AIG Australia Limited Product Design and Distribution Policy

Our Commitment

AIG is committed to offering high quality insurance products to meet our customer needs and which offer them real value. We will achieve this by taking a consumer-centric approach when designing and distributing our products.

Product Governance

AIG has established processes and procedures to ensure that customer needs are considered and addressed before products are offered to the market.

A key component of the product design and distribution process is the establishment of appropriate controls which serve to ensure that each of the products designed for and distributed to AIG's customers undergo appropriate review, approval, governance, and oversight.

Training on the product design and distribution process is provided to all relevant AIG staff members and there is ongoing oversight of this process to ensure that all process requirements have been met prior to the product obtaining final approval.

A number of AIG products are distributed by licensed insurance brokers. Where appropriate, we provide additional support and training to our distributors to ensure they are aware of the types of customers AIG products would be suitable for.

We will monitor our products after release to ensure they continue to meet the needs of our customers.

Products in scope

Our customer-centric approach to the design and distribution of products applies to all AIG products.

Target Market Determinations (TMD)

From 5 October 2021, AIG will prepare a Target Market Determinations (TMD) for each retail product it distributes. We will do this to help our customers understand which products we distribute are more suited to them. The Target Market Determination will describe who a product is appropriate for and any conditions around how the product can be distributed. It also describes the events or circumstances where we may need to review the Target Market Determination for a product.

We encourage your feedback

We want to continually improve the way we do business and the products we offer. The feedback we receive from our customers is invaluable and significantly influences the way we design and distribute our products. We encourage your feedback by clicking here.

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