

Aviva Secured Lifetime Care Plan

Value for Money Assessment

This document is intended to be used by distributors and not provided to a customer. Aviva Life & Pensions UK Limited is the product manufacturer for these products. Full details are contained within the policy documentation.

Product Name(s)	Secured Lifetime Care Plan
Date Value for Money Assessment Completed	28/03/2023
Expected Date of Next Assessment	30/06/2024

Value for Money Assessment Requirements

As you will be aware, FCA have introduced a strengthening of the rules over Product Governance, particularly with the measurement, and ongoing monitoring, of Fair Value for customers. The requirements were initially introduced for General Insurance and Pure Protection products in October 2021 following the results of the Pricing Practices Market Study (PS21-05). More recently, the introduction of the Consumer Duty in July 2022 (PS22-09) has broadened the scope of the Value for Money requirements to include all products and services offered to Retail customers (including SME's already protected by FCA sourcebook rules).

Prior to these regulations, Aviva had in place robust Product Governance processes which continually assessed our products, both open and closed to new business, to ensure that customers continue to receive Fair Value. Our processes have been updated to ensure that they continue to meet the needs of our customers and adhere to the new regulatory requirements.

After we introduce our products to the market, we regularly review them to check that they remain suitable for the target market and that they continue to operate in line with customer expectations. This includes an assessment of the value received by customers through our products; this is referred to as the 'Value for Money Assessment'. The Value for Money assessment considers a range of indicators and measures which contribute to the overall value delivered to our customers.

Value for Money Assessment Outcomes

To assess the Value that customers receive from this product[s], the following measures have been assessed:

- **Target Market and Distribution Strategy** – Ensuring that the target market is defined at a sufficiently granular level and that the distribution approaches are appropriate
- **Costs and Charges** – Review of the costs incurred by retail customers to ensure that these are fair and appropriate taking into account the features and benefits offered through the product
- **Commission and Adviser Charging** – To ensure these are appropriate for the service received by the customer
- **Complaints** – Analysis of customer complaints to identify and resolve root causes, particularly where the product fails to deliver as expected
- **Service Delivery** – To ensure service levels are in line with those we have led customers to expect
- **Communications** – To ensure customers continue to receive communications which are clear, transparent and timely.

The assessment has concluded that the Secured Lifetime Care Plan continues to provide fair value to the target market.

Feedback

If you have any feedback on this document or would like to know anything further about our Value for Money Assessments, please get in touch with your usual Aviva contact.

Need this in a different format?

Please get in touch with your usual Aviva contact if you'd prefer this document (**AR011353**) in large font, braille or as audio.

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AR011353 04/2023

