

# Personal Accident Volunteer Workers

## Target Market Determination



This target market determination (TMD) is effective from 22 June 2022. We may review this TMD at any time.

This TMD also provides information about:

- Who the product is generally suitable for (target market);
- Who the product is not suitable for;
- How the product will be distributed to our customers;
- How often we will review this TMD and when the next review will occur;
- What events or circumstance may trigger a review of this TMD; and
- What are our reporting obligations for this TMD.

This TMD does NOT consider a customer's personal needs, objectives or financial situation. This TMD is not a Product Disclosure Statement and does not form part of the terms of cover. Customers should always consider the Product Disclosure Statement for this product (as well as any supplementary product disclosure statement that may apply) which is available at [www.acsfinancial.com.au](http://www.acsfinancial.com.au) and [www.honan.com.au](http://www.honan.com.au) to decide whether this product is suitable for them before making any decision to purchase.

### Product Description

The key features of this product are summarised below. Customers should refer to the Product Disclosure Statement for full details of the insurance cover being provided under this product, as well as applicable limits and exclusions which might apply to them.

Key Feature	Description of feature
Cover for temporary and permanent disablement	Compensation for temporary and permanent disablement resulting from Injury as defined by the policy– as per the specified sum and subject to the aggregate policy limit
Cover for death (including disappearance presumed to result in death)	Compensation for death resulting from Injury as defined by the Policy– as per the specified sum and subject to the aggregate policy limit Compensation where insured person is presumed dead following disappearance – as per the specified sum and subject to the aggregate policy limit
Non Medicare medical expenses	Cover for non Medicare medical expenses for Injury as defined by the Policy suffered whilst engaged in authorised activities and subject to the aggregate policy limit

# Personal Accident Volunteer Workers

## Target Market Determination



### Target Market

This product has been designed for churches, ministries and Christian Schools who wish to provide cover for volunteer workers of their organisation who may be injured by accident during authorised activities of the organisation. We have outlined below who this product is generally suitable for and who the product is generally not suitable for. For the full terms, conditions, limitations and exclusions, please refer to the Product Disclosure Statement.

Within the target market
<ul style="list-style-type: none"> <li>• Churches, ministries and Christian Schools operating in Australia that wish to provide financial protection for volunteer worker death or disablement arising from injury resulting from an accident.</li> </ul>
Not within the target market
<ul style="list-style-type: none"> <li>• Organisations that are not churches, ministries or Christian Schools</li> </ul>
<ul style="list-style-type: none"> <li>• Organisations (including churches, ministries and Christian Schools) that do not want to purchase personal accident cover for its volunteer workers</li> </ul>
<ul style="list-style-type: none"> <li>• Organisations seeking cover for volunteer workers:                             <ul style="list-style-type: none"> <li>- where injury results from pre-existing medical conditions</li> <li>- who will receive sick leave payments in respect of their injuries</li> <li>- requiring more compensation for injury resulting from accident than the sums specified in the policy</li> <li>- where injury results directly or indirectly from mental or nervous disorder</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Organisations (including churches, ministries and Christian Schools) seeking life insurance, income protection insurance, trauma insurance, TPD insurance or private health cover for its volunteer workers.</li> </ul>
<ul style="list-style-type: none"> <li>• Organisations seeking compensation for injuries resulting in permanent total disablement or paraplegia/quadruplegia for volunteer workers who do not fall within the stipulated age limits for compensation.</li> </ul>
<ul style="list-style-type: none"> <li>• Organisations seeking cover for death resulting from suicide.</li> </ul>

The Product is designed for customers whose likely objectives, financial situation and needs are described below.

Customer's likely objectives, financial situation and needs	
Objectives	To financially protect an organisation's volunteer workers by compensating for injury resulting from an accident.
Financial situation	Organisations with volunteer workers who are likely to experience a financial burden as a result of injury resulting from accident.
Needs	Organisations in the target market looking for protection from a number of key risks associated with engaging volunteer workers.

# Personal Accident Volunteer Workers

## Target Market Determination



### Distribution of this product

This product is distributed by ACS Financial Pty Ltd (ACS) as an insurance broker holding an Australian Financial Services Licence. ACS understands the target market for this product and its brokers have the knowledge and skill to distribute this product.

Honan Insurance Group has distribution conditions in place to help ensure that this product is only sold to customers in the target market. This includes:

- Requesting information relating to the eligibility during the application process to determine whether the customer meets the eligibility requirements for this product.
- Persons involved in offering or arranging this product are appropriately trained, understand the market this product is designed for and how to identify customers falling within and outside of the target market.
- This product is only distributed by ACS.

### Reporting of complaints and significant dealings outside the target market

Honan Insurance Group Pty Ltd will record all complaints received about this product. ACS is required to provide written details of any complaint received about this product within 10 business days after each Complaints Reporting Period. For the purpose of this TMD, a Complaints Reporting Period is a calendar quarter.

If a product is sold to a person that is not within the target market, this must be reported to Honan Insurance Group Pty Ltd within 10 business days of the date on which ACS becomes aware of the sale.

### Reviewing this TMD

This TMD will be reviewed no later than 2 years from the effective date to ensure it remains appropriate.

This TMD will be reviewed earlier, if any event or circumstance occurs that would reasonably suggest that the determined target market is no longer appropriate, or this product is no longer consistent with the likely objectives, financial situation and needs of customers in the target market. These events or circumstances are called review triggers. A review trigger might be where:

1. There is a material change to this product, including to the cover;
2. There is a relevant and significant change or event affecting a reasonable proportion of customers in the target market (e.g. a change in law or regulation);
3. There are changes to how this product is distributed;
4. There is a pattern of complaints or feedback relating to the appropriateness of this product for the target market;
5. Trends in claims suggest that this product is not performing appropriately for the target market; or
6. There is a reportable significant dealing in this product;
7. Feedback, orders or directions from a regulator or external dispute resolution body like AFCA that suggest this TMD is no longer appropriate; or
8. There is a material defect in the PDS which reasonably suggests this TMD is no longer appropriate.

This TMD will be reviewed within 10 business days of the occurrence of any of the review triggers above.

This product is issued by Honan Insurance Group Pty Ltd (AFS Licence no. 246729, ABN 67 005 372 396) under a binding authority from the insurer, Beazley Syndicates AFB (a participant of Lloyds of London). Beazley is authorised by the Australian Prudential Regulation Authority to carry on insurance business in Australia. Please refer to the Product Disclosure Statement and consider whether this product is suitable for you before making a decision to purchase this product.