

# Target Market Determination

## for Travel Insurance cover

### About this document

This Target Market Determination (TMD) applies to the Travel Insurance products. It seeks to offer customers, distributors and employees an understanding of the class of customers for which these products have been designed, considering 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

28 November 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 28 November 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 Travel Insurance products are 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 Travel Insurance products can be tailored to suit the individual person. This can be based on the length and destination of the trip, options for excess, and certain optional covers.

The key eligibility requirements to purchase this insurance product include:

#### 3.1.1 International Travel Insurance

Key eligibility criteria	This product is appropriate for	This product is not appropriate for
The type of trip being undertaken	<ul style="list-style-type: none"><li>Travelling internationally</li><li>Beginning and ending in Australia</li><li>The duration of the trip is no longer than 24 months</li></ul>	<ul style="list-style-type: none"><li>Travelling in, to or through countries which the Australian government recommends not to travel to</li><li>Only travelling within Australia (other than on an Australian coastal cruise)</li></ul>
The insured customer and their dependents	<ul style="list-style-type: none"><li>Permanent residents of Australia or temporary residents on a current Australian visa, who are entitled to return to Australia at the end of the trip</li><li>Meet the acceptance criteria including pre-existing medical conditions which have been pre-approved</li><li>Medically fit to travel</li></ul>	<ul style="list-style-type: none"><li>Tourists or working holiday visa holders</li><li>Australian citizen residing permanently overseas</li><li>Seeking cover for a pre-existing medical condition which has not been approved</li><li>Seeking cover for financial loss due to outbreaks of infectious diseases (e.g. pandemics, epidemics, etc.), unless for medical expenses if policy purchased prior to an alert or warning being made of the outbreak</li></ul>

### 3.1.2 Domestic Travel Insurance

Key eligibility criteria	This product is appropriate for	This product is not appropriate for
The type of trip being undertaken	<ul style="list-style-type: none"> <li>The duration of the trip is no longer than 24 months</li> <li>The customer is travelling within Australia</li> </ul>	<ul style="list-style-type: none"> <li>Travelling internationally</li> <li>Travelling on an Australian coastal cruise</li> </ul>
The insured customer and their dependents	<ul style="list-style-type: none"> <li>Permanent residents of Australia or temporary residents on a current Australian visa, who is entitled to return to Australia at the end of the trip</li> <li>Meet the acceptance criteria including pre-existing medical conditions which have been pre-approved</li> <li>Medically fit to travel</li> </ul>	<ul style="list-style-type: none"> <li>Seeking cover for medical or hospital expenses</li> <li>Tourists or working holiday visa holders</li> <li>Seeking cover for a pre-existing medical condition which has not been approved</li> <li>Seeking cover for financial loss due to outbreaks of infectious diseases (e.g. pandemics, epidemics, etc.)</li> </ul>

### 3.2 Needs and objectives

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

Needs and objectives	Choice of cover				
	International			Domestic	
	Platinum Plan Or International Multi-Trip Plan*	Premium Plan	Essentials Plan	Domestic Plan Or Domestic Annual Multi-Trip Plan*	Cancellation Only Plan
Level of cover	High level of cover	Mid level of cover	Lowest level of cover	Mid level of cover	Basic cover
Are seeking cover for Financial Loss incurred as a result of overseas Medical Expenses	✓	✓	✓	✗	✗
Are seeking cover for Financial Loss incurred as a result of unforeseen Cancellations	✓	✓	✓	✓	✓
Are seeking cover for Financial Loss incurred as a result of delayed, lost, damaged or stolen Luggage and Personal Effects	✓	✓	✓	✓	✗
Are seeking cover for unexpected Financial Loss incurred as a result of Accidental Death or Disability during the trip	✓	✓	✗	✗	✗
Are seeking cover for unexpected Financial Loss incurred as a result of Legal Liability incurred during the trip	✓	✓	✓	✓	✗
Are seeking optional cover for Ski and Winter Sports	✓	✓	✓	✓	✗
Are seeking optional cover for cruise	✓	✓	✓	✗	✗
Are seeking optional cover for Specified Luggage items	✓	✓	✓	✓	✗

\*For International and Domestic Travel you can choose to purchase Annual Cover covering multiple trips during the year or International and/or Domestic Cover for a single trip you are taking during the year.

Each PDS has specific coverage and limitations.

### 3.3 Financial situation

A person who is able to pay premiums in accordance with the chosen premium structure, excess, fees and government charges, having regard to personal circumstances and vulnerability or hardship considerations.

Relevant financial situation considerations include:

- Ability to potentially vary your premium by considering different levels of cover/options
- Ability to potentially vary your premium level by choosing your excess.

### 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 through the following means, where authorised:
  - Online through relevant websites
  - By contacting a branch or contact centre
  - In person (e.g. branch, agency, or premises visit)
- 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	
Travel Insurance (SA, WA and NT)	Travel Insurance