

PRODUCT GOVERNANCE AND FAIR VALUE ASSESSMENT



Carrier name	AXA
Product name	Commercial Vehicle
Class of Business	Commercial Vehicle
Date	04/02/2022
Our Status	Manufacturer

Product information

A Van product for offering Comprehensive, Third Party Fire & Theft and Third Party Only cover in Northern Ireland for self-employed people/companies requiring Carriage of Own Goods.

The scheme is set to decline for the following profiles:

- * More than 4 named drivers on policy;
- * Drivers aged younger than 25 years and older than 70 years old at New Business;
- * Vehicles weighing over 3500kgs;
- * Vehicles with a value exceeding £30,000;
- * Vehicles older than 15 years old;
- * Insurance previously cancelled;
- * Criminal convictions;
- * A Use other than Carriage of Own Goods;
- * Registered Keeper other than Proposer/Spouse/Civil Partner
- * Imported Vehicles
- * Drivers currently disqualified from driving;
- * 3 or more fault claims per policy;
- * Protected Bonus where 2 fault claims have occurred within the last 3 years;
- * Mileage exceeding 30,000;

Target market

This product is for self-employed individuals or companies involved within the allied building trades for carriage of own goods.

Are there any groups of customers for whom this product would be unsuitable or would not provide the intended level of value?

The product would be unsuitable for those driving very low value vehicle <£1,000 with regular vehicle changes and for risks requiring young drivers <20 year olds. Pricing and Underwriting take account of this a decline where appropriate.

Customers seeking the following would be unsuitable for this product:

- * Any Driver-type cover
- * Haulage

Other information which may be relevant to distributors

This product has been subject to our Product Governance process and has been reviewed and signed off by our Product Governance Committee as representing fair value to customers. Various MI metrics were used in this process including:

- * Cancellation data
- * Claims and complaints volumes
- * Declinature rates
- * Loss ratios
- * Wordings review
- * Root cause analysis

Date Fair Value Assessment completed	04/02/2022
--------------------------------------	------------

All intermediaries who distribute our products are reminded of their regulatory responsibilities to assess fair value to customers where separate fees are charged and/or premium finance is arranged. This also applies where an add-on product (not manufactured by us) is sold alongside the core product. Commission, fees or charges passed onto the customer must be proportionate to the service provided and provide fair value. We may from time to time request additional management information from our distributors to support the fair value assessment process.