



# **AIG UK Fair Value Assessment Statements**

## **UK Commercial & Personal Products**

March 2026



## AIG UK Commercial Lines & UK Group Personal Lines

In compliance with FCA PROD and Consumer Duty rules, the purpose of this document is to explain AIG's approach to Product Oversight and Governance (POG), and to share information with our distributors (and co-manufacturers, where applicable) to allow us to deliver insurance products which offer fair value and provide good customer outcomes in respect of AIG manufactured and co-manufactured insurance products.

This document 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. The frequency of the product review and Fair Value Assessments are determined on a risk-based approach in line with AIG approach to Product Oversight & Governance.

### Product Oversight and Governance

AIG's POG monitors and assesses products to ensure AIG is delivering good outcomes and fair value for our customers aligned with our regulatory obligations. AIG have a robust product oversight and a governance framework of systems, policies, and procedures in place for oversight and escalation. Our product governance process for existing and new products includes the following:

- Identification of the target market.
- Assessing the price, quality and value the product provides to customers or groups in the target market now and in the foreseeable future (including specifically in relation to any customers that may have vulnerable or protected characteristics).
- Whether any features or add-ons of the product (and, additionally, the distribution arrangements) may give rise to concerns about fair value or customer outcomes.
- Appropriate testing including consideration of customer needs, support, understanding and outcomes.
- Consideration of the pricing structure, appropriateness of distribution and transparency of fees and charges.
- Consideration of other metrics and management information, including for example combined operating ratio, loss ratios, claims frequencies, claims acceptance, complaints and FOS data, operational & customer MI and FCA Value Measures Reporting.

### Key Output : Target Market and Fair Value Statement

AIG is satisfied that it is delivering good customer outcomes and 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 templates below provides information about AIG insurance products and their distribution including:

- Product review and fair value assessment completion/expiry date.
- A Fair Value assessment outcome.
- Target Market (who our products are designed for and who our products are not suitable for) and key product information.
- 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).

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## Consumer Duty and Customer Outcomes

AIG's Product Oversight & Governance takes account of and reflects our approach to Consumer Duty in respect of our insurance products. When communicating with distributors in relation to our product reviews and Fair Value Assessments we may also share information with them 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.

AIG carries out its product 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 the products (which may include information obtained from previous assessments of the products, product benchmarking, research feedback, management information and any information provided to AIG in response to any data requests). In its ongoing monitoring of products and seeking to improve customer outcomes, AIG is continuously looking for further opportunities to obtain information and data on the performance of products and our customer's outcomes.

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.

For more information, please speak to your AIG representative.



## Glossary

### Property, Real Estate

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)

Casualty Environmental, Contractors Operations & Professional Services (COPS)

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, Acturis Digital

Group Personal Accident, Specialty Markets (Membership)

Group Personal Accident & Travel, Specialty Markets (Education)

Group Personal Insurance Personal Accident, Specialty Markets (Recruitment)

Group Personal Accident & Travel

Acturis Micro Personal Accident

Group Flex and Cancer

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## Real Estate

Overview of product and distribution/administration chain

This is a Commercial Lines general insurance cover.

AIG is the manufacturer and/or co-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:

**2026 (valid to EOY 2027)**

Fair Value:

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

- Combined Operating Ratio
- Loss ratio
- Claims frequency
- Claims acceptance,
- Complaints, claims complaints, uphold rates and FOS rates
- Retention rates
- Distributor remuneration
- Outsourcing level

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 Real Estate product provides protection to commercial customers who own or manage a portfolio of property for investment purposes. The product cover includes Buildings, Loss of Rent, Terrorism, Property Owner's Liability, Legal Expenses, Financial Loss and Employer's Liability.

Target Market:

The Target Market for this product is commercial customers who own or manage, and are responsible for insuring, properties which are leased or rented for investment purposes, such as office buildings, logistics warehouses, leasehold flats and university student accommodation.

Types of customer for whom the product would be unsuitable:

This product is not suitable for non-commercial customers, nor for consumers needing to insure their own home, or customers who do not rent out or lease properties.

This product would also be unsuitable for customers seeking optional Terrorism cover for property located in Northern Ireland.

Policies for this product are individually underwritten and individual limits, exclusions, and



Any notable exclusions or circumstances where the product will not respond:	excesses that apply will depend upon the risk insured and will be stated in the policy quote, wording and the schedule. This policy summary highlights the following key exclusions (taken from the wider list within the full policy wording): <ul style="list-style-type: none"><li>· War and Allied risks</li><li>· Radioactive Contamination</li><li>· Disease / Pandemics</li><li>· Cyber and Data Pollution and Contamination</li></ul> Please refer to the full policy wording and associated product literature for details; we have not included standard exclusions (for example, sanctions) here
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 Excess Protect

<p>Overview of product and distribution/administration chain</p>	<p>This is a Commercial Lines general insurance cover.</p> <p>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.</p> <p>Certain third parties are also involved in administering the insurance including in respect of claims.</p> <p>AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.</p>
<p>Fair Value Assessment Date:</p>	<p><b>2025 (valid to EOY 2028)</b></p>
<p>Fair Value:</p>	<p>We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics which may include;</p> <ul style="list-style-type: none"> <li>· Combined Operating Ratio</li> <li>· Loss ratio</li> <li>· Claims frequency</li> <li>· Claims acceptance,</li> <li>· Complaints, claims complaints, uphold rates and FOS rates</li> <li>· Retention rates</li> <li>· Distributor remuneration</li> <li>· Outsourcing level</li> </ul> <p>AIG considers that this product provides fair value to policyholders.</p>
<p>Product Information:</p> <p>(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)</p>	<p>Excess Protect is our excess liability product which provides cover against major incidents that could exhaust clients' primary insurance and covers:</p> <ul style="list-style-type: none"> <li>· Excess Employers' Liability</li> <li>· Excess Public Liability</li> <li>· Excess Products Liability</li> <li>· Excess Commercial Motor (third party property damage)</li> </ul> <p>This product also provides additional services including: - Managing PR in the event of a loss; and medical and vocational rehabilitation services</p>
<p>Target Market:</p>	<p>The Target Market for this product is:</p> <p>SME/Small enterprise Large Corporates including UK Based multinational UK based companies with or without overseas sales or operations</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 rsk managed clients who require bespoke manuscript products.</p>



<p>Any notable exclusions or circumstances where the product will not respond:</p>	<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>
<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 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:

**2025 (valid to EOY 2028)**

Fair Value:

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

- Combined Operating Ratio
- Loss ratio
- Claims frequency
- Claims acceptance,
- Complaints, claims complaints, uphold rates and FOS rates
- Retention rates
- Distributor remuneration
- Outsourcing level

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	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 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:

**2025 (valid to EOY 2028)**

Fair Value:

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

- Combined Operating Ratio
- Loss ratio
- Claims frequency
- Claims acceptance,
- Complaints, claims complaints, uphold rates and FOS rates
- Retention rates
- Distributor remuneration
- Outsourcing level

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
- Niche Market

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.
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	<p>This is a Commercial Lines general insurance cover.</p> <p>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.</p> <p>Certain third parties are also involved in administering the insurance including in respect of claims.</p> <p>AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.</p>
Fair Value Assessment Date:	<b>2025 (valid to EOY 2028)</b>
Fair Value:	<p>We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics for example;</p> <ul style="list-style-type: none"> <li>· Combined Operating Ratio</li> <li>· Loss ratio</li> <li>· Claims frequency</li> <li>· Claims acceptance,</li> <li>· Complaints, claims complaints, uphold rates and FOS rates</li> <li>· Retention rates</li> <li>· Distributor remuneration</li> <li>· Outsourcing level</li> </ul> <p>AIG considers that this product provides fair value to policyholders.</p>
Product Information:  (To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)	<p>This motor fleet insurance product protects businesses from compensation claims from third parties because of a motor accident.</p> <p>These third-party claims could be in the form of financial compensation for injury or property damage.</p> <p>Cover can also be extended to indemnify the insured against accidental damage, fire and theft to their vehicle.</p>
Target Market:	<p>The Target Market for this product is:</p> <p>SME/Small enterprise Mid Corporate Large/Commercial Mass Market Select Market</p> <p>Fleet operators who want to protect businesses financially from compensation claims from third party as a result of a motor accident.</p>
	This product is not suitable for non-commercial customers.

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Types of customer for whom the product would be unsuitable:	
Any notable exclusions or circumstances where the product will not respond:	<p>Key general exclusions applicable to the whole Policy include;</p> <p><b>Use</b> whilst the Insured Vehicle is being used used or driven:</p> <ul style="list-style-type: none"> <li>· other than in accordance with the terms of the Certificate of Motor Insurance. However, this Exclusion shall not apply when the Insured Vehicle is in the custody or control of a member of the motor trade for the purpose of and while being used for testing, overhaul, upkeep or repair; or</li> <li>· by any person without the Insured’s permission; or</li> <li>· driven by or is in the charge of any person for the purposes of being driven who:</li> <li>· does not hold a valid licence to drive the Insured Vehicle; or</li> <li>· is disqualified from driving; or</li> <li>· is not complying with the terms and conditions of their licence,</li> </ul> <p>but this Exclusion shall not apply when a licence is not required by local law; or</p> <ul style="list-style-type: none"> <li>· used or driven outside of the Territorial Limits.</li> </ul> <p><b>Loss of use</b> for any liability to pay compensation incurred by the Insured as a result of the Insured not being able to use the Insured Vehicle. For the avoidance of doubt this includes any motor vehicle hire costs unless specifically stated to the contrary within this Policy.</p> <p><b>Contractual agreement</b> for any liability assumed by the Insured, which attaches by virtue of an agreement and which would not have attached in the absence of such agreement, except where such liability attaches in accordance with Extension F1.2.3 (f) of Section F1: Liability to Third Parties.</p> <p><b>Nuclear and radioactive contamination</b> for any loss, damage or liability directly or indirectly caused by, arising from or in connection with:</p> <ul style="list-style-type: none"> <li>· any ionising radiations or contamination by radioactivity from any nuclear fuel or from nuclear waste from the combustion of nuclear fuel; or</li> <li>· the radioactive, toxic, explosive or other hazardous properties of any nuclear assembly or nuclear component thereof.</li> </ul> <p><b>War</b> for any liability as a consequence of war, invasion, act of a foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, invasion or military or usurped power except in so far as is necessary to meet the requirements of any road traffic legislation.</p> <p><b>Fines and penalties</b> in respect of liquidated damages, civil or criminal fines or penalties.</p> <p>for any loss, damage or liability directly or indirectly caused by, arising from or in connection with Pollution unless caused by a sudden, identifiable, unintended and unexpected incident which occurs in its entirety at a specific time and place during the Period of Insurance.</p> <p>Notwithstanding the above, this Exclusion shall not apply where such cover is required to be covered by the Road Traffic Acts or any other legislation applicable to motor insurance.</p> <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 Oil & Gas Protect

<p>Overview of product and distribution/administration chain</p>	<p>This is a Commercial Lines general insurance cover.</p> <p>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.</p> <p>Certain third parties are also involved in administering the insurance including in respect of claims.</p> <p>AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.</p>
<p>Fair Value Assessment Date:</p>	<p><b>2025 (valid to EOY 2028)</b></p>
<p>Fair Value:</p>	<p>We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics for example;</p> <ul style="list-style-type: none"> <li>· Combined Operating Ratio</li> <li>· Loss ratio</li> <li>· Claims frequency</li> <li>· Claims acceptance,</li> <li>· Complaints, claims complaints, uphold rates and FOS rates</li> <li>· Retention rates</li> <li>· Distributor remuneration</li> <li>· Outsourcing level</li> </ul> <p>AIG considers that this product provides fair value to policyholders.</p>
<p>Product Information:</p> <p>(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)</p>	<p>Oil &amp; 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:</p> <p>Employee Related Accident Benefits, Advise design service and specification cover for injury or damage and cover for products unknowingly sold to the USA.</p> <p>Additional services include:</p> <ul style="list-style-type: none"> <li>· Access to Basic Offshore Safety Induction &amp; Emergency Training (BOSIET) holding Underwriter and risk engineers</li> <li>· Liability control audits</li> <li>· Claims Defensibility reporting</li> <li>· Contract management workshops</li> <li>· Emergency/post loss management support</li> <li>· Pre-cover client engagements to support accurate risk-based underwriting</li> <li>· Access to the Royal Society for the Prevention of Accidents (RosPA) accredited Access Group e learning platform Health and Safety and Cyber Awareness</li> </ul>
<p>Target Market:</p>	<p>The Target Market for this product is:</p> <p>Mid-Corporate Niche Market</p>



	Oil & Gas Protect is suitable for UK businesses of all sizes operating in, or supplying to, the Oil & Gas sector. This can include businesses with multinational exposures.
Types of customer for whom the product would be unsuitable:	This product is not suitable for non-UK-based companies and/or any company that is not within the Oil and 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	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, EnviroPro UK

<p>Overview of product and distribution/administration chain</p>	<p>This is a Commercial Lines general insurance cover.</p> <p>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.</p> <p>Certain third parties are also involved in administering the insurance including in respect of claims.</p> <p>AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.</p>
<p>Fair Value Assessment Date:</p>	<p><b>2025 (valid to EOY 2028)</b></p>
<p>Fair Value:</p>	<p>We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics such as;</p> <ul style="list-style-type: none"> <li>· Combined Operating Ratio</li> <li>· Loss ratio</li> <li>· Claims frequency</li> <li>· Claims acceptance,</li> <li>· Complaints, claims complaints, uphold rates and FOS rates</li> <li>· Retention rates</li> <li>· Distributor remuneration</li> <li>· Outsourcing level</li> </ul> <p>AIG considers that this product provides fair value to policyholders.</p>
<p>Product Information:</p> <p>(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)</p>	<p>Enviropro UK covers liabilities under Environmental Law including damage to water, land, protected species and natural habitats, including primary, complementary and compensatory remediation.</p> <p>Enviropro UK includes cover for sudden &amp; accidental and gradual pollution, as well as environmental damage where pollution is not necessarily the cause.</p> <p>Cover is also provided for:</p> <ul style="list-style-type: none"> <li>· Clean up costs</li> <li>· Biodiversity Damage</li> <li>· Business interruption expense</li> <li>· Third party bodily injury and property damage</li> <li>· Legal costs</li> <li>· Third party nuisance claims</li> </ul> <p>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.</p>
<p>Target Market:</p>	<p>The Target Market for this product is commercial companies in a wide range of trades including;</p> <ul style="list-style-type: none"> <li>· General manufacturing companies/industrial facilities</li> </ul>



	<ul style="list-style-type: none"> <li>· Haulage contractors</li> <li>· Bulk storage and warehouse facilities</li> <li>· Hospitality industry, leisure facilities and clubs</li> <li>· Property management sector</li> <li>· Maintenance contractors (including plumbing and electrical services)</li> <li>· Retail sectors</li> <li>· Waste treatment and disposal facilities</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>This policy summary highlights the following key exclusions (taken from the wider list within the full policy wording)</p> <ul style="list-style-type: none"> <li>· Asbestos and Lead</li> <li>· Fines and Penalties</li> <li>· Identified Underground Storage Tank the existence of which is known at Inception unless scheduled by endorsement</li> <li>· Intentional Non-Compliance</li> <li>· Loss arising from the Insured's Products</li> <li>· Prior Knowledge/Non-Disclosure</li> <li>· Voluntary Redevelopment and Investigation</li> </ul> <p>Please refer to the full policy wording and associated product literature for details; we have not included standard exclusions (for example, sanctions, war and terrorism) here.</p> <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, Pollution Legal Liability

<p>Overview of product and distribution/administration chain</p>	<p>This is a Commercial Lines general insurance cover.</p> <p>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.</p> <p>Certain third parties are also involved in administering the insurance including in respect of claims.</p> <p>AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.</p>
<p>Fair Value Assessment Date:</p>	<p><b>2025 (valid to EOY 2028)</b></p>
<p>Fair Value:</p>	<p>We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics for example;</p> <ul style="list-style-type: none"> <li>· Combined Operating Ratio</li> <li>· Loss ratio</li> <li>· Claims frequency</li> <li>· Claims acceptance,</li> <li>· Complaints, claims complaints, uphold rates and FOS rates</li> <li>· Retention rates</li> <li>· Distributor remuneration</li> <li>· Outsourcing level</li> </ul> <p>AIG considers that this product provides fair value to policyholders.</p>
<p>Product Information:</p> <p>(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)</p>	<p>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.</p> <p>Cover is also provided for:</p> <ul style="list-style-type: none"> <li>· Clean up costs</li> <li>· Biodiversity Damage</li> <li>· Business interruption expense</li> <li>· Third party bodily injury and property damage</li> <li>· Legal costs</li> <li>· Third party nuisance claims</li> </ul>
<p>Target Market:</p>	<p>The Target Market for this product is commercial companies including:</p> <ul style="list-style-type: none"> <li>· General manufacturing companies/industrial facilities</li> <li>· Haulage contractors</li> <li>· Bulk storage and warehouse facilities</li> <li>· Hospitality industry, leisure facilities and clubs</li> <li>· Property management sector</li> <li>· Maintenance contractors (including plumbing and electrical services)</li> <li>· Retail sectors</li> </ul>



	<ul style="list-style-type: none"> <li>Waste treatment and disposal facilities</li> <li>Investors in Property Portfolios</li> <li>Developers, buyers, sellers and owners of contaminated land (including companies undertaking mergers or acquisitions)</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>This policy summary highlights the following key exclusions (taken from the wider list within the full policy wording)</p> <ul style="list-style-type: none"> <li>Asbestos and Lead</li> <li>Fines and Penalties</li> <li>Identified Underground Storage Tank the existence of which is known at Inception unless scheduled by endorsement</li> <li>Intentional Non-Compliance</li> <li>Loss arising from the Insured's Products</li> <li>Prior Knowledge/Non-Disclosure</li> <li>Voluntary Redevelopment and Investigation</li> </ul> <p>Please refer to the full policy wording and associated product literature for details; we have not included standard exclusions (for example, sanctions, war and terrorism) here.</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

<p>Overview of product and distribution/administration chain</p>	<p>This is a Commercial Lines general insurance cover.</p> <p>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.</p> <p>Certain third parties are also involved in administering the insurance including in respect of claims.</p> <p>AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.</p>
<p>Fair Value Assessment Date:</p>	<p><b>2025 (valid to EOY 2028)</b></p>
<p>Fair Value:</p>	<p>We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics such as;</p> <ul style="list-style-type: none"> <li>· Combined Operating Ratio</li> <li>· Loss ratio</li> <li>· Claims frequency</li> <li>· Claims acceptance,</li> <li>· Complaints, claims complaints, uphold rates and FOS rates</li> <li>· Retention rates</li> <li>· Distributor remuneration</li> <li>· Outsourcing level</li> </ul> <p>AIG considers that this product provides fair value to policyholders.</p>
<p>Product Information:</p> <p>(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)</p>	<p>The Contractors Pollution Liability UK product provides protection for contractors, site owners and developers against pollution releases, whether sudden &amp; accidental or gradual, caused by new pollution conditions or the exacerbation of existing pollution conditions.</p> <p>Coverage is available worldwide and may be an owner-controlled program or held directly by the contractor.</p> <p>The Contractors Pollution Liability Product includes cover for:</p> <ul style="list-style-type: none"> <li>· Clean-Up Costs</li> <li>· Bodily Injury &amp; Property Damage</li> <li>· Environmental Damage - Defence Costs</li> <li>· Mitigation Expenses</li> </ul> <p>Additional specific covers available include:</p> <ul style="list-style-type: none"> <li>· Contract specific or annual cover</li> <li>· Multi-year policy terms</li> <li>· Claims made or occurrence wording</li> <li>· Prior acts cover available if insured has been continuously covered on a claims made basis</li> <li>· Completed operations</li> <li>· Non-pollution biodiversity damage</li> </ul>



<p>Target Market:</p>	<p>This product covers defined Covered Operations undertaken by contractors at third party owned (customer) sites and is predominantly associated with service providers and property development/maintenance/ redevelopment activities. Policies for individual projects can also be structured as owner-controlled or contractor-controlled programs.</p> <p>Target Markets for this product include:</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>· Waste Contractors</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>



## Contractors Operations & Professional Services

<p>Overview of product and distribution/administration chain</p>	<p>This is a Commercial Lines general insurance cover.</p> <p>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.</p> <p>Certain third parties are also involved in administering the insurance including in respect of claims.</p> <p>AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.</p>
<p>Fair Value Assessment Date:</p>	<p><b>2025 (valid to EOY 2028)</b></p>
<p>Fair Value:</p>	<p>We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics such as;</p> <ul style="list-style-type: none"> <li>· Combined Operating Ratio</li> <li>· Loss ratio</li> <li>· Claims frequency</li> <li>· Claims acceptance,</li> <li>· Complaints, claims complaints, uphold rates and FOS rates</li> <li>· Retention rates</li> <li>· Distributor remuneration</li> <li>· Outsourcing level</li> </ul> <p>AIG considers that this product provides fair value to policyholders.</p>
<p>Product Information:</p> <p>(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)</p>	<p>The Contractors Operations &amp; Professional Services product provides protection for commercial companies offering professional consulting services associated with the investigation and remediation of pollution. It provides combined contractors pollution liability cover with errors and omissions cover.</p>
<p>Target Market:</p>	<p>The Target Market for this product is commercial companies offering professional consulting services associated with the investigation/remediation of pollution.</p>
<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>This policy summary highlights the following key exclusions (taken from the wider list within the full policy wording)</p> <ul style="list-style-type: none"> <li>• Fines and Penalties</li> </ul>



	<ul style="list-style-type: none"><li>• Loss arising from the design or manufacture of the Insured's Products</li><li>• Cost to repair or replace faulty workmanship</li></ul> <p>Please refer to the full policy wording and associated product literature for details; we have not included standard exclusions (for example, sanctions, war and terrorism) here.</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, Cyber

<p>Overview of product and distribution/administration chain</p>	<p>This is a Commercial Lines general insurance cover.</p> <p>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.</p> <p>Certain third parties are also involved in administering the insurance including in respect of claims.</p> <p>AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.</p>
<p>Fair Value Assessment Date:</p>	<p><b>2025 (valid to EOY 2028)</b></p>
<p>Fair Value:</p>	<p>We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics for example;</p> <ul style="list-style-type: none"> <li>· Combined Operating Ratio</li> <li>· Loss ratio</li> <li>· Claims frequency</li> <li>· Claims acceptance,</li> <li>· Complaints, claims complaints, uphold rates and FOS rates</li> <li>· Retention rates</li> <li>· Distributor remuneration</li> <li>· Outsourcing level</li> </ul> <p>AIG considers that this product provides fair value to policyholders.</p>
<p>Product Information:</p> <p>(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)</p>	<p>AIG's Cyber Liability product includes coverage in the event of a cyber attack and includes first party and third-party cover.</p> <p>More specifically coverage is provided for Cyber Extortion, Network Interruption, Event Management, Security and Privacy Liability. In addition, specific first-response services are provided.</p>
<p>Target Market:</p>	<p>The Target Market for this product is customers across all customer segments but with a majority being mid-sized corporates or large commercial companies.</p>
<p>Types of customer for whom the product would be unsuitable:</p>	<p>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.</p>
	<p>Please refer to the full policy wording and associated product literature for details.</p>



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

<p>Overview of product and distribution/administration chain</p>	<p>This is a Commercial Lines general insurance cover.</p> <p>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.</p> <p>Certain third parties are also involved in administering the insurance including in respect of claims.</p> <p>AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.</p>
<p>Fair Value Assessment Date:</p>	<p><b>2025 (valid to EOY 2028)</b></p>
<p>Fair Value:</p>	<p>We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics for example;</p> <ul style="list-style-type: none"> <li>· Combined Operating Ratio</li> <li>· Loss ratio</li> <li>· Claims frequency</li> <li>· Claims acceptance,</li> <li>· Complaints, claims complaints, uphold rates and FOS rates</li> <li>· Retention rates</li> <li>· Distributor remuneration</li> <li>· Outsourcing level</li> </ul> <p>AIG considers that this product provides fair value to policyholders.</p>
<p>Product Information:</p> <p>(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)</p>	<p>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).</p> <p>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).</p>
<p>Target Market:</p>	<p>The Target Market for this product is;</p> <p>Mid to Large Corporates; Large Commercial Corporates/Companies;</p> <p>The SME and mid-market are typically written using PrivateEdge Policy form as opposed to the Commercial Crime (fidelity).Insurance Product</p>
<p>Types of customer for whom the product would be unsuitable:</p>	<p>This product is not suitable for non-commercial customers.</p>



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

<p>Overview of product and distribution/administration chain</p>	<p>This is a Commercial Lines general insurance cover.</p> <p>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.</p> <p>Certain third parties are also involved in administering the insurance including in respect of claims.</p> <p>AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.</p>
<p>Fair Value Assessment Date:</p>	<p><b>2025 (valid to EOY 2028)</b></p>
<p>Fair Value:</p>	<p>We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics for example;</p> <ul style="list-style-type: none"> <li>· Combined Operating Ratio</li> <li>· Loss ratio</li> <li>· Claims frequency</li> <li>· Claims acceptance,</li> <li>· Complaints, claims complaints, uphold rates and FOS rates</li> <li>· Retention rates</li> <li>· Distributor remuneration</li> <li>· Outsourcing level</li> </ul> <p>AIG considers that this product provides fair value to policyholders.</p>
<p>Product Information:</p> <p>(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)</p>	<p>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).</p>
<p>Target Market:</p>	<p>The Target Market for this product is;</p> <p>Financial institutions</p>
<p>Types of customer for whom the product would be unsuitable:</p>	<p>This product is not suitable for non-commercial customers or entities which are not financial institutions.</p>



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

<p>Overview of product and distribution/administration chain</p>	<p>This is a Commercial Lines general insurance cover.</p> <p>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.</p> <p>Certain third parties are also involved in administering the insurance including in respect of claims.</p> <p>AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.</p>
<p>Fair Value Assessment Date:</p>	<p><b>2025 (valid to EOY 2028)</b></p>
<p>Fair Value:</p>	<p>We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics for example;</p> <ul style="list-style-type: none"> <li>· Combined Operating Ratio</li> <li>· Loss ratio</li> <li>· Claims frequency</li> <li>· Claims acceptance,</li> <li>· Complaints, claims complaints, uphold rates and FOS rates</li> <li>· Retention rates</li> <li>· Distributor remuneration</li> <li>· Outsourcing level</li> </ul> <p>AIG considers that this product provides fair value to policyholders.</p>
<p>Product Information:</p> <p>(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)</p>	<p>The Directors &amp; Officers (D&amp;O) Commercial Product provides Side A and Side B coverage to Directors &amp; officers against claims by individuals, shareholders and/or regulators. Side C coverage for securities claims against the company is also provided.</p>
<p>Target Market:</p>	<p>The Target Market for this product is;</p> <p>Niche Market</p> <p>The SME and mid-market are typically written using Private Edge Policy form as opposed to the Directors &amp; 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</p>
	<p>This product is not suitable for non-commercial customers or financial institutions.</p>



Types of customer for whom the product would be unsuitable:	
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) Financial Institutions

<p>Overview of product and distribution/administration chain</p>	<p>This is a Commercial Lines general insurance cover.</p> <p>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.</p> <p>Certain third parties are also involved in administering the insurance including in respect of claims.</p> <p>AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.</p>
<p>Fair Value Assessment Date:</p>	<p><b>2025 (valid to EOY 2028)</b></p>
<p>Fair Value:</p>	<p>We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics for example;</p> <ul style="list-style-type: none"> <li>· Combined Operating Ratio</li> <li>· Loss ratio</li> <li>· Claims frequency</li> <li>· Claims acceptance,</li> <li>· Complaints, claims complaints, uphold rates and FOS rates</li> <li>· Retention rates</li> <li>· Distributor remuneration</li> <li>· Outsourcing level</li> </ul> <p>AIG considers that this product provides fair value to policyholders.</p>
<p>Product Information:</p> <p>(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)</p>	<p>The Directors &amp; Officers (D&amp;O) Financial Institutions Product provides Side A and Side B " coverage to Directors &amp; officers against claims by individuals, shareholders and/or regulators. The product also provides Side "C" coverage for securities claims against the company.</p>
<p>Target Market:</p>	<p>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.</p>
<p>Types of customer for whom the product would be unsuitable:</p>	<p>This product is not suitable for entities that are not financial institutions.</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>



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

<p>Overview of product and distribution/administration chain</p>	<p>This is a Commercial Lines general insurance cover.</p> <p>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.</p> <p>Certain third parties are also involved in administering the insurance including in respect of claims.</p> <p>AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.</p>
<p>Fair Value Assessment Date:</p>	<p><b>2025 (valid to EOY 2028)</b></p>
<p>Fair Value:</p>	<p>We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics for example;</p> <ul style="list-style-type: none"> <li>· Combined Operating Ratio</li> <li>· Loss ratio</li> <li>· Claims frequency</li> <li>· Claims acceptance,</li> <li>· Complaints, claims complaints, uphold rates and FOS rates</li> <li>· Retention rates</li> <li>· Distributor remuneration</li> <li>· Outsourcing level</li> </ul> <p>AIG considers that this product provides fair value to policyholders.</p>
<p>Product Information:</p> <p>(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)</p>	<p>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.</p> <p>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).</p> <p>In addition, cover is provided for investigation costs and for advance of defence costs.</p>
<p>Target Market:</p>	<p>The Target Market for this product is medium to large corporates.</p> <p>The SME and mid-market are typically written using our Private Edge policy form which is assessed separately.</p>
<p>Types of customer for whom the product would be unsuitable:</p>	<p>This product is not suitable for non commercial customers</p>



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

<p>Overview of product and distribution/administration chain</p>	<p>This is a Commercial Lines general insurance cover.</p> <p>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.</p> <p>Certain third parties are also involved in administering the insurance including in respect of claims.</p> <p>AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.</p>
<p>Fair Value Assessment Date:</p>	<p><b>2025 (valid to EOY 2028)</b></p>
<p>Fair Value:</p>	<p>We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics for example;</p> <ul style="list-style-type: none"> <li>· Combined Operating Ratio</li> <li>· Loss ratio</li> <li>· Claims frequency</li> <li>· Claims acceptance,</li> <li>· Complaints, claims complaints, uphold rates and FOS rates</li> <li>· Retention rates</li> <li>· Distributor remuneration</li> <li>· Outsourcing level</li> </ul> <p>AIG considers that this product provides fair value to policyholders.</p>
<p>Product Information:</p> <p>(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)</p>	<p>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.</p> <p>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).</p> <p>In addition, cover is provided for investigation costs and for advance of defence costs.</p>
<p>Target Market:</p>	<p>The Target Market for this product is Niche Market including financial institutions and pension trustees.</p>
<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>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, Professional Indemnity (PI)

<p>Overview of product and distribution/administration chain</p>	<p>This is a Commercial Lines general insurance cover.</p> <p>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.</p> <p>Certain third parties are also involved in administering the insurance including in respect of claims.</p> <p>AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.</p>
<p>Fair Value Assessment Date:</p>	<p><b>2025 (valid to EOY 2028)</b></p>
<p>Fair Value:</p>	<p>We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics for example;</p> <ul style="list-style-type: none"> <li>· Combined Operating Ratio</li> <li>· Loss ratio</li> <li>· Claims frequency</li> <li>· Claims acceptance,</li> <li>· Complaints, claims complaints, uphold rates and FOS rates</li> <li>· Retention rates</li> <li>· Distributor remuneration</li> <li>· Outsourcing level</li> </ul> <p>AIG considers that this product provides fair value to policyholders.</p>
<p>Product Information:</p> <p>(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)</p>	<p>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.</p> <p>The product includes coverage for wrongful acts, errors and omission as well as covering defence costs.</p> <p>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).</p>
<p>Target Market:</p>	<p>The Target Market for this product is professionals (not including Solicitors) across all market segments but predominantly medium to large corporates.</p>
<p>Types of customer for whom the product would be unsuitable:</p>	<p>This product is not suitable for non-commercial customers.</p>
<p>Please refer to the full policy wording and associated product literature for details.</p>	



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

<p>Overview of product and distribution/administration chain</p>	<p>This is a Commercial Lines general insurance cover.</p> <p>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.</p> <p>Certain third parties are also involved in administering the insurance including in respect of claims.</p> <p>AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.</p>
<p>Fair Value Assessment Date:</p>	<p><b>2025 (valid to EOY 2028)</b></p>
<p>Fair Value:</p>	<p>We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics for example;</p> <ul style="list-style-type: none"> <li>· Combined Operating Ratio</li> <li>· Loss ratio</li> <li>· Claims frequency</li> <li>· Claims acceptance,</li> <li>· Complaints, claims complaints, uphold rates and FOS rates</li> <li>· Retention rates</li> <li>· Distributor remuneration</li> <li>· Outsourcing level</li> </ul> <p>AIG considers that this product provides fair value to policyholders.</p>
<p>Product Information:</p> <p>(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)</p>	<p>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.</p> <p>The product includes coverage for wrongful acts, errors and omission as well as covering defence costs.</p>
<p>Target Market:</p>	<p>The Target Market for this product is;</p> <p>Niche market (PI/FI) Customers across all market segments but predominantly Mid Corporate – Large</p>
<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>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, Professional Indemnity (PI), Solicitors

<p>Overview of product and distribution/administration chain</p>	<p>This is a Commercial Lines general insurance cover.</p> <p>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.</p> <p>Certain third parties are also involved in administering the insurance including in respect of claims.</p> <p>AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.</p>
<p>Fair Value Assessment Date:</p>	<p><b>2025 (valid to EOY 2028)</b></p>
<p>Fair Value:</p>	<p>We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics such as;</p> <ul style="list-style-type: none"> <li>· Combined Operating Ratio</li> <li>· Loss ratio</li> <li>· Claims frequency</li> <li>· Claims acceptance,</li> <li>· Complaints, claims complaints, uphold rates and FOS rates</li> <li>· Retention rates</li> <li>· Distributor remuneration</li> <li>· Outsourcing level</li> </ul> <p>AIG considers that this product provides fair value to policyholders.</p>
<p>Product Information:</p> <p>(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)</p>	<p>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.</p> <p>The policy is compliant with the minimum terms as laid down by The Law Society and Solicitors Regulation Authority.</p>
<p>Target Market:</p>	<p>The Target Market for this product is SME and Mid Corporate Solicitors, with a minimum of 7 Partners (exceptions infrequent)</p>
<p>Types of customer for whom the product would be unsuitable:</p>	<p>The product is not suitable for professions aside from solicitors in addition it is not suitable for solicitor firms with less than 7 partners.</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>



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) Financial Institutions

<p>Overview of product and distribution/administration chain</p>	<p>This is a Commercial Lines general insurance cover.</p> <p>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.</p> <p>Certain third parties are also involved in administering the insurance including in respect of claims.</p> <p>AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.</p>
<p>Fair Value Assessment Date:</p>	<p><b>2025 (valid to EOY 2028)</b></p>
<p>Fair Value:</p>	<p>We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics for example;</p> <ul style="list-style-type: none"> <li>· Combined Operating Ratio</li> <li>· Loss ratio</li> <li>· Claims frequency</li> <li>· Claims acceptance,</li> <li>· Complaints, claims complaints, uphold rates and FOS rates</li> <li>· Retention rates</li> <li>· Distributor remuneration</li> <li>· Outsourcing level</li> </ul> <p>AIG considers that this product provides fair value to policyholders.</p>
<p>Product Information:</p> <p>(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)</p>	<p>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.</p> <p>It also provides cover for risks assumed via indemnities and exoneration clauses.</p>
<p>Target Market:</p>	<p>The Target Market for this product is Niche Market for pensions trustees</p> <p>Pension Trustees caters for Commercial clients, solely where the sponsor company is a financial institution.</p>
<p>Types of customer for whom the product would be unsuitable:</p>	<p>This product is not suitable for entities that are not financial institutions</p>



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

<p>Overview of product and distribution/administration chain</p>	<p>This is a Commercial Lines general insurance cover.</p> <p>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.</p> <p>Certain third parties are also involved in administering the insurance including in respect of claims.</p> <p>AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.</p>
<p>Fair Value Assessment Date:</p>	<p><b>2025 (valid to EOY 2028)</b></p>
<p>Fair Value:</p>	<p>We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics for example;</p> <ul style="list-style-type: none"> <li>· Combined Operating Ratio</li> <li>· Loss ratio</li> <li>· Claims frequency</li> <li>· Claims acceptance,</li> <li>· Complaints, claims complaints, uphold rates and FOS rates</li> <li>· Retention rates</li> <li>· Distributor remuneration</li> <li>· Outsourcing level</li> </ul> <p>AIG considers that this product provides fair value to policyholders.</p>
<p>Product Information:</p> <p>(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)</p>	<p>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.</p> <p>It also provides covers for risks assumed via indemnities and exoneration clauses.</p>
<p>Target Market:</p>	<p>The Target Market for this product is a bespoke market for Commercial clients.</p>
<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>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, Crisis Solutions (K&R)

<p>Overview of product and distribution/administration chain</p>	<p>This is a Commercial Lines general insurance cover.</p> <p>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.</p> <p>Certain third parties are also involved in administering the insurance including in respect of claims.</p> <p>AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.</p>
<p>Fair Value Assessment Date:</p>	<p><b>2025 (valid to EOY 2028)</b></p>
<p>Fair Value:</p>	<p>We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics for example;</p> <ul style="list-style-type: none"> <li>· Combined Operating Ratio</li> <li>· Loss ratio</li> <li>· Claims frequency</li> <li>· Claims acceptance,</li> <li>· Complaints, claims complaints, uphold rates and FOS rates</li> <li>· Retention rates</li> <li>· Distributor remuneration</li> <li>· Outsourcing level</li> </ul> <p>AIG considers that this product provides fair value to policyholders.</p>
<p>Product Information:</p> <p>(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)</p>	<p>The Crisis Solution (K&amp;R) provides provides support for businesses and individuals through insurance and risk consultancy expertise.</p> <p>The product provides cover from a broad range of threats including extortion, kidnap, detention, hijack.</p> <p>Some types of coverage are covered automatically whereas other elements of coverage are optional.</p> <p>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.</p>
<p>Target Market:</p>	<p>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>
<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>



## Financial Lines, PrivateEdge

<p>Overview of product and distribution/administration chain</p>	<p>This is a Commercial Lines general insurance cover.</p> <p>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.</p> <p>Certain third parties are also involved in administering the insurance including in respect of claims.</p> <p>AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.</p>
<p>Fair Value Assessment Date:</p>	<p><b>2025 (valid to EOY 2027)</b></p>
<p>Fair Value:</p>	<p>We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics for example;</p> <ul style="list-style-type: none"> <li>· Combined Operating Ratio</li> <li>· Loss ratio</li> <li>· Claims frequency</li> <li>· Claims acceptance,</li> <li>· Complaints, claims complaints, uphold rates and FOS rates</li> <li>· Retention rates</li> <li>· Distributor remuneration</li> <li>· Outsourcing level</li> </ul> <p>AIG considers that this product provides fair value to policyholders.</p>
<p>Product Information:</p> <p>(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)</p>	<p>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.</p>
<p>Target Market:</p>	<p>The Target Market for this product is;</p> <p>Mass Market</p> <p>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.</p>
<p>Types of customer for whom the product would be unsuitable:</p>	<p>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.</p>



<p>Any notable exclusions or circumstances where the product will not respond:</p>	<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>
<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, Mergers & Acquisitions (M&A)

<p>Overview of product and distribution/administration chain</p>	<p>This is a Commercial Lines general insurance cover.</p> <p>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.</p> <p>Certain third parties are also involved in administering the insurance including in respect of claims.</p> <p>AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.</p>
<p>Fair Value Assessment Date:</p>	<p><b>2025 (valid to EOY 2028)</b></p>
<p>Fair Value:</p>	<p>We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics for example;</p> <ul style="list-style-type: none"> <li>· Combined Operating Ratio</li> <li>· Loss ratio</li> <li>· Claims frequency</li> <li>· Claims acceptance,</li> <li>· Complaints, claims complaints, uphold rates and FOS rates</li> <li>· Retention rates</li> <li>· Distributor remuneration</li> <li>· Outsourcing level</li> </ul> <p>AIG considers that this product provides fair value to policyholders.</p>
<p>Product Information:</p> <p>(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)</p>	<p>The Mergers &amp; Acquisitions (M&amp;A) Product enables the buyer or seller (depending on the product purchased) to transfer certain potential risks of the transaction to an insurance policy.</p> <p>The Warranties and Indemnities insurance product (W&amp;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.</p> <p>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.</p>
<p>Target Market:</p>	<p>The Target Market for this product is;</p> <p>Niche Market</p> <p>Commercial clients in all sectors of private equity and medium to large businesses,</p>
<p>Types of customer for whom the product would be unsuitable:</p>	<p>This product is not suitable for non-commercial clients or industries such as adult entertainment, Payday loans, cannabis-related enterprises and cryptocurrency.</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>



## Commercial SME Package & Combined, Acturis 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:

**2025 (valid to EOY 2026)**

### 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 for example;

- Combined Operating Ratio
- Loss ratio
- Claims frequency
- Claims acceptance, declinature and walk-away rates
- Complaints, claims complaints, uphold rates and FOS rates
- Distributor remuneration
- Outsourcing level

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 Acturis Digital Combined product is a pre-packaged multi-sectional product for commercial customers domiciled in the United Kingdom, the Channel Islands or the Isle of Man, who require protection for their business assets and liabilities.

#### Key Features & Benefit

This product provides our customers with the following features and benefits if selected

- Material Damage
- Business Interruption
- Employers' Liability
- Public & Products Liability
- Money and Personal Accident (Assault)
- Specified All Risks
- Goods In Transit
- Equipment Breakdown
- Employment Related Accident Benefits
- Employee Dishonesty
- Legal Expenses
- D&O cover
- Virtual Medical Care for business owners/directors and their families

Market specific summaries of policy cover and full policy wordings are available upon request



<p>Target Market:</p>	<p>Micro and SME commercial business domiciled in the United Kingdom, the Channel Islands or the Isle of Man with turnovers up to £10,000,000 operating in the following industry sectors</p> <ul style="list-style-type: none"> <li>· Retail</li> <li>· Accommodation and food service</li> <li>· Manufacturing</li> <li>· Wholesaling</li> <li>· Professional, scientific and technical services</li> <li>· Administrative and Support Services</li> <li>· Commercial Real Estate</li> </ul> <p>This product is suitable for vulnerable customers and must be distributed by a regulated intermediary who can provide additional support on understanding the product cover, exclusions, terms and conditions.</p>
<p>Types of customer for whom the product would be unsuitable:</p>	<p>Customers domiciled outside of the UK, Channel Islands or Isle of Man, or with an annual turnover of more than £10,000,000, or those involved in the industries as listed below:</p> <ul style="list-style-type: none"> <li>· Asbestos product manufacturers or removers.</li> <li>· Mining.</li> <li>· Nuclear &amp; oil and gas extraction.</li> <li>· Petro-chemical.</li> <li>· Primary and secondary education.</li> <li>· Prisons and detention centres.</li> <li>· Waste &amp; recycling.</li> </ul>
<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>



## Group Personal Accident, Specialty Markets (Memberships)

<p>Overview of product and distribution/administration chain</p>	<p>This is a Personal Lines general insurance cover.</p> <p>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.</p> <p>Certain third parties are also involved in administering the insurance including in respect of claims.</p> <p>AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.</p>
<p>Fair Value Assessment Date:</p>	<p><b>2025 (valid to EOY 2028)</b></p>
<p>Fair Value:</p>	<p>We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics for example;</p> <ul style="list-style-type: none"> <li>· Combined Operating Ratio</li> <li>· Loss ratio</li> <li>· Claims frequency</li> <li>· Claims acceptance, declinature and walk-away rates</li> <li>· Complaints, claims complaints, uphold rates and FOS rates</li> <li>· Distributor remuneration</li> <li>· Outsourcing level</li> </ul> <p>AIG considers that this product provides fair value to policyholders.</p>
<p>Product Information:  (To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)</p>	<p>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.)</p>
<p>Target Market:</p>	<p>The Target Market for this product is;</p> <p>Mass Market Members taking out cover as part of membership of the clubs or organisations.</p>
<p>Types of customer for whom the product would be unsuitable:</p>	<p>Organisations where members are mainly aged over 75 due to cover limits.</p>
<p>Any notable exclusions or circumstances where the product will not respond:</p>	<p>Key exclusions include; Bodily injury to an insured person caused by:</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> </ul>



	<ul style="list-style-type: none"> <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)

<p>Overview of product and distribution/administration chain</p>	<p>This is a Personal Lines general insurance cover.</p> <p>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.</p> <p>Certain third parties are also involved in administering the insurance including in respect of claims.</p> <p>AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.</p>
<p>Fair Value Assessment Date:</p>	<p><b>2025 (valid to EOY 2027)</b></p>
<p>Fair Value:</p>	<p>We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics for example;</p> <ul style="list-style-type: none"> <li>· Combined Operating Ratio</li> <li>· Loss ratio</li> <li>· Claims frequency</li> <li>· Claims acceptance, declinature and walk-away rates</li> <li>· Complaints, claims complaints, uphold rates and FOS rates</li> <li>· Distributor remuneration</li> <li>· Outsourcing level</li> </ul> <p>AIG considers that this product provides fair value to policyholders.</p>
<p>Product Information:</p> <p>(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)</p>	<p>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 &amp; Virtual Medical Care.</p>
<p>Target Market:</p>	<p>The Target Market for this product is;</p> <p>Mass Market</p> <p>Due to the regulatory requirements the policy was carefully created to provide cover that was relevant for educational establishments (schools, colleges etc) .</p>
<p>Types of customer for whom the product would be unsuitable:</p>	<p>Schools who have cover under government scheme (Risk Protection Arrangement.)</p>
	<p>Key exclusions include;</p>



Any notable exclusions or circumstances where the product will not respond:	<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 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 (Recruitment)

<p>Overview of product and distribution/administration chain</p>	<p>This is a Personal Lines general insurance cover.</p> <p>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.</p> <p>Certain third parties are also involved in administering the insurance including in respect of claims.</p> <p>AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.</p>
<p>Fair Value Assessment Date:</p>	<p><b>2025 (valid to EOY 2027)</b></p>
<p>Fair Value:</p>	<p>We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics for example;</p> <ul style="list-style-type: none"> <li>· Combined Operating Ratio</li> <li>· Loss ratio</li> <li>· Claims frequency</li> <li>· Claims acceptance, declinature and walk-away rates</li> <li>· Complaints, claims complaints, uphold rates and FOS rates</li> <li>· Distributor remuneration</li> <li>· Outsourcing level</li> </ul> <p>AIG considers that this product provides fair value to policyholders.</p>
<p>Product Information:</p> <p>(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)</p>	<p>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.</p>
<p>Target Market:</p>	<p>The Target Market for this product is;</p> <p>Mass Market</p> <p>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.</p>
<p>Types of customer for whom the product would be unsuitable:</p>	<p>Full time employees of the Recruitment Agency (would need separate cover)</p> <ul style="list-style-type: none"> <li>· Temporary workers aged over 75</li> </ul>



	<ul style="list-style-type: none"> <li>Temporary workers employed for 1 month or less (TTD benefit min Deferment Period 2 weeks.)</li> </ul>
<p>Any notable exclusions or circumstances where the product will not respond:</p>	<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>
<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 and Travel

<p>Overview of product and distribution/administration chain</p>	<p>This is a Personal Lines general insurance cover.</p> <p>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.</p> <p>Certain third parties are also involved in administering the insurance including in respect of claims.</p> <p>AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.</p>
<p>Fair Value Assessment Date:</p>	<p><b>2025 (valid to EOY 2027)</b></p>
<p>Fair Value:</p>	<p>We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics for example;</p> <ul style="list-style-type: none"> <li>· Combined Operating Ratio</li> <li>· Loss ratio</li> <li>· Claims frequency</li> <li>· Claims acceptance, declinature and walk-away rates</li> <li>· Complaints, claims complaints, uphold rates and FOS rates</li> <li>· Distributor remuneration</li> <li>· Outsourcing level</li> </ul> <p>AIG considers that this product provides fair value to policyholders.</p>
<p>Product Information:</p> <p>(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)</p>	<p>The product is a combined Group Personal Accident and/or Group Business Travel Product that is sold via UK FCA registered intermediaries and designed to meet the needs of a customer who is looking to financially protect their business from staff death, disability or sickness absence and for financial cost of incidents relating to or whilst travelling on behalf of the business. This product is also designed to allow businesses to discharge the legal duty of care they have towards their employees</p>
<p>Target Market:</p>	<p>The Target Market for this product is;</p> <p>Broad Market - Specifically UK registered businesses that comprise of 2 or more persons, and is therefore suitable for SME's to large commercial customers.</p>
<p>Types of customer for whom the product would be unsuitable:</p>	<p>It is not suitable for clients who do not wish to access a FCA regulated intermediary to purchase this type of insurance, sole traders, businesses not registered in the UK or those looking to purchase cover such as critical illness, private medical insurance or unemployment insurance.</p>



<p>Any notable exclusions or circumstances where the product will not respond:</p>	<p>Key exclusions include;</p> <ul style="list-style-type: none"> <li>· Maximum payments set out in the schedule</li> <li>· Certain benefits cannot be combined</li> <li>· Time limits on certain benefits</li> <li>· Sanctions</li> <li>· Travel against the advice of a doctor, travel to receive treatment,</li> <li>· Cancellation</li> <li>· disinclination to travel, financial circumstances, failure of provider, government regulations.</li> <li>· Personal Effects, break of fragile items, loss of vehicles &amp; accessories, wear &amp; tear, government confiscation</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>



## Acturis Micro Personal Accident

<p>Overview of product and distribution/administration chain</p>	<p>This is a Personal Lines general insurance cover.</p> <p>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.</p> <p>Certain third parties are also involved in administering the insurance including in respect of claims.</p> <p>AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.</p>
<p>Fair Value Assessment Date:</p>	<p><b>2025 (valid to EOY 2027)</b></p>
<p>Fair Value:</p>	<p>We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics for example;</p> <ul style="list-style-type: none"> <li>· Combined Operating Ratio</li> <li>· Loss ratio</li> <li>· Claims frequency</li> <li>· Claims acceptance, declinature and walk-away rates</li> <li>· Complaints, claims complaints, uphold rates and FOS rates</li> <li>· Distributor remuneration</li> <li>· Outsourcing level</li> </ul> <p>AIG considers that this product provides fair value to policyholders.</p>
<p>Product Information:  (To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)</p>	<p>The product is sold via UK FCA registered intermediaries and designed to meet the needs of a customer who is looking to financially protect their business from staff death, disability or accident causing temporary absence. This product is also designed to allow businesses to discharge the legal duty of care they have towards their employees, cover includes home and work related accidents</p>
<p>Target Market:</p>	<p>The Target Market for this product is;</p> <p>Small, medium enterprises, via the Acturis platform. This product would also cater for larger customers if they wished to purchase a standard product /limits.</p>
<p>Types of customer for whom the product would be unsuitable:</p>	<p>It is not suitable for clients who do not wish to access a FCA regulated intermediary to purchase this type of insurance, sole traders, businesses not registered in the UK or those looking to purchase cover such as critical illness, private medical insurance or unemployment insurance.</p>
	<p>Key exclusions include;</p>



Any notable exclusions or circumstances where the product will not respond:	<ul style="list-style-type: none"> <li>· Disablement occurring more than 24 months of the bodily injury that give rise to the claim.</li> <li>· For temporary disability, a minimum 14 day deferred period applies and weekly benefit payment is limited to 65% of salary/ or the benefit selected whichever is the lesser.</li> <li>· private flying,</li> <li>· drink-driving,</li> <li>· taking of non-prescribed drugs</li> <li>· gradual causes.</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 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.



## Flex Personal Accident and Cancer Cover

<p>Overview of product and distribution/administration chain</p>	<p>This is a Personal Lines general insurance cover.</p> <p>AIG is the manufacturer of the insurance product and distributes the insurance product directly to the customer.</p> <p>Certain third parties are also involved in administering the insurance including in respect of claims.</p> <p>AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.</p>
<p>Fair Value Assessment Date:</p>	<p><b>2025 (valid to EOY 2028)</b></p>
<p>Fair Value:</p>	<p>We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics for example;</p> <ul style="list-style-type: none"> <li>· Combined Operating Ratio</li> <li>· Loss ratio</li> <li>· Claims frequency</li> <li>· Claims acceptance, declinature and walk-away rates</li> <li>· Complaints, claims complaints, uphold rates and FOS rates</li> <li>· Distributor remuneration</li> <li>· Outsourcing level</li> </ul> <p>AIG considers that this product provides fair value to policyholders.</p>
<p>Product Information:</p> <p>(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)</p>	<p>The product is designed to meet the needs of an employee who is looking to financially protect themselves if they are in an accident or</p>
<p>Target Market:</p>	<p>The target market for this product is mass-market customer base distributed via workplace marketing with an age range of 18 – 65 years across a wide demographic of customers in medium to large corporate employment</p> <p>Distribution / sales are through large employers who use brokers/intermediaries to source products and services</p>
<p>Types of customer for whom the product would be unsuitable:</p>	<p>Employees or partners of the employee over the age limit, or for the cancer cover, those with a pre-existing cancer diagnosis</p>
	<p>Key exclusions for PA include;</p>



<p>Any notable exclusions or circumstances where the product will not respond:</p>	<ul style="list-style-type: none"> <li>· Disabilities or death arising through sickness or disease</li> <li>· The insured person taking their own life,</li> <li>· Death as a result of war,</li> <li>· Any airborne activity except on a fare-paying passenger aircraft,</li> <li>· Death or injury arising from drug misuse,</li> <li>· Exposing themselves to reckless danger.</li> <li>· Sanctions</li> </ul> <p>Key exclusions for Cancer include:</p> <ul style="list-style-type: none"> <li>· If an insured person is diagnosed as having cancer within the waiting period.</li> <li>· If an insured person receives medical advice, has symptoms or tests, or receives any medication or treatment, for cancer within the waiting period</li> <li>· If we have already paid an insured person cancer benefit for that cancer</li> <li>· For the cancer for which an insured person is claiming if they have been diagnosed with the same cancer before their cover start date</li> <li>· Based on a diagnosis made by any person other than a doctor or medical consultant; or any tumours which are histologically* described as pre-malignant</li> <li>· If an insured person lives outside the United Kingdom.</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>

