

Target Market Determination

Leisure Travel Insurance (Group Policy)



QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239 545

This Target Market Determination (TMD) is effective from 16.10.2023 and relates to the Leisure Travel Insurance (Group Policy) Product Disclosure Statement (QM3063-1023).

This TMD provides QBE's distributors and customers information regarding:

- which class of customers this product is suitable for (the target market) and which class of customers this product is likely to be unsuitable for;
- any distribution conditions for this product;
- reporting obligations and restrictions on distribution of our distributors; and
- the review period and events or circumstances that may trigger a review.

This TMD describes the customers within our target market. This TMD doesn't consider a customer's personal needs, objectives and financial situation.

A customer should always refer to the Leisure Travel Insurance (Group Policy) Product Disclosure Statement (PDS), and any Supplementary Product Disclosure Statements (SPDS) that may apply, to ensure the product is right for them.

Leisure Travel Insurance (Group Policy)

This product has been designed for:

- Financial members or staff members of:
 - Building & Construction industry unions
 - Plumbing industry unions
- Staff members of:
 - Building employees redundancy trusts
 - Building training centres
 - Building & construction wellbeing organisations

who are in the target market to provide financial protection for personal travel.

Who is within the Target Market for Leisure Travel Insurance?

Customers within the Target Market

(Customers are within the target market if all the following conditions apply)

✓	<p>Financial members/staff members of:</p> <ul style="list-style-type: none"> • Building & Construction industry unions • Plumbing industry unions <p>Staff members of:</p> <ul style="list-style-type: none"> • Building employees redundancy trusts • Building training centres • Building & construction wellbeing organisations <p>who want insurance for themselves (and their accompanying spouses and dependent children) for personal travel to a destination that is more than 250km from their normal place of residence.</p>
✓	<p>Members who want financial protection for themselves (and their accompanying spouses and dependent children) for:</p> <ul style="list-style-type: none"> • earnings they lose due to an injury (weekly benefits) that occur on a journey; and • injuries that occur during a journey which result in their death or permanent disablement (lump sum benefits/capital benefits).
✓	<p>Members who want financial protection for themselves (and their accompanying spouses and dependent children) for out-of-pocket medical expenses and emergency medical assistance that occur whilst on overseas journey.</p>
✓	<p>Members who want financial protection for: loss or damage to (but not limited to the following):</p> <ul style="list-style-type: none"> • baggage / business property / electronic equipment and money / travel documents; and • loss of deposits and additional expenses.

Customers NOT within the Target Market

(Customers are not within the target market if any of the following conditions apply)

X	Members whose journey exceeds 180 days.
X	Members who do not register their travel with the Insured prior to their travel departure date.
X	Members (or their accompanying spouses) aged over 75 years.
X	Members who want insurance for themselves or their accompanying spouses and dependent children's earnings they lose due to an injury that occurs on a journey due to an existing medical condition.
X	Members who want insurance for themselves or their accompanying spouses and dependent children's earnings they lose due to an illness.
X	Members (or their accompanying spouses and dependent children) while they participate in or train for any professional sport.
X	Members (or their accompanying spouses and dependent children) who want insurance while engaging in or taking part in air travel except as a passenger in a properly licensed aircraft.
X	Members (or their accompanying spouses and dependent children) who want insurance for travel for business purposes.
X	Members (or their accompanying spouses and dependent children) who want insurance for loss of deposits or additional expenses due to international border closures.
X	Members (or their accompanying spouses and dependent children) who want insurance in the event of war, invasion, acts of foreign enemies, hostilities (whether declared or not), civil war, rebellion, revolution or insurrection, civil commotion assuming proportions of or amounting to an uprising of military or usurped power.

Distribution Conditions

This product has been appropriately designed to be distributed through Windsor Management Insurance Brokers (Windsor). The product and the systems it is distributed through have been designed for a customer seeking insurance through Windsor. Windsor have taken reasonable steps to understand the key product attributes and align distribution to customers in the target market.

Distribution Restrictions	This product can only be distributed and sold via Windsor Management Insurance Brokers (WMIB) ABN 93 707 887 544, AFSL 230747.
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Distribution Conditions	<p>This product can only be sold via a QBE approved application system within the eligibility and underwriting rules.</p> <p>Any quoting outside the system must always be referred to a QBE underwriter.</p> <p>It can be sold to customers within the target market without the customer being provided with any financial product advice or, with either general or personal advice.</p> <p>Windsor must make the TMD available to customers who wish to refer to it.</p>
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Distribution Method	<p>This product can be sold via direct contact between the customer and Windsor.</p> <p>This product is not available online for customers to purchase directly.</p>
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Reporting Obligations for Distributors

Distributors of this product are required to provide QBE with complaints information about this product through the agreed complaints submission process including:

- the number of complaints the distributor has received about this product during the reporting period;
- a brief summary about the nature of the complaint raised and any steps taken to address the complaint; and
- any general feedback our distributor may have received on this product.

Distributors should include sufficient details about the complaint that would allow QBE to identify whether the TMD may no longer be appropriate to the class of customers.

Reporting Period: 6 monthly or as otherwise agreed with the Distributor and no later than 10 business days after the agreed complaints reporting date.

Dealings outside the target market

Distributors of this product need to report to QBE when they become aware of a dealing outside the target market that has not been approved by QBE. Their report to QBE must include information such as the date (or date range) the dealing occurred, details about the dealing(s) and any steps or actions taken to mitigate.

Reporting Period: As soon as practicable and, subject to our distribution agreement, no later than 10 business days of the date on which the Distributor became aware of the dealing.

TMD Reviews

Review Period	The initial review of this TMD will occur no later than 2 years from the date this TMD is first published and every 2 years thereafter.
What may trigger a review prior to periodic review	<p>The events or circumstances that may suggest the product is no longer suitable to the target class of customers and would trigger a review (prior to the scheduled periodic review date) include, but are not limited to, QBE becoming aware of:</p> <ul style="list-style-type: none">• a significant increase in the number of complaints relating to the product received by QBE or reported by distributors;• a material change to the product including Product Disclosure Statement, information or assumptions upon which the target market was formulated;• a change of relevant law, regulatory guidance or industry code which has a material effect on the terms or distribution of the product;• the product being distributed and purchased in a way that is significantly inconsistent with this TMD;• adverse trends in policy and claims data indicating the product is not performing as expected by the customer.