

## Target Market Statement: AXA XL

The purpose of this document is to explain 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.

### Product Name: Commercial Property (predominantly sold via coverholders)

<b>Product Type:</b>	This is a commercial lines insurance product suitable for business customers. We have two types of Commercial Property Insurance: <ul style="list-style-type: none"> <li>Commercial Property Owners</li> <li>Commercial Combined</li> </ul>
<b>Who is the product designed for?</b>	<ul style="list-style-type: none"> <li>Commercial Property Owners – This product is aimed at businesses who rent/lease property to tenants.</li> <li>Commercial Combined – This product is aimed at customers who run a business from one or more commercial premises.</li> </ul>
<b>Who is the product not appropriate for?</b>	This product is not designed for businesses or individuals who don't rent out properties or use a property for commercial purposes. This product is not aimed at large corporate entities.
<b>What customer need is met by this product?</b>	The customer is provided with insurance protection for physical damage to their property and/or contents.
<b>Target market – are there any specific characteristics, including, customer vulnerability, that you should be aware of?</b>	<p>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.</p> <p>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</p>

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.



	needs from customers. If additional support is required or a customer has been identified as vulnerable, please contact us by visiting: <a href="#">AXA XL's Vulnerable Customers Guide &amp; Contact Support</a>
<b>What are the key value elements/ characteristics of the product that are important for the target market (including notable exclusions)?</b>	<p>This product covers costs for:</p> <ul style="list-style-type: none"> <li>• Physical damage to the insured's property incurred during the period of insurance caused by specified perils such as fire.</li> <li>• Depending on policy wordings, coverage can also include: <ul style="list-style-type: none"> <li>• Business interruption</li> <li>• Liability (property owners)</li> </ul> </li> <li>• Typical Exclusions <ul style="list-style-type: none"> <li>• War</li> <li>• Terrorism</li> <li>• Communicable diseases</li> <li>• Radioactive contamination</li> </ul> </li> </ul> <p>Please refer to policy documentation for full details.</p>
<b>How should this product be distributed?</b>	This product is typically distributed via coverholders, and via broker Lineslips.
<b>What should distributors do to ensure the product provides fair value to the end customer?</b>	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.
<b>How can the product be sold? Can it be sold without advice?</b>	<p>We would suggest that this product can be sold face to face or via telephone.</p> <p>This product can be sold with or without advice depending on your preference and in line with FCA's regulations.</p>
<b>How is value assessed?</b>	<p>AXA XL has established a 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').</p> <p>New product developments and changes to existing products are taken through a formal product approval process which is designed to:</p> <ul style="list-style-type: none"> <li>• Identify the target market and its needs.</li> <li>• Consider and review the product's performance metrics, product complexities, sales, and service risks.</li> <li>• Consider and review the policy fees, charges, remuneration in comparison to benefits offered.</li> </ul>



	<ul style="list-style-type: none"><li>•Review policy wordings and customer facing documentation to ensure it is clear, fair, and not misleading.</li><li>•Consider the needs of any vulnerable customers; and</li><li>•Monitor post-sales performance.</li></ul> <p>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.</p> <p>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.</p>
<b>Additional Product Literature:</b>	<p>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.</p>