



April 2023

UK Commercial Lines & UK Group Personal Lines

In compliance with FCA rules, the purpose of this document is to explain AIG's approach to the Consumer Duty rules and to share information with our distributors so that we may work together to deliver good customer outcomes in respect of AIG manufactured and co-manufactured insurance products.

It also outlines our ongoing approach to Product Oversight and Governance, to demonstrate how we design, monitor, and review our products to ensure they continue to provide fair value, whilst meeting the needs, characteristics and objectives of the target market including vulnerable customers.

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

Product Oversight and Governance

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

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

Consumer Duty Outcomes: Key Output

AIG is confident that its policies and procedures are appropriate and satisfy relevant regulatory requirements. To reflect Consumer Duty rules, we have made amendments to our policies and procedures and have updated our product assessment template as below.

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

- Product assessment completion dates
- A Fair Value assessment outcome for the Consumer Duty outcomes of Price & Value, Product & Services, (the "Fair Value Outcome")
- A Consumer Duty assessment outcome for the Consumer Duty outcomes of Customer Understanding and Customer Support (the "Consumer Duty Outcome")
- Target Market (who our products are designed for and who our products are not suitable for)

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- 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)

Further detail on our revised template

Our template has been updated to reflect our internal Consumer Duty assessments and reviews in respect of this insurance product and is intended to represent AIG's communication to you as our distributor to enable you to fulfil your obligations under the FCA rules. In line with the FCA's expectations and guidance, our implementation and ongoing work for Consumer Duty has relied on our existing Fair Value Assessments. Moving forwards and where appropriate we may choose to combine our Fair Value Assessment with a broader Consumer Duty Assessment (assessing against all Customer Outcomes) which should therefore also satisfy our Product Governance and Consumer Duty requirements. When communicating with you in relation to our Fair Value Assessments we may also share information with you in respect of other Consumer Duty outcomes e.g., where there are changes to a product, the target market or we otherwise become aware of changes that affect the delivery of good customer outcomes.

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

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



Glossary

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

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

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

[SME Package & Combined, Digital](#)

[Group Accident & Health, LifeLine Plus](#)

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

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

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



Casualty Excess Protect

Overview of product and distribution/administration chain

As set out in more detail below 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:

September 2022

*covers Price & Value and Product & Services Consumer Duty outcomes

Consumer Duty Outcome Assessment:

March 2023

*covers Customer Understanding & Customer Support Consumer Duty outcomes

Fair Value Outcome:

Consumer Duty Outcome:

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

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

AIG considers that this product provides fair value to policyholders.

We have carried out a product assessment in line with Consumer Duty outcomes for Customer Understanding & Customer Support based on our role and influence over such outcomes which has included consideration of key aspects such as:

- Target Market continues to meet the needs of customers including those with vulnerable and/or protected characteristics
- The communication and marketing strategy remains appropriate
- Customer and product communications created by AIG before, during and after sale are compliant with the regulatory rules and seek to avoid foreseeable harm

AIG considers sufficient support is in place to enable customers to fully utilise the product and services available. AIG have acted in the best interest of the customer in pursuing their financial objectives.



	<p>Where we can provide enhanced understanding and support to customers a proposed plan is in place and actions will be monitored.</p> <p>AIG considers that the insurance distribution and administration chain provides sufficient support to customers to fully utilise the products and services available. AIG ensures this through a variety of means including ensuring that a) there are multiple ways for customers to obtain support and assistance in line with their needs and b) there is in place robust monitoring procedures to deliver good outcomes.</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">· Excess Employers' Liability· Excess Public Liability· Excess Products Liability· Excess Commercial Motor (third party property damage) <p>This produce 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 risk managed clients who require bespoke manuscript products.</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</p>



Changes to the product (possible or potential changes) and next steps	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.
	We have not identified any material changes to this product at this time.



Casualty Liability Protect

Overview of product and distribution/administration chain

As set out in more detail below 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:

September 2022

*covers Price & Value and Product & Services Consumer Duty outcomes

Consumer Duty Outcome Assessment:

March 2023

*covers Customer Understanding & Customer Support Consumer Duty outcomes

Fair Value Outcome:

Consumer Duty Outcome:

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

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

AIG considers that this product provides fair value to policyholders.

We have carried out a product assessment in line with Consumer Duty outcomes for Customer Understanding & Customer Support based on our role and influence over such outcomes which has included consideration of key aspects such as:

- Target Market continues to meet the needs of customers including those with vulnerable and/or protected characteristics
- The communication and marketing strategy remains appropriate
- Customer and product communications created by AIG before, during and after sale are compliant with the regulatory rules and seek to avoid foreseeable harm



	<p>AIG considers sufficient support is in place to enable customers to fully utilise the product and services available. AIG have acted in the best interest of the customer in pursuing their financial objectives.</p> <p>Where we can provide enhanced understanding and support to customers a proposed plan is in place and actions will be monitored.</p> <p>AIG considers that the insurance distribution and administration chain provides sufficient support to customers to fully utilise the products and services available. AIG ensures this through a variety of means including ensuring that a) there are multiple ways for customers to obtain support and assistance in line with their needs and b) there is in place robust monitoring procedures to deliver good outcomes.</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>Liability Protect provides any combination of the following coverages:</p> <ul style="list-style-type: none"> · Employers' Liability; · Public Liability and · Products Liability <p>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.</p> <p>In addition to the many embedded features, there are optional extensions including:</p> <ul style="list-style-type: none"> · Accidental Discovery of Asbestos on a Claims Made basis, · Products Pure Financial Loss · USA Time/Element Pollution cover <p>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.</p>
<p>Target Market:</p>	<p>The Target Market for this product is: SME/Small enterprise Mid Corporate Large/Commercial Companies that have a 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, retail, though most quality risks will be considered if within underwriting appetite</p>
<p>Types of customer for whom the product would be unsuitable:</p>	<p>This product is not suitable for any company operating in the Oil & Gas sector</p>
<p>Any notable exclusions or circumstances where the product will not respond:</p>	<p>Please refer to the full policy wording and associated product literature for details</p>
<p>Is the product sold as part of a bundle/package?</p>	<p>No</p>



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

As set out in more detail below 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:

September 2022

*covers Price & Value and Product & Services Consumer Duty outcomes

Consumer Duty Outcome Assessment:

March 2023

*covers Customer Understanding & Customer Support Consumer Duty outcomes

Fair Value Outcome:

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

Consumer Duty Outcome:

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

AIG considers that this product provides fair value to policyholders.

We have carried out a product assessment in line with Consumer Duty outcomes for Customer Understanding & Customer Support based on our role and influence over such outcomes which has included consideration of key aspects such as:

- Target Market continues to meet the needs of customers including those with vulnerable and/or protected characteristics
- The communication and marketing strategy remains appropriate
- Customer and product communications created by AIG before, during and after sale are compliant with the regulatory rules and seek to avoid foreseeable harm



	<p>AIG considers sufficient support is in place to enable customers to fully utilise the product and services available. AIG have acted in the best interest of the customer in pursuing their financial objectives.</p> <p>Where we can provide enhanced understanding and support to customers a proposed plan is in place and actions will be monitored.</p> <p>AIG considers that the insurance distribution and administration chain provides sufficient support to customers to fully utilise the products and services available. AIG ensures this through a variety of means including ensuring that a) there are multiple ways for customers to obtain support and assistance in line with their needs and b) there is in place robust monitoring procedures to deliver good outcomes.</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>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:</p> <ul style="list-style-type: none">· 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)
<p>Target Market:</p>	<p>The Target Market for this product is:</p> <ul style="list-style-type: none">· SME/Small enterprise· Mid Corporate· Large/Commercial· Niche Market <p>The Contaminated Product Recall policy's main target market is any UK or EEA domiciled manufacturing company, supplier, license holder or contract manufacture that supplies a topical product or food/beverage (non-alcoholic or alcoholic) product, be it in a ready to eat or ready to drink form or requires an additional process i.e. cooking in order for the product to be consumed.</p>
<p>Types of customer for whom the product would be unsuitable:</p>	<p>This product is not suitable for any manufacturer or supplier of durable products i.e., consumer goods.</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>



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

As set out in more detail below 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:

September 2022

*covers Price & Value and Product & Services Consumer Duty outcomes

Consumer Duty Outcome Assessment:

March 2023

*covers Customer Understanding & Customer Support Consumer Duty outcomes

Fair Value Outcome:

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

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

AIG considers that this product provides fair value to policyholders.

Consumer Duty Outcome:

We have carried out a product assessment in line with Consumer Duty outcomes for Customer Understanding & Customer Support based on our role and influence over such outcomes which has included consideration of key aspects such as:

- Target Market continues to meet the needs of customers including those with vulnerable and/or protected characteristics
- The communication and marketing strategy remains appropriate
- Customer and product communications created by AIG before, during and after sale are compliant with the regulatory rules and seek to avoid foreseeable harm



	<p>AIG considers sufficient support is in place to enable customers to fully utilise the product and services available. AIG have acted in the best interest of the customer in pursuing their financial objectives.</p> <p>Where we can provide enhanced understanding and support to customers a proposed plan is in place and actions will be monitored.</p> <p>AIG considers that the insurance distribution and administration chain provides sufficient support to customers to fully utilise the products and services available. AIG ensures this through a variety of means including ensuring that a) there are multiple ways for customers to obtain support and assistance in line with their needs and b) there is in place robust monitoring procedures to deliver good outcomes.</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>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>
<p>Target Market:</p>	<p>The Target Market for this product is:</p> <p>SME/Small enterprise Mid Corporate Large/Commercial Mass Market Select Market</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>
<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>



Impact of distribution remuneration upon fair value

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

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

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



Casualty Oil & Gas Protect

Overview of product and distribution/administration chain

As set out in more detail below 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:

September 2022

*covers Price & Value and Product & Services Consumer Duty outcomes

Consumer Duty Outcome Assessment:

March 2023

*covers Customer Understanding & Customer Support Consumer Duty outcomes

Fair Value Outcome:

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

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

AIG considers that this product provides fair value to policyholders.

Consumer Duty Outcome:

We have carried out a product assessment in line with Consumer Duty outcomes for Customer Understanding & Customer Support based on our role and influence over such outcomes which has included consideration of key aspects such as:

- Target Market continues to meet the needs of customers including those with vulnerable and/or protected characteristics
- The communication and marketing strategy remains appropriate
- Customer and product communications created by AIG before, during and after sale are compliant with the regulatory rules and seek to avoid foreseeable harm



	<p>AIG considers sufficient support is in place to enable customers to fully utilise the product and services available. AIG have acted in the best interest of the customer in pursuing their financial objectives.</p> <p>Where we can provide enhanced understanding and support to customers a proposed plan is in place and actions will be monitored.</p> <p>AIG considers that the insurance distribution and administration chain provides sufficient support to customers to fully utilise the products and services available. AIG ensures this through a variety of means including ensuring that a) there are multiple ways for customers to obtain support and assistance in line with their needs and b) there is in place robust monitoring procedures to deliver good outcomes.</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 & 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"> · Access to Basic Offshore Safety Induction & Emergency Training (BOSIET) holding Underwriter and risk engineers · Liability control audits · Claims Defensibility reporting · Contract management workshops · Emergency/post loss management support · Pre-cover client engagements to support accurate risk-based underwriting · Access to the Royal Society for the Prevention of Accidents (RosPA) accredited Access Group e learning platform Health and Safety and Cyber Awareness
<p>Target Market:</p>	<p>The Target Market for this product is:</p> <p>Mid Corporate Niche Market</p> <p>Oil & 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.,</p>
<p>Types of customer for whom the product would be unsuitable:</p>	<p>This product is not suitable for non-UK based companies And/or any company that is not within the Oil and Gas Sector.</p>
<p>Any notable exclusions or circumstances where the product will not respond:</p>	<p>Please refer to the full policy wording and associated product literature for details</p>



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

Overview of product and distribution/administration chain

As set out in more detail below 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:

September 2022

*covers Price & Value and Product & Services Consumer Duty outcomes

Consumer Duty Outcome Assessment:

March 2023

*covers Customer Understanding & Customer Support Consumer Duty outcomes

Fair Value Outcome:

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

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

AIG considers that this product provides fair value to policyholders.

Consumer Duty Outcome:

We have carried out a product assessment in line with Consumer Duty outcomes for Customer Understanding & Customer Support based on our role and influence over such outcomes which has included consideration of key aspects such as:

- Target Market continues to meet the needs of customers including those with vulnerable and/or protected characteristics
- The communication and marketing strategy remains appropriate
- Customer and product communications created by AIG before, during and after sale are compliant with the regulatory rules and seek to avoid foreseeable harm



	<p>AIG considers sufficient support is in place to enable customers to fully utilise the product and services available. AIG have acted in the best interest of the customer in pursuing their financial objectives.</p> <p>Where we can provide enhanced understanding and support to customers a proposed plan is in place and actions will be monitored.</p> <p>AIG considers that the insurance distribution and administration chain provides sufficient support to customers to fully utilise the products and services available. AIG ensures this through a variety of means including ensuring that a) there are multiple ways for customers to obtain support and assistance in line with their needs and b) there is in place robust monitoring procedures to deliver good outcomes.</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 & 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"> · Clean up costs · Biodiversity Damage · Business interruption expense · Third party bodily injury and property damage · Legal costs · Third party nuisance claims <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 a Niche Market and specifically ;</p> <ul style="list-style-type: none"> · Manufacturing and Industrial facilities · Bulk storage and warehouses facilities · Waste treatment and disposal facilities · Commercial sites, including hospitals, shopping centres, laboratories, hotels, and housing developments · National or multinational companies
<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.



Casualty Environmental, Pollution Legal Liability

Overview of product and distribution/administration chain

As set out in more detail below 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:

September 2022

*covers Price & Value and Product & Services Consumer Duty outcomes

Consumer Duty Outcome Assessment:

March 2023

*covers Customer Understanding & Customer Support Consumer Duty outcomes

Fair Value Outcome:

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

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

AIG considers that this product provides fair value to policyholders.

Consumer Duty Outcome:

We have carried out a product assessment in line with Consumer Duty outcomes for Customer Understanding & Customer Support based on our role and influence over such outcomes which has included consideration of key aspects such as:

- Target Market continues to meet the needs of customers including those with vulnerable and/or protected characteristics
- The communication and marketing strategy remains appropriate
- Customer and product communications created by AIG before, during and after sale are compliant with the regulatory rules and seek to avoid foreseeable harm



	<p>AIG considers sufficient support is in place to enable customers to fully utilise the product and services available. AIG have acted in the best interest of the customer in pursuing their financial objectives.</p> <p>Where we can provide enhanced understanding and support to customers a proposed plan is in place and actions will be monitored.</p> <p>AIG considers that the insurance distribution and administration chain provides sufficient support to customers to fully utilise the products and services available. AIG ensures this through a variety of means including ensuring that a) there are multiple ways for customers to obtain support and assistance in line with their needs and b) there is in place robust monitoring procedures to deliver good outcomes.</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">· Clean up costs· Biodiversity Damage· Business interruption expense· Third party bodily injury and property damage· Legal costs· Third party nuisance claims·
<p>Target Market:</p>	<p>The Target Market for this product is a Niche Market and specifically ;</p> <ul style="list-style-type: none">· Manufacturing and industrial facilities· Owners of property portfolios· Developers, buyers, sellers and owners of contaminated land (including companies undertaking mergers or acquisitions)· Company investors and potential polluters.
<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>
<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</p>	<p>N/A</p>



or package provides fair value overall?	
Impact of distribution remuneration upon fair value	Commission/remuneration paid by AIG to its distribution partners is as agreed. Given your role and material influence on the distribution remuneration structure, if you are aware of fees or charges or other distributor remuneration being paid within the distribution chain for this product, which may impact the overall value of the product to the customer, you must factor this into your own review and/or notify AIG to the extent required and in accordance with regulations. AIG considers the impact of the commission/remuneration it pays to its distribution partners as part of its own Fair Value assessment.
Changes to the product (possible or potential changes) and next steps	We have not identified any material changes to this product at this time.



Casualty Environmental, Contractor Pollution Liability

Overview of product and distribution/administration chain

As set out in more detail below 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:

September 2022

*covers Price & Value and Product & Services Consumer Duty outcomes

Consumer Duty Outcome Assessment:

March 2023

*covers Customer Understanding & Customer Support Consumer Duty outcomes

Fair Value Outcome:

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

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

AIG considers that this product provides fair value to policyholders.

Consumer Duty Outcome:

We have carried out a product assessment in line with Consumer Duty outcomes for Customer Understanding & Customer Support based on our role and influence over such outcomes which has included consideration of key aspects such as:

- Target Market continues to meet the needs of customers including those with vulnerable and/or protected characteristics
- The communication and marketing strategy remains appropriate
- Customer and product communications created by AIG before, during and after sale are compliant with the regulatory rules and seek to avoid foreseeable harm



	<p>AIG considers sufficient support is in place to enable customers to fully utilise the product and services available. AIG have acted in the best interest of the customer in pursuing their financial objectives.</p> <p>Where we can provide enhanced understanding and support to customers a proposed plan is in place and actions will be monitored.</p> <p>AIG considers that the insurance distribution and administration chain provides sufficient support to customers to fully utilise the products and services available. AIG ensures this through a variety of means including ensuring that a) there are multiple ways for customers to obtain support and assistance in line with their needs and b) there is in place robust monitoring procedures to deliver good outcomes.</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 & 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">· Clean-Up Costs· Bodily Injury & Property Damage· Environmental Damage - Defence Costs· Mitigation Expenses <p>Additional specific covers available include:</p> <ul style="list-style-type: none">· Contract specific or annual cover· Multi-year policy terms· Claims made or occurrence wording· Prior acts cover available if insured has been continuously covered on a claims made basis· Completed operations· Non-pollution biodiversity damage
<p>Target Market:</p>	<p>The Target Market for this product is a Niche Market and specifically:</p> <ul style="list-style-type: none">· Construction Companies· Facilities Management Companies· Development Companies & Housebuilders· Demolition Contractors· Local Government· Remediation Contractors· Brownfield Developers· Any entity controlling a construction project
<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, Cyber

Overview of product and distribution/administration chain

As set out in more detail below 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:

September 2022

*covers Price & Value and Product & Services Consumer Duty outcomes

Consumer Duty Outcome Assessment:

March 2023

*covers Customer Understanding & Customer Support Consumer Duty outcomes

Fair Value Outcome:

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

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

AIG considers that this product provides fair value to policyholders.

Consumer Duty Outcome:

We have carried out a product assessment in line with Consumer Duty outcomes for Customer Understanding & Customer Support based on our role and influence over such outcomes which has included consideration of key aspects such as:

- Target Market continues to meet the needs of customers including those with vulnerable and/or protected characteristics
- The communication and marketing strategy remains appropriate
- Customer and product communications created by AIG before, during and after sale are compliant with the regulatory rules and seek to avoid foreseeable harm

AIG considers sufficient support is in place to enable customers to fully utilise the product and services available. AIG have acted in the best interest of the customer in pursuing their financial objectives.



	<p>Where we can provide enhanced understanding and support to customers a proposed plan is in place and actions will be monitored.</p> <p>AIG considers that the insurance distribution and administration chain provides sufficient support to customers to fully utilise the products and services available. AIG ensures this through a variety of means including ensuring that a) there are multiple ways for customers to obtain support and assistance in line with their needs and b) there is in place robust monitoring procedures to deliver good outcomes.</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. 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</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>



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

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



Financial Lines, Commercial Crime (Fidelity)

Overview of product and distribution/administration chain

As set out in more detail below 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:

September 2022

*covers Price & Value and Product & Services Consumer Duty outcomes

Consumer Duty Outcome Assessment:

March 2023

*covers Customer Understanding & Customer Support Consumer Duty outcomes

Fair Value Outcome:

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

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

AIG considers that this product provides fair value to policyholders.

Consumer Duty Outcome:

We have carried out a product assessment in line with Consumer Duty outcomes for Customer Understanding & Customer Support based on our role and influence over such outcomes which has included consideration of key aspects such as:

- Target Market continues to meet the needs of customers including those with vulnerable and/or protected characteristics
- The communication and marketing strategy remains appropriate
- Customer and product communications created by AIG before, during and after sale are compliant with the regulatory rules and seek to avoid foreseeable harm

AIG considers sufficient support is in place to enable customers to fully utilise the product and services available. AIG have acted in the best interest of the customer in pursuing their financial objectives.



	<p>Where we can provide enhanced understanding and support to customers a proposed plan is in place and actions will be monitored.</p> <p>AIG considers that the insurance distribution and administration chain provides sufficient support to customers to fully utilise the products and services available. AIG ensures this through a variety of means including ensuring that a) there are multiple ways for customers to obtain support and assistance in line with their needs and b) there is in place robust monitoring procedures to deliver good outcomes.</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>
<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</p>



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

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.

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



Financial Lines, Financial Crime (Fidelity) For Financial Institutions

Overview of product and distribution/administration chain

As set out in more detail below 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:

September 2022

*covers Price & Value and Product & Services Consumer Duty outcomes

Consumer Duty Outcome Assessment:

March 2023

*covers Customer Understanding & Customer Support Consumer Duty outcomes

Fair Value Outcome:

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

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

AIG considers that this product provides fair value to policyholders.

Consumer Duty Outcome:

We have carried out a product assessment in line with Consumer Duty outcomes for Customer Understanding & Customer Support based on our role and influence over such outcomes which has included consideration of key aspects such as:

- Target Market continues to meet the needs of customers including those with vulnerable and/or protected characteristics
- The communication and marketing strategy remains appropriate
- Customer and product communications created by AIG before, during and after sale are compliant with the regulatory rules and seek to avoid foreseeable harm

AIG considers sufficient support is in place to enable customers to fully utilise the product and services available. AIG have acted in the best interest of the customer in pursuing their financial objectives.



	<p>Where we can provide enhanced understanding and support to customers a proposed plan is in place and actions will be monitored.</p> <p>AIG considers that the insurance distribution and administration chain provides sufficient support to customers to fully utilise the products and services available. AIG ensures this through a variety of means including ensuring that a) there are multiple ways for customers to obtain support and assistance in line with their needs and b) there is in place robust monitoring procedures to deliver good outcomes.</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>
<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>



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

Overview of product and distribution/administration chain

As set out in more detail below 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:

September 2022

*covers Price & Value and Product & Services Consumer Duty outcomes

Consumer Duty Outcome Assessment:

March 2023

*covers Customer Understanding & Customer Support Consumer Duty outcomes

Fair Value Outcome:

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

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

AIG considers that this product provides fair value to policyholders.

Consumer Duty Outcome:

We have carried out a product assessment in line with Consumer Duty outcomes for Customer Understanding & Customer Support based on our role and influence over such outcomes which has included consideration of key aspects such as:

- Target Market continues to meet the needs of customers including those with vulnerable and/or protected characteristics
- The communication and marketing strategy remains appropriate
- Customer and product communications created by AIG before, during and after sale are compliant with the regulatory rules and seek to avoid foreseeable harm



	<p>AIG considers sufficient support is in place to enable customers to fully utilise the product and services available. AIG have acted in the best interest of the customer in pursuing their financial objectives.</p> <p>Where we can provide enhanced understanding and support to customers a proposed plan is in place and actions will be monitored.</p> <p>AIG considers that the insurance distribution and administration chain provides sufficient support to customers to fully utilise the products and services available. AIG ensures this through a variety of means including ensuring that a) there are multiple ways for customers to obtain support and assistance in line with their needs and b) there is in place robust monitoring procedures to deliver good outcomes.</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 & Officers (D&O) Commercial Product provides Side A and Side B coverage to Directors & officers against claims by individuals, shareholders and/or regulators. Side C coverage for securities claims against the company is also provided. .</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 & Officers Commercial 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 or for 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>
<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>



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

Overview of product and distribution/administration chain

As set out in more detail below 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:

September 2022

*covers Price & Value and Product & Services Consumer Duty outcomes

Consumer Duty Outcome Assessment:

March 2023

*covers Customer Understanding & Customer Support Consumer Duty outcomes

Fair Value Outcome:

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

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

AIG considers that this product provides fair value to policyholders.

Consumer Duty Outcome:

We have carried out a product assessment in line with Consumer Duty outcomes for Customer Understanding & Customer Support based on our role and influence over such outcomes which has included consideration of key aspects such as:

- Target Market continues to meet the needs of customers including those with vulnerable and/or protected characteristics
- The communication and marketing strategy remains appropriate
- Customer and product communications created by AIG before, during and after sale are compliant with the regulatory rules and seek to avoid foreseeable harm

AIG considers sufficient support is in place to enable customers to fully utilise the product and services available. AIG have acted in the best interest of the customer in pursuing their financial objectives.



	<p>Where we can provide enhanced understanding and support to customers a proposed plan is in place and actions will be monitored.</p> <p>AIG considers that the insurance distribution and administration chain provides sufficient support to customers to fully utilise the products and services available. AIG ensures this through a variety of means including ensuring that a) there are multiple ways for customers to obtain support and assistance in line with their needs and b) there is in place robust monitoring procedures to deliver good outcomes.</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 & Officers (D&O) Financial Institutions Product provides Side A and Side B " coverage to Directors & officers against claims by individuals, shareholders and/or regulators. The product also provides Side "C" coverage for securities claims against the company.</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>
<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>



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

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



Financial Lines, Employment Practices Liability (EPLI) Commercial

Overview of product and distribution/administration chain

As set out in more detail below 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:

September 2022

*covers Price & Value and Product & Services Consumer Duty outcomes

Consumer Duty Outcome Assessment:

March 2023

*covers Customer Understanding & Customer Support Consumer Duty outcomes

Fair Value Outcome:

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

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

AIG considers that this product provides fair value to policyholders.

Consumer Duty Outcome:

We have carried out a product assessment in line with Consumer Duty outcomes for Customer Understanding & Customer Support based on our role and influence over such outcomes which has included consideration of key aspects such as:

- Target Market continues to meet the needs of customers including those with vulnerable and/or protected characteristics
- The communication and marketing strategy remains appropriate
- Customer and product communications created by AIG before, during and after sale are compliant with the regulatory rules and seek to avoid foreseeable harm

AIG considers sufficient support is in place to enable customers to fully utilise the product and services available. AIG have acted in the best interest of the customer in pursuing their financial objectives.



	<p>Where we can provide enhanced understanding and support to customers a proposed plan is in place and actions will be monitored.</p> <p>AIG considers that the insurance distribution and administration chain provides sufficient support to customers to fully utilise the products and services available. AIG ensures this through a variety of means including ensuring that a) there are multiple ways for customers to obtain support and assistance in line with their needs and b) there is in place robust monitoring procedures to deliver good outcomes.</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>
<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</p>



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



Financial Lines, Employment Practices Liability (EPLI) Financial Institutions

Overview of product and distribution/administration chain

As set out in more detail below 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:

September 2022

*covers Price & Value and Product & Services Consumer Duty outcomes

Consumer Duty Outcome Assessment:

March 2023

*covers Customer Understanding & Customer Support Consumer Duty outcomes

Fair Value Outcome:

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

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

AIG considers that this product provides fair value to policyholders.

Consumer Duty Outcome:

We have carried out a product assessment in line with Consumer Duty outcomes for Customer Understanding & Customer Support based on our role and influence over such outcomes which has included consideration of key aspects such as:

- Target Market continues to meet the needs of customers including those with vulnerable and/or protected characteristics
- The communication and marketing strategy remains appropriate
- Customer and product communications created by AIG before, during and after sale are compliant with the regulatory rules and seek to avoid foreseeable harm

AIG considers sufficient support is in place to enable customers to fully utilise the product and services available. AIG have acted in the best interest of the customer in pursuing their financial objectives.



	<p>Where we can provide enhanced understanding and support to customers a proposed plan is in place and actions will be monitored.</p> <p>AIG considers that the insurance distribution and administration chain provides sufficient support to customers to fully utilise the products and services available. AIG ensures this through a variety of means including ensuring that a) there are multiple ways for customers to obtain support and assistance in line with their needs and b) there is in place robust monitoring procedures to deliver good outcomes.</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>
<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</p>



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

considers the impact of the commission/remuneration it pays to its distribution partners as part of its own Fair Value assessment.

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



Financial Lines, Professional Indemnity (PI)

Overview of product and distribution/administration chain

As set out in more detail below 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:

September 2022

*covers Price & Value and Product & Services Consumer Duty outcomes

Consumer Duty Outcome Assessment:

March 2023

*covers Customer Understanding & Customer Support Consumer Duty outcomes

Fair Value Outcome:

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

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

AIG considers that this product provides fair value to policyholders.

Consumer Duty Outcome:

We have carried out a product assessment in line with Consumer Duty outcomes for Customer Understanding & Customer Support based on our role and influence over such outcomes which has included consideration of key aspects such as:

- Target Market continues to meet the needs of customers including those with vulnerable and/or protected characteristics
- The communication and marketing strategy remains appropriate
- Customer and product communications created by AIG before, during and after sale are compliant with the regulatory rules and seek to avoid foreseeable harm

AIG considers sufficient support is in place to enable customers to fully utilise the product and services available. AIG have acted in the best interest of the customer in pursuing their financial objectives.



	<p>Where we can provide enhanced understanding and support to customers a proposed plan is in place and actions will be monitored.</p> <p>AIG considers that the insurance distribution and administration chain provides sufficient support to customers to fully utilise the products and services available. AIG ensures this through a variety of means including ensuring that a) there are multiple ways for customers to obtain support and assistance in line with their needs and b) there is in place robust monitoring procedures to deliver good outcomes.</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>See Target Market</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>



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

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



Financial Lines, Professional Indemnity (PI), Financial Institutions

Overview of product and distribution/administration chain

As set out in more detail below 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:

September 2022

*covers Price & Value and Product & Services Consumer Duty outcomes

Consumer Duty Outcome Assessment:

March 2023

*covers Customer Understanding & Customer Support Consumer Duty outcomes

Fair Value Outcome:

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

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

AIG considers that this product provides fair value to policyholders.

Consumer Duty Outcome:

We have carried out a product assessment in line with Consumer Duty outcomes for Customer Understanding & Customer Support based on our role and influence over such outcomes which has included consideration of key aspects such as:

- Target Market continues to meet the needs of customers including those with vulnerable and/or protected characteristics
- The communication and marketing strategy remains appropriate
- Customer and product communications created by AIG before, during and after sale are compliant with the regulatory rules and seek to avoid foreseeable harm

AIG considers sufficient support is in place to enable customers to fully utilise the product and services available. AIG have acted in the best interest of the customer in pursuing their financial objectives.



	<p>Where we can provide enhanced understanding and support to customers a proposed plan is in place and actions will be monitored.</p> <p>AIG considers that the insurance distribution and administration chain provides sufficient support to customers to fully utilise the products and services available. AIG ensures this through a variety of means including ensuring that a) there are multiple ways for customers to obtain support and assistance in line with their needs and b) there is in place robust monitoring procedures to deliver good outcomes.</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>See Target Market</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>



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

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



Financial Lines, Professional Indemnity (PI), Solicitors

Overview of product and distribution/administration chain

As set out in more detail below 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:

September 2022

*covers Price & Value and Product & Services Consumer Duty outcomes

Consumer Duty Outcome Assessment:

March 2023

*covers Customer Understanding & Customer Support Consumer Duty outcomes

Fair Value Outcome:

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

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

AIG considers that this product provides fair value to policyholders.

Consumer Duty Outcome:

We have carried out a product assessment in line with Consumer Duty outcomes for Customer Understanding & Customer Support based on our role and influence over such outcomes which has included consideration of key aspects such as:

- Target Market continues to meet the needs of customers including those with vulnerable and/or protected characteristics
- The communication and marketing strategy remains appropriate
- Customer and product communications created by AIG before, during and after sale are compliant with the regulatory rules and seek to avoid foreseeable harm

AIG considers sufficient support is in place to enable customers to fully utilise the product and services available. AIG have acted in the best interest of the customer in pursuing their financial objectives.



	<p>Where we can provide enhanced understanding and support to customers a proposed plan is in place and actions will be monitored.</p> <p>AIG considers that the insurance distribution and administration chain provides sufficient support to customers to fully utilise the products and services available. AIG ensures this through a variety of means including ensuring that a) there are multiple ways for customers to obtain support and assistance in line with their needs and b) there is in place robust monitoring procedures to deliver good outcomes.</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>
<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, Pension Trust Liability (PTL) Financial Institutions

Overview of product and distribution/administration chain

As set out in more detail below 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:

September 2022

*covers Price & Value and Product & Services Consumer Duty outcomes

Consumer Duty Outcome Assessment:

March 2023

*covers Customer Understanding & Customer Support Consumer Duty outcomes

Fair Value Outcome:

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

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

AIG considers that this product provides fair value to policyholders.

Consumer Duty Outcome:

We have carried out a product assessment in line with Consumer Duty outcomes for Customer Understanding & Customer Support based on our role and influence over such outcomes which has included consideration of key aspects such as:

- Target Market continues to meet the needs of customers including those with vulnerable and/or protected characteristics
- The communication and marketing strategy remains appropriate
- Customer and product communications created by AIG before, during and after sale are compliant with the regulatory rules and seek to avoid foreseeable harm



	<p>AIG considers sufficient support is in place to enable customers to fully utilise the product and services available. AIG have acted in the best interest of the customer in pursuing their financial objectives.</p> <p>Where we can provide enhanced understanding and support to customers a proposed plan is in place and actions will be monitored.</p> <p>AIG considers that the insurance distribution and administration chain provides sufficient support to customers to fully utilise the products and services available. AIG ensures this through a variety of means including ensuring that a) there are multiple ways for customers to obtain support and assistance in line with their needs and b) there is in place robust monitoring procedures to deliver good outcomes.</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.</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>
<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</p>



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



Financial Lines, Pension Trust Liability (PTL) Commercial

Overview of product and distribution/administration chain

As set out in more detail below 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:

September 2022

*covers Price & Value and Product & Services Consumer Duty outcomes

Consumer Duty Outcome Assessment:

March 2023

*covers Customer Understanding & Customer Support Consumer Duty outcomes

Fair Value Outcome:

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

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

AIG considers that this product provides fair value to policyholders.

Consumer Duty Outcome:

We have carried out a product assessment in line with Consumer Duty outcomes for Customer Understanding & Customer Support based on our role and influence over such outcomes which has included consideration of key aspects such as:

- Target Market continues to meet the needs of customers including those with vulnerable and/or protected characteristics
- The communication and marketing strategy remains appropriate
- Customer and product communications created by AIG before, during and after sale are compliant with the regulatory rules and seek to avoid foreseeable harm

AIG considers sufficient support is in place to enable customers to fully utilise the product and services available. AIG have acted in the best interest of the customer in pursuing their financial objectives.



	<p>Where we can provide enhanced understanding and support to customers a proposed plan is in place and actions will be monitored.</p> <p>AIG considers that the insurance distribution and administration chain provides sufficient support to customers to fully utilise the products and services available. AIG ensures this through a variety of means including ensuring that a) there are multiple ways for customers to obtain support and assistance in line with their needs and b) there is in place robust monitoring procedures to deliver good outcomes.</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>
Target Market:	The Target Market for this product is bespoke market for Commercial clients.
Types of customer for whom the product would be unsuitable:	This product is not suitable for non-Commercial clients.
Any notable exclusions or circumstances where the product will not respond:	Please refer to the full policy wording and associated product literature for details
Is the product sold as part of a bundle/package?	No
If yes, please include information about the outcome of the assessment of whether the bundle or package provides fair value overall?	N/A
Impact of distribution remuneration upon fair value	Commission/remuneration paid by AIG to its distribution partners is as agreed. Given your role and material influence on the distribution remuneration structure, if you are aware of fees or charges or other distributor remuneration being paid within the distribution chain for this product, which may impact the overall value of the product to the customer, you must factor this into your own review and/or notify AIG to the extent required and in accordance with regulations. AIG considers the impact of the commission/remuneration it pays to its distribution partners as part of its own Fair Value assessment.
Changes to the product (possible or potential changes) and next steps	We have not identified any material changes to this product at this time.



Financial Lines, Crisis Solutions (K&R)

Overview of product and distribution/administration chain

As set out in more detail below 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:

September 2022

*covers Price & Value and Product & Services Consumer Duty outcomes

Consumer Duty Outcome Assessment:

March 2023

*covers Customer Understanding & Customer Support Consumer Duty outcomes

Fair Value Outcome:

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

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

AIG considers that this product provides fair value to policyholders.

Consumer Duty Outcome:

We have carried out a product assessment in line with Consumer Duty outcomes for Customer Understanding & Customer Support based on our role and influence over such outcomes which has included consideration of key aspects such as:

- Target Market continues to meet the needs of customers including those with vulnerable and/or protected characteristics
- The communication and marketing strategy remains appropriate
- Customer and product communications created by AIG before, during and after sale are compliant with the regulatory rules and seek to avoid foreseeable harm



	<p>AIG considers sufficient support is in place to enable customers to fully utilise the product and services available. AIG have acted in the best interest of the customer in pursuing their financial objectives.</p> <p>Where we can provide enhanced understanding and support to customers a proposed plan is in place and actions will be monitored.</p> <p>AIG considers that the insurance distribution and administration chain provides sufficient support to customers to fully utilise the products and services available. AIG ensures this through a variety of means including ensuring that a) there are multiple ways for customers to obtain support and assistance in line with their needs and b) there is in place robust monitoring procedures to deliver good outcomes.</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&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>
Target Market:	The Target Market for this product is all industry types especially aviation, oil and gas, energy, mining, construction, engineering, multinationals, pharmaceuticals and maritime sectors are within scope. Also, high, and mid net-worth individuals and families worldwide.
Types of customer for whom the product would be unsuitable:	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.
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	N/A



or package provides fair value overall?	
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, PrivateEdge

Overview of product and distribution/administration chain

As set out in more detail below 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:

September 2022

*covers Price & Value and Product & Services Consumer Duty outcomes

Consumer Duty Outcome Assessment:

March 2023

*covers Customer Understanding & Customer Support Consumer Duty outcomes

Fair Value Outcome:

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

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

AIG considers that this product provides fair value to policyholders.

Consumer Duty Outcome:

We have carried out a product assessment in line with Consumer Duty outcomes for Customer Understanding & Customer Support based on our role and influence over such outcomes which has included consideration of key aspects such as:

- Target Market continues to meet the needs of customers including those with vulnerable and/or protected characteristics
- The communication and marketing strategy remains appropriate
- Customer and product communications created by AIG before, during and after sale are compliant with the regulatory rules and seek to avoid foreseeable harm

AIG considers sufficient support is in place to enable customers to fully utilise the product and services available. AIG have acted in the best interest of the customer in pursuing their financial objectives.



	<p>Where we can provide enhanced understanding and support to customers a proposed plan is in place and actions will be monitored.</p> <p>AIG considers that the insurance distribution and administration chain provides sufficient support to customers to fully utilise the products and services available. AIG ensures this through a variety of means including ensuring that a) there are multiple ways for customers to obtain support and assistance in line with their needs and b) there is in place robust monitoring procedures to deliver good outcomes.</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 transfer with annual revenues above £250 million.</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</p>



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



Financial Lines, Mergers & Acquisitions (M&A)

Overview of product and distribution/administration chain

As set out in more detail below 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:

September 2022

*covers Price & Value and Product & Services Consumer Duty outcomes

Consumer Duty Outcome Assessment:

March 2023

*covers Customer Understanding & Customer Support Consumer Duty outcomes

Fair Value Outcome:

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

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

AIG considers that this product provides fair value to policyholders.

Consumer Duty Outcome:

We have carried out a product assessment in line with Consumer Duty outcomes for Customer Understanding & Customer Support based on our role and influence over such outcomes which has included consideration of key aspects such as:

- Target Market continues to meet the needs of customers including those with vulnerable and/or protected characteristics
- The communication and marketing strategy remains appropriate
- Customer and product communications created by AIG before, during and after sale are compliant with the regulatory rules and seek to avoid foreseeable harm

AIG considers sufficient support is in place to enable customers to fully utilise the product and services available. AIG have acted in the best interest of the customer in pursuing their financial objectives.



	<p>Where we can provide enhanced understanding and support to customers a proposed plan is in place and actions will be monitored.</p> <p>AIG considers that the insurance distribution and administration chain provides sufficient support to customers to fully utilise the products and services available. AIG ensures this through a variety of means including ensuring that a) there are multiple ways for customers to obtain support and assistance in line with their needs and b) there is in place robust monitoring procedures to deliver good outcomes.</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 & Acquisitions (M&A) Product enables the buyer or seller (depending on the product purchased) to transfer certain potential risks of the transaction to an insurance policy.</p> <p>The Warranties and Indemnities insurance product (W&I) covers either the buyer or seller for loss resulting from a breach of a seller warranty in a Share and Purchase Agreement or breach of the Seller's obligations in a tax deed of covenant.</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>
Target Market:	<p>The Target Market for this product is;</p> <p>Niche Market</p> <p>Commercial clients.</p>
Types of customer for whom the product would be unsuitable:	This product is not suitable for non-commercial clients.
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

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Changes to the product (possible or potential changes) and next steps	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.
	We have not identified any material changes to this product at this time.



Commercial SME Package & Combined, Digital

Overview of product and distribution/administration chain

As set out in more detail below 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:

September 2022

*covers Price & Value and Product & Services Consumer Duty outcomes

Consumer Duty Outcome Assessment:

March 2023

*covers Customer Understanding & Customer Support Consumer Duty outcomes

Fair Value Outcome:

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

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

AIG considers that this product provides fair value to policyholders.

Consumer Duty Outcome:

We have carried out a product assessment in line with Consumer Duty outcomes for Customer Understanding & Customer Support based on our role and influence over such outcomes which has included consideration of key aspects such as:

- Target Market continues to meet the needs of customers including those with vulnerable and/or protected characteristics
- The communication and marketing strategy remains appropriate
- Customer and product communications created by AIG before, during and after sale are compliant with the regulatory rules and seek to avoid foreseeable harm



	<p>AIG considers sufficient support is in place to enable customers to fully utilise the product and services available. AIG have acted in the best interest of the customer in pursuing their financial objectives.</p> <p>Where we can provide enhanced understanding and support to customers a proposed plan is in place and actions will be monitored.</p> <p>AIG considers that the insurance distribution and administration chain provides sufficient support to customers to fully utilise the products and services available. AIG ensures this through a variety of means including ensuring that a) there are multiple ways for customers to obtain support and assistance in line with their needs and b) there is in place robust monitoring procedures to deliver good outcomes.</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>This is a Commercial Lines general insurance multi-section product providing a range of standard covers and a range of additional optional covers with their own risk thresholds as follows;</p> <ul style="list-style-type: none">· Business Interruption· Employers' Liability· Public & Products Liability· Money and Personal Accident (Assault)· Specified All Risks· Goods In Transit· Equipment Breakdown· Employment Related Accident Benefits· Employers' Dishonesty· Virtual Medical Care· Directors' and Officers' <p>This product is open to new and renewal business and is only available through the digital platform Acturis or the AIGeXtra Broker Portal and not to individuals, this can be sold by an insurance intermediary directly to customers with or without active assistance, guidance and advice"</p>
<p>Target Market:</p>	<p>The Target Market for this product is; Commercial Insureds: Micro and small and medium enterprise retail, hospitality, manufacturing, wholesale and office-based businesses based within Great Britain, the Channel Islands and the Isle of Man who are looking for a packaged multi-line insurance policy and have;</p> <ul style="list-style-type: none">· An annual turnover up to £7,500,000· A material damage and business interruption sum insured up to £10,000,000· A maximum public and products liability limit of £5,000,000 <p>Each business will have their own limit threshold based on their risk profile</p>
<p>Types of customer for whom the product would be unsuitable:</p>	<p>Non-commercial clients or businesses with limits higher than their limit threshold and/or businesses not based in Great Britain, the Channel Islands and the Isle of Man</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.



Group Accident & Health, LifeLine Plus

Overview of product and distribution/administration chain

As set out in more detail below this is a Personal Lines Group 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:

September 2022

*covers Price & Value and Product & Services Consumer Duty outcomes

Consumer Duty Outcome Assessment:

March 2023

To reflect and in accordance with the consumer duty rules and guidance which provide that there is a limited application of consumer duty to the distribution of group insurance policy arrangements (such as this one)

Fair Value Outcome:

Consumer Duty Outcome:

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

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

AIG considers that this product provides fair value to policyholders.

We have carried out a product assessment in line with Consumer Duty rules and guidance and taking account of the limited application of consumer duty to the distribution of group insurance policy arrangements (such as this one).

On this basis, AIG considers this group insurance policy arrangement to deliver good outcomes in the context of the expectations of the new consumer duty framework including for example that sufficient support is in place to enable customers to fully utilise the insurance product and services available. AIG also has in place robust monitoring procedures to seek to deliver good outcomes and, moving forwards, AIG will continue to monitor its group insurance policy arrangements for this purpose and will engage with you and other distributors on this as appropriate.



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>Lifeline Plus is a combined Group Personal Accident and/or Group Business Travel Product that is sold via UK FCA registered intermediaries as a “broad market” product to UK registered businesses that comprise of 2 or more persons is therefore suitable for SME’s to large commercial customers.</p> <p>The product is designed to meet the needs of a customer who is looking to protect their business financially from (A) under the personal accident section for staff accidental death, disability or injury absence and (B) under the travel section for medical costs, cancellation costs, the reimbursement of lost or damaged personal property and other benefits for staff in respect of incidents relating to or whilst travelling, mainly on business.</p>
Target Market:	<p>The Target Market for this product is;</p> <p>SME/Small enterprise Mid Corporate Large/Commercial</p> <p>As a broad market product there are no excluded trade/occupations but “high risks trades” and other activities are individually underwritten and additional terms may apply.</p>
Types of customer for whom the product would be unsuitable:	<p>The product is not suitable for clients who do not wish to access an FCA-regulated broker 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>
Any notable exclusions or circumstances where the product will not respond:	<p>As a broad market product there are no excluded trade/occupations but “high risks trades” and other activities are underwritten and additional terms may apply.</p>
Is the product sold as part of a bundle/package?	<p>No</p>
If yes, please include information about the outcome of the assessment of whether the bundle or package provides fair value overall?	<p>N/A</p>
Impact of distribution remuneration upon fair value	<p>Commission/remuneration paid by AIG to its distribution partners is as agreed. Given your role and material influence on the distribution remuneration structure, if you are aware of fees or charges or other distributor remuneration being paid within the distribution chain for this product, which may impact the overall value of the product to the customer, you must factor this into your own review and/or notify AIG to the extent required and in accordance with regulations. AIG</p>



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



Group Personal Accident, Specialty Markets (Memberships)

Overview of product and distribution/administration chain

As set out in more detail below this is a Personal Lines Group 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:

September 2022

*covers Price & Value and Product & Services Consumer Duty outcomes

Consumer Duty Outcome Assessment:

March 2023

To reflect and in accordance with the consumer duty rules and guidance which provide that there is a limited application of consumer duty to the distribution of group insurance policy arrangements (such as this one)

Fair Value Outcome:

Consumer Duty Outcome:

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

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

AIG considers that this product provides fair value to policyholders.

We have carried out a product assessment in line with Consumer Duty rules and guidance and taking account of the limited application of consumer duty to the distribution of group insurance policy arrangements (such as this one).

On this basis, AIG considers this group insurance policy arrangement to deliver good outcomes in the context of the expectations of the new consumer duty framework including for example that sufficient support is in place to enable customers to fully utilise the insurance product and services available. AIG also has in place robust monitoring procedures to seek to deliver good outcomes and, moving forwards, AIG will continue to monitor its group insurance policy arrangements for this purpose and will engage with you and other distributors on this as appropriate.



<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 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">· Attempted suicide or intentional self-injury· A state of war (declared or not) if the bodily injury was the direct consequence of war· Participating in, practising, or training in a sport as a professional or semi-professional· Being directly involved in any unlawful act· Participation in any airborne activities, unless the insured person is a fare-paying passenger on a commercial flight· 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· Driving a mechanically propelled vehicle in any kind of race· The taking of a drug or drugs other than according to the manufacturer's instructions or as prescribed by a registered medical practitioner· The taking of a drug or drugs for the treatment of drug addiction· 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· Death caused by suicide
<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</p>	<p>N/A</p>



or package provides fair value overall?	
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 & Travel, Specialty Markets (Education)

Overview of product and distribution/administration chain

As set out in more detail below this is a Personal Lines Group 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:

September 2022

*covers Price & Value and Product & Services Consumer Duty outcomes

Consumer Duty Outcome Assessment:

March 2023

To reflect and in accordance with the consumer duty rules and guidance which provide that there is a limited application of consumer duty to the distribution of group insurance policy arrangements (such as this one)

Fair Value Outcome:

Consumer Duty Outcome:

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

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

AIG considers that this product provides fair value to policyholders.

We have carried out a product assessment in line with Consumer Duty rules and guidance and taking account of the limited application of consumer duty to the distribution of group insurance policy arrangements (such as this one).

On this basis, AIG considers this group insurance policy arrangement to deliver good outcomes in the context of the expectations of the new consumer duty framework including for example that sufficient support is in place to enable customers to fully utilise the insurance product and services available. AIG also has in place robust monitoring procedures to seek to deliver good outcomes and, moving forwards, AIG will continue to monitor its group insurance policy



	arrangements for this purpose and will engage with you and other distributors on this as appropriate.
Product Information: (To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)	The product provides schools and their pupils with cover for: Accidental Death and Disability benefits the usual travel package applies for Medical, Repat, Emergency Assistance, Baggage, Personal money, Cancellation & Virtual Medical Care.
Target Market:	<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 a school.</p>
Types of customer for whom the product would be unsuitable:	Schools who have cover under government scheme (Risk Protection Arrangement.)
Any notable exclusions or circumstances where the product will not respond:	<p>Key exclusions include;</p> <ul style="list-style-type: none">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 educationAny 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:Attempted suicide or intentional self-injuryFlying as a pilot
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)

Overview of product and distribution/administration chain

As set out in more detail below this is a Personal Lines Group 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:

September 2022

*covers Price & Value and Product & Services Consumer Duty outcomes

Consumer Duty Outcome Assessment:

March 2023

To reflect and in accordance with the consumer duty rules and guidance which provide that there is a limited application of consumer duty to the distribution of group insurance policy arrangements (such as this one)

Fair Value Outcome:

Consumer Duty Outcome:

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

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

AIG considers that this product provides fair value to policyholders.

We have carried out a product assessment in line with Consumer Duty rules and guidance and taking account of the limited application of consumer duty to the distribution of group insurance policy arrangements (such as this one).

On this basis, AIG considers this group insurance policy arrangement to deliver good outcomes in the context of the expectations of the new consumer duty framework including for example that sufficient support is in place to enable customers to fully utilise the insurance product and services available. AIG also has in place robust monitoring procedures to seek to deliver good outcomes and, moving forwards, AIG will continue to monitor its group insurance policy arrangements for this purpose and will engage with you and other distributors on this as appropriate.



<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>Employees of the Recruitment Agency (would need separate cover)</p> <ul style="list-style-type: none">· Temporary workers aged over 75· Temporary workers employed for 1 month or less (TTD benefit min Deferment Period 2 weeks.)
<p>Any notable exclusions or circumstances where the product will not respond:</p>	<p>Key exclusions include;</p> <ul style="list-style-type: none">· TTD less than 4 weeks· Attempted suicide or intentional self-injury· Directly involved in any unlawful act· Participation in any airborne activities, unless the insured person is a fare-paying passenger on a commercial flight· 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· A displacement or affection of the spine, its discs or associated musculature· Driving a mechanically propelled vehicle in any kind of race· The taking of a drug or drugs other than according to the manufacturer's instructions or as prescribed by a registered medical practitioner· 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· If your injuries result from sickness or disease · Death caused by suicide· Bodily injury for over 75



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.