

Target Market Determination

Mansions Executive Insurance



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 Mansions Executive Insurance Product Disclosure Statement (QM9214).

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;
- the optional benefit that has been made available to customers within this product's target market;
- 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 Mansions Executive Insurance Product Disclosure Statement (PDS), and any Supplementary Product Disclosure Statements (SPDS) that may apply, to ensure the product is right for them.

Home

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

- loss or damage occurring to a residential home caused by insured events, such as fire, storm and flood;
- accidental damage to the home;
- legal liability occurring at the insured address for:
 - injury to or death of a person who does not usually live with them;
 - loss or damage to property owned by a person who does not usually live with them; and
- cyber events such as cyberbullying, cyber extortion and identity fraud.

This product has been designed for customers who want a premium product which provides significantly greater features and benefits than a typical home insurance policy.

Who is within the Target Market for Home?

Customers within the Target Market (Customers are within the target market if all the following conditions apply)	
✓	Customers who own a home in Australia, used for residential purposes, with a building replacement cost of at least \$1million AUD.
✓	Customers who want financial protection for: <ul style="list-style-type: none">• loss or damage to their residential home;• accidental damage to the home; and• legal liability occurring at the insured address for:<ul style="list-style-type: none">○ injury to or death of a person who does not usually live with them;○ loss or damage to property owned by a person who does not usually live with them.
✓	Customers who want financial protection for: <ul style="list-style-type: none">• cyberbullying;• cyber extortion;• identity fraud;• data restoration services following a cyber attack or cyber extortion; and• reputation management services following a cyber attack or cyber extortion.

Customers **NOT** within the Target Market

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

X	Customers who rent out either the whole home or part of their home to tenants or for casual or short-term rental (for example via Airbnb or a similar platform) and want insurance for rent default.
X	Customers who rent out either the whole home or part of their home for casual or short-term rental (for example via Airbnb or a similar platform) and want insurance for loss of rent.
X	Customers who rent out either the whole home or part of their home for casual or short-term rental (for example via Airbnb or a similar platform) and want insurance for damage caused by the paying guest.
X	Customers whose land or building(s) is used to earn an income (except for residential rental income under a lease agreement) or where a business of any kind is being operated. Note: Doing office work in a home office, including working from home for their employer is not considered to be a business or income earning activity.
X	Customers whose home is under construction or undergoing renovations, alterations, additions, or repairs that: <ul style="list-style-type: none">• have a commercial value greater than \$500,000;• render the home unliveable for more than 14 days; or• involve any of the following:<ul style="list-style-type: none">○ excavations;○ the addition or removal of a storey;○ removing more than 25% of the roof; or○ removing or changing external or supporting walls, underpinning, foundations or piers.
X	Customers whose home is awaiting demolition or in the course of being demolished.
X	Customers whose home is unoccupied and will continue to be unoccupied for more than 100 consecutive days.
X	Customers who own a unit(s) within a strata type building, which is required to be insured by a body corporate or similar. Note: If they own a strata building, they should check with the strata legislation in their State or Territory for insurance requirements.
X	Customers whose property is a block of flats.
X	Customers whose property is not a standard residential home (for example a shipping container, houseboat, hostel).
X	Customers whose home has damage, defects or maintenance needs which make damage to the property more likely, for example termite damage or a leaking roof.
X	Customers who want cover for wear and tear or costs associated with home maintenance.
X	Customers who are unwilling to accept or act on our risk improvement recommendations.
X	Customers who are unwilling to insure their home(s) for their full replacement value.

Contents

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

- loss or damage occurring to residential home contents caused by insured events, such as fire, storm and flood;
- accidental damage to the home contents; and
- legal liability for:
 - injury to or death of a person who does not usually live with them;
 - loss or damage to property owned by a person who does not usually live with them;
 occurring anywhere in the world, other than at the insured address if they own and live in their home; or occurring anywhere in the world if they're a tenant or owner of a strata type property.

This product has been designed for customers who want a premium product which provides significantly greater features and benefits than a typical contents insurance policy.

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

Who is within the Target Market for Contents?

Customers within the Target Market

(Customers are within the target market if the following conditions apply)

✓	<p>Customers whose household contents are in a home in Australia which:</p> <ul style="list-style-type: none"> • they own; or • they rent from a landlord, <p>and that is used for residential purposes and</p> <ul style="list-style-type: none"> • if they live in a home that they own the general contents replacement cost is at least \$300,000 AUD and the replacement cost of the home is at least \$1million AUD, or • if they live in a strata type building, or rent a free-standing home, the general contents replacement cost is at least \$500,000 AUD.
✓	<p>Customers who want financial protection for:</p> <ul style="list-style-type: none"> • loss or damage to their household contents; • accidental damage to contents; and • legal liability for: <ul style="list-style-type: none"> ○ injury to or death of a person who does not usually live with them; ○ loss or damage to property owned by a person who does not usually live with them; occurring anywhere in the world, other than at the insured address if they own and live in their home; or occurring anywhere in the world if they're a tenant or owner of a strata type property.
✓	<p>Customers who want financial protection for:</p> <ul style="list-style-type: none"> • cyberbullying; • cyber extortion; • identity fraud; • data restoration services following a cyber attack or cyber extortion; and • reputation management services following a cyber attack or cyber extortion.

Customers NOT within the Target Market

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

X	Customers who rent out either the whole home or part of their home to tenants or for casual or short-term rental (for example via Airbnb or a similar platform) and want insurance for rent default.
X	Customers who rent out either the whole home or part of their home for casual or short-term rental (for example via Airbnb or a similar platform) and want insurance for loss of rent.
X	Customers whose land or building(s) is used to earn an income (except for residential rental income under a lease agreement) or where a business of any kind is being operated. Note: Doing office work in a home office, including working from home for their employer is not considered to be a business or income earning activity.
X	Customers whose home is unoccupied and will continue to be unoccupied for more than 100 consecutive days.
X	Customers who want cover for wear and tear or costs associated with maintenance.

Target Market for Optional Benefits

Customers within the target market for this product may want to purchase the following optional cover:

Optional benefit – Private Collections cover

Customers within the Target Market for the Private Collections optional cover

✓ Customers who want cover for items with a replacement cost higher than the standard policy limits including under 'Contents with limits'.

Distribution Conditions

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

Distribution Restrictions	This product can only be sold via SGUAS Pty Ltd trading as Mansions of Australia, ABN 15 096 726 895, AFSL 234437 (Mansions of Australia).
Distribution Conditions	<p>This product can only be sold through submission of a completed Mansions of Australia Quotation Request form.</p> <p>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.</p> <p>Make the TMD available to customers who wish to refer to it.</p>
Distribution Method	<p>This product can be sold through intermediated broker channels (i.e. by a customer represented by a broker).</p> <p>This product is not available online for customers to purchase directly from QBE or Mansions of Australia.</p>

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 the 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 of 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

Review Period	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.
What may trigger a review prior to periodic review	<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">• a significant increase in the number of complaints relating to the product received by QBE or reported by distributors;• a material change to the product including Product Disclosure Statement, information or assumptions upon which the target market was formulated;• a change of relevant law, regulatory guidance or industry code which has a material effect on the terms or distribution of the product;• the product being distributed and purchased in a way that is significantly inconsistent with this TMD;• adverse trends in policy and claims data indicating the product is not performing as expected by the customer.