

# PRODUCT DESIGN & DISTRIBUTION POLICY

June 2024

## > OUR COMMITMENT

Point is committed to offering high quality insurance products which offer real value in order to meet the needs of our customers. We will take a customer centric approach when designing and distributing our products.

## > GOVERNANCE

Point has processes and procedures in place to ensure that our customer needs are considered before products are offered to the market. Our product design and distribution process contains controls which are appropriate to ensure that each product undergoes a review, approval and governance process.

Training on the product design and distribution process is provided to all relevant 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. Our products are distributed by licenced insurance brokers and where necessary, training and support can be provided to the distributors of our products to ensure they are familiar with the Target Market Determinations and the type of customers our 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

From 5 October 2021, Point will prepare 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 TMD for a product.

