

TARGET MARKET DETERMINATION

ATC "Electrical Trades Union Victoria Travel" Insurance

This target market determination is designed to provide customers, distributors and ATC staff with the appropriate information to understand who this product has been designed for and our approach to determining that the product is likely to be consistent with the objectives, financial situations and needs of the customer and the distribution conditions.

In this document the terms "ATC", "we", "us" or "our" refer to ATC Insurance Solutions Pty Ltd.

ATC "Electrical Trades Union Victoria Travel" Insurance Product

The ATC "Electrical Trades Union Victoria Travel" Insurance Product provides insurance for overseas medical and rescue expenses, cancellation or curtailment costs, travel delay and replacement, personal liability, personal property, money, legal expenses, hijacking, political evacuation, car hire excess waiver, personal injury and hospitalisation benefits for eligible members whilst they are undertaking a trip outside and/or within their country of residence.

The "Travel" Insurance product has been designed for eligible Electrical Trades Union Victoria members who want to be covered for the specified covers whilst undertaking an insured trip outside and/or within their country of residence.

We have determined that this policy is likely to be consistent with the likely objectives, financial situation, vulnerability, hardship considerations and needs of the market because:

- it provides consumers with certainty as to the benefits they may be entitled to if an insured event occurs
- it provides additional benefits for circumstances that are likely to arise from an insured event and other events that might cause loss connected with overseas and domestic leisure travel.

This product is suitable for people who:	This product is not suitable for:
• are eligible Electrical Trades Union Victoria members travelling for leisure/personal purposes to a destination more than 250km from their normal place of residence where their travel is scheduled to last no longer than 180 days.	• individuals who are not an eligible member of Electrical Trades Union Victoria who are undertaking a trip outside and/or within their country of residence; • individuals who are not traveling for leisure/personal purposes only; • individuals whose trip is scheduled to last more than 180 days;

This product is suitable for people who:	This product is not suitable for:
	• individuals who travel against the advice of a medical practitioner or after a terminal prognosis; and • individuals who are aged over 75 years.

This product is subject to the acceptance criteria.

Refer to the Product Disclosure Statement and Policy Wording, and Policy Schedule for complete information about the insurance coverage, exclusions, excesses, restrictions and conditions, claims processes and the rights and obligations of the customer.

Distribution of this product

This product is designed to be distributed by our underwriters directly to the policyholder.

The application process is completed online via the Electricians Trade Union Victoria website. This makes it more likely that the product will be acquired by persons within the target market.

Only underwriters are authorised to distribute this product as they understand the market this product has been designed for, have been trained in the relevant acceptance criteria and have the appropriate levels of authority.

ATC will make risk-based decisions to determine its acceptance criteria about insurance cover that can be offered to you. Some of the key acceptance criteria relating to this target market determination may include:

- the country/countries that you are travelling to;
- the duration of your trip; and
- your cover requirements.

Reviewing this document

We will review this TMD within 2 years from the effective date to ensure it remains appropriate.

We will also review this TMD if any event or circumstances (called 'review triggers') occur that would reasonably suggest that the determination is no longer appropriate, such as:

- We make a material change to the cover provided by the product.
- A change in our acceptance criteria that impacts on the suitability of the product for the target market.
- A material change to the distribution of the product.
- The discovery of a relevant and material deficiency in the product's disclosure documentation.
- Systemic complaints and claims issues which indicate that the product is no longer suitable for the described target market.
- Material and relevant reductions in our key product suitability metrics such as:
 - customer satisfaction;
 - product acceptance;
 - financial performance; and

- product value and affordability.

We will review this TMD within 10 business days of the occurrence of any review trigger.

Reporting

ATC must record all complaints received about this product on a quarterly basis (Complaints Reporting Period). Underwriters are required to provide to ATC Compliance Committee the written details of any complaints about the product they have received during the Complaints Reporting Period within 10 business days of the end of the period.

Underwriters are required to provide regular and incident-based reporting on key metrics (see the heading "Reviewing this document") to allow us to review this TMD.

Underwriters are also required to report to ATC Compliance Committee if they become aware of significant dealing in this product which is not consistent with this TMD within 5 business days of becoming aware of such dealing.

ATC Operations Manager must report sales data including number of policies issued, renewed and cancelled on a monthly basis. This report will be made available within the first week of every month for the previous reporting month and shared with all underwriters and ATC Compliance Committee.

Record keeping

ATC will maintain records of the reasonable steps they have taken to ensure that this product is sold in a manner consistent with this TMD.

We will also prepare and maintain complete and accurate records of our decisions, and the reasons for those decisions, in relation to:

- all target market determinations for this product;
- identifying and tracking review triggers;
- setting review periods; and
- the matters documented in this TMD.

Should you have any questions or concerns regarding this Target Market Determination, please contact ATC Insurance Solutions.