

Recourse Complete Recourse Scotland

The ARAG logo is a yellow circle with a black border, containing the word "ARAG" in black, bold, uppercase letters.

Target Market Statement

Product Description

Recourse Complete/Scotland will pay reasonable disbursements and, where applicable, opponents' legal costs for personal injury claimants who have entered into a conditional fee, a speculative fee agreement or other funding agreement agreed with us. Claimants must have a 51% chance or greater of winning their case for a policy to remain in force.

Where agreed a funding facility can be provided which allows the appointed lawyer to draw down costs throughout case progression rather than waiting until its conclusion to receive payment.

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

Individuals who have entered into a conditional fee agreement to pursue a personal injury claim in England and Wales or a speculative fee agreement in Scotland.

Target Market Statement (continued)

Eligibility

- Claims must be brought in England and Wales or Scotland (respectively) and be subject to home law.
- The solicitor must be acting under a funding arrangement agreed by us.
- Cover is not available for claims that are listed as part of a Group Litigation Order.
- Claims which are or are likely to be allocated to the small claims court are not eligible.
- Advance funding is available only from selected lawyer firms.
- The presence of suitable BTE insurance should be considered.

Distribution Method

Sold by lawyers at the time of, or subsequent to entering in to a funding arrangement with the customer.