



BROKER INFORMATION

Product Governance and Fair Value Statement



Allianz
Partners

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Allianz Partners

2026 Update

Single Trip Travel Insurance

Background and context

Allianz Partners, as the product manufacturer, are required to complete an annual product review and fair value assessment for our products to assess whether a product may continue to be marketed or distributed and share the outcome of this with our distributors. In addition, Allianz Partners is required to review all products against the impending FCA Consumer Duty outcomes and share these outcomes as required with distributors.

This activity follows:

- Implementation of the FCA's Pricing Practices new product governance rules under Chapter 4 of the FCA's Product Intervention & Product Governance Sourcebook (known as PROD4) which became effective on 1 October 2021; and,
- Final rules and guidance of the FCA's Consumer Duty (which were published on 27 July 2022) with the requirement for manufacturers to complete reviews to meet the Consumer Duty outcome and share these with distributors.

Purpose of document

This document contains the following information for the Single Trip Travel Insurance product:

1. Our approach to conducting: i) Annual Product Reviews (incl. Fair Value Assessments); and ii) Review of Consumer Understanding and Consumer Support outcomes
2. Target Market Statement
3. Annual Product Review and Fair Value Assessment outcomes
4. Assessment against Consumer Support and Consumer Understanding outcomes of the FCA's Consumer Duty

Our approach

Annual Product Reviews (incl. Fair Value Assessments)

We undertake product assessment and monitoring activity in accordance with the FCA's requirements. Our product oversight and governance arrangements are aligned to the PROD (Product Intervention and Product Governance) Sourcebook requirements. As a result, our approach also aligns to outcomes 1 (Price and Value) and 2 (Product and Services) of the Consumer Duty requirements.

As part of our annual product reviews (including Fair Value Assessments), we conducted a detailed review covering the FCA PROD 4 requirements. These include, but are not limited to indicators on product performance, product pricing, distribution arrangements and customer impact.

In addition, there are product oversight and governance processes in place to ensure our products are designed to deliver good customer outcomes. These include market analysis, product testing and review of product performance across the customer journey and product lifecycle.

Consumer understanding and Consumer Support

In line with the FCA Consumer Duty requirements for product manufacturers to complete reviews to meet the outcome rules of the duty, we have reviewed our products against outcomes 3 (Consumer Understanding) and 4 (Consumer Support). To do this, we considered our existing processes, systems and controls and identified potential enhancements to satisfy the requirements. The key areas of focus include:

- Processes and controls to design effective communications across the customer journey
- Design of customer journey and product lifecycle to ensure sufficient support for customers
- Arrangements for monitoring and testing ongoing customer outcomes including customer understanding and support
- Remedial processes to enhance customer understanding and support.

The outcomes of our assessments are provided in the 'Assessment outcomes' section below.

Target Market Statement

We have provided target market statements for the Single Trip Travel Insurance product below.

Single Trip Travel Insurance product

Product Design	This is a 'Single Trip' Travel product designed for customers who require insurance for travel related risks for a single journey up to maximum consecutive days away from home as specified by the commercial offer.
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	Geographical location is considered at point of sale, with customers given the option to select destinations within Europe, worldwide excluding USA and Canada or worldwide including USA and Canada (geography zones may also vary between commercial offer). Customers may purchase travel for themselves only or include other travellers on the policy providing all insured are under the maximum age bracket for the specified offer. This product is designed to provide protection for unexpected expenses following insured events as specified in the policy wording. Cover is provided before and during travel, including core benefits such as emergency medical expenses, trip cancellation and trip curtailment.
Target Market	Customer type: This product is suitable for residents of the United Kingdom, Channel Islands or Isle of Man who wish to travel worldwide or within Europe for either leisure or business purposes (but within the area band for which they have paid for as part of the commercial offering). This cover protects the insured for a single trip with a maximum individual trip and age limit. Customer characteristics: All travellers who book travel in advance and need protection for a single pre-paid trip to include expenses and cancellation penalties. Vulnerable customers within the Target market: Allianz Partners has assessed the likely needs, characteristics, and objectives of customers within the target market who may be vulnerable, in line with FCA guidance and Consumer Duty expectations. Customers purchasing the Single Trip Travel Insurance product may experience vulnerability at any point during the customer journey, including but not limited to: • Health-related vulnerabilities, including temporary or permanent physical or mental health conditions that may affect understanding, communication, or decision-making; • Financial vulnerability, for example reduced financial resilience resulting from cost-of-living pressures, where the financial impact of losing non-refundable event or travel costs may be significant; • Situational or life-event vulnerability, such as bereavement, relationship breakdown, or sudden changes in personal circumstances that may lead to cancellation or claims. The product has been designed to provide clear, defined protection for insured, for a single pre-paid trip to include expenses and cancellation penalties and is not inherently unsuitable for customers experiencing vulnerability, if eligibility criteria are met and the product meets the customer's needs.

	As manufacturer, Allianz Partners has embedded vulnerability considerations into product design, communications, claims processes, and outcome monitoring. We maintain policies, training, and governance arrangements to support the identification of vulnerability and the delivery of fair outcomes, and we review customer outcomes (including claims and complaints data) to ensure that customers in vulnerable circumstances are not disadvantaged compared with nonvulnerable customers. Distributors are expected to: • Take reasonable steps to identify vulnerability where it is disclosed or becomes apparent; • Provide appropriate support, clear information, and reasonable adjustments where needed; • Consider whether the product, its scope, and its limitations are suitable for the individual customer's circumstances; and • Act in line with their own vulnerable customer policies and FCA requirements to support good customer outcomes. Negative target market (customers who must not be offered this product): • Not to be used for any foreseeable (at the time the policy is purchased) risk • Customers seeking cover for travel to destinations where the FCDO or similar government authority have advised against all travel or all but essential travel; • Customers with a pre-existing medical condition who do not meet the policy health declaration requirement; • Trips longer than 90 days unless the commercial offer allows a higher limit; • Customers who are sufficiently covered by other cover or their credit card travel-coverage; • Customers who are not residents of the United Kingdom, Channel Islands or Isle of Man; • Customers who exceed the maximum age applicable for the commercial offer; • Customers taking part in high-risk sports activities or other activities where there is a known increased risk to health / life (unless the commercial offer allows) • Customers who have already commenced their trip.
Distribution strategy	This product can be distributed through Business Partners (including appointed representatives, authorised distributors and Strategic Broker Partnerships), aggregators, carriers; such as Airlines, Cruise, Ferry, Train and Bus.

Assessment Outcomes

Our Annual Product Review and Fair Value Assessment has concluded that the Single Trip Travel Insurance product, continues to provide **fair value** for customers within the defined target market. The product, including its pricing, benefits, and distribution arrangements, remains aligned to customer needs, objectives and characteristics.

Our key assessment outcomes are summarised below.

Product Performance and Value

- Ongoing monitoring of key performance indicators has been undertaken throughout 2025, including complaints performance, claims outcomes, and customer journey metrics.
- Claims performance demonstrates strong overall outcomes for customers, with high acceptance rates and appropriate claims frequency, indicating customers are deriving real value from the product.
- Complaints data remains low, supporting the view that the product delivers value and that customers have a good understanding of what is and isn't covered.
- Low claims declination rates suggest customers are well-informed about exclusions at the point of sale and through ongoing communications.
- The premium charged is risk-based and reflects the level of service provided and the activities undertaken throughout the distribution chain and customer journey. The cost to service the product, compared with premiums collected, continues to demonstrate fair value for the end customer.

Loss Ratio and Benefit Utilisation

- The product remains appropriate for the identified mass-market target. Coverage, including tiered options and add-ons, provides flexibility and breadth, and no material issues have been identified in product design or target market alignment.
- The Single Trip Travel Insurance product demonstrates a strong and stable loss ratio, indicating an appropriate balance between premium collected and claims paid, and supporting our assessment that the product continues to deliver fair value to customers.

Information Relevant for Distributors

Distributors should note that the following factors **sit outside the scope of this review** and must be considered as part of their own distribution and value assessments:

- **Any additional fees or charges** applied by the distributor, and the impact these may have on the overall value received by the customer.
- **Any ancillary products or services** sold alongside this insurance product (including premium finance or other add-ons), which may affect the overall price, customer outcomes, or value proposition.

In addition to our Fair Value Assessment, we have reviewed the product against the **Consumer Support** and **Consumer Understanding** outcomes under the Consumer Duty.

Consumer Support

Claims performance is strong, with settlement times, interaction levels and complaint ratios within target tolerances. Improvements implemented during 2025 (e.g. FNOL controls, enhanced QA, and process changes) have strengthened claims accuracy and customer experience. Key KRIs such as claims complaints, walkaways and complaint upholds perform well.

- **Claims performance remains generally strong**, supported by:
 - o a high claims acceptance rate,
 - o claims complaints as a % of claims have improved, which together support timely and fair customer outcomes.

Our assessment shows that customer outcomes—particularly in relation to claims performance—remain strong, with high claims acceptance rates contributing to a positive support experience. Complaints data remains low and continues to reflect a strong level of customer understanding, indicating that support and communications are effective across key touchpoints.

Consumer Understanding

- Customer understanding is monitored throughout the product lifecycle using independent consumer-understanding testing of key documentation, and where themes or areas of confusion are identified, targeted improvements are made to product documentation, customer communications, or journey design.

Distributor Responsibilities

- Distributors should review this assessment outcome alongside their **own distribution arrangements** to ensure the product continues to deliver fair value to customers within their individual target market.
- Any **customer outcome concerns, distribution risks, or product related feedback** should be escalated to us promptly to support effective oversight, ongoing compliance with PROD 4, and continuous product improvement.

Assessment or Outcome Feedback

If you have any queries regarding this document or identify any concerns about an Allianz Partners product not delivering its intended value or customer outcomes, you should raise these

Distributor product guide - not for customer use

promptly with your **Allianz Partners Relationship Manager (Account Manager)**. This includes any concerns in relation to:

- I. potential adverse customer or product value impacts from the distribution arrangement;
- II. poor consumer understanding of product benefits or services; and/or,
- III. insufficient consumer support across the customer journey or product lifecycle.

Distributor Product Guide – 2026 Update

Annual Multi Trip Travel Insurance

Background and context

Allianz Partners, as the product manufacturer, are required to complete an annual product review and fair value assessment for our products to assess whether a product may continue to be marketed or distributed and share the outcome of this with our distributors. In addition, Allianz Partners is required to review all products against the impending FCA Consumer Duty outcomes and share these outcomes as required with distributors.

This activity follows:

- Implementation of the FCA's Pricing Practices new product governance rules under Chapter 4 of the FCA's Product Intervention & Product Governance Sourcebook (known as PROD4) which became effective on 1 October 2021; and,
- Final rules and guidance of the FCA's Consumer Duty (which were published on 27 July 2022) with the requirement for manufacturers to complete reviews to meet the Consumer Duty outcome and share these with distributors.

Purpose of document

This document contains the following information for the Annual Multi Trip Travel Insurance product:

1. Our approach to conducting: i) Annual Product Reviews (incl. Fair Value Assessments); and ii) Review of Consumer Understanding and Consumer Support outcomes
2. Target Market Statement
3. Annual Product Review and Fair Value Assessment outcomes
4. Assessment against Consumer Support and Consumer Understanding outcomes of the FCA's Consumer Duty

Our approach

Annual Product Reviews (incl. Fair Value Assessments)

We undertake product assessment and monitoring activity in accordance with the FCA's requirements. Our product oversight and governance arrangements are aligned to the PROD (Product Intervention and Product Governance) Sourcebook requirements. As a result, our approach also aligns to outcomes 1 (Price and Value) and 2 (Product and Services) of the Consumer Duty requirements.

As part of our annual product reviews (including Fair Value Assessments), we conducted a detailed review covering the FCA PROD 4 requirements. These include, but are not limited to indicators on product performance, product pricing, distribution arrangements and customer impact.

In addition, there are product oversight and governance processes in place to ensure our products are designed to deliver good customer outcomes. These include market analysis, product testing and review of product performance across the customer journey and product lifecycle.

Consumer understanding and Consumer Support

In line with the FCA Consumer Duty requirements for product manufacturers to complete reviews to meet the outcome rules of the duty, we have reviewed our products against outcomes 3 (Consumer Understanding) and 4 (Consumer Support). To do this, we considered our existing processes, systems and controls and identified potential enhancements to satisfy the requirements. The key areas of focus include:

- Processes and controls to design effective communications across the customer journey
- Design of customer journey and product lifecycle to ensure sufficient support for customers
- Arrangements for monitoring and testing ongoing customer outcomes including customer understanding and support
- Remedial processes to enhance customer understanding and support.

The outcomes of our assessments are provided in the 'Assessment outcomes' section below.

Distributor product guide - not for customer use

Target Market Statement

We have provided target market statements for our Annual Multi Trip Travel Insurance Product below.

Annual Multi Trip Travel Insurance

Product Design	This Product is designed to provide protection against losing money spent on travel and unexpected out-of-pocket expenses due to covered unexpected and unforeseen events before and during travel; as well as providing medical assistance during travel.
Target Market	Customer type: Customer who is a UK resident and includes individuals, couples or families. Customer characteristics: All travellers who book travel in advance and need protection for pre-paid trip expenses and cancellation penalties. All travellers with trips planned, who wish to cover multiple trips during the year. Vulnerable customers within the Target market: Allianz Partners has assessed the likely needs, characteristics, and objectives of customers within the target market who may be vulnerable, in line with FCA guidance and Consumer Duty expectations. Customers purchasing Annual Multi Trip Travel Insurance may experience vulnerability at any point during the customer journey, including but not limited to: • Health-related vulnerabilities, including temporary or permanent physical or mental health conditions that may affect understanding, communication, or decision-making; • Financial vulnerability, for example reduced financial resilience resulting from cost-of-living pressures, where the financial impact of losing non-refundable event or travel costs may be significant; • Situational or life-event vulnerability, such as bereavement, relationship breakdown, or sudden changes in personal circumstances that may lead to cancellation or claims. The product has been designed to provide clear, defined protection for insured, protection for pre-paid trip expenses and cancellation penalties and is not inherently unsuitable for customers experiencing vulnerability, if eligibility criteria are met and the product meets the customer's needs.

Distributor product guide - not for customer use

As manufacturer, Allianz Partners has embedded vulnerability considerations into product design, communications, claims processes, and outcome monitoring. We maintain policies, training, and governance arrangements to support the identification of vulnerability and the delivery of fair outcomes, and we review customer outcomes (including claims and complaints data) to ensure that customers in vulnerable circumstances are not disadvantaged compared with non-vulnerable customers.

Distributors are expected to:

- Take reasonable steps to identify vulnerability where it is disclosed or becomes apparent;
- Provide appropriate support, clear information, and reasonable adjustments where needed;
- Consider whether the product, its scope, and its limitations are suitable for the individual customer's circumstances; and
- Act in line with their own vulnerable customer policies and FCA requirements to support good customer outcomes.

Negative target market (customers who must not be offered this product):

- Not to be used for any foreseeable (at the time the policy is purchased) risk
- Customers seeking cover for travel to destinations where the FCDO or similar government authority have advised against all travel or all but essential travel;
- Customers with a pre-existing medical condition who do not meet the policy health declaration requirement;
- Trips longer than the maximum duration specified on the policy;
- Customers who are sufficiently covered by other covers or their credit card travel-coverage;
- Customers who are not residents of the United Kingdom, Channel Islands or Isle of Man;
- Customers who exceed the maximum age applicable for the commercial offer;
- Customers taking part in high-risk sports activities or other activities where there is a known increased risk to health / life (unless the commercial offer allows)
- Customers who only intend to travel once during the year (insurance specifically for that trip is likely to be cheaper);
- Customers who have already commenced their trip.

Distributor product guide - not for customer use

Distribution strategy	This product can be distributed through Business Partners (including appointed representatives, authorised distributors and Strategic Broker Partnerships) and aggregators.
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Assessment Outcomes

Annual Product Review outcome (incl. Fair Value Assessment undertaken in June 2026)

Our Annual Product Review and Fair Value Assessment has concluded that the Annual Multi Trip Travel Insurance, continues to provide **fair value** for customers within the defined target market. The product, including its pricing, benefits, and distribution arrangements, remains aligned to customer needs, objectives and characteristics.

Our key assessment outcomes are summarised below.

Product Performance and Value

- Ongoing monitoring of key performance indicators has been undertaken throughout 2025, including complaints performance, claims outcomes, and customer journey metrics.
- Claims performance demonstrates strong overall outcomes for customers, with high acceptance rates and appropriate claims frequency, indicating customers are deriving value from the product.
- Claims frequency and declinature sit within expected tolerances, demonstrating alignment between product design and customer expectations.
- Complaint data remains low, supporting the view that the product delivers value and that customers have a good understanding of what is and isn't covered.
- Low claims declinature rates suggest customers are well-informed about exclusions at the point of sale and through ongoing communications.
- The premium charged is risk-based and reflects the level of service provided and the activities undertaken throughout the distribution chain and customer journey. The cost to service the product, compared with premiums collected, continues to demonstrate fair value for the end customer.

Loss Ratio and Benefit Utilisation

- The product remains appropriate for the identified mass market target. Coverage, including tiered options and add-ons, provides flexibility and breadth, and no material issues have been identified in product design or target market alignment. Key KRIs such as Claim Declines, Loss Ratio and Claims Frequency perform well.
- The Annual Multi-Trip Travel Insurance product demonstrates a strong and stable loss ratio across both Europe and Worldwide cover, indicating an appropriate balance between

Distributor product guide - not for customer use

premium collected and claims paid, and supporting our assessment that the product continues to deliver fair value to customers.

Information Relevant for Distributors

Distributors should note that the following factors **sit outside the scope of this review** and must be considered as part of their own distribution and value assessments:

- **Any additional fees or charges** applied by the distributor, and the impact these may have on the overall value received by the customer.
- **Any ancillary products or services** sold alongside this insurance product (including premium finance or other add-ons), which may affect the overall price, customer outcomes, or value proposition.

Consumer Duty Outcomes

In addition to our Fair Value Assessment, we have reviewed the product against the **Consumer Support** and **Consumer Understanding** outcomes under Consumer Duty.

Consumer Support

Claims performance is strong, with settlement times, interaction levels and complaint ratios within target tolerances. Improvements implemented during 2025 (e.g. FNOL controls, enhanced QA, and process changes) have strengthened claims accuracy and customer experience. Key KRIs such as claims complaints, walkaways and complaint upholds perform well.

Our approach to supporting vulnerable customers has been reinforced through enhanced staff training, improved system capabilities to identify and record vulnerability, and ongoing monitoring of outcomes for vulnerable groups. These measures ensure we can identify and respond appropriately to vulnerable customers throughout their journey.

- **Claims performance remains generally strong**, supported by:
 - a high claims acceptance rate,
 - claims complaints as a % of claims have also improved, which together support timely and fair customer outcomes.

Our assessment shows that customer outcomes—particularly in relation to claims performance—remain strong, with high claims acceptance rates and customer outcomes, all contributing to a positive support experience. Complaints data remains low and continues to reflect a strong level of customer understanding, indicating that support and communications are effective across key touchpoints.

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Consumer Understanding

- Customer understanding is monitored throughout the product lifecycle using:
 - independent consumer understanding testing of key documentation, and where themes or areas of confusion are identified, targeted improvements are made to product documentation, customer communications, or journey design.

Distributor Responsibilities

- Distributors should review this assessment outcome alongside their **own distribution arrangements** to ensure the product continues to deliver fair value to customers within their individual target market.
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- III. insufficient consumer support across the customer journey or product lifecycle.