



# Target Market Determination

Expatriate Medical Expenses Insurance

Vertex Expatriate Medical & Emergency Evacuation 2110

1800 618 700

[ahiinsurance.com.au](http://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):

Vertex Expatriate Medical & Emergency Evacuation 2110

**This Product is suitable for:**

- AHI's Expatriate Medical Expense insurance is insurance designed to cover medical expenses of expatriate employees aged under 75 (unless otherwise agreed) and their families employed by the overseas operations of Australian based businesses.

**This product is not suitable for the following:**

- Age limits apply to this policy and can vary depending on the requirements of the group or AHI's underwriting guidelines. The maximum age limit is 75 for this policy unless agreed otherwise. No cover is provided for Insured Persons who are not aged over maximum age limits of the Policy at the time of an Event as stated in the policy schedule.
- 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.
- The Policy benefits may be subject to Benefit Limits. Benefit Limits may affect the amount payable in the event of a Claim. If a Benefit Limit is applicable to a Benefit, it will be shown in the Policy Schedule below the Benefit it applies to.

**Key Benefits and Exclusions**

**What is Insured\***

- Medical and Additional Expenses
- Medical Primary Care and Specialist Outpatient Care Expenses
- Maternity Care and Treatment Expenses (Emergency)
- Maternity Care and Treatment Expenses (Routine)

- New Born Child Expenses
- New Born Child Congenital Defect Expenses
- Emergency Dental Expenses
- General Dental Expenses
- Special Dental Expenses
- Acupuncture/ Naturopathy/Hypnotherapy Expenses
- Chiropractic/ Osteopathy Expenses
- Dietetics Expenses
- Hearing Aid/s Expenses
- Optical Expenses
- Physiotherapy Expenses
- Podiatry Expenses
- Prescription Medicines
- Prosthesis (not surgically implanted) Expenses
- Speech Therapy Expenses
- Home Nursing Expenses
- Preventative Medical Expenses
- Psychology and Psychiatry Expenses
- Rehabilitation Expenses
- Emergency Assistance
- Medical and Emergency Evacuation Expenses
- Pre-Hospitalisation and Post-Hospitalisation Expenses
- Accompanying Person's Accommodation Expenses
- En-Route Accommodation Expenses
- Political & Natural Disaster Evacuation
- Personal Liability
- Baggage, Electronic Equipment & Money
- Emergency Return Home Expenses
- Home Leave Coverage
- Repatriation of Body or Ashes
- Specified Medical Disease and Bed Confinement

\* These items are only Insured if selected and shown on the Policy Schedule and Product Disclosure Statement (PDS) 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 will not pay for that part of any claim arising directly or indirectly out of:

- any cosmetic, elective or cosmetic plastic surgery, (except and to the extent that it is necessary for the cure or alleviation of Injury to, or Sickness suffered by, the Covered Person);
- a Pre-Existing Condition unless:
  - the waiting period has been served; or
  - the Takeover Provisions have been met;
- treatment or services which are covered by Medicare, in whole or in part;
- treatment or services which are covered by any:
  - compensation under any workers' compensation law; or
  - transport accident law; or
  - government sponsored fund, plan, or medical benefit scheme, or

- other insurance policy required to be effected by or under a law.
- but only to the extent that such loss, damages, liability, Event, Bodily Injury, or Sickness is covered by one or more of those schemes;
- charges for non-medical incidental services including but not limited to telephone, television, newspapers and the like;
  - sexually transmitted disease, infertility, sterilisation, abortion (unless certified as medically necessary by the attending Doctor or Specialist);
  - any intentional self-injury, suicide or any illegal or criminal act committed by the Policyholder, a Covered Person and/or a Close Relative, provided that this General Exclusion does not apply to the Policyholder, a Covered Person or a Close Relative who is not the perpetrator of such act, or who did not know or condone any such act;
  - any Covered Person being in control of a vehicle while under the influence of alcohol, where the Covered Person records a blood alcohol concentration greater than the limit while driving; or any Covered Person:
    - being under the influence of any prescription drug at the time of the Accident, unless it was taken in accordance with the Doctor's advice;
    - being under the influence of any illegal drug; or
    - having taken medication in a manner other than as recommended by the drug manufacturer, unless directed to by a Doctor or Specialist;
  - any consequence of War, Civil War, invasion, act of foreign enemy, rebellion, revolution, insurrection or military or usurped power in a Covered Person's Country of Residence or Country of Assignment or any of the following countries: Afghanistan, Chad, Chechnya, Côte d'Ivoire (Ivory Coast), Democratic Republic of Congo, Iraq, Israel, Somalia or Sudan. This exclusion does not apply:
    - where Injury or Sickness is sustained as a result of hijacking, riot, strike, or civil commotion; or
    - to cover under Section 4 - Political & Natural Disaster Evacuation.
- Upon application by the Policyholder, AHI may delete or partially delete this exclusion on such terms and conditions and for such premium as are consistent with this Policy;
- any expenses or charges incurred after the Policyholder or the Covered Person or the Policyholder's or the Covered Person's representative refused to follow AHI's instructions and directions, unless it was unreasonable or impossible for the Policyholder or Covered Person to follow such instructions or directions;
  - any expenses or charges incurred resulting from the Covered Person engaging in or taking part in flying, or aerial activities other than as a passenger in an aircraft licensed to carry passengers, or which Covered Person believes on reasonable grounds to be licensed to carry passengers;

- any expenses or charges incurred after the Covered Person travelled against the advice of a Doctor or Specialist;
- any Covered Person training for or participating in Professional Sport of any kind;
- any Covered Person who is over seventy-five (75) years of age at the time of loss, Injury or Sickness, except as reviewed and approved by AHI in writing;
- any expenses, the payment of which would constitute "health insurance business" as defined under the National Health Act, 1953 (Cth) and the Private Health Insurance Act 2007 (Cth), the Private Health Insurance (Health Insurance Business) Rules as updated from time to time or the Health Insurance Act 1973 (Cth) or any amendment to, or consolidation or re-enactment of, those Acts;
- any expense, the payment of which would contravene the applicable laws of the country in which the expense was incurred or the payment was to be administered;
- any expenses for a congenital defect diagnosed prior to the Covered Person's Effective Date of Coverage not otherwise covered under the New Born Child Congenital Defects Expenses benefit or where Takeover Provisions have been met;
- a violation of any trade or economic sanction, prohibition or restriction including under United Nations resolutions or the trade or economic sanctions, laws or regulations of the United States of America or Commonwealth of Australia as applicable.

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

#### **Distribution of this product**

This product is designed to be distributed by Aon Risk Services Australia Limited (AFSL 241141) and their representatives.

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 the 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 the 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 AHI and TMNF to review this TMD.

AHI and TMNF 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](https://ahiinsurance.com.au)