

# Target Market Determination

## for DamageCover Insurance Product

### About this document

This Target Market Determination (TMD) applies to DamageCover Insurance product. It seeks to offer customers, distributors and employees an understanding of the class of customers for which this product has been designed, having regard to their needs, objectives and financial situation.

This document is not intended to provide financial advice regarding coverage, nor does it form a part of the terms of cover. In addition to the key eligibility requirements outlined in this document, the product is also subject to acceptance criteria. Customers must refer to the Product Disclosure Statement (PDS) and any supplementary document(s), which outline the relevant terms, conditions, exclusions and insurance cover being provided under the product, when making a decision about this product.

### 1. Issuer

Insurance Australia Limited, ABN 11 000 016 722, AFS Licence No. 227681

### 2. Date from which this Target Market Determination is effective

5 October 2021.

This Target Market Determination is effective from the date shown above. This Target Market Determination will apply to policies that are purchased or renewed on or after 5 October 2021. For historical versions of this document, please contact your insurer or distributor, or refer to our website at [iag.com.au/tmd](http://iag.com.au/tmd).

### 3. Class of customers that fall within this target market

The DamageCover Insurance product is designed to offer choices of cover for a class of customers whose likely needs, objectives and financial situation outlined below, are aligned with the product and its key attributes and eligibility criteria.

#### 3.1 Product description and key attributes

The DamageCover Insurance product is a group policy that is taken out by the platform for the benefit of its private vehicle owners who have registered their Vehicle on an approved subscription platform. The product and its limit are defined by the Certificate of Insurance and applies to all vehicles which are covered under the product.

The key eligibility requirements to purchase this insurance product include:

| Key eligibility criteria      | This product is appropriate for   | This product is not appropriate for   |
|-------------------------------|---|---|
| The type of Vehicle you own   | Passenger vehicles including but not limited to: <ul style="list-style-type: none"><li>• Sedans</li><li>• Wagons</li><li>• SUV, and</li><li>• Utilities</li></ul> | Including but not limited to: <ul style="list-style-type: none"><li>• Motorcycles</li><li>• Mopeds</li><li>• Scooters and E-scooters</li><li>• Trikes</li><li>• Heavy vehicles (including buses), and</li><li>• Taxis</li></ul> |
| How you use your Vehicle      | Vehicles leased through a recognised subscription platform and used for Private use   | The vehicle being used in the course of any business of carrying passengers or goods for hire or reward other than a lease through the subscription platform  |
| The condition of your Vehicle | <ul style="list-style-type: none"><li>• Good repair and condition</li><li>• Meets the registration requirements in your state or territory</li></ul>              | <ul style="list-style-type: none"><li>• Not in good repair and condition</li><li>• Does not meet registration requirements</li></ul>  |

Each PDS has specific coverage and limitations.

### 3.2 Needs and objectives

This product has been designed for people who require a choice of different covers as set out in the tables below. The crosses indicate the needs and objectives that each choice of cover has not been designed for.

|  | Choice of cover                      |
|--|--------------------------------------|
| <b>Needs and objectives</b>  | <b>DamageCover<br/>Comprehensive</b> |
| Are seeking protection from Financial Loss incurred as a result of destruction, loss or damage to the vehicle caused by certain listed events during the period of lease through a recognised subscription platform  | ✓                                    |
| Are seeking protection for the renter or authorised driver of the Vehicle from Financial Loss resulting from Legal Liability for a claim relating to personal injury or damage to property arising out of an event while being leased through a recognised subscription platform | ✓                                    |
| Are seeking coverage for liability for the owner of the Vehicle  | X                                    |
| Are seeking coverage while the Vehicle is not being leased through a recognised subscription platform  | X                                    |
| Are seeking coverage for an agreed value of their Vehicle  | X                                    |
| Are seeking cover while using the vehicle for any delivery or collection services, or used in the course of any business of carrying passengers or goods for hire or reward other than a lease through the subscription platform   | X                                    |

### 3.3 Financial situation

This product is provided for the benefit of a person who holds a current subscription to a relevant online service, at no extra charge.

### 3.4 Consistency with the target market

The insurance product including its key attributes is likely to be consistent with the likely objectives, financial situation and needs of the class of customers in the target market, as we consider that it provides the required type of insurance cover for that class of customers. This has been determined based on an assessment of the insurance product including its key attributes. Individual customers will need to consider whether this insurance product meets their specific objectives, financial situation and needs.

## 4. How this product can be distributed and distribution conditions

The following distribution conditions apply:

- This product is designed to be distributed by us or our distributors only as a group policy to operators of a platform who are listed on the certificate who facilitate a transaction for temporary rental between an owner and a renter
- This product can only be issued to people where they are eligible for that cover in accordance with the application and/or acceptance/renewal criteria that has been approved in writing by the issuer and which complies with relevant laws
- This product can only be distributed by us or distributors where we or our distributors have received training and relevant accreditation (if required) and have met annual compliance reviews.

The distribution conditions will make it likely that customers who acquire the insurance product are in the target market, as we consider that the distribution conditions are appropriate and will enable us and our distributors to direct the insurance product to the class of customers who fall within the target market set out above. This has been determined based on an assessment of the distribution conditions and the target market.

## 5. Reviewing this Target Market Determination

We will review this Target Market Determination in accordance with the below.

|                                  |  |
|----------------------------------|--|
| <b>Initial review</b>            | Within three (3) years of the effective date   |
| <b>Periodic reviews</b>          | At least every three (3) years from the initial review   |
| <b>Review triggers or events</b> | Any event or circumstances arise that would suggest the TMD is no longer appropriate. This may include (but not limited to): <ul style="list-style-type: none"> <li>• A material change to the design or distribution of the insurance cover, including related documentation</li> <li>• An alteration in acceptance criteria or underwriting criteria</li> <li>• Systemic issues across the product lifecycle</li> <li>• Distribution conditions are no longer appropriate</li> <li>• We have determined that a significant dealing has occurred</li> <li>• Where applicable, feedback from distributors and customers</li> <li>• External events such as adverse media coverage or regulatory attention, and</li> <li>• Significant changes in metrics including claims, complaints and loss ratios</li> </ul> |

Where a review trigger has been identified, this Target Market Determination will be reviewed within 10 business days.

## 6. Reporting and monitoring this Target Market Determination

We will collect and may require our distributors to report on the following information in relation to this TMD:

|                             |  |
|-----------------------------|--|
| <b>Complaints</b>           | All complaints in relation to this product on a monthly basis. This will include written details of the complaints.                              |
| <b>Sales data</b>           | Relevant sales and customer data in relation to this product on a monthly basis.   |
| <b>Claims data</b>          | Where relevant, claims data in relation to this product on a monthly basis.  |
| <b>Significant dealings</b> | Report if we or they become aware of a significant dealing in relation to the product that is inconsistent with the TMD within 10 business days. |

## 7. PDS to which this Target Market Determination applies

This TMD applies to the following PDS:

| PDS Reference |  |
|---------------|--|
| DamageCover   |  |