Target Market Determination

Product: AHI Corporate Travel Insurance

TMD effective date: 16/02/2024

Product Disclosure Statement (PDS): AHI Corporate Travel Product Disclosure Statement
Issuer: Tokio Marine & Nichido Fire Insurance Co., Ltd, ABN 80 000 438 291, AFS Licence No. 246548

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AHI Target Market Determination

This Target Market Determination (TMD) is effective from 16/02/2024 and relates to the Corporate Travel Product Disclosure Statement (Product).

This TMD is required under Section 994B of the Corporations Act 2001 (Cth). The purpose of this TMD is provide the following information in respect of the Product:

- class of consumers that comprises the target market;
- conditions and restrictions on distribution;
- events and circumstances that will trigger TMD review and review period;
- distributor's obligations relating to reporting.

This TMD:

- is not intended to be a consumer facing disclosure document;
- does not form part of the PDS/Policy for this Product, and
- does not provide any financial product advice and does not take into consideration the objectives, financial situation and needs of individual customers.

This TMD is designed to provide customers, insurance brokers, distributors and Accident and Health International Underwriting Pty Limited (AHI) AFSL No. 238261 staff with the appropriate information to understand who this Product has been designed for and the approach to determining that the Product is likely to be consistent with the objectives, financial situations and needs of the target market customer and the distribution conditions.

AHI is an underwriting agency specifically created to provide Personal Accident, Medical and Travel insurance. AHI acts on behalf of Tokio Marine & Nichido Fire Insurance Co. Ltd, ABN 80 000 438 291, AFS Licence No. 246548 (TMNF) who are the issuer of this insurance, and AHI have full authority to quote and issue contracts of insurance, collect premiums and pay claims on TMNF's behalf.

This TMD sets out the target market for the Product.

Class of consumers that comprise target market

This Product is suitable for:

AHI's Corporate Travel insurance is a general insurance product distributed to Australian based businesses and organisations, designed to cover the employees or members of the insured entity together with their eligible accompanying spouse and dependent children in respect of:

- any unexpected loss, expenses or damage whilst on a journey, or in the course of a journey specified in the policy, when travelling within Australia and Internationally;
- an insured event resulting from an injury or sickness covered under the policy,

subject to conditions, limitations and exclusions which apply to the cover provided under the policy.

AHI and TMNF's assessment of the key terms and attributes of the insurance benefits available under the policy is that they are likely to be consistent with the likely needs, objectives and financial situation of customers in the target market for this Product.

This Product is not suitable for the following:

- Organisations that do not undertake business travel.
- Organisations seeking cover only during their employees journey/commute to work.
- Organisations seeking benefits offered under life insurance policies, such as guaranteed renewal policies or death benefit under a policy with a term greater than twelve (12) months.
- Organisations not registered in Australia.
- Organisations whose employees routinely travel long distances as part of their employment (i.e. pilots and truck drivers).
- Organisations or travellers' who are unable to pay any applicable excess or who are unable to pay costs incurred at the time of loss for benefits paid on a reimbursement basis.

This policy is not suitable for persons seeking coverage for losses arising from the policy exclusions listed within the PDS.

This Product is not intended to be a replacement or alternative of private health insurance or workers' compensation scheme.

Key eligibility criteria:

Age limits apply to the policy and can vary depending on the requirements of the group or AHI's underwriting guidelines. No cover is provided for insured persons who have not attained the minimum age limit, or who have attained the maximum age limit of the policy at the time of an event claimed under the policy. The minimum age limit and the maximum age limit are stated in the policy schedule. Please refer to the PDS for full details.

Limitations

The Product provides several benefits. An insured person is only covered for the benefits outlined in the policy schedule. If a benefit within the policy schedule is stated to be $0.00, no cover is provided under the policy for that benefit. This policy is not suitable for persons seeking coverage beyond that provided.

There is a maximum amount payable under each benefit of the policy with respect to each insured person, and with respect to all claims payable under the policy during each period of insurance. The limit of Our liability is the sum insured against each benefit as shown in the policy schedule and is subject to the overall maximum amount in any one period of insurance as also shown in the policy schedule against “Aggregate Limit of Liability”.

Excess and other Deductions

Claims are subject to the payment of any excess, deferral period and co-payment as specified in the policy schedule, and deduction of an amount covered by a regulated compensation schemes such as workers’ compensation scheme or traffic accident compensation scheme.

Key benefits and exclusions

Key benefits*

- Accidental Death and Capital Benefits
- Weekly Injury Benefit
- Weekly Sickness Benefit
- Death by Specified Sickness
- Broken / Fractured Bones Benefits
- Injury Resulting in Surgery
- Sickness Resulting in Surgery
- Loss of Teeth or Dental Procedures
- Accidental HIV Infection Lump Sum Benefit
- Childcare Benefit
- Coma Benefit
- Corporate Image Protection Benefit
- Dependent Child Supplement Benefit
- Driver Services Benefit
- Education Fund Benefit
- Family Accommodation and Transport Expenses Benefit
- Financial Advice Benefit
- Home and Vehicle Modification Benefit
- Orphaned Benefit
- Partner Accidental Death Benefit
- Partner Training Benefit
- Retraining and Rehabilitation Expenses Benefit
- Unexpired Membership Benefit
- Medical and Medical Evacuation Expenses
- Ongoing Medical Expenses
- Hospitalisation Overseas Expenses Benefit
- Additional and/or Forfeited Expenses
- Corporate Event Benefit
- Hijack Benefit
- Illegal Detention Benefit
- Legal Expenses
- Missed Transport Connection
- Overbooked Flight Benefit
- Pet Boarding Expenses Benefit
- Repatriation of Mortal Remains / Funeral Expenses
- Trauma Counselling Benefit
- Loss of Deposits and Cancellation Expenses
- Baggage Benefit
- Data Connection Benefit
- Data Recovery Benefit
- Delayed Baggage
- Electronic Equipment
- Identity Theft Extension Benefit
- Lost Keys and Locks

- Money Benefit
- Repatriation of Belongings Benefit
- Kidnap, Detention, Extortion and Ransom
- Extra Territorial Workers Compensation
- Hire Vehicle Expenses Benefit
- Private Vehicle Excess Benefit
- Towing Expenses
- Alternative Employee / Resumption of Journey Expenses Benefit
- Personal Liability
- Political Risk, Natural Disaster and Personal Safety Evacuation Expenses
- Evacuation Accommodation Expenses
- Search and Rescue Expenses

* These items are only Insured if selected and shown on the policy schedule for an insured amount. If the sum insured shown in the policy schedule is $0.00 for a benefit, no cover is provided under the policy for that benefit.

Key exclusions

The policy contains the general exclusions, which unless otherwise agreed in writing, apply to all benefits under the policy. Other specific exclusions may apply to individual benefits. The PDS should be checked to ensure that the Product is consistent with the likely objectives, financial situations and needs of the target market customer. Some of the key exclusions which apply to this Product include:

- any benefit payment that would result in us breaching any of the following:
  - Private Health Insurance Act 2007 (Cth) and the Private Health Insurance (Health Insurance Business) Rules;
  - the Health Insurance Act 1973 (Cth); or
  - the National Health Act 1953 (Cth),

  as amended from time to time.
- racing and/or time trials of any form, other than on foot.
- any deliberate self-inflicted harm or Injury, caused or committed by the insured person, including suicide or attempted suicide, reckless misconduct or any criminal or illegal act.
- an insured person engaging in or taking part in or training for professional sports of any kind.
- an insured person engaging in air travel except as a passenger in any registered and licensed aircraft that carries passengers.
- travel that is planned and/or undertaken by the insured person against the advice of a Medical Practitioner;

Distribution Conditions

This Product may be distributed by insurance brokers and their representatives that are authorised, and licensed to the extent required, by law, under an Australian Financial Services Licence.

Distribution conditions and restrictions include underwriting rules as amended from time to time by AHI and TMNF, terms of AHI and TMNF's distribution arrangements, Industry code, and legal and regulatory requirements.

This Product can only be distributed through an underwriting system approved by AHI and TMNF, and in accordance with the eligibility and underwriting rules, including restrictions relating to age and pre-existing conditions. Any quoting outside of such system(s) must be referred to an authorised representative of AHI and TMNF.

AHI and TMNF will make risk-based decisions to determine its acceptance criteria about insurance cover that they can offer and the costing that will be applied. Some of the key acceptance criteria relating to this target market determination may include:

- Age of insured persons
- Occupation of insured persons
- Activities undertaken during the cover period
- Previous claims experience for this type of risk
- Risk location
- The benefits and sum insured required

The cost of the policy is made up of premium, administration fees and government taxes (such as Goods & Services Tax [GST] and Stamp Duty), where applicable.

Reviewing this TMD

AHI and TMNF will review this TMD within 2 years from the effective date to ensure it remains appropriate.

AHI and TMNF will also review this TMD if any event or circumstances (called ‘review triggers’) occur that would reasonably suggest that the determination is no longer appropriate, such as:

- a material change to the Product,
- A change in product governance framework;
- A change in underwriting rules and guidelines, pricing or reinsurance arrangements, such as a change in the acceptance criteria that impacts on the suitability of the Product for the target market,
- A material change to the distribution of the Product, including a change in the terms of broker or distribution partner arrangements or how AHI and TMNF distribute the Product
- A change in the law or regulatory guidance or industry code that materially affects the terms of cover or the receipt of feedback from distributors, regulators or the General Insurance Code Governance Committee that suggests the TMD is no longer appropriate.,
- Systemic complaints and claims issues which indicate that the Product is no longer suitable for the described target market,
- Material and relevant changes in the key product suitability metrics such as:
    - Customer feedback,
    - Product acceptance,
    - Sales and loss ratios,
    - Cancellations,
- An external event such as relevant court proceedings, political and global events or adverse media coverage;
- Significant dealing/s in the Product outside the target market as defined in this TMD.

AHI and TMNF will review this TMD within ten (10) business days of the occurrence of any review trigger. Other than when review is triggered as set out in this TMD, this TMD is to be reviewed within twelve (12) months from the date TMD was first determined for this Product. Thereafter, TMD is reviewed at least every twenty-four (24) months on an ongoing basis.

Reporting

AHI and TMNF will record all complaints received about this Product as received and collate to review on a monthly basis.

All staff and representatives are required to provide regular and incident-based reporting on key metrics (see the heading "Reviewing TMD") to allow AHI and TMNF to review this TMD.

Distributors and brokers are required to report to AHI and TMNF, as set out in the table below:

Information required to be reported	**Who is required to report**	**Reporting period**
Breach of distribution condition or distribution outside of target market	Distributors and brokers	As soon as practicable after becoming aware of the matter and within 10 business days
Significant dealings that are not consistent with this TMD	Distributors and brokers	As soon as practicable after becoming aware of the matter and within 10 business days
Complaints – number and details of complaints relevant to this TMD	Distributors and brokers	As soon as practicable after becoming aware of the matter and within 10 business days
Information indicating that the Product may not be appropriate for the target market	Distributors and brokers	As soon as practicable after becoming aware of the matter and within 10 business days

AHI and TMNF also review sales data including number of policies issued, renewed and cancelled on a monthly basis.

Record keeping

AHI and TMNF will maintain records of the reasonable steps they have taken to ensure that this Product is sold in a manner consistent with this TMD.

AHI and TMNF will also prepare and maintain complete and accurate records of our decisions, and the reasons for those decisions, in relation to:

- All target market determinations for this Product,
- Identifying and tracking review triggers,
- Setting review periods, and
- The matters documented in this TMD.

Contact Us

To find out how AHI can help you protect what matters most, please get in touch.

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