



FVA Summary and Target Market Statement

Security Risks (Non-Marine: Workplace Violence and Stalking Threat)

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

Covers costs resulting from acts of workplace violence or stalking, including legal liability, business interruption and personal accident.



What customer need is met by this product?

This product provides financial protection to commercial entities in the event of an act of workplace violence or stalking threat(s) impacting their premises and/or employees.



Who is the product designed for?

This product is designed for Commercial entities with working premises.



Who is the product not appropriate for?

This insurance product is not suitable for small, local businesses operating solely in low-risk areas with minimal international exposure, such as retail or artisan sectors. It is also unlikely to meet the needs of organisations without assets, personnel, or operations in volatile regions, or those with sufficient existing security measures.



Does the product include optional covers?

There is optional coverage to cover acts of violence outside of the workplace.



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](#)



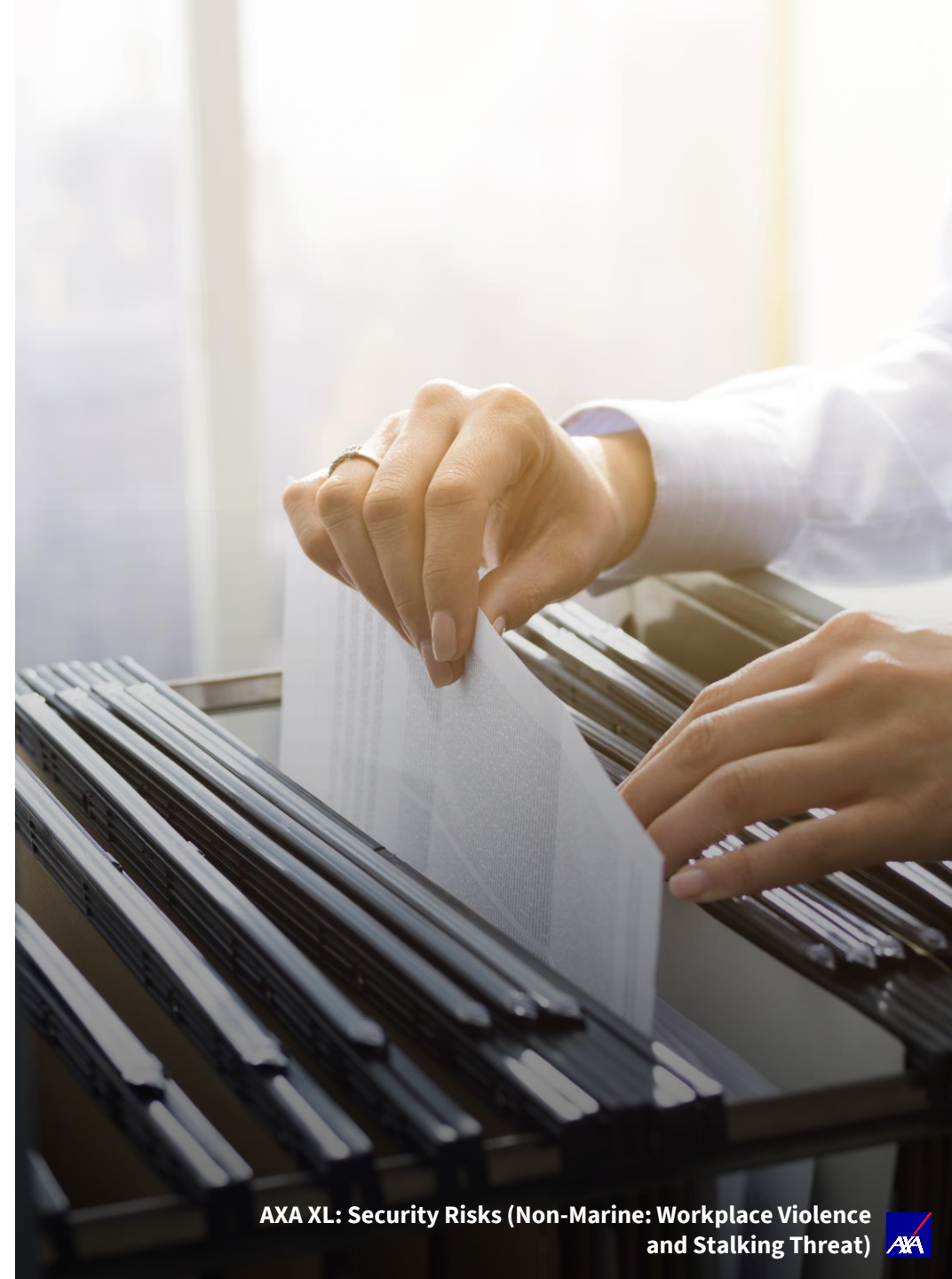
Key value elements and exclusions

Legal liability coverage to address legal expenses from lawsuits that may result from a covered event.

The Insurer agrees to indemnify for the Insured for applicable Insured Expenses and Business Interruption directly caused by an: Act of Workplace Violence; and/or Stalking Threat

Exclusions:

- The insurer won't cover Business Interruption or expenses caused by violence at locations outside the insured's premises.
- No coverage for damages caused by war, invasions, civil wars, rebellions, revolutions, military actions, government takeovers, or martial law.
- No cover for government actions like expropriation or nationalisation of property.
- Terrorism, sabotage, or malicious damage are not covered.





Key value elements and exclusions (continued)

Exclusions:

- Self-inflicted harm, such as suicide, is excluded.
- Strikes, protests, riots, or civil unrest are not covered.
- If violence or threats are used on the premises to demand money or property, there's no cover.
- Business interruption ends when the insured resumes normal operations or after the agreed period (Indemnity Period) ends.
- The policy doesn't cover additional damages that result from Business Interruption, like loss of market share, reputation, or goodwill.
- Losses or costs from breaking or breaching contracts are not covered.
- Any violence or stalking threats that started before the policy began are excluded.
- Electronic data activities, whether malicious or accidental, are not covered.



How should this product be distributed?

This product is typically distributed via coverholder 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 to 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

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.

