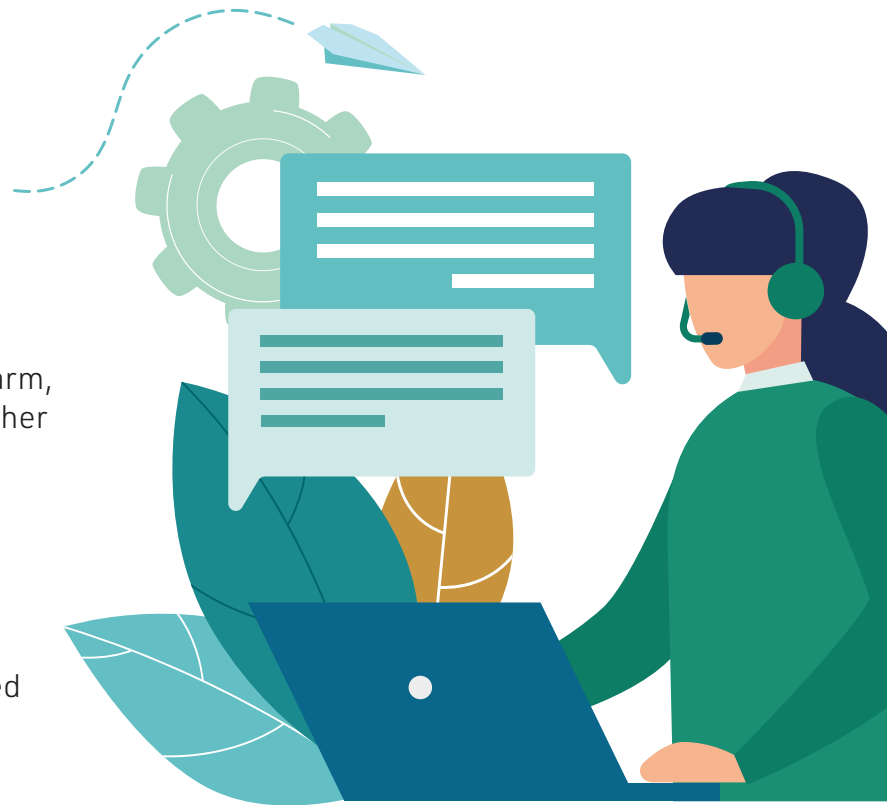


Consumer Duty sets higher and clearer standards of Consumer Protection. Here at Prestige Underwriting we are committed to putting customers first and delivering good customer outcomes.

Whilst we already have a strong conduct risk framework focused on reducing consumer harm, we have worked hard to build on this and further underpin our position of delivering bespoke insurance products to meet the needs of our customers while creating positive customer experiences.

As a business we will deliver good outcomes for retail customers with all of our staff trained to understand how to act and ensure we continue to achieve this.



Standards of conduct will align with the cross-cutting rules.

- Act in good faith by being open, honest and fair taking into account customer interests whilst providing support to staff and embedding a customer centric culture.
- Avoid causing foreseeable harm by taking proactive and reactive steps where areas of potential harm have been identified and ensuring consumer behaviour does not lead to additional harm.
- Enable and supporting customers in pursuing their financial objectives by ensuring customer understanding with the level of support required and the product functioning as expected.

Uncomplicated claims process	Multiple contact channels	Fast and efficient underwriting referral process	Broker portal with access to claims information
Customers kept informed during claims lifecycle	Knowledgeable and competent staff	Additional support for vulnerable customers	Customer communication written for customers to understand

Prestige Underwriting's Good Consumer Outcomes

	Products and Services	Price and Value	Consumer Understanding	Customer Support
The Outcome	Products that meet customer needs with benefits they expect.	Products that offer value and transparency around price and fees.	Clear documentation and correspondence that customers understand.	High standards of services with no unreasonable barriers and customers kept informed.
The How	Rigorous product approval process with products designed to meet the needs of the target market.	Products reviewed to ensure they provide value with prices aligned with the policy benefits.	On-going process of identifying areas of improvement to ensure clarity in the products and services offered.	Continued monitoring of customer journeys to ensure standards of service are being met and areas of friction identified.

The Evidence

Regular review and monitoring of outcomes via management information, testing, on-going product analysis and customer feedback with board of management oversight.

Consumer Duty means key improvements across our business

- Consumer Centric Policies and Process enabling good consumer outcomes.
- Changes driven by MI and customer feedback ensuring changes are for the good of the consumer.
- Robust suite of management information demonstrating how we achieve good consumer outcomes.
- More cohesive suite of policy documentation so customers can make informed decisions.
- Review and updates to the customer journey to support delivery of good customer outcomes.
- A strengthened and improved Product Approval Process.

Consumer Duty for the future means a continuing process for improving

We are committed to delivering on our Consumer Duty promises and working with staff, suppliers and partners to achieve this.

Signed

Alison Williams

Alison Williams
Managing Director & Consumer Duty Champion

