

# Target Market Determination

## Caravan & Trailer



QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239 545

This Target Market Determination (TMD) is effective from 05.10.2021 and relates to the Caravan & Trailer Product Disclosure Statement (QM6515).

This TMD provides QBE's distributors and customers information regarding:

- which class of customers this product is suitable for (the target market) and which class of customers this product is likely to be unsuitable for;
- any distribution conditions for this product;
- reporting obligations and restrictions on distribution of our distributors; and
- the review period and events or circumstances that may trigger a review.

This TMD describes the customers within our target market. This TMD doesn't consider a customer's personal needs, objectives and financial situation.

A customer should always refer to the Caravan & Trailer Product Disclosure Statement (PDS), and any Supplementary Product Disclosure Statements (SPDS) that may apply, to ensure the product is right for them.

### Comprehensive

This product has been designed for customers in the target market to provide financial protection for:

- accidental damage loss or damage to their caravan, trailer or motorhome;
- theft or attempted theft of their caravan; and
- damage caused to another person's property due to the use of the customers caravan, trailer or motorhome, if legally liable for the damage.

It offers optional cover to choose from to enable customers to tailor the product to suit their individual needs.

### Who is within the Target Market for Comprehensive?

| <b>Customers within the Target Market</b><br>(Customers are within the target market if all the following conditions apply) |  |
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| ✓   | Customers who own a caravan, trailer, or motorhome that they transport within Australian for holiday use.  |
| ✓   | Customers who want financial protection for: <ul style="list-style-type: none"><li>• loss or damage to their caravan, trailer, or motorhome; and</li><li>• legal liability for damage to another person's property, caused by the use of their caravan, trailer, or motorhome.</li></ul> |

### Customers **NOT** within the Target Market

(Customers are not within the target market if any of the following conditions apply)

|   |   |
|---|---|
| X | Customers whose caravan is their permanent place of residence.  |
| X | Customers who own a caravan that is built on permanent foundations, or setup with permanent plumbing or electricity.  |
| X | Customers whose caravan is used for any sort of business activity, including (but not limited to): <ul style="list-style-type: none"><li>• on-site or mobile fast-food provision;</li><li>• offices at display sites, land sales, shows, building sites etc;</li><li>• circus or entertainment industry;</li><li>• mobile pet wash;</li><li>• delivery;</li><li>• transportation of dangerous goods;</li><li>• for hire or rent; or</li><li>• stock in trade.</li></ul> |

### Distribution Conditions

This product has been appropriately designed to be distributed through QBE Insurance (QBE). The product and the systems it is distributed through have been designed for a customer seeking insurance through QBE. QBE has taken reasonable steps to understand the key product attributes and align distribution to customers in the target market.

|                                  |   |
|----------------------------------|---|
| <b>Distribution Restrictions</b> | This product can only be sold by QBE Insurance (Australia) Limited (QBE) ABN 78 003 191 035 AFSL 239545.  |
| <b>Distribution Conditions</b>   | This product can only be sold via a QBE application system.<br><br>It can be sold to customers within the target market without the customer being provided with any financial product advice or, with either general or personal advice. |
| <b>Distribution Method</b>       | The distribution method of selling this product may comprise of: <ul style="list-style-type: none"><li>• Online via qbe.com.au</li><li>• Phone call via QBE Contact Centre 133 723</li></ul>  |

### Reporting Obligations for Distributors

Distributors of this product are required to provide QBE with complaints information about this product through the agreed complaints submission process including:

- The number of complaints the distributor has received about this product during the reporting period;
- A brief summary about the nature of the complaint raised and any steps taken to address the complaint; and
- Any general feedback our distributor may have received on this product.

Distributors should include sufficient details about the complaint that would allow QBE to identify whether the TMD may no longer be appropriate to the class of customers.

**Reporting Period:** 6 monthly or as otherwise agreed with the Distributor and no later than 10 business days after the agreed complaints reporting date.

### Dealings outside the target market

Distributors of this product need to report to QBE when they become aware a dealing outside the target market that has not been approved by QBE. Their report to QBE must include information such as the date (or date range) the dealing occurred, details about the dealing(s) and any steps or actions taken to mitigate.

**Reporting Period:** As soon as practicable and, subject to our distribution agreement, no later than 10 business days of the date on which the Distributor became aware of the dealing.

## TMD Reviews

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|---|--|
| <b>Review Period</b>                                      | The initial review of this TMD will occur no later than 2 years from the date this TMD is first published and every 2 years thereafter.  |
| <b>What may trigger a review prior to periodic review</b> | <p>The events or circumstances that may suggest the product is no longer suitable to the target class of customers and would trigger a review (prior to the scheduled periodic review date) include, but are not limited to, QBE becoming aware of:</p> <ul style="list-style-type: none"><li>• a significant increase in the number of complaints relating to the product received by QBE or reported by distributors;</li><li>• a material change to the product including Product Disclosure Statement, information or assumptions upon which the target market was formulated;</li><li>• a change of relevant law, regulatory guidance or industry code which has a material effect on the terms or distribution of the product;</li><li>• the product being distributed and purchased in a way that is significantly inconsistent with this TMD;</li><li>• adverse trends in policy and claims data indicating the product is not performing as expected by the customer.</li></ul> |