

# Target Market Determination

## ANZ Car 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 ANZ Car Insurance Product Disclosure Statement (QM2091).

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;
- optional benefits that have been designed for 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 lists 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 ANZ Car Insurance Product Disclosure Statement (PDS), and any Supplementary Product Disclosure Statements (SPDS) that may apply, to ensure the product is right for them.

### Comprehensive Cover

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

- accidental damage to their car;
- theft or attempted theft of their car;
- fire damage to their car;
- storm or flood damage to their car
- vandalism or malicious damage to their car, and
- damage caused to another person's car or property due to the use of the customer's car, 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 Cover?

<b>Customers within the Target Market</b> (Customers are within the target market if all the following conditions apply)	
✓	Customers who own a motor car, utility or van that meets the registration requirements in their State or Territory and is up to 3,500 kgs Gross Vehicle Mass (GVM). Note - Gross Vehicle Mass is the maximum weight that a vehicle can carry including its own weight, as specified by the Manufacturer.)
✓	Customers who use their car for: <ul style="list-style-type: none"><li>• private use</li><li>• business use (other than one of the usage types excluded below in the section 'Customers <u>NOT</u> within the Target Market') or</li><li>• rideshare where the car is used for ridesharing for less than 32 hours on average per week.</li></ul>
✓	Customers who want financial protection for: <ul style="list-style-type: none"><li>• loss or damage occurring to their car; and</li><li>• legal liability for loss or damage caused to another person's car or property due to the use of their car.</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 vehicles are not a passenger car, utility or van (but are not limited to): <ul style="list-style-type: none"><li>• caravans</li><li>• motorcycles</li><li>• heavy vehicles such as but not limited to buses, prime mover, or</li><li>• vehicles with a GVM of 3,500kgs or more.</li></ul>
X	Customers who use their car: <ul style="list-style-type: none"><li>• to deliver goods where the driver is being paid to do so</li><li>• to carry passengers where the driver is being paid to do so, except when ridesharing for less than 32 hours per week (this does not include carpooling)</li><li>• for hire including as part of a car sharing service or platform for reward, or</li><li>• for any competitive motor sport, contest or event where the road was closed to public traffic.</li></ul>
X	Customers who want insurance for: <ul style="list-style-type: none"><li>• Compulsory Third-Party insurance (CTP), for bodily injury cover as a result of a car accident. This cover is only available under a CTP policy.</li><li>• Third Party Property Damage Fire &amp; Theft Cover only, or</li><li>• Third Party Property Damage Cover only.</li></ul>

### Target Market for Optional Benefits

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

#### Optional benefit – Four Year New Car Replacement

#### Customers within the Target Market for the Four Year New Car Replacement optional benefit

✓	Customers who own a vehicle that: <ul style="list-style-type: none"><li>• has been purchased from a dealer</li><li>• is less than 4 years old, and</li><li>• has been driven less than 100,000km.</li></ul>
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#### Customers **NOT** within the Target Market for the Four Year New Car Replacement optional benefit

X	Customers who own a vehicle that: <ul style="list-style-type: none"><li>• has not been purchased new from a dealer</li><li>• is more than 4 years old, and</li><li>• has been driven more than 100,000km.</li></ul>
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## Third Party Property Damage Fire & Theft Cover

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

- fire damage to their car;
- theft or attempted theft of their car, and
- damage caused to another person's car or property due to the use of the customer's car, if legally liable for the damage.

### Who is within the Target Market for Third Party Property Damage Fire & Theft Cover?

<b>Customers within the Target Market</b> (Customers are within the target market if all the following conditions apply)	
✓	Customers who own a motor car, utility or van that meets the registration requirements in their State or Territory and is up to 3,500 kgs Gross Vehicle Mass (GVM). Note - Gross Vehicle Mass is the maximum weight that a vehicle can carry including its own weight, as specified by the Manufacturer.)
✓	Customers who use their car for: <ul style="list-style-type: none"> <li>• private use</li> <li>• business use (other than one of the usage types excluded below in the section 'Customers <u>NOT</u> within the Target Market'), or</li> <li>• rideshare where the car is used for ridesharing for less than 32 hours on average per week.</li> </ul>
✓	Customers who want financial protection for: <ul style="list-style-type: none"> <li>• loss or damage occurring to their car as a result of fire, theft or attempted theft</li> <li>• legal liability for loss or damage caused to another person's car or property due to the use of their car.</li> </ul>

<b>Customers <u>NOT</u> within the Target Market</b> (Customers are not within the target market if any of the following conditions apply)	
X	Customers whose vehicles are not a passenger car, utility or van (but are not limited to): <ul style="list-style-type: none"> <li>• caravans</li> <li>• motorcycles</li> <li>• heavy vehicles such as but not limited to buses, prime mover, or</li> <li>• vehicles with a GVM of 3,500kgs or more.</li> </ul>
X	Customers who use their car: <ul style="list-style-type: none"> <li>• to deliver goods where the driver is being paid to do so</li> <li>• to carry passengers where the driver is being paid to do so, except when ridesharing for less than 32 hours per week (this does not include carpooling)</li> <li>• for hire including as part of a car sharing service or platform for reward, or</li> <li>• for any competitive motor sport, contest or event where the road was closed to public traffic.</li> </ul>
X	Customers who want insurance for: <ul style="list-style-type: none"> <li>• Compulsory Third-Party insurance (CTP), for bodily injury cover as a result of a car accident. This cover is only available under a CTP policy,</li> <li>• Comprehensive Cover; or</li> <li>• Third Party Property Damage Cover only.</li> </ul>

## Third Party Property Damage Cover

This cover has been designed for customers in the target market to provide financial protection for damage caused to another person's car or property due to the use of the customer's car, if legally liable for the damage.

### Who is within the Target Market for Third Party Property Damage Cover?

#### Customers within the Target Market

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

✓	Customers who own a motor car, utility or van that meets the registration requirements in their State or Territory and is up to 3,500 kgs Gross Vehicle Mass (GVM). Note - Gross Vehicle Mass is the maximum weight that a vehicle can carry including its own weight, as specified by the Manufacturer.)
✓	Customers who use their car for: <ul style="list-style-type: none"> <li>• private use</li> <li>• business use (other than one of the usage types excluded below in the section 'Customers <u>NOT</u> within the Target Market'), or</li> <li>• rideshare where the car is used for ridesharing for less than 32 hours on average per week.</li> </ul>
✓	Customers who want financial protection for the legal liability for loss or damage caused to another person's car or property due to the use of their car.

#### Customers NOT within the Target Market

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

X	Customers whose vehicles are not a passenger car, utility or van (but are not limited to): <ul style="list-style-type: none"> <li>• caravans</li> <li>• motorcycles</li> <li>• heavy vehicles such as but not limited to buses, prime mover, or</li> <li>• vehicles with a GVM of 3,500kgs or more.</li> </ul>
X	Customers who use their car: <ul style="list-style-type: none"> <li>• to deliver goods where the driver is being paid to do so</li> <li>• to carry passengers where the driver is being paid to do so, except when ridesharing for less than 32 hours per week (this does not include carpooling)</li> <li>• for hire including as part of a car sharing service or platform for reward, or</li> <li>• for any competitive motor sport, contest or event where the road was closed to public traffic.</li> </ul>
X	Customers who want insurance for: <ul style="list-style-type: none"> <li>• Compulsory Third-Party insurance (CTP), for bodily injury cover as a result of car accident. This cover is only available under a CTP policy</li> <li>• Comprehensive Cover or</li> <li>• Third Party Property Damage Fire &amp; Theft Cover only.</li> </ul>

## Distribution Conditions

This product has been appropriately designed to be distributed through ANZ. The product and the systems it is distributed through have been designed for a customer seeking insurance through ANZ. ANZ 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 via Australia and New Zealand Banking Group Limited (ANZ) ABN 11 005 357 522, AFSL 234527.
<b>Distribution Conditions</b>	<p>This product can only be sold via a QBE approved application system within the eligibility and underwriting rules.</p> <p>Any quoting outside the system must always be referred to a QBE authorised representative.</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>
<b>Distribution Method</b>	<p>The distribution method of selling this product may comprise of:</p> <ul style="list-style-type: none"><li>• Online via anz.com.au</li><li>• Via ANZ App</li><li>• Inbound Telephone calls to ANZ on 13 16 14</li><li>• Within an ANZ branch</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:** within 10 business days of the date on which the Distributor became aware of the dealing.

## TMD Reviews

<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>