



Berkshire Hathaway
Specialty Insurance

Target Market Determination

Aon Not-for-Profit Group Voluntary Workers Insurance Policy

What is this Target Market Determination about?

This document is called a Target Market Determination (TMD). It specifies who the insurer intends to sell this policy to. It is intended to help people and small business buying 'retail' insurance policies consider if the product is suitable. It is not a Product Disclosure Statement, and not the Policy Wording. You should read those in full to understand all of the policy. It is not financial advice. If you want more information, ask your insurance broker.

Issue and review of this TMD

This TMD is issued by Berkshire Hathaway Specialty Insurance Company (Inc. in Nebraska, USA. Liability is Limited) ABN 84 600 643 034 AFSL 466 713 (BHSI). BHSI is the insurer offering the policy named here. This TMD is valid from 5 October 2021. It will be reviewed at least every 3 years. It will be reviewed earlier if:

- the policy is changed to offer materially different kinds of coverage
- our information indicates the policy is frequently being purchased by people outside of the Target Market
- regulatory change affects the policy coverage or manner in which it is or can be distributed.

Who is the Target Market for this policy?

The policy is offered to not for profit and charitable organisations, for example, food service, community transport, disability, recreation and educational organisations, to cover accidental injury suffered by their volunteers when performing authorised voluntary work. It is a type of sickness & accident insurance policy. It provides some payments of lump sums, some weekly income replacements, and several other payments, for persons up to various ages specified in the policy, and excludes cover for a number of pre-existing conditions and illnesses. It contains several important restrictions on cover, including the age of the Insured Person and how we calculate your income should you need to make a claim. In addition, there are a number of exclusions on the policy, for example the policy excludes professional healthcare services rendered in Australia for which Medicare benefits would be payable (which the law prevents us from paying).

How is the policy distributed?

BHSI sells the policy only through Aon Risk Services Australia Limited, an independent insurance broker acting as an agent appointed by BHSI for distribution.

Appropriateness of TMD

To assess whether this TMD continues to be appropriate, BHSI will consider:

- all complaints it has received about the insurance policy
- volumes of clients exercising any cooling off period (if relevant)
- abnormal and excessively high rates of non-renewal across the portfolio
- unexpected claims patterns
- significant dealings with the policy contrary to this TMD.

BHSI requires that insurance agents distributing this policy report all policy complaints at least every 14 months.