

UK Retail Product Fair Value Summary

Product group	Charities
Date fair value summary completed	September 2023

Introduction

Gallagher has completed Fair Value Assessment work on those products it manufactures, or having agreed to do so with an insurer partner, those where is a co-manufacturer. The summary output of these assessments is based on groupings of products which may be similar in features and are intended to be distributed to similar target markets. This summary is not intended to replicate our fair value assessment work but sets out the approach taken and high-level findings.

Product information

These products provide a variety of covers for different types of charitable, social and community organisations, such as charities, not for profits, social enterprises, community interest companies and those operating in the voluntary sector. Some policies, depending on the nature of the client, may provide covers including property damage, money insurance, business interruption, legal expenses and liability insurance.

Distributor remuneration

In the case of these products, distribution is undertaken by Gallagher group businesses remunerated out of the core commission agreed with the insurer. It is our view that this is warranted by, and in proportion to, the activity carried out by Gallagher specifically;

- Commissions and fees Gallagher charges are reasonable relative to the service(s) provided and the total cost of the product to policyholders; and
- Commissions and fees charged are fair and support the intended value of the product.

We may also distribute our charities product on a wholesale basis, in which case we have asked our network of retail brokers to provide information about additional costs being added that Gallagher would not be aware of (for example, broker administration fees or ancillary products sold alongside this core product). Subject to any additional costs or the commissions of ancillary products being in line with usual market practice, we believe the value of the product is not diluted by these additional products.

How Gallagher mitigates risks to fair value

Our commission structure is designed to ensure that it reflects product features and benefits and the services offered by Gallagher.

Where Gallagher Group companies distribute products, we have validated that product commissions/fees are charged within a reasonable range and in line with usual market practice in order to ensure the value of the product is not diluted.

Does this product type provide fair value?

Our charities products are specialist arrangements, particularly designed for policyholders and customers of a potentially vulnerable nature. It is particularly important that they are sold to the correct target market and in a way that clearly offers fair value.

We believe, based on a review of information in respect of sales practices and services, claims, complaints and market intelligence, that these products provide fair value to policyholders. We carefully review the value and suitability of our products in conjunction with the Target Market Statements (TMSs); subject to products being sold in line with the direction of our TMSs, there is no evidence that would lead us to believe that the product is not suitable for the policyholders it is intended to be distributed to.

How we assess value

Our product governance and oversight process requires a full review of all product groups at least annually to determine if the product offers fair value to the policyholders.

These reviews consider the target market, distribution strategy, remuneration, marketing, product information, product performance, product design (including wordings), and any feedback received from distributors or policyholders. We also consider sales, claims and complaints data, and risk metrics related to these factors.

We believe that these products provide fair value to its intended target market, subject to distributors:

- Not charging additional fees (including the cost of premium finance) that bear no reasonable relationship to the service(s) provided, or the overall cost of the product; and
- Ensuring that where appropriate cover is already provided by the policy, there is no duplication of cover as a result of either add-on products sold, or any policies held separately by the policyholder.