

Fair value assessment - Fracture Cover

The fair value assessment considers if the product offers fair value to our customers. It takes into account the price paid by the customer, the distribution channel, a review of the product performance, complaints, claims ratio, communications and service delivery.



The fair value assessment for Fracture Cover has been completed and we have deemed that the product offers fair value and is suitable for customers:

- Who meet our eligibility criteria
- Who want to receive a lump sum if they suffer from one of the specific bone fractures covered
- Who have taken out one of our income protection policies
- Who are happy that they will not be covered for any of the standard exclusions that apply to Fracture Cover
- That can afford the premiums



Fracture Cover will not offer fair value or be suitable for customers:

- Who do not meet our eligibility criteria
- Who want to receive a lump sum for fractures that happen whilst taking part in one of the following listed excluded activities:
 - Mountain boarding, parkour, cliff jumping, coasteering or base jumping, gaelic football, hurling or shinty, horse riding, martial arts, boxing or cage fighting, motor car or motorcycle sport, mountaineering, rock climbing, abseiling, caving or potholing, off road mountain biking or BMX, private flying, gliding, paragliding or parachuting, rugby, skiing or snowboarding
- Who want to be covered during the first 7 days of the policy starting or for any fractures that occurred before the policy started
- Who want to be covered for excluded fractures which are diagnosed as either fatigue, stress, hairline, avulsion/chips, or micro fractures
- Who have a fracture due to osteoporosis or a medical procedure
- Who have a fracture due to self-inflicted injury
- Who cannot afford the premiums

When performing our assessment of value, we have had regard to price amongst other factors. We have not considered any other fees, charges or commission distributors may apply outside of the arrangements we have agreed with them in relation to the distribution of our product. Distributors may therefore wish to consider the impact of any such fees, charges, or commission they apply wherever applicable in assessing their impact on the value which our mutual customers receive from this product.

Should you require any further information on our assessment of value, please contact products@britishfriendly.com.