

DISTRIBUTOR PRODUCT GUIDE

Real Estate Select

- This guide is for intermediary reference only.
- It doesn't contain the full terms and conditions of the contract of insurance.
- You can find more information about the product within the Real Estate Select policy Overview.
- Full terms and conditions are within the policy documents, you can request to have a copy of these.

Product design

We've provided commercial property and casualty solutions to businesses for over 50 years and work with industry experts such as the Association of British Insurers (ABI), the Fire Protection Association and RISC Authority, 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 commercial property and casualty customers.

Real Estate Select is a Commercial Lines General Insurance product designed for property owner businesses that want property and/or casualty insurance protection from a range of events, such as damage to property, loss of rent or claims for compensation brought against the business by employees or third parties. It is tailored towards property owners businesses through a number of sector-specific extensions such as increased inflation protection, removal of average if regular valuations are undertaken, and legionellosis liability. This product enables businesses to meet certain legislative insurance requirements, such as those dictated by the Employers' Liability Act. It also helps them to comply with contractual requirements, such as property insurance for mortgaged buildings.

Our Real Estate Select product offers a range of optional insurance covers. The product is designed to provide value through the flexibility to buy a combination of covers that meets the customer's specific needs. The Real Estate Select policy overview provides details of the available covers.

Target market

The target market for our Real Estate Select product is established UK based mid-corporate property owners businesses with a portfolio of over 15 properties located within the UK and occupied by acceptable tenants.

We're able to provide insurance solutions for a broad range of businesses and are happy to consider those that sit outside of these parameters, however this product is **not** targeted towards:

- high hazard exposures, particularly where a long-tail claims profile or increased frequency for large loss potential exists
- non-renewable covers for less than twelve months
- businesses lacking in health and safety, risk protection control and risk management procedures
- non-conventional insurance options, such as customers that run their own captives or require a layered insurance program

REAL ESTATE SELECT DISTRIBUTOR PRODUCT GUIDE

- retroactive covers
- owner occupied property schedules that require cover for operational risks, our Commercial Select product may provide more suitable cover.

This product isn't suitable for:

- a person acting for purposes outside of their trade, business or profession
- non-going concerns or the retired
- businesses that operate outside the UK and require a global insurance solution, this includes businesses based overseas even if all the properties are in the UK
- UK based businesses with incidental overseas exposures.

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

- businesses with very low level sums insured or exposures where we need to apply minimum premiums
- SME businesses which fall within the target market scope and cover options accommodated by our digitally traded Complete products.

Potential conflicts

The policyholder could be conflicted if they wish to make lots of small claims, just above the excess limit, as this may impact the terms offered at subsequent renewals.

Where the policyholder and/or other interested parties charge costs or receive remuneration associated with the placement, or fulfillment, of insurance or deployment of benefits offered by this product, potential conflicts may arise with any respective duty of care and/or obligations for good customer outcomes, in particular where residential premises are covered.

Product value assessment

Our September 2023 assessment has concluded that our Real Estate Select Product, including its charging and distribution structure, is compatible with the needs, objectives and characteristics of the target market and provides fair value.

Our product value assessment is based on the premium we charge for the cover and the services we provide. In addition to the identified needs, characteristics (including vulnerabilities) and objectives of the target market we take a wide range of other factors into consideration, such as historical and expected claims frequencies, incurred and projected claims costs, plus scenario analysis along with customer feedback.

We also consider how the intended value of the product may be affected by its distribution with the conclusion of our product value assessment based upon our distribution strategy as set out below and that:

- The level of commission is in line with market proximate commission levels and is not being increased from what we have agreed with the placing distributor for the policy. Please refer to your commission schedule and traded commissions for your own distribution / value assessment purposes

- Where distributors operate on a fee-in-lieu (of commission) basis, such fees are expected to be proportionately lower than the equivalent commission would be for that same policy
- Administration fees or any other additional fees are only levied where the commission income is not sufficient to cover any of those respective costs and is commensurate with the activities undertaken
- Our product does not form part of a packaged offering
- Ancillary products (including premium finance arranged by the distributor) are only being offered where requested by the customer and when appropriate to their demands and needs. The total charge to the customer for any ancillary products, and any directly related remuneration (whether commission or fee) is commensurate with the benefit / services provided and activities undertaken
- No other additional charges or remuneration are being received in connection with the distribution of our product other than referenced above or received from us
- All and any parties in the distribution arrangement are able to confirm that their remuneration is consistent with their regulatory obligations.

REAL ESTATE SELECT DISTRIBUTOR PRODUCT GUIDE

Distribution strategy

Our Real Estate Select product has been designed for distribution by insurance distributors that hold commercial agency facilities with us, and that perform selling, advising and arranging activities in relation to the policy directly with the customer. They must have the appropriate level of understanding of the risks and exposures faced by their customer in the operation of their business.

Where we've granted permission for the distribution of our products to involve another, or an additional, party in the distribution arrangement, this is restricted to be no more than one level beyond the distributor placing the business with us, and in addition to the product value assessment details outlined above applying that:

- Any split or sharing of commission and/or the remuneration applicable to each party being proportionate to the activities undertaken by each party
- Administration fees not being applied by more than one party in the distribution chain.

Product Value Feedback

If you have any concerns about an Allianz Commercial product not delivering its intended value, including in relation to potential adverse customer or product value impacts from the distribution arrangement, please notify us of the relevant details by sending an email to:

regulatory_standards@allianz.co.uk

- The additional parties being relevant and appropriate in terms of their involvement, knowledge and regulatory status