



# Target Market Determination

## Product: Smart Protect Travel (Product)

Product Disclosure Statement: Prepared on 20 December 2021 08.21.1

TMD Commencement Date: 6 April 2022

Issuer: AIG Australia Limited (AIG) ABN 93 004 727 753 AFSL No 381686

## What is a target market determination?

A Target Market Determination (TMD) is a determination that AIG has made that sets out:

- the class of customers that comprise AIG's target market for this Product, taking into consideration their likely objectives, financial situation and needs;
- any conditions and restrictions placed on retail product distribution conduct in relation to the Product;
- the events and circumstances that would reasonably suggest that the TMD is no longer appropriate;
- the review periods for the TMD; and
- the reporting obligations for the TMD.

This TMD does not provide any financial product advice on the Product and does not take into consideration the objectives, financial situation and needs of individual customers.

The terms and conditions of the Product are set out in the Product Disclosure Statement (PDS). Insurance products and services are provided by AIG Australia Limited ABN 93 004 727 753 AFSL 381686. This TMD does not form part of the insurance contract and is not a summary of the Product's terms and conditions. Customers should review the PDS before making any decision on whether to purchase this Product.

AIG will make this TMD available to any person, upon request, free of charge.

Terms used in this TMD, which are defined in the *Corporations Act*, have the same meaning as under that legislation.

## Application of this TMD

This TMD applies to customers who acquire the Product as retail clients namely sole traders and small businesses (a business which employs less than 100 people, if a manufacturing business, or otherwise 20 people or less).

It does not apply to other customers (wholesale clients) who may purchase the Product.

## 1. Target market

This section of the TMD describes the class of retail client customers who comprise the target market for the Product, taking into account their likely needs, objectives and financial situation.

Outlined below is a description of the Product, key eligibility criteria and key product attributes that affect whether this Product is likely to meet the needs, objectives and financial situation of the target market.

The Target Market is retail client customers:

- who meet key eligibility criteria of the product; and
- where the key product attributes meet their likely needs, objectives and financial situation.

## Product Description & Key Attributes

This Product is a Corporate Travel product that offers travel insurance to organisations, that have employees or other eligible persons who undertake authorised business travel on behalf of their organisation.

Please refer to the PDS for full details of Product coverage including benefits.

## Key Eligibility Criteria

The table below provides a summary of the key eligibility criteria of this Product. This outlines the types of customers and types of travel that this Product is available for. This Product is subject to underwriting criteria prior to acceptance.

This cover is available to	This cover is NOT available to
<p>Organisations with an Australian Business Number (ABN) that have:</p> <ul style="list-style-type: none"> <li>employees or other eligible persons who undertake travel on authorised business and associated leisure travel on behalf of the organisation.</li> </ul> <p>Organisations include but are not limited to:</p> <ul style="list-style-type: none"> <li>businesses</li> <li>educational Institutions</li> <li>religious organisations</li> </ul>	<ul style="list-style-type: none"> <li>Customers who operate as a Family Trust or Self-Managed Superannuation Fund,</li> <li>Organisations that intend for employees and other persons to utilise this policy solely as a comprehensive personal leisure insurance travel policy,</li> <li>Organisations who have personal leisure travel trips as the majority of their declared trips,</li> <li>Organisations that have employees and other eligible persons who frequently intend to travel on a single trip exceeding 180 consecutive days unless agreed and approved by us.</li> </ul>

## Needs and Objectives

This Product is likely to meet the needs and objectives of organisations who wish to provide travel insurance to employees and other eligible persons who undertake authorised travel on behalf of the organisation. Cover can be tailored to vary the sums insured and types of benefits to suit the needs and objectives of the organisation and their authorised travellers. A summary is provided below of the key Product features outlining what is covered and what is not covered.

### Key Product Features

#### What is covered:

- overseas medical expenses, ongoing medical expenses (as defined) in Australia, emergency transportation and emergency evacuation expenses incurred whilst travelling
- emergency assistance to assist in the event of a medical emergency or natural disaster.
- reimbursement for cancellation charges and additional extra expenses arising from unforeseen events.

#### What is not covered:

- travel to a country or countries that are subject to sanctions or embargos or to a country or countries otherwise excluded under the Product.
- travel by employees who have attained certain age limits set out in the PDS.

The Product contains other exclusions which can be found in the PDS.

## Key Product Features – continued

### What is covered:

- accidental loss of or damage to accompanied luggage, personal belongings including travel documents, portable business equipment/business property, unauthorised use of credit cards etc.
- lump sum payments (in line with respective age band limits) for an injury resulting in death or other specified events and weekly benefits for loss of income as a result of sickness or injury.
- leisure travel pre/post and during the business trip.

The Product contains other benefits which can be found in the PDS.

These are the key attributes. Please refer to the PDS for full details of product coverage including age limitations and benefits. The benefits are subject to specified sums insured, policy limits and the terms and conditions of the policy.

## Financial Situation

This product is likely to meet the financial situation of organisations who:

- require insurance coverage in line with the sums insured and policy limits available under the Product.
- have the ability to pay premiums in accordance with the policy structure, chosen benefits, excess, fees and charges considering the organisation's financial circumstances.

## Consistency between the Product and target market

This Product is likely to be consistent with the objectives, financial situation and needs of the customers in the target market because the Product provides cover to those customers who meet key eligibility criteria, and they require cover for the types of loss or damage that those customers in the target market are seeking to insure against.

## 2. Distribution conditions

This section of the TMD describes the conditions and restrictions on retail product distribution conduct that apply to customers who are retail clients. It does not apply to other customers (wholesale clients) who may purchase the Product.

The Product is distributed (purchased) via:

- insurance brokers and their authorised representatives.

The distribution conditions that apply to the sale of this Product do not apply to the extent that the insurance broker is arranging for a customer to acquire the Product for the purpose of implementing personal advice given to the customer.

The brokers will distribute the Product to retail client customers that meet AIG's eligibility criteria, which aligns with the target market set out in section 1 above. The brokers apply a consistent application process in relation to the Product, which supports the sale of the Product and any additional extensions to customers in the target market. Insurance brokers distributing the Product are required to submit customer applications using that process.

The broker ensures that all authorised representatives it deals with in relation to the Product:

- specialise in providing insurance to the industry;
- have a general understanding of the likely objectives, situation and needs of the class of customers that fall within the target market; and
- have been trained in the relevant acceptance criteria for the Product.

## 3. Review period and triggers

AIG will review this TMD during the following periods to ensure that it remains appropriate:

<b>First review period</b>	Within one year from the TMD's commencement date
<b>Ongoing review periods</b>	At least every two years after the completion of the first review period.

AIG will also review this TMD if there are events or circumstances that reasonably suggest that the TMD is no longer appropriate. The triggers for this review may arise from:

#### Trigger

- a material change to the cover provided by the Product,
- the discovery of a relevant and material deficiency in the Product's disclosure documentation,
- a change in AIG's risk acceptance criteria or underwriting guidelines that may impact the suitability of the Product for the target market,
- a material change to the distribution of the Product,
- complaints or other feedback indicative of the Product no longer being suitable for the target market,
- claims denials or other issues indicative of the Product no longer being suitable for the target market,
- material decreases in sales and Product performance metrics including but not limited to product acceptance rates, cancellation rates, Product value and affordability, benefits to customers, and the like.
- a material change to the legislation,
- issues arising from compliance monitoring, breaches or internal audit findings, or
- concerns raised by a regulator, the Code Governance Committee or AFCA.

## 4. Reporting obligations

Insurance Brokers, authorised representatives and AIG staff are required to report the following information to AIG:

Event or circumstance	Person required to report	Reporting period
Any issue arising from the sale of the Product to retail client customers in breach of the distribution conditions or outside the target market.	AIG staff, the insured's appointed broker or its authorised representative	As soon as practicable after becoming aware of the matter, and within 10 business days.
Any significant dealings that are not consistent with this TMD	AIG staff, the insured's appointed broker or its authorised representative	As soon as practicable after becoming aware of the matter and within 10 business days.
The number and detail of complaints received about the Product.	AIG staff, the insured's appointed broker or its authorised representative	Referral of Product related complaints within 24 hours. Periodic reporting within 10 business days after the end of each calendar quarter (31 March, 30 June, 30 September and 31 December)
Regular and incident-based reporting on key sales and product performance metrics (under 'Review period and trigger' above)	AIG staff, the insured's appointed broker or its authorised representative	Within 10 business days after the end of each calendar quarter (31 March, 30 June, 30 September and 31 December) or upon the occurrence of an incident.
Any actual or likely compliance breach relating to sale of the Product or to distribution requirements under the PDDO.	AIG staff, the insured's appointed broker or its authorised representative	As soon as practicable after becoming aware of the matter, and in any event within 10 business days of the compliance breach being identified.