

Target Market Determination – Voluntary Workers Insurance

What is a Target Market Determination?

- This Target Market Determination (**TMD**) seeks to offer customers, distributors and our own staff with an understanding of the classes of customers the product has been designed for, having regard to the needs, objectives and financial situation of the target market.
- This document is not to be treated as a full summary of the product's terms and conditions and is not intended to provide financial advice.
- When making a decision about this product, customers must refer to the Product Disclosure Statement (PDS) and any supplementary documents which outline the Voluntary Workers Insurance terms and conditions.

What does this TMD relate to?

- This TMD is for our Voluntary Workers Insurance Policy.
- The TMD is effective as at 5 October 2021.

Overview of our Voluntary Workers Insurance

- Our Voluntary Workers Insurance Policy is designed to enable not for profit organisations to purchase insurance protecting volunteer workers in the event the volunteer worker sustains bodily injury when performing voluntary work for the not for profit organisation.
- The covered persons are third party beneficiaries under the issued policy. We do not enter into the insurance with the covered persons directly.
- The Voluntary Workers Insurance policy will respond in the event of bodily injury to a covered person, subject to the terms and conditions of each policy wording.
- It provides volunteer workers with financial protection in the event of bodily injury which temporarily prevents a covered person from earning an income (temporary disablement). The expression "bodily injury" is defined terms in the Voluntary Workers Insurance Policy.
- The Voluntary Workers Insurance Policy also provides a lump sum benefit to volunteer workers or their estate, to compensate for accidental death and/or an accident which causes permanent disablement.
- There is no cover for pre-existing conditions generally. That enables us to provide insurance to not for profit organisations without individual underwriting of covered persons.
- The Voluntary Workers Insurance Policy has been developed and modified over a period of years to ensure it is sufficiently broad to cover most bodily injury claims, within the confine of the premium paid. We acknowledge that not every cover is suitable for each volunteer worker or not for profit organisation covered and that factor is considered in our ongoing product development.
- If a cohort of claims is identified as not being covered under the policy, as part of our regular review, we will consider covering that cohort of claims, at an appropriate premium, determined using actuarial and statistical data.

What Benefits are payable under the Voluntary Workers Insurance

- The key benefits payable under the policy are:
 - lump sum payments for accidental death (as defined);
 - lump sum payments for bodily injuries resulting in permanent disablement (as defined);
 - weekly benefits as a result of a bodily injury;
 - lump sum benefits for serious bone fractures

Who are our target market customers?

- Our target market is all Australian not-for profit-organisations who utilise the service of volunteers.

Target Market Eligibility requirements and restrictions

- The not for profit organisation must be an Australian entity.
- The weekly income benefit limits for volunteer workers under a Voluntary Workers Insurance Policy must not exceed \$5,000 per week.
- The weekly income benefit period must not exceed 156 weeks.
- The waiting period (excess) before a weekly income benefit can be paid must be at least 7 days

Distribution restrictions

- Our products are not able to be acquired directly from us and products can only be acquired through AFS licenced brokers.
- We continually interact with brokers to ensure our products are consistent with their client's likely objectives, financial situation and needs and we continue to monitor the adequacy of the target market and the adequacy of the product with brokers.

Monitoring and Review

- We monitor our Voluntary Workers Insurance product, its ease of acquisition, customer satisfaction and claims paid to ensure the product continues to meet our target market objectives, and the financial situation and needs of not for profit organisations. We also monitor whether the product delivers what we promise and whether there has been less than satisfactory or poor outcomes for clients.
- Our monitoring is a continuous process based on outcomes. A written record of our ongoing monitoring will be maintained and will be part of the minutes of each quarterly product review.
- Our monitoring and review of the product also has regard to distributor considerations and involves continuous liaison with the broker market.
- Our initial review of the product will take place on or before 5 December 2021.
- The product will thereafter be reviewed on a quarterly basis.
- The review committee will consist of the Underwriting Operations and Compliance Manager, Product Specialist, A&H Underwriting Manager and the Claims Manager.
- Our review process will include:

- continuous monitoring of issues raised by brokers as to the adequacy of the product for the target market or generally,
 - Identification of any issues that arise out of regular communication with brokers which is inconsistent with the target market, the suitability of the product for the target market, the performance of the product or the manner the product is marketed.
 - Identifying recurrent issues, such as claims or service issues and whether they give rise to a need to review the target market or the product itself.
 - Identifying any poor outcomes and whether they impact the target market and create a need to review the product.
 - Confirmation of the ongoing adequacy of the TMD or identifying what changes are required to be made.
- Immediately following a review (not less than 10 working days after the review) we will amend, if required, the target market for the product and, if necessary, create a product review plan to ensure the products ongoing suitability for the target market.

Record keeping

- Written minutes of the initial review and each quarterly review will be made and kept as part of our compliance record.

Reporting to Underwriters

- A copy of the minutes of each quarterly TMD review will be provided to underwriters together with a record of timelines for any action agreed to be taken arising out of the quarterly review meeting.
- Any underwriter feedback will be reviewed at quarterly meetings.