

Target Market Determination (TMD)

DSH Home Contents

Issuer: QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239 545

Product Disclosure Statement (PDS) this TMD relates to	DSH Home Contents (QM167)
TMD applies to policies commencing or renewing effective from	17.01.2025
First publication date of this TMD	05.10.2021

Information included in this TMD

This TMD describes:

- the product and its key attributes
- who this product is suitable for (the target market) and who it is unsuitable for (outside the target market)
- how this product must be distributed, including any conditions and restrictions
- reporting obligations for distributors
- when this TMD will be reviewed.

The TMD doesn't consider a customer's personal needs, objectives, and financial situation. Customers should refer to the DSH Home Contents Insurance PDS, and any Supplementary PDS to ensure the product is right for them.

Product Description

This product has been designed to provide insured events cover for residential home contents.

It offers:

- Contents cover
- Legal Liability cover

Before making a decision about the product, customers should read the PDS. It provides complete information about the insurance coverage, exclusions, excesses, restrictions and conditions, claims processes and the rights and obligations of the customer.

Target Market

This cover is suitable for customers who:

✓	want cover for household contents in a residence: <ul style="list-style-type: none">• that they own in Australia, that is used for residential purposes; or• in Australia, that they rent from a landlord, that is used for residential purposes.
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This cover is only suitable for customers where **all** the above apply.

This cover is **NOT** suitable for customers who:

✗	use their land or building(s) to earn an income or where a business of any kind is being operated, where that customer wants cover for: <ul style="list-style-type: none">• their business; or• any claim, loss, damage, injury or liability that arises out of their income-earning activities. Doing only office work in a home office, including working from home for their employer, is not considered to be a business or income earning activity.
✗	rent out their home to a tenant.
✗	want cover for their contents whilst their home is unoccupied and will continue to be for more than 100 consecutive days.
✗	want cover for contents that are stored away from the insured address in a non-commercial storage facility, such as a shed or shipping container at an unoccupied property.
✗	want cover for their contents that are contained within a property that is not a standard residential home (for example a shipping container, houseboat, hostel).
✗	want cover for wear and tear or costs associated with maintenance.

This cover is not suitable for customers where **any** of the above apply.

Likely Needs, Objectives and Financial Situation and Needs of Customers in the Target Market and consistency with the product's key attributes

Likely need and objectives of customers in the target market	Key Product Attributes consistent with likely needs and objectives of the target market
To reduce the unexpected financial costs to repair or replace their contents within their residential property when they are stolen, or damaged by fire, or a weather event such as storm, bushfire, or flood.	The product provides cover for costs to repair or replace contents located at the residential home if lost or damaged by specific events covered by the product including: <ul style="list-style-type: none"> weather events such as Storm (including cyclone or hurricane) flood, lightning or thunderbolt; theft or attempted theft, fire, vandalism or malicious acts, accidental breakage of glass or power surge.
To reduce the unexpected financial cost they are legally responsible to pay for: <ul style="list-style-type: none"> damage to another person's property; or injury to another person. 	The product provides cover for legal liability arising from an occurrence anywhere in the world that is not related to the ownership of the home, if the contents are kept in a customer's primary residence. For contents kept within a strata titled residence, legal liability is covered for an occurrence arising out of the ownership of the home or occupancy of the home.
Optional cover to tailor the product to suit their individual needs.	The following optional covers are available to purchase: <ul style="list-style-type: none"> Valuables; Accidental damage extension for the contents in the home.

Likely financial situation of customers in the target market	Key Product Attributes consistent with the likely financial situation of the target market
<ul style="list-style-type: none"> Pay the premiums which may increase from year to year; or Meet monthly payment commitments if electing to pay premium in instalments. 	Customers have the choice of: <ul style="list-style-type: none"> paying the total premium in one annual payment; or paying the premium in monthly instalments.
Pay the basic excess selected and any additional or imposed excesses.	A basic excess applies to most claims. Customers can choose to: <ul style="list-style-type: none"> pay more premium, to pay less excess at the time of a claim; or pay less premium, to pay more excess at the time of a claim.
Bear any costs that exceed the sum insured to repair or replace the contents at the residential property.	Customers will be required to nominate a sum insured for the contents at their residential home.
Pay any outstanding premiums if paying in monthly instalments in the event of a total loss.	In the event of a total loss, QBE will either deduct the total of all remaining instalments from the claim settlement or we will ask for the total amount to be paid to QBE.
Bear any amounts that exceed any policy limits in the 'Key Limits' below.	

Based on QBE's assessment of the key terms, attributes and eligibility criteria, the insurance cover for Contents is likely to be consistent with the needs, objectives and financial situation of customers in the target market.

Other Key Product Attributes

Key Limits	
Sum Insured	Contents Sum Insured nominated by the customer.
Contents with Limits	<p>The most we will pay for these items of contents:</p> <ul style="list-style-type: none"> • Works of art, pictures, tapestries or rugs: \$20,000 per item and in total 25% of the sum insured for unspecified contents; • Items of jewellery, gold or silver articles, furs, watches: \$ 5,000 per item and in total 25% of the sum insured for unspecified contents; • Collections of any kind: \$10,000 per collection and in total 25% of the sum insured for unspecified contents; • Office or surgical equipment used by the customer or their family in their own business in the home: \$15,000 in total; • Other equipment used by the customer or their family for earning income: \$5,000 in total including a maximum of \$2,000 for business stock temporarily stored inside the home for a maximum period of 30 days; • Accessories, or spare parts of motor vehicles (including motorcycles and motor scooters), caravans, trailers and watercraft not in or on the motor vehicle, caravan, trailer, or watercraft: \$1,250 per item up to \$2,500 in total; • Cash, coins, negotiable instruments or bullion: \$1,200 in total; • Storm or flood damage to or theft of contents in the open air: the greater of \$5,000 or 8% of the unspecified contents sum insured, but this limit does not apply to spas or aboveground swimming pools that are full.
Loss of Rent or Temporary Accommodation	<p>If the home is damaged by an insured event and it is unliveable we pay up to \$20,000 or 20% of the sum insured for the contents, whichever is the higher, for:</p> <ul style="list-style-type: none"> • loss of rent or rentable value if the home is a strata title residence and it is tenanted or is between tenants at the time the loss or damage occurred; • additional cost of: <ul style="list-style-type: none"> ○ emergency storage of the contents; ○ reasonable costs of transporting the customer's undamaged contents that are insured by this Policy to their temporary accommodation or any other place agreed to by us and the reasonable cost of transporting the undamaged contents back to the customer's home once they are able to live in it again; • the additional cost of: <ul style="list-style-type: none"> ○ reasonable temporary accommodation; ○ emergency accommodation of the customer's pets.
Legal Liability Limit	\$30,000,000
Other policy limits including additional benefit sub-limits apply	<p>The insurance cover is subject to maximum insured limits and these are set out in the policy schedule.</p> <p>Other claims limitations and conditions are specified in the PDS (and any Supplementary PDS).</p>

Key Exclusions

Acts	<p>There is no cover for any losses arising from or as a result of:</p> <ul style="list-style-type: none"> intentional, reckless or fraudulent acts; illegal activity.
Reasonable actions and precautions	<p>There is no cover for any losses arising from or as a result of:</p> <ul style="list-style-type: none"> not taking reasonable care to protect and maintain the property; not taking reasonable steps to minimise the cost of any claim under the policy; or not complying with all laws relating to the safety of a person or property.
Condition of the property and other loss or damage	<p>There is no cover under any section of the Policy for any:</p> <ul style="list-style-type: none"> wear, tear, depreciation, rust, oxidisation, corrosion, fading; defect, structural fault, design fault or faulty workmanship; rising damp, seepage, mould, mildew, rot; or gradual deterioration due to action of light, air, sand, sea salt, sea water, or atmospheric or climatic conditions. <p>There is no cover under any section of the Policy for any claim, loss, cost, damage, injury, death or legal liability caused by or arising from:</p> <ul style="list-style-type: none"> The customer's failure to fix or their failure to report to the owner of the property if the home is not structurally sound, watertight, secure, well maintained and in a good state of repair.
Construction Works	<p>There is no cover for any losses arising from or as a result of"</p> <ul style="list-style-type: none"> buildings under construction or undergoing renovations, alterations, additions or repairs.
Activities	<p>There is no cover for any losses arising from or as a result of:</p> <ul style="list-style-type: none"> any business or income earning activities being conducted at the property address. This exclusion does not apply if the activity is just the use of an office or surgery taking up less than 20% of the home.

Other policy exclusions apply. Please refer to the PDS (and any Supplementary PDS) for a complete list of policy exclusions.

Distribution

This product has been appropriately designed to be distributed through Defence Service Homes Insurance Scheme (DSH). The product and the systems it is distributed through have been designed for a customer seeking insurance through DSH. DSH has taken reasonable steps to understand the key product attributes and align distribution to customers in the target market.

Distribution Restrictions	<p>DSH Home Contents– QM167 can only be sold by Defence Service Homes Insurance Scheme, ABN 97 191 187 638, ARN 269008.</p>
Distribution Conditions	<p>DSH Home Contents– QM167 can only be sold to persons that are eligible for cover in accordance with the application and/or renewal criteria that has been approved in writing by QBE and which complies with the law (Application Process).</p> <p>The Application Process has been tailored to identify the target market described in this TMD as part of the eligibility criteria. The use of this Application Process will make it more likely that the product will be acquired by persons within the target market.</p> <p>The application process is comprised of the following:</p> <ul style="list-style-type: none"> • A policy administration system with built in underwriting and eligibility controls with knock out questions; • Public website with product information; • QBE staff product training; • Internal underwriting accreditation or delegated authority program; • Underwriting Guidelines <p>DSH Home Contents– QM167 can be sold via a QBE approved policy administration system within the eligibility criteria 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>DSH must make this TMD available free of charge on request.</p>
Distribution Method	<p>DSH Home Contents– QM167 can be sold via direct contact between the customer and DSH.</p> <p>This product is not available for customers to purchase directly from QBE including online.</p>

Reporting Obligations

Information	Responsible reporting person	Obligation	Information required to be reported	Reporting Period
Dealings outside the target market	DSH and QBE	<p>DSH will report to QBE if it becomes aware of a dealing outside of the target market that is inconsistent with the TMD and which QBE has not already approved.</p> <p>QBE will report to the regulator any significant dealing outside the target that is inconsistent with the TMD.</p>	<ul style="list-style-type: none"> the date (or date range) the dealing occurred; details about the dealing(s); any steps or actions taken to mitigate this dealing; any steps or actions taken to stop or prevent any further dealings outside the target market from occurring. 	As soon as practicable and, by no later than 10 business days after the date DSH or QBE becomes aware of the dealing.
Complaints and feedback	DSH and QBE	<p>DSH will report to QBE complaint and feedback information received about the product.</p> <p>QBE will report any complaint or feedback information received about the product.</p>	<ul style="list-style-type: none"> the number of complaints received about this product during the reporting period; and a brief summary about the nature of every complaint received and any steps taken to address the complaint. 	Every month.
Policy and claims data	QBE	Policy and claims data about the product.	<ul style="list-style-type: none"> Claims Loss Ratio Policy Retention Rate 	Every 3 months.
Orders, direction or feedback from Regulator, Code Governance Committee or AFCA	DSH and QBE	Any order, direction or feedback from a regulator, Code Governance Committee or AFCA related to the product or how it is distributed.		As soon as practicable and, by no later than 10 business days after the date the feedback, direction or order was received.
Periodic Product Reviews Outcomes	QBE	Outcomes from the Periodic Product Reviews conducted.	<ul style="list-style-type: none"> Data reviewed Data analysis outcomes Review outcome decisions 	Every 2 years or sooner if the review was conducted prior.

TMD Review

TMD Reviews	Information QBE will use to review the TMD
Review Period	This TMD will be reviewed 12 months after the date it is first published, and it will be periodically reviewed once every 2 years thereafter.
What may trigger a review prior to periodic review	<p>The events or circumstances that may trigger a review prior to a scheduled periodic review date include QBE becoming aware of:</p> <ul style="list-style-type: none"> • the nature or numbers of complaints or feedback provided about the product's design or distribution that indicate significant or systemic issues, reasonably suggesting the TMD is no longer appropriate; • a material change to the product (including the PDS and the Application Process) or distribution conditions, or to the information or the assumptions which the target market is based on, which reasonably suggests the TMD is no longer appropriate; • a material incident in relation to the product's design and distribution which reasonably suggests the TMD is no longer appropriate; • any: <ul style="list-style-type: none"> ○ change of relevant legislation, regulations or regulatory guidance; or ○ direction or order from a regulator, the Code Governance Committee or AFCA related to the design of the product or its distribution, that reasonably suggests the TMD is no longer appropriate; • a significant dealing outside the TMD occurring that reasonably suggests the TMD is no longer appropriate; • trends in the following metrics that indicate adverse customer outcomes which reasonably suggest the TMD is no longer appropriate: <ul style="list-style-type: none"> ○ claims loss ratios; ○ policy retention rates. <p>Relevant thresholds indicating possible adverse outcomes are stored within QBE's internal retail Product Governance arrangements.</p>