

Target Market Determination

Caravan and Domestic Trailer



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 Caravan and Domestic Trailer Product Disclosure Statement (QM2989).

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 unsuitable for;
- 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 describes 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 Caravan and Domestic Trailer 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 product has been designed for customers in the target market to provide financial protection for:

- accidental loss or damage to their caravan or trailer;
- theft or attempted theft of their caravan or trailer; and
- legal liability for damage caused by their vehicle to the property of other people, if their caravan or trailer is registered.

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?

Customers within the Target Market (Customers are within the target market if all the following conditions apply)	
✓	Customers who own a registered: <ul style="list-style-type: none">• trailered caravan;• mobile home;• domestic trailer; or• horse float.
✓	Customers who use their registered trailered caravan, mobile home, domestic trailer or horse float for private use.
✓	Customers who want financial protection for: <ul style="list-style-type: none">• the loss or damage occurring to their caravan or trailer; and• the loss or damage caused to another person's vehicle or property due to the use of their caravan or trailer.

Customers **NOT** within the Target Market

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

X	Customers with vehicles that are: <ul style="list-style-type: none">• watercraft of any kind;• experimental or prototype vehicles; or• aerial devices of any kind.
X	Customers with vehicles used in relation to (but not limited to): <ul style="list-style-type: none">• racing or speed trials; or• carrying passengers for hire, fare or reward.
X	Customers who want financial protection for third party legal liability if their caravan or trailer is unregistered.
X	Customers whose caravan or trailer is not located in Australia.
X	Customers who require cover for Compulsory Third-Party insurance (CTP) for bodily injury cover as a result of car accident. This cover is only available under a CTP policy.

Third Party Property Damage

This product has been designed for customers in the target market to provide financial protection for legal liability for damage caused by their vehicle to the property of other people if their vehicle is registered.

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

Customers within the Target Market

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

✓	Customers who own a registered: <ul style="list-style-type: none">• trailered caravan;• mobile home;• domestic trailer; or• horse float.
✓	Customers who use their registered trailered caravan, mobile home, domestic trailer or horse float for private use.
✓	Customers who want financial protection for the loss or damage caused to another person's vehicle or property due to the use of their caravan or trailer.

Customers **NOT** within the Target Market

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

X	Customers with vehicles that are: <ul style="list-style-type: none">• watercraft of any kind;• experimental or prototype vehicles; or• aerial devices of any kind.
X	Customers with vehicles used in relation to (but not limited to): <ul style="list-style-type: none">• racing or speed trials; or• carrying passengers for hire, fare or reward.
X	Customers who want financial protection for third party legal liability if their caravan or trailer is unregistered.
X	Customers whose caravan or trailer is not located in Australia.
X	Customers who require cover for Compulsory Third-Party insurance (CTP), for bodily injury cover as a result of car accident. This cover is only available under a CTP policy.

Distribution Conditions

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

Distribution Restrictions	This product can only be sold via Defence Service Homes Insurance Scheme, ABN 97 191 187 638, ARN 269008.
Distribution Conditions	<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. 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>
Distribution Method	This product can be sold via direct contact between the customer and Defence Services Home Insurance.

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: As soon as practicable and, subject to our distribution agreement, no later than 10 business days of the date on which the Distributor became aware of the dealing.

TMD Reviews

Review Period	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.
What may trigger a review prior to periodic review	<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">• a significant increase in the number of complaints relating to the product received by QBE or reported by distributors;• a material change to the product including Product Disclosure Statement, information or assumptions upon which the target market was formulated;• a change of relevant law, regulatory guidance or industry code which has a material effect on the terms or distribution of the product;• the product being distributed and purchased in a way that is significantly inconsistent with this TMD;• adverse trends in policy and claims data indicating the product is not performing as expected by the customer.