



FVA Summary and Target Market Statement

# Security Risks (Non-Marine: Comprehensive Kidnap and Ransom)

The purpose of this document is to explain our FVA findings, the identified target market and the expected distribution strategy for each insurance product manufactured by AXA XL. Specifically, it provides information on a product category level about the main features associated with each product and clarifies who our products are designed for and who they are not appropriate for. This target market statement also explains the way our products should be distributed and provides information around the complexity of our products and how to ensure that a product provides fair value to our customers as intended.

This document is for information purposes only and should not be used for any marketing or promotional use.



## Product type

This is a commercial lines general insurance product suitable for private individuals and small commercial entities that are exposed to the security risks covered under the policy.

- From the start of the policy, clients have access to top risk management training. Part of the premium is invested in helping clients prepare and prevent incidents.
- An initial consultation is and to review current procedures and advise on reducing kidnapping, ransom, and extortion risks. This includes risk assessments, security planning (both cyber and physical), staff training, and developing and training a crisis management plan.



## What customer need is met by this product?

The purpose of this policy is to provide long-term risk protection and immediate crisis response, supporting business continuity and regulatory compliance.

The policy indemnifies the insured for losses arising from events such as kidnap, extortion, hijack, threat events, disappearance.

For businesses purchasing a kidnap and ransom policy demonstrates a commitment for safeguarding employees and fulfilling a duty of care obligations especially for staff operating in high-risk regions or roles.



## Who is the product designed for?

This product is designed for private individuals and small commercial entities that are exposed to specific security risks covered under the policy.



## Does the product include optional covers?

There are a range of optional extensions that are available depending on the insured's needs that may be offered for additional premium or within the originally quoted premium.



## Who is the product not appropriate for?

This product is not designed for private individuals and small commercial entities that are not exposed to the security risks covered under the policy. The insurance product is also not suitable for small, local businesses operating solely in low-risk areas with minimal international exposure, such as retail or artisan sectors.



## Target market specific characteristics, including, customer vulnerability

Due to the impact of rising inflation and rising interest rates, customers may be under financial strain and may not be able to afford premiums on an ongoing basis.

Customers who may be experiencing characteristics of vulnerability due to either personal circumstances, ill health, financial issues, life events such as bereavement, and/or external factors such as economic instability may require adjustments and flexibility to benefit from the policy. All customers are at risk of becoming vulnerable at any time. AXA XL are committed to supporting additional needs from customers. If additional support is required or a customer has been identified as vulnerable, please contact us by visiting [AXA XL's Vulnerable Customers Guide & Contact Support](#)



## Key value elements and exclusions

### Indemnify the insured for loss(es) caused by:

- Kidnap
- Extortion
- Hijack
- Wrongful Detention
- Cyber Extortion
- Threat Event
- Disappearance
- Express Kidnap
- Hostage Crisis
- Child abduction
- Workplace assault

### Exclusions:

- In respect of Kidnap, Extortion, Hijack, Wrongful Detention, Express Kidnap or Child Abduction only, a fraudulent or criminal act of a director, officer, Employee, or agent of the Insured.
- In respect of Disappearance only: the voluntary Disappearance of an Insured Person of his or her own free will.





## How should this product be distributed?

This product is typically distributed via Coverholders and Open Market.



## What should distributors do to ensure the product provides fair value to the end customer?

To ensure the customer receives fair value for this product, care must be taken to ensure no duplicate cover exists or is caused by an add-on where that cover is already provided by the policy. Commission, fees, or charges passed onto the customer must be proportionate to the service provided and provide fair value. Distributors should have clear practices in place to ensure the prevention of any sales outside the intended target market.



## How can the product be sold? Can it be sold without advice?

We would suggest that this product can be sold face to face or via telephone.

This product can be sold with or without advice depending on your preference and in line with FCA's regulations.



## Additional Product Literature

This document is intended to provide an indicative summary of the target market for this product and is not a summary of coverage. Please refer to separate policy documentation for full details of the coverage provided by the product.



## How is value assessed?

AXA XL has an established product governance process to oversee the design, approval, and review of all our products in line with the requirements of the FCA's Product Intervention and Product Governance Sourcebook ('PROD').

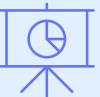
New product developments and changes to existing products are taken through a formal product approval process which is designed to:

- Identify the target market and its needs.
- Consider and review the product's performance metrics, product complexities, sales, and service risks.
- Consider and review the policy fees, charges, remuneration in comparison to benefits offered.
- Review policy wordings and customer facing documentation to ensure it is clear, fair, and not misleading.
- Consider the needs of any vulnerable customers; and
- Monitor post-sales performance.

Once a new or amended product is introduced to the market, AXA XL will regularly review the product to see if any changes are needed and to make sure it remains suitable for customers in the identified target market.

If, as a distributor of AXA XL products, you consider one of our products may be failing to meet customers' needs or is potentially unclear you can help us by providing feedback through your usual point of contact at AXA XL.





## Key Findings - 2025 Fair Value Assessment

AXA XL has conducted a comprehensive review of this product against specified metrics, considering whether the insurance product remains consistent with the needs of the identified target market and whether the intended distribution strategy remains appropriate.

The review has determined that this product continues to provide fair value in compliance with the FCA's Product Intervention and Product Governance Sourcebook (PROD). This product will therefore be monitored as per BAU and reviewed again in 12 months as per PROD 4.2.34 requirement to undertake regular product reviews.

In reaching the conclusion that this product continues to provide fair value, AXA XL has assessed various metrics including:

- Claims Repudiation Rate
- Claims Complaints as a % of Total Claims
- Policy Cancellation Frequency
- Gross Loss Ratio
- Total Acquisition Ratio

Our approach to this product review has utilised data and MI readily available to AXA XL to conduct a quantitative analysis. Additionally, we have also performed a qualitative review.

As a distributor, you may wish to consider metrics you hold in conjunction with this assessment. On conducting your own review, where issues are identified that are not identified within this review, please notify us so we can consider the impact on the product in our capacity as carrier.



# Know You Can

AXA XL Insurance Company UK Limited  
20 Gracechurch Street, London, EC3V 0BG, United Kingdom  
Telephone: +44 (0)20 7626 0486 Fax: +44 (0)20 7623 9101 [axaxl.com](http://axaxl.com)

Registered office: 20 Gracechurch Street, London, EC3V 0BG Registered in England No 5328622

AXA XL Insurance Company UK Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

