

## DISTRIBUTOR PRODUCT GUIDE

# Household Before the Event Legal Expenses

- This guide is for intermediary reference only.
- It doesn't contain the full terms and conditions of the contract of insurance.
- Full terms and conditions are within the policy documents; you can request to have a copy of these.

### Product design

We've provided household legal expenses solutions to consumers for over 20 years and work with industry experts such as the Association of British Insurers (ABI), in addition to our global partners across the Allianz Group. We draw upon this experience and insight, as well as customer research to ensure our products continue to add value and meet the evolving needs of our customers.

Personal Lines General Insurance product designed for consumers that want legal expenses insurance protection in order to protect their legal rights from a range of events such as, pursuits of a personal injury claim or defending their rights as an employee.

This product also provides additional services including access to legal advice and legal documentation templates.

### Target market

The target market for our Household legal expenses product are Personal Lines consumers who meet the following criteria:

- must have a buildings or contents policy for the duration of the legal expenses contract
- the insured property must be the policyholders main residence
- the insured property must be with the United Kingdom, Channel Islands or Isle of Man.

We're able to provide insurance solutions for a broad range of customers, however this product is **not** targeted towards:

- non-UK businesses
- customers who do not reside within the United Kingdom, Channel Islands or Isle of Man
- customers who want cover for less than twelve months.

This product isn't suitable for:

- a person acting for purposes outside their trade, business or profession
- non-going concerns or the retired
- businesses with connections or links to sanctioned individuals or countries
- legal disputes arising outside of the United Kingdom, Channel Islands or Isle of Man
- risks based outside of the United Kingdom and which require a global insurance solution.

We will not look to write risks:

- which have been previously declined or insurer cancelled or have a history of non-disclosure / misrepresentation.

We wouldn't expect this product to provide fair value to:

- customers with ongoing legal disputes which would ordinarily be covered under this policy
- customers who reside outside of the territorial limits.

#### Product value assessment

Our product value assessment is based on the premium we charge for the cover and the services we provide. We take a wide range of factors into consideration, such as historical and expected claims frequencies, incurred and projected claims costs, plus scenario analysis including likely economic and climatic trends, along with customer feedback.

We also consider how the premium is affected by the commission added by the distributing intermediary for the activities they conduct. Any additional charges within the distribution chain may potentially erode the intended value of our product.

#### Distribution strategy

Our Household legal expenses product has been designed for distribution by insurance intermediaries or insurers that hold personal lines agency facilities with us. They must have the appropriate level of understanding about the risks and exposures faced by their customers in the operation of their business.