



# Target Market Determination Aon Not-for-Profit Motor Non Owned 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 voluntary workers' personal property and group motor excesses. It covers personal property of their workers lost or damaged while in transit, and while they are undertaking authorised voluntary work. It reimburses insurance excesses which volunteer workers (not organisations) are liable to pay following an accident in a motor vehicle used for volunteer work. Cover for vehicle replacement hire is also available. It is a type of personal and domestic property insurance policy. It contains a number of important exclusions, which include illegal and criminal acts, deliberate and intentional damage to the vehicle, and using a motor vehicle contrary to the road rules. It excludes personal property lost or stolen from an unlocked vehicle, and personal property lost or stolen from a locked vehicle if the theft is not reported to the police.

## 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.