	Commission/remuneration paid by AIG to its distribution partners is as agreed. Given your role and material influence on the distribution remuneration structure, if you are aware of fees or charges or other distributor remuneration being paid within the distribution chain for this product, which may impact the overall value of the product to the customer, you must factor this into your own review and/or notify AIG to the extent required and in accordance with regulations. AIG considers the impact of the commission/remuneration it pays to its distribution partners as part of its own Fair Value assessment.
Changes to the product (possible or potential changes) and next steps	We have not identified any material changes to this product at this time.



## Casualty Liability Protect

Overview of product and distribution/administration chain

This is a Commercial Lines general liability insurance cover.

AIG is the manufacturer of the insurance product and distributes the insurance product through an insurance intermediary who administers the insurance and engages with AIG.

Certain third parties are also involved in administering the insurance including in respect of claims.

AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.

Fair Value Assessment Date:

**2024**

Fair Value:

We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics such as;

- Loss ratio
- Claims rates
- Claims acceptance rates
- Complaints rates
- Distributor remuneration levels

AIG considers that this product provides fair value to policyholders.

Product Information:

(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)

Liability Protect provides any combination of the following coverages:

- Employers' Liability;
- Public Liability and
- Products Liability

Liability Protect also provides additional coverages and services such as; Employment Related Accident Benefits, product recall, environmental clean-up costs, crisis containment and cyber liability.

In addition to the many embedded features, there are optional extensions including:

- Accidental Discovery of Asbestos on a Claims Made basis,
- Products Pure Financial Loss
- USA Time/Element Pollution cover

Services include a tailored advisory service provided by expert consultants, from developing and reviewing safety programmes, employee and management training to best practice assessments designed to reduce risk and prevent claims.

Target Market:



	<p>The Target Market for this product is: SME/Small enterprise Mid-Corporate Large/Commercial Companies that need to obtain liability coverage for their business;</p> <p>Core trades include: Machinery sales, Machinery manufacturer, Electrical goods manufacturer, Electronics Manufacturer, Telecoms Manufacturer, High tech manufacturers, suppliers, and retail, though most quality risks will be considered if within underwriting appetite</p>
Types of customer for whom the product would be unsuitable:	This product is not suitable for any company operating in the Oil & Gas sector.
Any notable exclusions or circumstances where the product will not respond:	Please refer to the full policy wording and associated product literature for details.
Is the product sold as part of a bundle/package?	No
If yes, please include information about the outcome of the assessment of whether the bundle or package provides fair value overall?	N/A
Impact of distribution remuneration upon fair value	<p>Commission/remuneration paid by AIG to its distribution partners is as agreed. Given your role and material influence on the distribution remuneration structure, if you are aware of fees or charges or other distributor remuneration being paid within the distribution chain for this product, which may impact the overall value of the product to the customer, you must factor this into your own review and/or notify AIG to the extent required and in accordance with regulations. AIG considers the impact of the commission/remuneration it pays to its distribution partners as part of its own Fair Value assessment.</p>
Changes to the product (possible or potential changes) and next steps	We have not identified any material changes to this product at this time.



## Casualty Crisis Management

Overview of product and distribution/administration chain

This is a Commercial Lines general insurance cover.

AIG is the manufacturer of the insurance product and distributes the insurance product through an insurance intermediary who administers the insurance and engages with AIG.

Certain third parties are also involved in administering the insurance including in respect of claims.

AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.

Fair Value Assessment Date:

**2024**

Fair Value:

We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics such as;

- Loss ratio
- Claims rates
- Claims acceptance rates
- Complaints rates
- Distributor remuneration levels

AIG considers that this product provides fair value to policyholders.

Product Information:

(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)

This is a commercial lines general insurance product providing cover for accidental or unintentional contamination, impairment or mislabelling resulting at any stage from production to sale that could result in harm to users within 120 days of contact. In addition, this product provides coverage for:

- Actual, alleged or threatened, intentional tampering with the product to make it harmful
- Threats to tamper with a product to extort money.
- Recall costs
- Business interruption (loss gross profit).
- Consultancy costs
- Adverse publicity (optional)

Target Market:

The Target Market for this product is:

- SME/Small enterprise
- Mid Corporate
- Large/Commercial





	<ul style="list-style-type: none"> <li>· Niche Market</li> </ul> <p>The Contaminated Product Recall policy's main target market is any UK or EEA domiciled manufacturing company, supplier, license holder or contract manufacture that supplies a topical product or food/beverage (non-alcoholic or alcoholic) product, be it in a ready to eat or ready to drink form or requires an additional process i.e. cooking in order for the product to be consumed.</p>
Types of customer for whom the product would be unsuitable:	This product is not suitable for any manufacturer or supplier of durable products i.e. consumer goods.
Any notable exclusions or circumstances where the product will not respond:	<p>Key exclusions include;</p> <ul style="list-style-type: none"> <li>· Any Accidental Contamination or Malicious Tampering of a product of a competitor similar to an Insured Product(s)</li> <li>· Any illegal act of any of the Insured's directors, officers, or trustees</li> <li>· Any injury, damage, or claim made by a third party arising out of or in connection with the use or consumption of the Insured Product(s). This includes any defense costs related to a third-party lawsuit</li> <li>· Intentional violation by the Insured of any governmental regulation in connection with the manufacture, sale, or distribution of any Insured Product(s) or from the use of materials or substances in the manufacturing process which have been banned or declared unsafe by any governmental entity</li> <li>· Failure by any party other than the Insured to adhere to the procedure prescribed by the Insured regarding the storage, consumption, or use of an Insured Product(s). This exclusion only applies to Insured Event - Accidental Contamination</li> <li>· Any Accidental Contamination arising out of: (i) Bioengineering, genetic engineering or genetic modification of any Insured Product(s); or (ii) Hormone treatment of any Insured Product(s); or (iii) Irradiation of any Insured Product(s); or (iv) Transmissible Spongiform Encephalopathies (TSE)</li> <li>· Any Accidental Contamination arising out of carcinogens, regardless of whether such carcinogens are shown to have other non-carcinogenic effects</li> <li>· Sanctions – the Policy will not respond in any way where the Insurer, its parent company or its ultimate controlling entity would be exposed to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America</li> </ul> <p>Please refer to the full policy wording and associated product literature for details.</p>
Is the product sold as part of a bundle/package?	No
If yes, please include information about the outcome of the assessment of whether the bundle or package provides fair value overall?	N/A



Impact of distribution remuneration upon fair value

Commission/remuneration paid by AIG to its distribution partners is as agreed. Given your role and material influence on the distribution remuneration structure, if you are aware of fees or charges or other distributor remuneration being paid within the distribution chain for this product, which may impact the overall value of the product to the customer, you must factor this into your own review and/or notify AIG to the extent required and in accordance with regulations. AIG considers the impact of the commission/remuneration it pays to its distribution partners as part of its own Fair Value assessment.

Changes to the product (possible or potential changes) and next steps

We have not identified any material changes to this product at this time.



## Casualty Auto

Overview of product and distribution/administration chain

This is a Commercial Lines general insurance cover.

AIG is the manufacturer of the insurance product and distributes the insurance product through an insurance intermediary who administers the insurance and engages with AIG.

Certain third parties are also involved in administering the insurance including in respect of claims.

AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.

Fair Value Assessment Date:

**2024**

Fair Value:

We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics such as;

- Loss ratio
- Claims rates
- Claims acceptance rates
- Complaints rates
- Distributor remuneration levels

AIG considers that this product provides fair value to policyholders.

Product Information:

(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)

This motor fleet insurance product protects businesses from compensation claims from third parties because of a motor accident.

These third-party claims could be in the form of financial compensation for injury or property damage.

Cover can also be extended to indemnify the insured against accidental damage, fire and theft to their vehicle.

Target Market:

The Target Market for this product is:

SME/Small enterprise  
Mid Corporate  
Large/Commercial  
Mass Market  
Select Market

Fleet operators who want to protect businesses financially from compensation claims from third party as a result of a motor accident.



Types of customer for whom the product would be unsuitable:	This product is not suitable for non-commercial customers.
Any notable exclusions or circumstances where the product will not respond:	Key exclusions include; <ul style="list-style-type: none"><li>· Airside Liability</li><li>· Wrongful Delivery or collection</li></ul> Please refer to the full policy wording and associated product literature for details.
Is the product sold as part of a bundle/package?	No
If yes, please include information about the outcome of the assessment of whether the bundle or package provides fair value overall?	N/A
Impact of distribution remuneration upon fair value	Commission/remuneration paid by AIG to its distribution partners is as agreed. Given your role and material influence on the distribution remuneration structure, if you are aware of fees or charges or other distributor remuneration being paid within the distribution chain for this product, which may impact the overall value of the product to the customer, you must factor this into your own review and/or notify AIG to the extent required and in accordance with regulations. AIG considers the impact of the commission/remuneration it pays to its distribution partners as part of its own Fair Value assessment.
Changes to the product (possible or potential changes) and next steps	We have not identified any material changes to this product at this time.



## Casualty Oil & Gas Protect

Overview of product and distribution/administration chain

This is a Commercial Lines general insurance cover.

AIG is the manufacturer of the insurance product and distributes the insurance product through an insurance intermediary who administers the insurance and engages with AIG.

Certain third parties are also involved in administering the insurance including in respect of claims.

AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.

Fair Value Assessment Date:

**2024**

Fair Value:

We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics such as;

- Loss ratio
- Claims rates
- Claims acceptance rates
- Complaints rates
- Distributor remuneration levels

AIG considers that this product provides fair value to policyholders.

Product Information:

(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)

Oil & Gas Protect is a commercial lines general insurance product that provides cover for Employer's Liability, Public Liability and Product Liability with additional coverages including:

Employee Related Accident Benefits, Advise design service and specification cover for injury or damage and cover for products unknowingly sold to the USA.

Additional services include:

- Access to Basic Offshore Safety Induction & Emergency Training (BOSIET) holding Underwriter and risk engineers
- Liability control audits
- Claims Defensibility reporting
- Contract management workshops
- Emergency/post loss management support
- Pre-cover client engagements to support accurate risk-based underwriting
- Access to the Royal Society for the Prevention of Accidents (RosPA) accredited Access Group e learning platform Health and Safety and Cyber Awareness



<p>Target Market:</p>	<p>The Target Market for this product is:</p> <p>Mid-Corporate Niche Market</p> <p>Oil &amp; Gas Protect is suitable for UK businesses of all sizes operating in, or supplying to, the Oil &amp; Gas sector. This can include businesses with multinational exposures.</p>
<p>Types of customer for whom the product would be unsuitable:</p>	<p>This product is not suitable for non-UK-based companies and/or any company that is not within the Oil and Gas Sector.</p>
<p>Any notable exclusions or circumstances where the product will not respond:</p>	<p>Please refer to the full policy wording and associated product literature for details.</p>
<p>Is the product sold as part of a bundle/package?</p>	<p>No</p>
<p>If yes, please include information about the outcome of the assessment of whether the bundle or package provides fair value overall?</p>	<p>N/A</p>
<p>Impact of distribution remuneration upon fair value</p>	<p>Commission/remuneration paid by AIG to its distribution partners is as agreed. Given your role and material influence on the distribution remuneration structure, if you are aware of fees or charges or other distributor remuneration being paid within the distribution chain for this product, which may impact the overall value of the product to the customer, you must factor this into your own review and/or notify AIG to the extent required and in accordance with regulations. AIG considers the impact of the commission/remuneration it pays to its distribution partners as part of its own Fair Value assessment.</p>
<p>Changes to the product (possible or potential changes) and next steps</p>	<p>We have not identified any material changes to this product at this time.</p>



## Casualty Environmental, EnviroPro UK

Overview of product and distribution/administration chain

This is a Commercial Lines general insurance cover.

AIG is the manufacturer of the insurance product and distributes the insurance product through an insurance intermediary who administers the insurance and engages with AIG.

Certain third parties are also involved in administering the insurance including in respect of claims.

AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.

Fair Value Assessment Date:

**2024**

Fair Value:

We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics such as;

- Loss ratio
- Claims rates
- Claims acceptance rates
- Complaints rates
- Distributor remuneration levels

AIG considers that this product provides fair value to policyholders.

Product Information:

(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)

Enviropro UK covers liabilities under Environmental Law including damage to water, land, protected species and natural habitats, including primary, complementary and compensatory remediation.

Enviropro UK includes cover for sudden & accidental and gradual pollution, as well as environmental damage where pollution is not necessarily the cause.

Cover is also provided for:

- Clean up costs
- Biodiversity Damage
- Business interruption expense
- Third party bodily injury and property damage
- Legal costs
- Third party nuisance claims

Customers who purchase the EnviroPro UK product look to protect their balance sheet from Environmental loss caused by their day-to-day business operations whether that be manufacturing, transportation, bulk storage or waste treatment.

Target Market:

The Target Market for this product is a Niche Market and specifically ;



	<ul style="list-style-type: none"> <li>· Manufacturing and Industrial facilities</li> <li>· Bulk storage and warehouses facilities</li> <li>· Waste treatment and disposal facilities</li> <li>· Commercial sites, including hospitals, shopping centres, laboratories, hotels, and housing developments</li> <li>· National or multinational companies</li> </ul>
Types of customer for whom the product would be unsuitable:	This product is not suitable for non-commercial customers.
Any notable exclusions or circumstances where the product will not respond:	<p>Key exclusions include:</p> <ul style="list-style-type: none"> <li>· Asbestos and Lead Arising from asbestos or any asbestos-containing materials or lead-based paint installed or applied in, on or to any building or other structure. This exclusion does not apply to Clean-Up Costs for the remediation of soil or groundwater.</li> <li>· Fines and Penalties Arising out of fines, penalties (civil or criminal), liquidated, punitive, aggravated or exemplary damages, taxes, non-pecuniary relief or any matter which is uninsurable under law.</li> <li>· Intentional Non-Compliance Arising from any Responsible Insured's intentional, wilful act or omission, or any deliberate non-compliance with any Environmental Laws, statute, statutory instrument, by-law, regulation, guidance or standard having the force of law or notice of violation, notice letter, executive order, or instruction of any governmental or statutory agency or body.</li> <li>· Products Arising from the Insured's Products.</li> <li>· Voluntary Redevelopment and Investigation Arising either directly or indirectly from (i) any voluntary investigation or (ii) excavation or movement of any ground material (including, but not limited to surface soils and subsurface soils) from any construction, redevelopment, or refurbishment, in both cases completed on or at the Insured's owned or leased property for, by or with the permission of the Insured. For the avoidance of doubt, this exclusion does not apply to routine maintenance or landscaping of the Insured's owned or leased property.</li> </ul> <p>Please refer to the full policy wording and associated product literature for details.</p>
Is the product sold as part of a bundle/package?	No
If yes, please include information about the outcome of the assessment of whether the bundle or package provides fair value overall?	N/A
Impact of distribution remuneration upon fair value	Commission/remuneration paid by AIG to its distribution partners is as agreed. Given your role and material influence on the distribution remuneration structure, if you are aware of fees or charges or other distributor remuneration being paid within the distribution chain for this product, which may impact the overall value of the product to the customer, you must factor this into your own review and/or

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	notify AIG to the extent required and in accordance with regulations. AIG considers the impact of the commission/remuneration it pays to its distribution partners as part of its own Fair Value assessment.
Changes to the product (possible or potential changes) and next steps	We have not identified any material changes to this product at this time.



## Casualty Environmental, Pollution Legal Liability

Overview of product and distribution/administration chain

This is a Commercial Lines general insurance cover.

AIG is the manufacturer of the insurance product and distributes the insurance product through an insurance intermediary who administers the insurance and engages with AIG.

Certain third parties are also involved in administering the insurance including in respect of claims.

AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.

Fair Value Assessment Date:

**2024**

Fair Value:

We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics such as;

- Loss ratio
- Claims rates
- Claims acceptance rates
- Complaints rates
- Distributor remuneration levels

AIG considers that this product provides fair value to policyholders.

Product Information:

(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)

The Pollution Legal Liability product cover covers the provisions of the Environmental Damage Regulation 2007, including liability for damage to biodiversity and other new requirements such as complementary and compensatory remediation resulting from the covered operations.

Cover is also provided for:

- Clean up costs
- Biodiversity Damage
- Business interruption expense
- Third party bodily injury and property damage
- Legal costs
- Third party nuisance claims
- 

Target Market:

The Target Market for this product is a Niche Market and specifically ;

- Manufacturing and industrial facilities
- Owners of property portfolios
- Developers, buyers, sellers and owners of contaminated land (including companies undertaking mergers or acquisitions)



	<ul style="list-style-type: none"> <li>Company investors and potential polluters.</li> </ul>
Types of customer for whom the product would be unsuitable:	This product is not suitable for non-commercial customers.
Any notable exclusions or circumstances where the product will not respond:	<p>Key exclusions include;</p> <ul style="list-style-type: none"> <li>Fines and penalties</li> <li>Material change in use</li> <li>Prior knowledge</li> <li>Intentional non compliance</li> <li>Identified Underground Storage Tanks</li> <li>Known pollution conditions</li> </ul> <p>Please refer to the full policy wording and associated product literature for details.</p>
Is the product sold as part of a bundle/package?	No
If yes, please include information about the outcome of the assessment of whether the bundle or package provides fair value overall?	N/A
Impact of distribution remuneration upon fair value	Commission/remuneration paid by AIG to its distribution partners is as agreed. Given your role and material influence on the distribution remuneration structure, if you are aware of fees or charges or other distributor remuneration being paid within the distribution chain for this product, which may impact the overall value of the product to the customer, you must factor this into your own review and/or notify AIG to the extent required and in accordance with regulations. AIG considers the impact of the commission/remuneration it pays to its distribution partners as part of its own Fair Value assessment.
Changes to the product (possible or potential changes) and next steps	We have not identified any material changes to this product at this time.



## Casualty Environmental, Contractor Pollution Liability

Overview of product and distribution/administration chain

This is a Commercial Lines general insurance cover.

AIG is the manufacturer of the insurance product and distributes the insurance product through an insurance intermediary who administers the insurance and engages with AIG.

Certain third parties are also involved in administering the insurance including in respect of claims.

AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.

Fair Value Assessment Date:

**2024**

Fair Value:

We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics such as;

- Loss ratio
- Claims rates
- Claims acceptance rates
- Complaints rates
- Distributor remuneration levels

AIG considers that this product provides fair value to policyholders.

Product Information:

(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)

The Contractors Pollution Liability UK product provides protection for contractors, site owners and developers against pollution releases, whether sudden & accidental or gradual, caused by new pollution conditions or the exacerbation of existing pollution conditions.

Coverage is available worldwide and may be an owner-controlled program or held directly by the contractor.

The Contractors Pollution Liability Product includes cover for:

- Clean-Up Costs
- Bodily Injury & Property Damage
- Environmental Damage - Defence Costs
- Mitigation Expenses

Additional specific covers available include:

- Contract specific or annual cover
- Multi-year policy terms
- Claims made or occurrence wording
- Prior acts cover available if insured has been continuously covered on a claims made basis
- Completed operations



<p>Target Market:</p>	<ul style="list-style-type: none"> <li>· Non-pollution biodiversity damage</li> </ul> <p>The Target Market for this product is a Niche Market and specifically:</p> <ul style="list-style-type: none"> <li>· Construction Companies</li> <li>· Facilities Management Companies</li> <li>· Development Companies &amp; Housebuilders</li> <li>· Demolition Contractors</li> <li>· Local Government</li> <li>· Remediation Contractors</li> <li>· Brownfield Developers</li> <li>· Any entity controlling a construction project</li> </ul>
<p>Types of customer for whom the product would be unsuitable:</p>	<p>This product is not suitable for non-commercial customers.</p>
<p>Any notable exclusions or circumstances where the product will not respond:</p>	<p>Key exclusions only include;</p> <ul style="list-style-type: none"> <li>· Fines and penalties</li> <li>· Intentional non-compliance</li> </ul> <p>Please refer to the full policy wording and associated product literature for details.</p>
<p>Is the product sold as part of a bundle/package?</p>	<p>No</p>
<p>If yes, please include information about the outcome of the assessment of whether the bundle or package provides fair value overall?</p>	<p>N/A</p>
<p>Impact of distribution remuneration upon fair value</p>	<p>Commission/remuneration paid by AIG to its distribution partners is as agreed. Given your role and material influence on the distribution remuneration structure, if you are aware of fees or charges or other distributor remuneration being paid within the distribution chain for this product, which may impact the overall value of the product to the customer, you must factor this into your own review and/or notify AIG to the extent required and in accordance with regulations. AIG considers the impact of the commission/remuneration it pays to its distribution partners as part of its own Fair Value assessment.</p>
<p>Changes to the product (possible or potential changes) and next steps</p>	<p>We have not identified any material changes to this product at this time.</p>



## Financial Lines, Cyber

Overview of product and distribution/administration chain

This is a Commercial Lines general insurance cover.

AIG is the manufacturer of the insurance product and distributes the insurance product through an insurance intermediary who administers the insurance and engages with AIG.

Certain third parties are also involved in administering the insurance including in respect of claims.

AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.

Fair Value Assessment Date:

**2024**

Fair Value:

We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics such as;

- Loss ratio
- Claims rates
- Claims acceptance rates
- Complaints rates
- Distributor remuneration levels

AIG considers that this product provides fair value to policyholders.

Product Information:

(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)

AIG's Cyber Liability product includes coverage in the event of a cyber attack and includes first party and third-party cover.

More specifically coverage is provided for Cyber Extortion, Network Interruption, Event Management, Security and Privacy Liability. In addition, specific first-response services are provided.

Target Market:

The Target Market for this product is customers across all customer segments but with a majority being mid-sized corporates or large commercial companies.

Types of customer for whom the product would be unsuitable:

This product is not suitable for non-commercial customers or any customers who do not use a computer or mobile device for their day-to-day work or store private or sensitive data such as employee, customer or payment card information on a network or cloud.



Any notable exclusions or circumstances where the product will not respond:	Please refer to the full policy wording and associated product literature for details.
Is the product sold as part of a bundle/package?	No
If yes, please include information about the outcome of the assessment of whether the bundle or package provides fair value overall?	N/A
Impact of distribution remuneration upon fair value	Commission/remuneration paid by AIG to its distribution partners is as agreed. Given your role and material influence on the distribution remuneration structure, if you are aware of fees or charges or other distributor remuneration being paid within the distribution chain for this product, which may impact the overall value of the product to the customer, you must factor this into your own review and/or notify AIG to the extent required and in accordance with regulations. AIG considers the impact of the commission/remuneration it pays to its distribution partners as part of its own Fair Value assessment.
Changes to the product (possible or potential changes) and next steps	We have not identified any material changes to this product at this time.



## Financial Lines, Commercial Crime (Fidelity)

Overview of product and distribution/administration chain

This is a Commercial Lines general insurance cover.

AIG is the manufacturer of the insurance product and distributes the insurance product through an insurance intermediary who administers the insurance and engages with AIG.

Certain third parties are also involved in administering the insurance including in respect of claims.

AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.

Fair Value Assessment Date:

**2024**

Fair Value:

We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics such as;

- Loss ratio
- Claims rates
- Claims acceptance rates
- Complaints rates
- Distributor remuneration levels

AIG considers that this product provides fair value to policyholders.

Product Information:

(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)

The Commercial Crime (fidelity) Insurance product provides coverage for loss of money, securities, or other assets resulting from acts such as employee theft, certain types of fraud by third parties, theft of property from the premises, and social engineering (impersonation fraud).

In addition, cover is provided to cover the costs of defending third party accusations of employee dishonesty. Insureds have a choice of investigative specialists to utilise – with costs covered by AIG (up to sublimit provided).

Target Market:

The Target Market for this product is;

Mid to Large Corporates;  
Large Commercial Corporates/Companies;

The SME and mid-market are typically written using PrivateEdge Policy form as opposed to the Commercial Crime (fidelity).Insurance Product

Types of customer for whom the product would be unsuitable:

This product is not suitable for non-commercial customers.





Any notable exclusions or circumstances where the product will not respond:	Please refer to the full policy wording and associated product literature for details.
Is the product sold as part of a bundle/package?	No
If yes, please include information about the outcome of the assessment of whether the bundle or package provides fair value overall?	N/A
Impact of distribution remuneration upon fair value	Commission/remuneration paid by AIG to its distribution partners is as agreed. Given your role and material influence on the distribution remuneration structure, if you are aware of fees or charges or other distributor remuneration being paid within the distribution chain for this product, which may impact the overall value of the product to the customer, you must factor this into your own review and/or notify AIG to the extent required and in accordance with regulations. AIG considers the impact of the commission/remuneration it pays to its distribution partners as part of its own Fair Value assessment.
Changes to the product (possible or potential changes) and next steps	We have not identified any material changes to this product at this time.



## Financial Lines, Financial Crime (Fidelity) for Financial Institutions

Overview of product and distribution/administration chain

This is a Commercial Lines general insurance cover.

AIG is the manufacturer of the insurance product and distributes the insurance product through an insurance intermediary who administers the insurance and engages with AIG.

Certain third parties are also involved in administering the insurance including in respect of claims.

AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.

Fair Value Assessment Date:

**2024**

Fair Value:

We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics such as;

- Loss ratio
- Claims rates
- Claims acceptance rates
- Complaints rates
- Distributor remuneration levels

AIG considers that this product provides fair value to policyholders.

Product Information:

(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)

Crime Insurance for Financial Institutions provides coverage for loss of money, securities, or other assets resulting from acts such as employee theft, certain types of fraud by third parties (forgery, for example), theft of property from the premises, and social engineering (impersonation fraud).

Target Market:

The Target Market for this product is;

Financial institutions

Types of customer for whom the product would be unsuitable:

This product is not suitable for non-commercial customers or entities which are not financial institutions.



Any notable exclusions or circumstances where the product will not respond:	Please refer to the full policy wording and associated product literature for details.
Is the product sold as part of a bundle/package?	No
If yes, please include information about the outcome of the assessment of whether the bundle or package provides fair value overall?	N/A
Impact of distribution remuneration upon fair value	Commission/remuneration paid by AIG to its distribution partners is as agreed. Given your role and material influence on the distribution remuneration structure, if you are aware of fees or charges or other distributor remuneration being paid within the distribution chain for this product, which may impact the overall value of the product to the customer, you must factor this into your own review and/or notify AIG to the extent required and in accordance with regulations. AIG considers the impact of the commission/remuneration it pays to its distribution partners as part of its own Fair Value assessment.
Changes to the product (possible or potential changes) and next steps	We have not identified any material changes to this product at this time.



## Financial Lines, Directors & Officers (D&O) Commercial

Overview of product and distribution/administration chain

This is a Commercial Lines general insurance cover.

AIG is the manufacturer of the insurance product and distributes the insurance product through an insurance intermediary who administers the insurance and engages with AIG.

Certain third parties are also involved in administering the insurance including in respect of claims.

AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.

Fair Value Assessment Date:

**2024**

Fair Value:

We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics such as;

- Loss ratio
- Claims rates
- Claims acceptance rates
- Complaints rates
- Distributor remuneration levels

AIG considers that this product provides fair value to policyholders.

Product Information:

(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)

The Directors & Officers (D&O) Commercial Product provides Side A and Side B coverage to Directors & officers against claims by individuals, shareholders and/or regulators. Side C coverage for securities claims against the company is also provided.

Target Market:

The Target Market for this product is;

Niche Market

The SME and mid-market are typically written using Private Edge Policy form as opposed to the Directors & Officers Commercial Insurance Product, which is predominantly used for larger mid- market and public listed companies however, can operate to cover any businesses and organisations of all sizes in all sectors



Types of customer for whom the product would be unsuitable:	This product is not suitable for non-commercial customers or financial institutions.
Any notable exclusions or circumstances where the product will not respond:	Please refer to the full policy wording and associated product literature for details.
Is the product sold as part of a bundle/package?	No
If yes, please include information about the outcome of the assessment of whether the bundle or package provides fair value overall?	N/A
Impact of distribution remuneration upon fair value	Commission/remuneration paid by AIG to its distribution partners is as agreed. Given your role and material influence on the distribution remuneration structure, if you are aware of fees or charges or other distributor remuneration being paid within the distribution chain for this product, which may impact the overall value of the product to the customer, you must factor this into your own review and/or notify AIG to the extent required and in accordance with regulations. AIG considers the impact of the commission/remuneration it pays to its distribution partners as part of its own Fair Value assessment.
Changes to the product (possible or potential changes) and next steps	We have not identified any material changes to this product at this time.

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## Financial Lines, Directors & Officers (D&O) Financial Institutions

Overview of product and distribution/administration chain

This is a Commercial Lines general insurance cover.

AIG is the manufacturer of the insurance product and distributes the insurance product through an insurance intermediary who administers the insurance and engages with AIG.

Certain third parties are also involved in administering the insurance including in respect of claims.

AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.

Fair Value Assessment Date:

**2024**

Fair Value:

We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics such as;

- Loss ratio
- Claims rates
- Claims acceptance rates
- Complaints rates
- Distributor remuneration levels

AIG considers that this product provides fair value to policyholders.

Product Information:

(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)

The Directors & Officers (D&O) Financial Institutions Product provides Side A and Side B " coverage to Directors & officers against claims by individuals, shareholders and/or regulators. The product also provides Side "C" coverage for securities claims against the company.

Target Market:

The Target Market for this product is mid sized corporates and includes financial institutions of all sizes including banks, hedge funds, insurance companies, building societies, fund managers, investment managers, stockbrokers, venture capital firms and finance companies.

Types of customer for whom the product would be unsuitable:

This product is not suitable for entities that are not financial institutions.



Any notable exclusions or circumstances where the product will not respond:	Please refer to the full policy wording and associated product literature for details.
Is the product sold as part of a bundle/package?	No
If yes, please include information about the outcome of the assessment of whether the bundle or package provides fair value overall?	N/A
Impact of distribution remuneration upon fair value	Commission/remuneration paid by AIG to its distribution partners is as agreed. Given your role and material influence on the distribution remuneration structure, if you are aware of fees or charges or other distributor remuneration being paid within the distribution chain for this product, which may impact the overall value of the product to the customer, you must factor this into your own review and/or notify AIG to the extent required and in accordance with regulations. AIG considers the impact of the commission/remuneration it pays to its distribution partners as part of its own Fair Value assessment.
Changes to the product (possible or potential changes) and next steps	We have not identified any material changes to this product at this time.



## Financial Lines, Employment Practices Liability (EPLI) Commercial

Overview of product and distribution/administration chain

This is a Commercial Lines general insurance cover.

AIG is the manufacturer of the insurance product and distributes the insurance product through an insurance intermediary who administers the insurance and engages with AIG.

Certain third parties are also involved in administering the insurance including in respect of claims.

AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.

Fair Value Assessment Date:

**2024**

Fair Value:

We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics such as;

- Loss ratio
- Claims rates
- Claims acceptance rates
- Complaints rates
- Distributor remuneration levels

AIG considers that this product provides fair value to policyholders.

Product Information:

(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)

The Employment Practices Liability (EPLI- Commercial Product provides coverage to companies their subsidiaries employees, administrators, directors and/or managers against any alleged employment practice violation.

This product also includes cover for: Legal fees and expenses for any official investigation by the Equal Opportunities Commission (UK), Commission for Racial Equality (UK), Equal Employment Opportunity Commission (USA).

In addition, cover is provided for investigation costs and for advance of defence costs.

Target Market:

The Target Market for this product is medium to large corporates.

The SME and mid-market are typically written using our Private Edge policy form which is assessed separately.

Types of customer for whom the product would be unsuitable:

This product is not suitable for non commercial customers





Any notable exclusions or circumstances where the product will not respond:	Please refer to the full policy wording and associated product literature for details.
Is the product sold as part of a bundle/package?	No
If yes, please include information about the outcome of the assessment of whether the bundle or package provides fair value overall?	N/A
Impact of distribution remuneration upon fair value	Commission/remuneration paid by AIG to its distribution partners is as agreed. Given your role and material influence on the distribution remuneration structure, if you are aware of fees or charges or other distributor remuneration being paid within the distribution chain for this product, which may impact the overall value of the product to the customer, you must factor this into your own review and/or notify AIG to the extent required and in accordance with regulations. AIG considers the impact of the commission/remuneration it pays to its distribution partners as part of its own Fair Value assessment.
Changes to the product (possible or potential changes) and next steps	We have not identified any material changes to this product at this time.



## Financial Lines, Employment Practices Liability (EPLI) Financial Institutions

Overview of product and distribution/administration chain

This is a Commercial Lines general insurance cover.

AIG is the manufacturer of the insurance product and distributes the insurance product through an insurance intermediary who administers the insurance and engages with AIG.

Certain third parties are also involved in administering the insurance including in respect of claims.

AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.

Fair Value Assessment Date:

**2024**

Fair Value:

We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics such as;

- Loss ratio
- Claims rates
- Claims acceptance rates
- Complaints rates
- Distributor remuneration levels

AIG considers that this product provides fair value to policyholders.

Product Information:

(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)

The Employment Practices Liability (EPLI) Financial Institutions Product provides coverage to companies, their subsidiaries, employees, administrators, directors and/or managers against any alleged employment practice violation.

The Product also includes cover for legal fees and expenses for any official investigation by the Equal Opportunities Commission (UK), Commission for Racial Equality (UK), Equal Employment Opportunity Commission (USA).

In addition, cover is provided for investigation costs and for advance of defence costs.

Target Market:

The Target Market for this product is Niche Market including financial institutions and pension trustees.

Types of customer for whom the product would be unsuitable:

This product is not suitable for non-commercial customers.



Any notable exclusions or circumstances where the product will not respond:	Please refer to the full policy wording and associated product literature for details.
Is the product sold as part of a bundle/package?	No
If yes, please include information about the outcome of the assessment of whether the bundle or package provides fair value overall?	N/A
Impact of distribution remuneration upon fair value	Commission/remuneration paid by AIG to its distribution partners is as agreed. Given your role and material influence on the distribution remuneration structure, if you are aware of fees or charges or other distributor remuneration being paid within the distribution chain for this product, which may impact the overall value of the product to the customer, you must factor this into your own review and/or notify AIG to the extent required and in accordance with regulations. AIG considers the impact of the commission/remuneration it pays to its distribution partners as part of its own Fair Value assessment.
Changes to the product (possible or potential changes) and next steps	We have not identified any material changes to this product at this time.



## Financial Lines, Professional Indemnity (PI)

Overview of product and distribution/administration chain

This is a Commercial Lines general insurance cover.

AIG is the manufacturer of the insurance product and distributes the insurance product through an insurance intermediary who administers the insurance and engages with AIG.

Certain third parties are also involved in administering the insurance including in respect of claims.

AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.

Fair Value Assessment Date:

**2024**

Fair Value:

We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics such as;

- Loss ratio
- Claims rates
- Claims acceptance rates
- Complaints rates
- Distributor remuneration levels

AIG considers that this product provides fair value to policyholders.

Product Information:

(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)

The Professional Liability (also known as Professional Indemnity) product provides coverage to a broad range of professions (accountants, architects, construction as examples) if a claim is made by a third party against the professional because of the professional services provided.

The product includes coverage for wrongful acts, errors and omission as well as covering defence costs.

For regulated industries coverage is provided in accordance with specified minimum terms and conditions (e.g., Institute of Chartered Accountants in England and Wales (ACA EW) minimum terms and conditions).

Target Market:

The Target Market for this product is professionals (not including Solicitors) across all market segments but predominantly medium to large corporates.

Types of customer for whom the product would be unsuitable:

This product is not suitable for non-commercial customers.



Any notable exclusions or circumstances where the product will not respond:	Please refer to the full policy wording and associated product literature for details.
Is the product sold as part of a bundle/package?	No
If yes, please include information about the outcome of the assessment of whether the bundle or package provides fair value overall?	N/A
Impact of distribution remuneration upon fair value	Commission/remuneration paid by AIG to its distribution partners is as agreed. Given your role and material influence on the distribution remuneration structure, if you are aware of fees or charges or other distributor remuneration being paid within the distribution chain for this product, which may impact the overall value of the product to the customer, you must factor this into your own review and/or notify AIG to the extent required and in accordance with regulations. AIG considers the impact of the commission/remuneration it pays to its distribution partners as part of its own Fair Value assessment.
Changes to the product (possible or potential changes) and next steps	We have not identified any material changes to this product at this time.



## Financial Lines, Professional Indemnity (PI), Financial Institutions

Overview of product and distribution/administration chain

This is a Commercial Lines general insurance cover.

AIG is the manufacturer of the insurance product and distributes the insurance product through an insurance intermediary who administers the insurance and engages with AIG.

Certain third parties are also involved in administering the insurance including in respect of claims.

AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.

Fair Value Assessment Date:

**2024**

Fair Value:

We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics such as;

- Loss ratio
- Claims rates
- Claims acceptance rates
- Complaints rates
- Distributor remuneration levels

AIG considers that this product provides fair value to policyholders.

Product Information:

(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)

Professional Liability (also known as Professional Indemnity) – Financial Institutions product provides coverage to a broad range of professions if a claim is made by a third party against the professional because of the professional services provided.

The product includes coverage for wrongful acts, errors and omission as well as covering defence costs.

Target Market:

The Target Market for this product is;

Niche market (PI/FI)  
Customers across all market segments but predominantly Mid Corporate – Large

Types of customer for whom the product would be unsuitable:

This product is not suitable for non commercial customers.



Any notable exclusions or circumstances where the product will not respond:	Please refer to the full policy wording and associated product literature for details.
Is the product sold as part of a bundle/package?	No
If yes, please include information about the outcome of the assessment of whether the bundle or package provides fair value overall?	N/A
Impact of distribution remuneration upon fair value	Commission/remuneration paid by AIG to its distribution partners is as agreed. Given your role and material influence on the distribution remuneration structure, if you are aware of fees or charges or other distributor remuneration being paid within the distribution chain for this product, which may impact the overall value of the product to the customer, you must factor this into your own review and/or notify AIG to the extent required and in accordance with regulations. AIG considers the impact of the commission/remuneration it pays to its distribution partners as part of its own Fair Value assessment.
Changes to the product (possible or potential changes) and next steps	We have not identified any material changes to this product at this time.



## Financial Lines, Professional Indemnity (PI), Solicitors

Overview of product and distribution/administration chain

This is a Commercial Lines general insurance cover.

AIG is the manufacturer of the insurance product and distributes the insurance product through an insurance intermediary who administers the insurance and engages with AIG.

Certain third parties are also involved in administering the insurance including in respect of claims.

AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.

Fair Value Assessment Date:

**2024**

Fair Value:

We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics such as;

- Loss ratio
- Claims rates
- Claims acceptance rates
- Complaints rates
- Distributor remuneration levels

AIG considers that this product provides fair value to policyholders.

Product Information:

(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)

The Professional Indemnity (PI), Solicitors product provides cover for claims against solicitors arising from civil liability, together with awards by the Legal Services Ombudsman, and defence costs.

The policy is compliant with the minimum terms as laid down by The Law Society and Solicitors Regulation Authority.

Target Market:

The Target Market for this product is SME and Mid Corporate Solicitors, with a minimum of 7 Partners (exceptions infrequent)

Types of customer for whom the product would be unsuitable:

The product is not suitable for professions aside from solicitors in addition it is not suitable for solicitor firms with less than 7 partners.

Any notable exclusions or circumstances where the product will not respond:

Please refer to the full policy wording and associated product literature for details.





Is the product sold as part of a bundle/package?	No
If yes, please include information about the outcome of the assessment of whether the bundle or package provides fair value overall?	N/A
Impact of distribution remuneration upon fair value	Commission/remuneration paid by AIG to its distribution partners is as agreed. Given your role and material influence on the distribution remuneration structure, if you are aware of fees or charges or other distributor remuneration being paid within the distribution chain for this product, which may impact the overall value of the product to the customer, you must factor this into your own review and/or notify AIG to the extent required and in accordance with regulations. AIG considers the impact of the commission/remuneration it pays to its distribution partners as part of its own Fair Value assessment.
Changes to the product (possible or potential changes) and next steps	We have not identified any material changes to this product at this time.

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## Financial Lines, Pension Trust Liability (PTL) Financial Institutions

Overview of product and distribution/administration chain

This is a Commercial Lines general insurance cover.

AIG is the manufacturer of the insurance product and distributes the insurance product through an insurance intermediary who administers the insurance and engages with AIG.

Certain third parties are also involved in administering the insurance including in respect of claims.

AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.

Fair Value Assessment Date:

**2024**

Fair Value:

We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics such as;

- Loss ratio
- Claims rates
- Claims acceptance rates
- Complaints rates
- Distributor remuneration levels

AIG considers that this product provides fair value to policyholders.

Product Information:

(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)

The Pension Trust Liability (PTL) - Financial Institutions Product provides cover for claims against pension trustees and individuals administering a pension scheme or any employee benefit or welfare plan.

It also provides cover for risks assumed via indemnities and exoneration clauses.

Target Market:

The Target Market for this product is Niche Market for pensions trustees  
Pension Trustees caters for Commercial clients.

Types of customer for whom the product would be unsuitable:

This product is not suitable for entities that are not financial institutions



Any notable exclusions or circumstances where the product will not respond:	Please refer to the full policy wording and associated product literature for details.
Is the product sold as part of a bundle/package?	No
If yes, please include information about the outcome of the assessment of whether the bundle or package provides fair value overall?	N/A
Impact of distribution remuneration upon fair value	Commission/remuneration paid by AIG to its distribution partners is as agreed. Given your role and material influence on the distribution remuneration structure, if you are aware of fees or charges or other distributor remuneration being paid within the distribution chain for this product, which may impact the overall value of the product to the customer, you must factor this into your own review and/or notify AIG to the extent required and in accordance with regulations. AIG considers the impact of the commission/remuneration it pays to its distribution partners as part of its own Fair Value assessment.
Changes to the product (possible or potential changes) and next steps	We have not identified any material changes to this product at this time.



## Financial Lines, Pension Trust Liability (PTL) Commercial

Overview of product and distribution/administration chain

This is a Commercial Lines general insurance cover.

AIG is the manufacturer of the insurance product and distributes the insurance product through an insurance intermediary who administers the insurance and engages with AIG.

Certain third parties are also involved in administering the insurance including in respect of claims.

AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.

Fair Value Assessment Date:

**2024**

Fair Value:

We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics such as;

- Loss ratio
- Claims rates
- Claims acceptance rates
- Complaints rates
- Distributor remuneration levels

AIG considers that this product provides fair value to policyholders.

Product Information:

(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)

The Pension Trust Liability (PTL) - Commercial Product covers defence costs, awards and damages of trustees and individuals administering a pension scheme or any employee benefit or welfare plan.

It also provides covers for risks assumed via indemnities and exoneration clauses.

Target Market:

The Target Market for this product is a bespoke market for Commercial clients.

Types of customer for whom the product would be unsuitable:

This product is not suitable for non-commercial customers.

Any notable exclusions or circumstances where the product will not respond:

Please refer to the full policy wording and associated product literature for details.



Is the product sold as part of a bundle/package?	No
If yes, please include information about the outcome of the assessment of whether the bundle or package provides fair value overall?	N/A
Impact of distribution remuneration upon fair value	Commission/remuneration paid by AIG to its distribution partners is as agreed. Given your role and material influence on the distribution remuneration structure, if you are aware of fees or charges or other distributor remuneration being paid within the distribution chain for this product, which may impact the overall value of the product to the customer, you must factor this into your own review and/or notify AIG to the extent required and in accordance with regulations. AIG considers the impact of the commission/remuneration it pays to its distribution partners as part of its own Fair Value assessment.
Changes to the product (possible or potential changes) and next steps	We have not identified any material changes to this product at this time.



## Financial Lines, Crisis Solutions (K&R)

Overview of product and distribution/administration chain

This is a Commercial Lines general insurance cover.

AIG is the manufacturer of the insurance product and distributes the insurance product through an insurance intermediary who administers the insurance and engages with AIG.

Certain third parties are also involved in administering the insurance including in respect of claims.

AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.

Fair Value Assessment Date:

**2024**

Fair Value:

We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics such as;

- Loss ratio
- Claims rates
- Claims acceptance rates
- Complaints rates
- Distributor remuneration levels

AIG considers that this product provides fair value to policyholders.

Product Information:

(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)

The Crisis Solution (K&R) provides provides support for businesses and individuals through insurance and risk consultancy expertise.

The product provides cover from a broad range of threats including extortion, kidnap, detention, hijack.

Some types of coverage are covered automatically whereas other elements of coverage are optional.

The product also provides customers with access to response consultants providing support around the globe as well as a range of tools and prevention services to help reduce the likelihood of loss.

Target Market:

The Target Market for this product is all industry types especially aviation, oil and gas, energy, mining, construction, engineering, multinationals, pharmaceuticals and maritime sectors are within scope. Also, high, and mid net-worth individuals and families worldwide.



<p>Types of customer for whom the product would be unsuitable:</p>	<p>This product is not suitable for commercial clients or individuals who do not require cover for the types of threats set out within the product information section above.</p>
<p>Any notable exclusions or circumstances where the product will not respond:</p>	<p>Please refer to the Exclusions section of the policy for the specific exclusions and their precise wording. The policy does not cover:</p> <ul style="list-style-type: none"> <li>· Prior Events – loss or expense resulting from, or a death or disability benefit in respect of, a series of connected insured events the first of which commenced before the policy period</li> <li>· Fraud – loss or expense resulting from, or a death or disability benefit in respect of, an insured event involving a fraudulent, dishonest, illegal or criminal act or attempt of by any insured</li> <li>· Robbery (face to face) – ransom surrendered in any face to face encounter, unless surrendered by a person (other than an insured person as a victim of a kidnapping, hijacking or extortion) who is in possession of such ransom at the time of such surrender for the sole purpose of conveying it to pay a previously communicated ransom demand (this exclusion does not apply to an “express kidnapping”)</li> <li>· Robbery (at event location) – ransom surrendered either at the location where the kidnapping or hijacking of one or more insured persons occurs or where the extortion demand is first made, unless brought to such location after receipt of the ransom demand for the sole purpose of paying such ransom demand</li> <li>· Property Loss or Damage – loss of or damage to any property</li> </ul> <p>Please refer to the full policy wording and associated product literature for details.</p>
<p>Is the product sold as part of a bundle/package?</p>	<p>No</p>
<p>If yes, please include information about the outcome of the assessment of whether the bundle or package provides fair value overall?</p>	<p>N/A</p>
<p>Impact of distribution remuneration upon fair value</p>	<p>Commission/remuneration paid by AIG to its distribution partners is as agreed. Given your role and material influence on the distribution remuneration structure, if you are aware of fees or charges or other distributor remuneration being paid within the distribution chain for this product, which may impact the overall value of the product to the customer, you must factor this into your own review and/or notify AIG to the extent required and in accordance with regulations. AIG considers the impact of the commission/remuneration it pays to its distribution partners as part of its own Fair Value assessment.</p>
<p>Changes to the product (possible or potential changes) and next steps</p>	<p>We have not identified any material changes to this product at this time.</p>

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## Financial Lines, PrivateEdge

Overview of product and distribution/administration chain

This is a Commercial Lines general insurance cover.

AIG is the manufacturer of the insurance product and distributes the insurance product through an insurance intermediary who administers the insurance and engages with AIG.

Certain third parties are also involved in administering the insurance including in respect of claims.

AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.

Fair Value Assessment Date:

**2024**

Fair Value:

We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics such as;

- Loss ratio
- Claims rates
- Claims acceptance rates
- Complaints rates
- Distributor remuneration levels

AIG considers that this product provides fair value to policyholders.

Product Information:

(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)

PrivateEdge is a financial lines multi-section product provides directors and officers liability cover and also provides a range of additional optional covers including: Employment Practices Liability Cover, Pension Trustee Liability cover and Employment Benefits Liability Cover and / or Crime cover.

Target Market:

The Target Market for this product is;

Mass Market

The PrivateEdge Product is for SME or Small Enterprise limited companies, partnerships, not for profits and sole traders with annual revenues of up to £250 million.





Types of customer for whom the product would be unsuitable:	The product is not suitable for large corporate clients or SMEs, partnerships, not-for-profit entities, or sole transfers with annual revenues above £250 million.
Any notable exclusions or circumstances where the product will not respond:	<p>Key Exclusions;</p> <p>D&amp;O all sections</p> <ul style="list-style-type: none"> <li>· Fraudulent or dishonest acts (upon final adjudication).</li> <li>· Professional services.</li> <li>· Partner disputes.</li> </ul> <p>D&amp;O Corporate Legal Liability</p> <ul style="list-style-type: none"> <li>· Intellectual Property.</li> <li>· Anti-competitive practices.</li> </ul> <p>Employment Practices Liability</p> <ul style="list-style-type: none"> <li>· A higher retention applies if AIG's legal panel members are not engaged in dealing with the dispute process throughout and if written management guidelines are not in place.</li> <li>· Claims brought by Directors or Officers (unless in their capacity as an employee).</li> <li>· Fair Labour Standard Acts (where there is a US exposure).</li> <li>· Benefits such as unemployment or retirement.</li> <li>· Pension Trustee and Employee Benefits Liability Failure to fund a plan. US pension and employee benefit plans (ERISA).</li> <li>· Crime</li> <li>· Indirect or consequential loss.</li> <li>· Loss resulting from director or partner acts (unless in their capacity as an employee).</li> </ul> <p>Please refer to the full policy wording and associated product literature for details.</p>
Is the product sold as part of a bundle/package?	No
If yes, please include information about the outcome of the assessment of whether the bundle or package provides fair value overall?	N/A
Impact of distribution remuneration upon fair value	Commission/remuneration paid by AIG to its distribution partners is as agreed. Given your role and material influence on the distribution remuneration structure, if you are aware of fees or charges or other distributor remuneration being paid within the distribution chain for this product, which may impact the overall value of the product to the customer, you must factor this into your own review and/or notify AIG to the extent required and in accordance with regulations. AIG considers the impact of the commission/remuneration it pays to its distribution partners as part of its own Fair Value assessment.



Changes to the product (possible or potential changes) and next steps

We have not identified any material changes to this product at this time.



## Financial Lines, Mergers & Acquisitions (M&A)

Overview of product and distribution/administration chain

This is a Commercial Lines general insurance cover.

AIG is the manufacturer of the insurance product and distributes the insurance product through an insurance intermediary who administers the insurance and engages with AIG.

Certain third parties are also involved in administering the insurance including in respect of claims.

AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.

Fair Value Assessment Date:

**2024**

Fair Value:

We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics such as;

- Loss ratio
- Claims rates
- Claims acceptance rates
- Complaints rates
- Distributor remuneration levels

AIG considers that this product provides fair value to policyholders.

Product Information:

(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)

The Mergers & Acquisitions (M&A) Product enables the buyer or seller (depending on the product purchased) to transfer certain potential risks of the transaction to an insurance policy.

The Warranties and Indemnities insurance product (W&I) covers either the buyer or seller for loss resulting from a breach of a seller warranty in a Share and Purchase Agreement or breach of the Seller's obligations in a tax deed of covenant.

The Tax Liability coverage provides cover in relation to expenses that may be incurred by the insured in engaging specialised legal and/or accounting advisors to resolve the dispute with the tax authority.

Target Market:

The Target Market for this product is;

Niche Market

Commercial clients in all sectors of private equity and medium to large businesses,



Types of customer for whom the product would be unsuitable:	This product is not suitable for non-commercial clients or industries such as adult entertainment, Payday loans, cannabis-related enterprises and cryptocurrency.
Any notable exclusions or circumstances where the product will not respond:	Please refer to the full policy wording and associated product literature for details.
Is the product sold as part of a bundle/package?	No
If yes, please include information about the outcome of the assessment of whether the bundle or package provides fair value overall?	N/A
Impact of distribution remuneration upon fair value	Commission/remuneration paid by AIG to its distribution partners is as agreed. Given your role and material influence on the distribution remuneration structure, if you are aware of fees or charges or other distributor remuneration being paid within the distribution chain for this product, which may impact the overall value of the product to the customer, you must factor this into your own review and/or notify AIG to the extent required and in accordance with regulations. AIG considers the impact of the commission/remuneration it pays to its distribution partners as part of its own Fair Value assessment.
Changes to the product (possible or potential changes) and next steps	We have not identified any material changes to this product at this time.

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## Commercial SME Package & Combined, Digital

Overview of product and distribution/administration chain

This is a Commercial Lines general insurance multi-section product providing property, business interruption and liability coverages.

AIG is the manufacturer of the insurance product and distributes the insurance product through an insurance intermediary who administers the insurance and engages with AIG.

Certain third parties are also involved in administering the insurance including in respect of claims.

AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.

Fair Value Assessment Date:

**2024**

Fair Value Outcome:

We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics such as;

- Loss ratio
- Claims rates
- Claims acceptance rates
- Complaints rates
- Distributor remuneration levels

AIG considers that this product provides fair value to policyholders.

Product Information:

(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)

This is a Commercial Lines general insurance multi-section product providing a range of standard covers and a range of additional optional covers with their own risk thresholds as follows;

- Business Interruption
- Employers' Liability
- Public & Products Liability
- Money and Personal Accident (Assault)
- Specified All Risks
- Goods In Transit
- Equipment Breakdown
- Employment Related Accident Benefits
- Employers' Dishonesty
- Virtual Medical Care
- Directors' and Officers'

This product is open to new and renewal business and is only available through the digital platform Acturis or the AIGeXtra Broker Portal and not to individuals,



	this can be sold by an insurance intermediary directly to customers with or without active assistance, guidance and advice.
Target Market:	<p>The Target Market for this product is; Commercial Insureds: Micro and small and medium enterprise retail, hospitality, manufacturing, wholesale and office-based businesses based within Great Britain, the Channel Islands and the Isle of Man who are looking for a packaged multi-line insurance policy and have;</p> <ul style="list-style-type: none"> <li>· An annual turnover up to £7,500,000</li> <li>· A material damage and business interruption sum insured up to £10,000,000</li> <li>· A maximum public and products liability limit of £5,000,000</li> </ul> <p>Each business will have their limit threshold based on their risk profile.</p>
Types of customer for whom the product would be unsuitable:	Non-commercial clients or businesses with limits higher than their limit threshold and/or businesses not based in Great Britain, the Channel Islands and the Isle of Man.
Any notable exclusions or circumstances where the product will not respond:	Please refer to the full policy wording and associated product literature for details.
Is the product sold as part of a bundle/package?	No
If yes, please include information about the outcome of the assessment of whether the bundle or package provides fair value overall?	N/A
Impact of distribution remuneration upon fair value	Commission/remuneration paid by AIG to its distribution partners is as agreed. Given your role and material influence on the distribution remuneration structure, if you are aware of fees or charges or other distributor remuneration being paid within the distribution chain for this product, which may impact the overall value of the product to the customer, you must factor this into your own review and/or notify AIG to the extent required and in accordance with regulations. AIG considers the impact of the commission/remuneration it pays to its distribution partners as part of its own Fair Value assessment.
Changes to the product (possible or potential changes) and next steps	We have not identified any material changes to this product at this time.



## Group Personal Accident, Specialty Markets (Memberships)

Overview of product and distribution/administration chain

This is a Personal Lines general insurance cover.

AIG is the manufacturer of the insurance product and distributes the insurance product through an insurance intermediary who administers the insurance and engages with AIG.

Certain third parties are also involved in administering the insurance including in respect of claims.

AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.

Fair Value Assessment Date:

**2024**

Fair Value:

We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics such as;

- Loss ratio
- Claims rates
- Claims acceptance rates
- Complaints rates
- Distributor remuneration levels

AIG considers that this product provides fair value to policyholders.

Product Information:

(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)

Personal Accident protection for members of clubs and associations either 24/7 or whilst attending official events. The cover is included as part of the membership of the clubs or organisations. E.G. Bowling clubs, amateur football leagues, professional associations (British Dispensing Opticians.)

Target Market:

The Target Market for this product is;

Mass Market Members taking out cover as part of membership of the clubs or organisations.

Types of customer for whom the product would be unsuitable:

Organisations where members are mainly aged over 75 due to cover limits.

Key exclusions include; Bodily injury to an insured person caused by:



<p>Any notable exclusions or circumstances where the product will not respond:</p>	<ul style="list-style-type: none"> <li>· Attempted suicide or intentional self-injury</li> <li>· A state of war (declared or not) if the bodily injury was the direct consequence of war</li> <li>· Participating in, practising, or training in a sport as a professional or semi-professional</li> <li>· Being directly involved in any unlawful act</li> <li>· Participation in any airborne activities, unless the insured person is a fare-paying passenger on a commercial flight</li> <li>· A gradually operating cause; fibromyalgia (a syndrome characterised by chronic pain in the muscles and soft tissues surrounding joints, fatigue and tenderness at specific sites in the body), myalgic encephalomyelitis (muscle pains and inflammation of the brain and spinal cord) chronic fatigue syndrome, posttraumatic stress disorder, or other anxiety disorder, any mental disorder or any disease of the nervous system</li> <li>· Driving a mechanically propelled vehicle in any kind of race</li> <li>· The taking of a drug or drugs other than according to the manufacturer's instructions or as prescribed by a registered medical practitioner</li> <li>· The taking of a drug or drugs for the treatment of drug addiction</li> <li>· Driving or overseeing a vehicle when the insured person's blood/urine alcohol level is above the legal limit stated in the laws of the country where the accident occurs</li> <li>· Death caused by suicide</li> </ul>
<p>Is the product sold as part of a bundle/package?</p>	<p>No</p>
<p>If yes, please include information about the outcome of the assessment of whether the bundle or package provides fair value overall?</p>	<p>N/A</p>
<p>Impact of distribution remuneration upon fair value</p>	<p>Commission/remuneration paid by AIG to its distribution partners is as agreed. Given your role and material influence on the distribution remuneration structure, if you are aware of fees or charges or other distributor remuneration being paid within the distribution chain for this product, which may impact the overall value of the product to the customer, you must factor this into your own review and/or notify AIG to the extent required and in accordance with regulations. AIG considers the impact of the commission/remuneration it pays to its distribution partners as part of its own Fair Value assessment.</p>
<p>Changes to the product (possible or potential changes) and next steps</p>	<p>We have not identified any material changes to this product at this time.</p>





## Group Personal Accident & Travel, Specialty Markets (Education)

Overview of product and distribution/administration chain

This is a Personal Lines general insurance cover.

AIG is the manufacturer of the insurance product and distributes the insurance product through an insurance intermediary who administers the insurance and engages with AIG.

Certain third parties are also involved in administering the insurance including in respect of claims.

AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.

Fair Value Assessment Date:

**2024**

Fair Value:

We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics such as;

- Loss ratio
- Claims rates
- Claims acceptance rates
- Complaints rates
- Distributor remuneration levels

AIG considers that this product provides fair value to policyholders.

Product Information:

(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)

The product provides schools and their pupils with cover for: Accidental Death and Disability benefits the usual travel package applies for Medical, Repat, Emergency Assistance, Baggage, Personal money, Cancellation & Virtual Medical Care.

Target Market:

The Target Market for this product is;

Mass Market

Due to the regulatory requirements the policy was carefully created to provide cover that was relevant for a school.

Types of customer for whom the product would be unsuitable:

Schools who have cover under government scheme (Risk Protection Arrangement.)



Any notable exclusions or circumstances where the product will not respond:	Key exclusions include; <ul style="list-style-type: none"><li>· Any pupil who, at the beginning of the period of insurance, is 18 years of age or 23 years of age or over, and no longer in full-time education</li><li>· Any insured person, who at the beginning of the period of insurance is not a pupil and is 75 years of age or over. Injury, loss or expense caused by:</li><li>· Attempted suicide or intentional self-injury</li><li>· Flying as a pilot</li></ul>
Is the product sold as part of a bundle/package?	No
If yes, please include information about the outcome of the assessment of whether the bundle or package provides fair value overall?	N/A
Impact of distribution remuneration upon fair value	Commission/remuneration paid by AIG to its distribution partners is as agreed. Given your role and material influence on the distribution remunerationremuneration structure, if you are aware of fees or charges or other distributor remuneration being paid within the distribution chain for this product, which may impact the overall value of the product to the customer, you must factor this into your own review and/or notify AIG to the extent required and in accordance with regulations. AIG considers the impact of the commission/remuneration it pays to its distribution partners as part of its own Fair Value assessment.
Changes to the product (possible or potential changes) and next steps	We have not identified any material changes to this product at this time.



## Group Personal Accident, Specialty Markets (Recruitment)

Overview of product and distribution/administration chain

This is a Personal Lines general insurance cover.

AIG is the manufacturer of the insurance product and distributes the insurance product through an insurance intermediary who administers the insurance and engages with AIG.

Certain third parties are also involved in administering the insurance including in respect of claims.

AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.

Fair Value Assessment Date:

**2024**

Fair Value:

We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics such as;

- Loss ratio
- Claims rates
- Claims acceptance rates
- Complaints rates
- Distributor remuneration levels

AIG considers that this product provides fair value to policyholders.

Product Information:

(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)

Personal Accident protection for contractors of Recruitment Agencies, Payroll Management Companies or Umbrella Companies who are not employed and do not have the usual benefits of an employed worker.

Target Market:

The Target Market for this product is;

Mass Market

Contractors of Recruitment Agencies, Payroll Management Companies or Umbrella Companies who are not employed and do not have the usual benefits of an employed worker.

Types of customer for whom the product would be unsuitable:

Employees of the Recruitment Agency (would need separate cover)



<p>Any notable exclusions or circumstances where the product will not respond:</p>	<ul style="list-style-type: none"> <li>· Temporary workers aged over 75</li> <li>· Temporary workers employed for 1 month or less (TTD benefit min Deferment Period 2 weeks.)</li> </ul> <p>Key exclusions include;</p> <ul style="list-style-type: none"> <li>· TTD less than 4 weeks</li> <li>· Attempted suicide or intentional self-injury</li> <li>· Directly involved in any unlawful act</li> <li>· Participation in any airborne activities, unless the insured person is a fare-paying passenger on a commercial flight</li> <li>· A gradually operating cause, fibromyalgia (a syndrome characterised by chronic pain in the muscles and soft tissues surrounding joints, fatigue and tenderness at specific sites in the body), myalgic encephalomyelitis (muscle pains and inflammation Please note information contained within this document may be subject to change. of the brain and spinal cord), chronic fatigue syndrome, posttraumatic stress disorder, or other anxiety disorder, any mental disorder or any disease of the nervous system</li> <li>· A displacement or affection of the spine, its discs or associated musculature</li> <li>· Driving a mechanically propelled vehicle in any kind of race</li> <li>· The taking of a drug or drugs other than according to the manufacturer's instructions or as prescribed by a registered medical practitioner</li> <li>· The taking of a drug or drugs for the treatment of drug addiction · Driving, or being in charge of a vehicle when the insured person's blood/urine alcohol level is above the legal limit stated in the laws of the country where the accident occurs</li> <li>· If your injuries result from sickness or disease · Death caused by suicide</li> <li>· Bodily injury for over 75</li> </ul>
<p>Is the product sold as part of a bundle/package?</p>	<p>No</p>
<p>If yes, please include information about the outcome of the assessment of whether the bundle or package provides fair value overall?</p>	<p>N/A</p>
<p>Impact of distribution remuneration upon fair value</p>	<p>Commission/remuneration paid by AIG to its distribution partners is as agreed. Given your role and material influence on the distribution remunerationremuneration structure, if you are aware of fees or charges or other distributor remuneration being paid within the distribution chain for this product, which may impact the overall value of the product to the customer, you must factor this into your own review and/or notify AIG to the extent required and in accordance with regulations. AIG considers the impact of the commission/remuneration it pays to its distribution partners as part of its own Fair Value assessment.</p>



Changes to the product (possible or potential changes) and next steps

We have not identified any material changes to this product at this time.