

# Fair Value Assessment Outcome

This document has been produced by Aviva Insurance Limited in accordance with our regulatory responsibilities as a Product Manufacturer of UK General Insurance products. It is intended for use by our Distributors and not for customers or operational staff.

For more information please speak to your usual Aviva representative.



## Product Value - Information Exchange Template<sup>1</sup>

Carrier name	Aviva Insurance Limited (Aviva)
Broker name	As set out in the TOBA with Aviva Insurance Limited
Product name	Property Owners <ul style="list-style-type: none"> <li>• Property Owners Online</li> <li>• Property Owners</li> <li>• Property Investors</li> </ul>
Reference/UMR [Binder]	N/A
Reference [Class of Business]	Property Owners
Date	21/06/2023

Carrier Information
<i>The fields below should be completed by the carrier. The information provided should be sufficient for distributors in the chain to understand the value of the product, the intended target market and those to whom the product should not be marketed. Other information should be included (if relevant) to advise distributors of how their known or expected actions might affect the value of the product.</i>
<p><b>Product information</b></p> <p>Aviva's Product Approval Process can be found <a href="#">here</a>. Further information for our distributors about Aviva's Product Oversight and Governance (POG) arrangements can be found <a href="#">here</a>.</p> <p>In accordance with the FCA PROD Product Intervention and Product Governance Sourcebook PROD 4 Product governance rules a product review and fair value assessment has been completed for the Property Owners product.</p> <p>The product has been subject to Aviva's full product review process and signed off by our authorised approvers as representing fair value to customers and may continue to be marketed and distributed. Across all verticals the Property Owners offering shows usability for customers. The claims metrics in the review period were within Aviva's tolerance and indicates customers are able to make use of the cover provided.</p> <p>We have reviewed the role of each party in the distribution chain and have controls in place to consider commission requests over standard limits to ensure the product continues to provide value. We are conducting a review of commissions and work transfer fees in light of the recent FCA requests in relation to leaseholders to ensure that we continue to offer fair value to customers and leaseholders.</p> <p>The Property Owners offerings reach across all vertical segments (Small or Medium sized Enterprise (SME), Mid-Market and Global Corporate &amp; Speciality (GCS)) and provide a wide range of covers which can be chosen to accommodate the customers insurance requirements.</p>

<sup>1</sup> This document is based on the Product Value – Information Exchange Template, version 8 November 2021 (LMA9197), developed by the following trade associations for use by all market participants to meet the requirements of the Financial Conduct Authority's product governance rules relating to information exchange: the British Insurance Brokers' Association (BIBA), the London and International Insurance Brokers' Association (LIIBA), the Lloyd's Market Association (LMA), the International Underwriting Association (IUA), the Managing General Agent's Association (MGAA) and the Association of British Insurers (ABI).

The assessment of fair value included review of the following management information as well as other insight:

- Claims Acceptance Rate
- Claims Frequency
- Average Claims Pay-out
- Total Claims Cost
- Average Customer Settlement Lifecycle
- Average Overall Claims Lifecycle
- Claims Frequency by Peril
- Regulated Complaints by Outcome
- Regulated Sales or Service Complaints per 1,000 Policies in Force
- Regulated Claims Complaints (as a % of claims)
- Financial Ombudsman Service (FOS) Complaints Upheld Rate
- Average Premium
- Claims Ratio
- Commission Ratio
- Expenses Ratio
- COR (Combined Operating Ratio)

Following the review, we have concluded that the performance of the management information is within agreed tolerance levels. Actions have been raised within the review to continue to monitor the changing regulatory and legislative landscape in this sector and implement changes where necessary.

#### Target market

Aviva have developed 'Target Market Statements' to provide you with information about the intended target market, who our products are designed for, who they are not intended to support and how we expect the product can be offered to customers.

You can find our Target Market Statements on our Aviva Broker site. They are held here for your reference, kept up to date when the product is changed and reviewed on an annual basis. For commercial lines they can be found [here](#), for personal lines they can be found [here](#).

Please inform us where you identify you have consistently distributed our product to customers outside of the intended target market.

#### Types of customer for whom the product would be unsuitable

As above, this information is provided in Aviva's separate Target Market Statement information.

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

As above, this information is provided in Aviva's separate Target Market Statement information and supporting policy summaries.

#### Other information which may be relevant to distributors

Please note we do not require Distributors to provide additional information on remuneration or services provided. Aviva will contact brokers separately if data is required that we do not hold.

The following is excluded from the review and as a Distributor you must consider:

- any additional fees that you charge a customer/client and the effect on the value of the product.
- any ancillary products sold alongside the product which may affect the product's value or duplicate cover provided with our product.

Please contact your usual Aviva representative if you have any queries or concerns about the Aviva underwritten product.

Date Fair Value assessment completed	25/07/2023
Expected date of next assessment	25/07/2024

Risks situated within the UK and other countries excluding the EEA are underwritten by Aviva Insurance Limited.

Registered in Scotland, No. 2116. Registered Office: Pitheavlis, Perth PH2 0NH. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority and our firm's reference number is 202153.

Risks situated within the EEA are underwritten by Aviva Insurance Ireland Designated Activity Company.

Aviva Insurance Ireland Designated Activity Company, trading as Aviva, is regulated by the Central Bank of Ireland. Our firm's reference number is No. C171485. A private company limited by shares. Registered in Ireland, No. 605769. Registered Office: Cherrywood Business Park, Dublin, Ireland D18 W2P5. Registered UK Branch Address: 80 Fenchurch Street, London, EC3M 4AE. UK Branch authorised by the

Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority (FCA reference No. 827591) and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request.