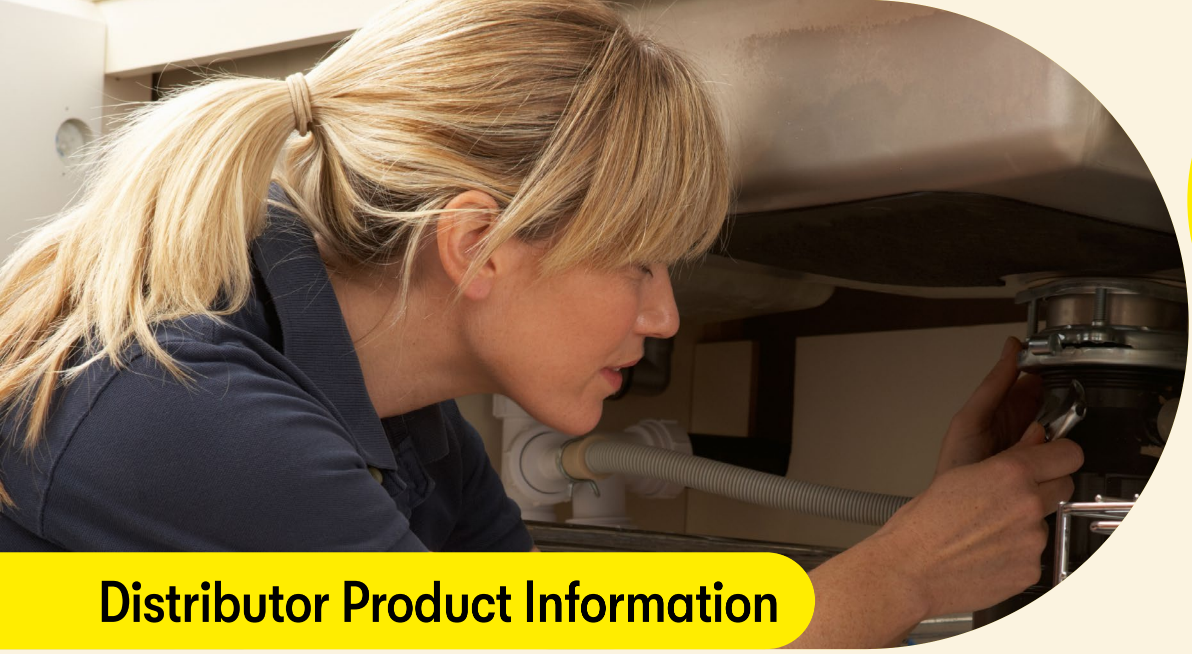


This document is not intended for customer use.

It should be used for the management of the product by ARAG and their Business Partner only.

Distributor Product Information

Residential Landlords' Emergency Solutions

Product information

Residential Landlords' Emergency Solutions provides 24/7 access to an emergency assistance helpline which can arrange for a quality-assured contractor to carry out emergency repair work to private residential property where the customer is the landlord following an unexpected event that requires immediate action to prevent or limit damage, make the premises safe or secure, restore the main services, or reduce any health risk. The policy pays the contractor's call out fee and emergency repair costs up to the sum stated in the policy.

Alternative accommodation costs for tenants are also payable if the property is unfit to stay in.

Our cover includes the following domestic emergencies:

- The complete breakdown of the heating system
- Plumbing and drainage problems
- Damage which affects the property's security, including locks and windows
- If the only toilet is broken
- Loss of the power supply
- Lost keys
- Vermin infestation
- Roof damage (optional).

The product's approved distribution approach is sold as an optional or bundled add-on to landlords' insurance, embedded as a section of a landlords' insurance product - either as an optional section or mandatory inclusion. Distributed through intermediaries (i.e. insurance brokers, MGAs or insurance companies).

Individual policy documents contain specific policy conditions and terms.

Roles and Responsibilities

Residential Landlords' Emergency Solutions is provided by ARAG PLC, insured by ARAG Legal Expenses Insurance Company Limited and distributed through brokers and corporate partners.

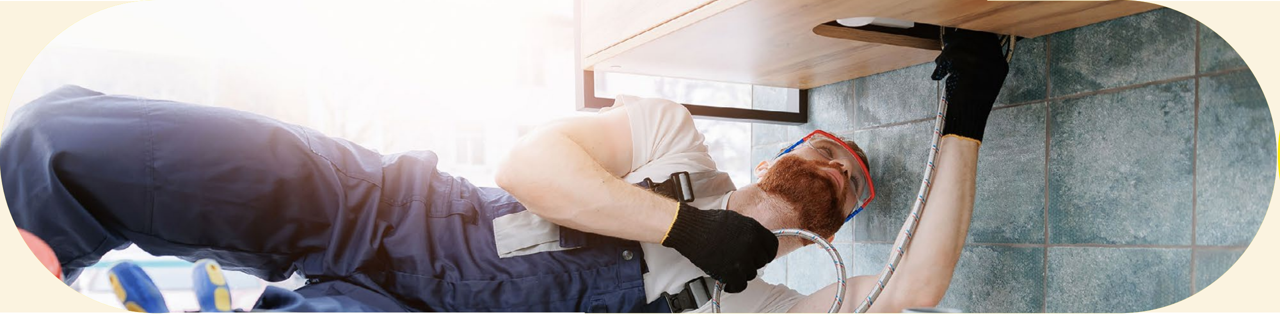
- The policy administration is undertaken by distributors.
- Sales complaints are handled by the distributor through which the policy was purchased.
- Claims handling and the scheduling of emergency assistance is managed by our approved suppliers.
- Claims complaints are handled by our approved supplier.

Target Market

Residential Landlords' Emergency Solutions is designed for landlords of residential dwellings used for domestic purposes situated in the United Kingdom.

Eligibility

- Cover must be sold alongside a landlords' insurance policy.
- Customers must be a resident for tax purposes in the United Kingdom, Channel Islands or the Isle of Man.
- The insured property must be located in the United Kingdom.
- The insured property must provide self-contained accommodation for let to tenants for residential purposes.



- Maximum period of insurances bound will be 12 months plus odd time not exceeding 18 months in total.

Types of customers for whom the product would be unsuitable

Residential Landlords' Home Emergency cover is not suitable for:

- Holiday homes or unoccupied properties
- Non-UK based properties
- Houses of multiple occupation
- Commercial Landlords (must be Residential Landlords).

Any notable exclusions or circumstances where the product will not respond

Residential Landlords' Emergency Solutions is not a home maintenance contract; we cannot help with problems that result from wear and tear.

In certain conditions, such as if the weather is bad or the property is in a remote location, we may take longer to arrive at the emergency.

Individual policy documents contain specific policy conditions and terms.

Other information which may be relevant to distributors

Distributor Value Impacts:

As a distributor we remind you of your responsibility in relation to the Fair Value of the ARAG products that you distribute. Examples of distributor influences on Fair Value include but are not limited to;

- Remuneration – high commission levels or fees may reduce the value of this product for the customer.
- Duplicate product sales – sales where the customer may have cover elsewhere and are therefore unable to fully utilise the ARAG product would negatively impact value.
- Sales to ineligible customers and sales to customers outside of the product target market would lead to poor value for those customers.
- Ensuring accurate product information and promotion will aid customers' understanding of the product benefits and lead to better awareness and in turn more customers utilising the product. This should be considered both through the sales journey and in any marketing literature and "How to claim" online pages and guides. ARAG provides both training and marketing support material to enable distributors to maximise customer understanding.

Intended Product Value Statement:

The intended product value of Residential Landlords' Emergency Solutions is to enable customers access to a contractor in a convenient and cost-effective way when an emergency event occurs in the insured property. Our Fair Value Assessment and Product Review are designed to ensure that this value statement remains true.

Product Approval Process Overview

ARAG operates a multi gate sign off process for all new products and product changes assessed as significant adaptions.

We have the following areas of accountability:

- The Product Governance Team provide product oversight and are responsible for Product Reviews and Fair Value Assessments.
- BTE Product & Portfolio Management and Trading Underwriting conduct technical performance reviews which form part of the ARAG Product level Review.
- The Product Governance Forum provides approval and oversight for new products, product development, and ongoing approval of existing products via the Product Review Process.

Products will be reviewed at least every 12 months or more frequently if any area of concerns are highlighted.

RLES Distributor Product Information 03.26