

# Target Market Determination

## MMA Group Personal Accident



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

This Target Market Determination (TMD) is effective from 03.10.2023 and relates to the MMA Group Personal Accident Product Disclosure Statement and MMA Group Personal Accident Policy Wording (QM8790).

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 MMA Group Personal Accident Product Disclosure Statement (PDS), MMA Group Personal Accident Policy Wording, and any Supplementary Product Disclosure Statements (SPDS) that may apply, to ensure the product is right for them.

This product offers a choice of cover for:

- Capital Benefits
- Weekly Benefits - Injury
- Weekly Benefits - Illness

Customers in our target market can choose from these covers to tailor the product to suit their individual needs.

## Capital Benefits

This cover has been designed for organisations in the target market to provide financial protection for their employees or members for injuries which result in their death or permanent disablement (lump sum/capital benefits).

### Who is within the Target Market for Capital Benefits?

#### Customers within the Target Market

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



Organisations who want financial protection for their employees or members for injuries which result in their death or permanent disablement (lump sum/capital benefits).

**Customers NOT within the Target Market**

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

X	Organisations who want insurance for employees or members aged 80 years or older.
X	Organisations who want insurance for their employees' or members' death or permanent disablement due to illness.
X	Organisations who want insurance for their employees' or members' injuries (capital benefits) for any pre-existing condition provided that: <ul style="list-style-type: none"> <li>• they were continuously insured under another income protection policy immediately prior to joining this policy; and</li> <li>• the previous policy terms and conditions provided cover for the Injury; and</li> <li>• the date of disablement is within twelve (12) months of the first manifestation of the date of Injury.</li> </ul>
X	Organisations who want insurance for employees or members while they participate in or train for any professional sport.
X	Organisations who want insurance for employees or members while they participate in flying or other aerial activity unless they are a passenger in a properly licenced aircraft.

## Weekly Benefits – Injury / Illness

This cover has been designed for organisations in the target market to provide financial protection for their employees or members for loss of earnings due to injury or illness (weekly benefits). Cover is available for Weekly Benefits - Injury only or Weekly Benefits - Injury and Illness

### Who is within the Target Market for Weekly Benefits – Injury / Illness?

**Customers within the Target Market**

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

✓	Organisations who want financial protection for their employees or members for loss of earnings due to injury or illness (weekly benefits).
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**Customers NOT within the Target Market**

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

X	Organisations who want insurance for employees or members aged 80 years or older.
X	Organisations who want insurance for their employees or members for weekly benefits due to illness only.
X	Organisations who want insurance for their employees' or members' loss of earnings due to injury or illness (weekly benefits) if they have any pre-existing condition provided that: <ul style="list-style-type: none"> <li>• they were continuously insured under another income protection policy immediately prior to joining this policy; and</li> <li>• the previous policy terms and conditions provided cover for the Injury or Illness; and</li> <li>• the date of disablement is within twelve (12) months of the first manifestation of the Illness or the date of Injury.</li> </ul>
X	Organisations who want insurance for employees or members while they participate in or train for any professional sport.
X	Organisations who want insurance for employees or members who are non-income earners.

## Distribution Conditions

This product has been appropriately designed to be distributed through Marsh Pty Ltd (Marsh) and Marsh Advantage Insurance Pty Ltd (Marsh Advantage). The product and the systems it is distributed through have been designed for a customer seeking insurance through Marsh and Marsh Advantage. Marsh and Marsh Advantage have 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 Marsh Pty Ltd, ABN 86 004 651 512, AFSL 238983 and Marsh Advantage Insurance Pty Ltd, ABN 31 081 358 303, AFSL 238369.
<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>This product can be sold via direct contact between the customer and Marsh and Marsh Advantage.</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

<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>