

Target Market Determination

Home Contents and Personal Property in Transit



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

This Target Market Determination (TMD) is effective from 25.07.2023 and relates to the Home Contents and Personal Property in Transit Product Disclosure Statement (QM3170).

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;
- 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 Home Contents and Personal Property in Transit 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 consumers in the target market to provide financial protection for (but not limited to):

- loss or damage of insured property during the removal to a destination within Australia or Overseas.
- loss or damage of insured property while in transit and storage if requested.

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 are relocating and need to move their home contents and personal property which they own from one home to another.
✓	Customers who hire a professional removalist to move their home contents and personal property (including items such as a motor vehicle or boat) to a destination within Australia or Overseas.
✓	Customers whose goods will be transported by either road, rail, aircraft or sea.
✓	Customers who want financial protection for the loss or damage occurring to their contents and personal property while in transit.

Customers NOT within the Target Market (Customers are not within the target market if any of the following conditions apply)	
X	Customers who plan to move their home contents themselves, without a professional removalist.
X	Customers who want transit cover for commercial goods.

Distribution Conditions

This product has been appropriately designed to be distributed through Cowden (Vic) Pty Ltd. The product and the systems it is distributed through have been designed for a customer seeking insurance through Cowden (Vic) Pty Ltd. Cowden (Vic) Pty Ltd 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 Cowden (Vic) Pty Ltd, ABN 66 008 889 450, AFSL 245658.
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.</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>
Distribution Method	<p>This product can be sold via direct contact between the customer and Cowden (Vic) Pty Ltd.</p> <p>This product is not available online for customers to purchase directly.</p>

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.