



## Group Personal Accident, Specialty Markets (Memberships)

<p>Overview of product and distribution/administration chain</p>	<p>This is a Personal Lines general insurance cover.</p> <p>AIG is the manufacturer of the insurance product and distributes the insurance product through an insurance intermediary who administers the insurance and engages with AIG.</p> <p>Certain third parties are also involved in administering the insurance including in respect of claims.</p> <p>AIG considers that it has a material influence over the Customer Outcomes of Customer Understanding and Customer Support in respect of the insurance product.</p>
<p>Fair Value Assessment Date:</p>	<p><b>2025/2026 (valid to 30 September 2026)</b></p>
<p>Fair Value:</p>	<p>We have carried out a Fair Value assessment as described below and a Consumer Duty Outcome Assessment, including consideration of key metrics for example;</p> <ul style="list-style-type: none"> <li>· Combined Operating Ratio</li> <li>· Loss ratio</li> <li>· Claims frequency</li> <li>· Claims acceptance, declinature and walk-away rates</li> <li>· Complaints, claims complaints, uphold rates and FOS rates</li> <li>· Distributor remuneration</li> <li>· Outsourcing level</li> </ul> <p>AIG considers that this product provides fair value to policyholders.</p>
<p>Product Information:</p> <p>(To include key features of the product which support and enhance its benefit to customers, please also refer to full policy wording)</p>	<p>Personal Accident protection for members of clubs and associations either 24/7 or whilst attending official events. The cover is included as part of the membership of the clubs or organisations. E.G. Bowling clubs, amateur football leagues, professional associations (British Dispensing Opticians.)</p>
<p>Target Market:</p>	<p>The Target Market for this product is;</p> <p>Mass Market Members taking out cover as part of membership of the clubs or organisations.</p>
<p>Types of customer for whom the product would be unsuitable:</p>	<p>Organisations where members are mainly aged over 75 due to cover limits.</p>
<p>Any notable exclusions or circumstances where the product will not respond:</p>	<p>Key exclusions include; Bodily injury to an insured person caused by:</p> <ul style="list-style-type: none"> <li>· Attempted suicide or intentional self-injury</li> <li>· A state of war (declared or not) if the bodily injury was the direct consequence of war</li> </ul>



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