



Target Market Determination

Corporate Travel Insurance

MMA - Travel V3.0

1800 618 700

ahiinsurance.com.au

This Target Market Determination (TMD) is designed to provide customers, insurance brokers, distributors and Accident and Health International Underwriting Pty Limited (AHI) AFSL No. 238261 staff with the appropriate information to understand who this product has been designed for and the approach to determining that the product is likely to be consistent with the objectives, financial situations and needs of the target market customer and the distribution conditions.

AHI is an underwriting agency specifically created to provide Personal Accident, Medical and Travel insurance. AHI acts on behalf of Tokio Marine & Nichido Fire Insurance Co. Ltd, ABN 80 000 438 291, AFS Licence No. 246548 (TMNF) who are the issuer of this insurance, and AHI have full authority to quote and issue contracts of insurance, collect premiums and pay Claims on TMNF's behalf.

This TMD sets out the target market for the following Product Disclosure Statement (PDS):

MMA - Travel V3.0

This Product is suitable for:

- AHI's - MMA Travel insurance is insurance designed for clients of Marsh Pty Ltd, ABN 86 004 651 512, AFSL 238983 and Marsh Advantage Insurance Pty Ltd ABN 31 081 358 303, AFSL 238369 (collectively, 'MMA') to cover business travel insurance for employees of the Insured company together with their accompanying spouse who are aged between the minimum and maximum age limits of the Policy at the time of an Event as stated in the policy together with dependent children whilst undertaking business travel on behalf of their employer when travelling within Australia and Internationally.

This product is not suitable for the following:

- Organisations that do not undertake business travel.
- Organisations seeking cover only during their employees journey/commute to work.
- Organisations seeking non-cancellable life insurance or non-cancellable income protection insurance.
- Organisations not registered in Australia.
- Organisations whose employees travel long distances as part of their employment. i.e. pilots and truck drivers.
- Age limits apply to this policy and can vary depending on the requirements of the group or AHI's underwriting guidelines. No cover is provided for Insured Persons who are not aged between the minimum and maximum age limits of the Policy at the time of an Event as stated in the policy schedule. Specific age limits may also apply to each Benefit included on this Policy. Please refer to each Benefit for full details.
- This Policy consists of several Benefits. An Insured Person is only covered for the benefits outlined in the Policy Schedule. If a benefit within the Policy Schedule is stated to be \$0.00, no cover is provided

under this Policy for that Benefit. This policy is not suitable for persons seeking coverage beyond that provided.

- There is a maximum amount payable under each Benefit of the Policy with respect to each Insured Person, and with respect to all Claims payable under this Policy during each Period of Insurance. The limit of AHI's liability is the Sum Insured against each Benefit as shown in the Policy Schedule and is subject to the overall maximum amount in any one Period of Insurance as also shown in the Policy Schedule against "Aggregate Limit of Liability".

Key Benefits and Exclusions

What is Insured*

- Personal Accident and Sickness
- Kidnap & Extortion
- Hijack & Detention
- Medical, Additional Expenses/ Emergency Medical Evacuation
- Rescue & Emergency Assistance
- Loss of Deposits/ Cancellation and Curtailment Expenses
- Baggage / Business Property / Electronic Equipment and Money / Travel Documents
- Alternative Employee / Resumption of Assignment Expenses
- Personal Liability
- Rental Vehicle Excess Cover
- Extra Territorial Workers' Compensation
- Missed Transport Connection
- Political / Natural Disaster Evacuation
- Identity Theft Extension
- Search and Rescue Expenses

* These items are only Insured if selected and shown on the Policy Schedule and Product Disclosure Statement for an insured amount. If the Sum Insured shown in the Policy Schedule is \$0.00 for a Benefit, no cover is provided under this Policy for that Benefit.

What is not Insured*

This insurance policy contains the following general exclusions which unless otherwise agreed in writing apply to all Benefits under this Policy, other specific exclusions may apply to individual benefits. The PDS should be checked to ensure that it is likely to be consistent with the objectives, financial situations and needs of the target market customer before proceeding to insure with AHI. AHI shall not pay benefits with respect to any loss, damage or event which:

- results from an Insured Person engaging in or taking part in
 - a) air travel except as a passenger in a properly licensed aircraft; or
 - b) training for or participating in Professional Sport of any kind.
- results from intentional self-injury or suicide or any attempt at suicide.
- results from War, Civil War, invasion, act of foreign enemy, rebellion, revolution, insurrection or military or usurpation of government or military power in

- Australia or an Insured Persons Country of Residence, or any of the following countries: Afghanistan, Chechnya, Iraq, Somalia or North Korea.
- results from any illegal or criminal act committed by You or an Insured Person. This Exclusion does not apply to You or an Insured Person if You or the Insured Person were not the perpetrator of any such illegal or criminal act or did not know of or condone any such act.
- occurs when a Journey is undertaken against medical advice, or when a Journey is undertaken for the purpose of obtaining medical treatment, unless agreed in advance by Us.
- This Policy does not cover any Insured Person unless he or she at the date of the claim is under ninety (90) years of age.

This policy is not suitable for persons seeking coverage for losses arising from the policy exclusions listed within the Product Disclosure Statement and Policy Wording.

Distribution of this product

This product is designed to be distributed by MMA and their representatives that hold an Australian Financial Services Licence.

Only these parties are authorised to distribute this product as they understand the market this product has been designed for.

AHI and TMNF will make risk-based decisions to determine its acceptance criteria about insurance cover that they can offer and the costing that will be applied. Some of the key acceptance criteria relating to this target market determination may include:

- Age of Insured Persons
- Occupation of Insured Persons
- Activities undertaken during the cover period
- Previous claims experience for this type of risk
- Risk location
- The Benefits and Sum Insured required

The cost of the Policy is made up of premium, administration fees and government taxes (such as Goods & Services Tax [GST] and Stamp Duty), where applicable.

Reviewing this document

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

AHI and TMNF 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:

- AHI 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 (eg: an unfair contract term),
- 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,
 - Benefits to customers,
 - Product value and affordability.
- Significant dealing/s in the product outside the target market as defined in this TMD.

AHI and TMNF will review this TMD within ten (10) business days of the occurrence of any review trigger.

Reporting

AHI and TMNF will record all complaints received about this product on a monthly basis (Complaints Reporting Period). All staff and representatives 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.

AHI also review sales data including number of policies issued, renewed and cancelled on a monthly basis.

Record Keeping

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

AHI and TMNF 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.

Contact Us



To find out how AHI can help you protect what matters most, please get in touch.

Sydney | Melbourne | Brisbane | Perth

1800 618 700

ahiinsurance.com.au