

## **Our policy on delivering fair value**

It is our policy to ensure that any products we distribute are in accordance with the best interests of our customers at heart. When we distribute our products, we make sure that we fully understand the objectives, interests and needs of our customers, to ensure that we always provide you with the best advice and value for money.

We review our remuneration, fees and marketing activity regularly to ensure that at all times we are delivering value and treating you fairly. Our fee structure has been designed solely to represent our reasonable administration and processing expenses aligned with the skills and expertise we have used.

We act as a distributor for all of the products we sell, which means that we only sell products already approved by insurers, and do not apply any uplift to pricing.

We have a process in place to ensure that we fully understand the policies provided by your insurers and their intended strategy.

We are taking all reasonable steps to obtain all the appropriate information from the providers of your insurance on:

- the product approval process;
- the insurance product;
- the main features and characteristics of the insurance product;
- the costs, including implicit costs, excesses, conditions, exclusions of the insurance product;
- the pricing structure proposed and an assessment of fair value for our customers;
- the target market, including any risks to the target market;
- any customers for whom the insurance product is not suitable
- the manufacturers intended distribution strategy;
- circumstance which might cause a conflict of interest to the detriment of our customers; and
- any additional information or training available from the manufacturer, if required, to understand the insurance product.

We retain all information obtained from the manufacturers on each product distributed and will make representations where we feel that the product is not suitable.

In addition, all employees are provided with training relevant to their role, to allow them to appropriately fulfil their responsibilities when dealing with you.

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