

## DISTRIBUTOR PRODUCT GUIDE

# Complete Directors & Officers Liability

- 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 [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 director and officer liability solutions to businesses for over 10 years and work with our global partners across the Allianz Group, primarily Allianz Global Corporate & Speciality. 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.

Complete Directors & Officers Liability is a Commercial Lines General Insurance product designed for businesses that want financial insurance protection from costs arising out of a legal action against directors, officers or managers. An individual in one of these roles has a wide range of duties, as well as legal and regulatory responsibilities. Failure to adhere to these rules or committing a wrongful act can incur unlimited personal liability and legal costs for the company. Through its flexible offering, Complete Directors & Officers Liability product is designed to cover both the directors individually and the company as an entity from costs arising out of alleged misrepresentation, misstatement, negligence, error, omission, breach of fiduciary duties and certain wrongful acts. The cover also extends to payment of investigation costs arising out of the insured's preparation for court attendance.

Our Complete Directors & Officers Liability product is designed to provide value through the flexibility to buy a combination of covers that meets the customer's specific needs. The policy overview provides details of the cover available.

### Target market

The target market for Complete Directors and Officers Liability product is established UK based small and medium-sized enterprises with a turnover up to £200m.

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:

- businesses established outside of the UK
- non-renewable covers that last less than 12 months
- businesses requiring primary cover exceeding £2m
- high hazard exposures, particularly where a long-tail claims profile or increased frequency for large loss potential exists

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- businesses lacking in, 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.

This product isn't suitable for:

- businesses that operate outside the UK and require a global insurance solution
- a person acting for purposes outside their trade, business or profession
- non-going concerns or the retired.

We will not look to write risks for:

- financial institutions, such as banks, investment firms and financial advisers
- charities
- legal services companies, such as law firms or solicitors
- professional sports clubs
- care homes
- cladding related risks
- professional gambling/betting and gambling based platforms
- waste management risks.

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

- companies that are dormant or have ceased trading
- mid-corporate businesses which fall within the target market scope and cover options accommodated by our Directors and Officers Select product
- businesses with very low level sums insured or exposures where we need to apply minimum premiums.

### 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.

### Product value assessment

Our September 2022 assessment has concluded that our Complete Directors & Officers Liability 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.

#### **Distribution strategy**

Our Complete Directors & Officers Liability 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:

- The additional parties being relevant and appropriate in terms of their involvement, knowledge and regulatory status
- 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](mailto:regulatory.standards@allianz.co.uk)