

# Family Legal Solutions

The ARAG logo is a yellow circle with a black border, containing the letters 'ARAG' in a bold, black, sans-serif font. It is positioned in the top right corner of the page, partially overlapping a yellow decorative shape.

## Target Market Statement

### Product Description

Family Legal Expenses provides legal advice and pays legal costs and expenses such as solicitors' fees, opponents' costs and court costs to represent consumers for a range of personal legal disputes. Individuals must have a 51% chance or greater of winning their case for a claim to be covered.

Also included is access to a range of helplines (including legal advice) and our Consumer Legal Document website.

### Product Governance Process

ARAG operate a robust sign off process for all new products and material product changes, with the following areas of accountability.

- Product Development Team produce technical performance reviews at product and thematic level. This work informs pricing and product content.
- Product Development Team conduct research and co-ordinate product launch/relaunch/change activity. The team drafts policy documentation, supporting literature and provides technical training.
- Product Development Team engage with stakeholders throughout the process.
- The Product Development Manager sits on the Conduct Risk Committee.
- Underwriting & Claims Committee provide approval of product development.
- Sales, Product & Innovation and Group Risk Management at ARAG Group (and other stakeholders) approve new product ideas/innovation.
- Products are also approved by our capacity Underwriters.
- Underwriting teams conduct technical performance reviews at account level.
- Claims audit teams audit external service providers.

Products are reviewed at regular intervals, scheduled based on a number of factors such as the size, scale, contractual duration and complexity of those insurance products, their respective distribution channels, and any relevant external factors such as changes to the applicable legal rules, technological developments, or changes to the market situation. Such reviews will be undertaken every 12 months or more frequently where the potential risk associated with the product makes it appropriate to do so.

### Target Audience

Family Legal Solutions is designed for homeowners or renters and their family members who live with them in the United Kingdom, Channel Islands and Isle of Man.

## Target Market Statement (continued)

### Eligibility

- Cover must be sold alongside a home buildings or contents insurance policy.
- Customers domiciled in the United Kingdom, Channel Islands and the Isle of Man.
- Maximum period of insurances bound will be 12 months plus odd time not exceeding 18 months in total.

### Types of customer for whom the product would be unsuitable

Standard Family cover is **not suitable** for:

- Second homes
- Let properties
- Non-UK based properties

**The addition of Family cover must attach to a household insurance sale.**

### Distribution Method

- Sold as an optional or bundled add-on to home insurance.
- Embedded as a section of a primary home insurance product - either as an optional section or mandatory inclusion.
- Distributed through intermediaries (i.e. insurance brokers, MGAs or insurance companies).