



Product Governance Review

Fair Value Assessment – Angel Risk

Management – Standalone Terrorism

Fair Value Assessment Outcome: Angel Risk Management – Standalone Terrorism

DESCRIPTION

Cover for physical assets / terrorism cover – typically purchased as a condition of a bank loan or mortgage on large properties as part of their business / trade. Wordings used are also standard in the market and the brokers and banks etc. all understand the cover under the policy.

Market standard terror cover. Standard wording and coverage.

Lowest level of terrorism cover.

Some additional covers can be added case-by-case.

Independent brokers act for insured's in the purchase of the cover which is standard.

OTHER INFO FOR DISTRIBUTORS

Distributors must ensure that where applicable the FCA's Multiple Occupancy Buildings Insurance rules are being followed.

Claims are handled in-house, ensuring a good claims service is maintained for customers. Complaints are handled in-house. Regular analysis of all complaints received ensure Underwriters can identify any necessary policy changes to ensure fair customer value is maintained over time.

TARGET MARKET

SME and commercial clients, with assets / income to protect – coverage available for both physical damage and business interruption.

Sold on an advised basis – typically actively seeking terrorism cover.

It could be sold to a retail client – but highly unusual.

NOT SUITABLE FOR

Typically not sold to retail clients (but could be on an exceptional basis e.g. for specific lender conditions).

Not sold on non-advised basis.

We would look to avoid offering policies to the below industry types:

- airports
- stadiums
- asylum hotels
- government assets

PRICE & VALUE

Due to the nature of the product, claims are less frequent but typically large. Over multiple years, the performance of the product has been as expected, responds to client needs and we are comfortable that this product provides fair value to the end-client.

Distribution costs are market standard and proportionate to the effort of those in the chain.

RISK LEVEL

Medium – high

LOCATIONS

UIK, EEA, RoW

UW TEAM

Terrorism

LAST REVIEWED

27/11/2025

PRODUCT & SERVICE

The target market is well defined. This is a long-standing product, written for many years, with a proven track record.

It provides valuable cover for Insureds and available MI (cancellation data, claims and complaints volumes, claim declination rates/ reasons, loss ratios, ex gratia payments etc.) confirms no poor customer outcomes.

CUSTOMER UNDERSTANDING

This product is readily understood by the intended audience. We are comfortable that the product is well understood by the purchasing Insureds and that customer communications are clear, fair and not misleading.

CUSTOMER SUPPORT

Customer support is primarily via the broker.

Suitable processes are in place and there is adequate customer support throughout the lifecycle.