This document is for insurance intermediaries/brokers only and must not be provided to customers.

Ageas PRIVATE CAR

Value Statement

This document is created for advisers and distributors to provide a summary of our annual Fair Value Assessment, and the outcome of that review.

Fair Value Assessments are conducted using a number of metrics to determine value; including loss ratios, claims and complaints frequency. Ageas's intent is for this document to meet the requirements under the FCA PROD rules.

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Ageas Broker

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The Ageas Private Car scheme is predominantly distributed online and via intermediaries. The product is sold via many different brokers. Ageas Private Car is a core Ageas product where Ageas controls the policy wording. Ageas acts as the manufacturer of the Standard Car insurance but does not provide any add-ons which are sourced separately by the brokers. There is no indication that the product is being sold outside the target market.

Products and services

The Ageas Private Car product experienced significant growth in policy sales year-on-year, reflecting a strong market presence. Complaints across all areas are low and supports that customers are obtaining good outcomes.

Consumer support

Customer satisfaction remains robust, evidenced by a strong retention rate; however, a small increase of Financial Ombudsman Service (FOS) claim complaints was observed during the reporting period compared to the prior reporting period. The number of upheld complaints however has reduced demonstrating that affective complaint handling is in place.

Price and value

The average claim payout vs premium paid demonstrates robust coverage and value for customers. With a significant average claim pay-out vs the average premium paid, it would take a customer eight years to recoup the loss of an average claim. The COR viewed as a rolling three year view satisfies any poor value concerns. Claims frequency and acceptance rates are high, showing that customers are utilising the product effectively. The total pre-policy remuneration for the top leading brokers all remain within tolerance. The average commission for the product is reasonable and demonstrates that the product itself does not generate excessive profits.

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Consumer understanding

Claims frequency and acceptance rates are high, showing that customers are utilising the product effectively. The average claim settlement time saw a significant decrease, ensuring timely support for customers, with further detail noted against the additional claim service metrics highlighting no concerns. The claim walkaway percentage also saw a reduction and remains comfortably within tolerance, indicating that customers are not facing any unreasonable barriers when submitting a claim. This is further supported by a very strong claim acceptance rate. The Ageas Private Car scheme consistently offers value to all customers, ensuring equitable and satisfactory outcomes across different cohorts.

Cohort analysis

Furthermore, cohort analysis, including monitoring of customer vulnerability, tenure, age, and claim type, has also been completed. No concerns have been identified, and value is delivered consistently across all customer groups. The fair value assessment for Ageas Private Car is aligned to the four Consumer Duty outcomes and confirms that the product continues to deliver value for a reasonably foreseeable period.

Summary

Overall, customers are receiving good outcomes at the point of claim, supported by strong utilisation and acceptance metrics. Based on the information above, the product continues to demonstrate fair value and is suitable for ongoing distribution over the next 12 months.