



Target Market Determination

Voluntary Workers Group Personal Accident
Insurance

Vertex Voluntary Workers 0421

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.

Vertex Voluntary Workers 0421

This Product is suitable for:

- AHI's Aon Vertex Voluntary Workers Group Insurance is insurance designed to cover organisations/businesses who engage volunteers who perform voluntary work on their behalf.

This includes organisations/businesses that engage volunteers that require cover for those volunteers aged between the minimum and maximum age limits of the Policy at the time of an Event as stated in the policy schedule against non-Medicare medical expenses and/or loss of earnings (from another source) caused by their temporary or permanent disablement following an injury sustained while volunteering for the organisation/business.

This product is not suitable for the following:

- Organisations wanting coverage for Death by sickness.
- Organisations wanting coverage for sickness.
- Organisations seeking non-cancellable life insurance or non-cancellable income protection insurance.
- 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*

- Lump Sum Benefits (Accidental Death and Capital Benefits)
- Weekly Benefits – Bodily Injury
- Fractured Bones – Lump Sum Benefits
- Loss of Teeth or Dental Procedures – Lump Sum Benefits
- Disappearance
- Escalation of Claim Benefit
- Exposure Benefit
- Guaranteed Payment Benefit
- Bed Care Benefit
- Chauffeur Services Benefit
- Corporate Image Protection Benefit
- Emergency Home Help Benefit
- Funeral Expenses Benefit
- Home/Car Modification Expenses Benefit
- Non-Medicare Medical Expenses Benefit
- Student Tutorial Costs Benefit
- Tuition or Advice Expenses Benefit

* 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 apply to individual benefits and you should check that our PDS meets your requirements before proceeding to insure with AHI. AHI will not pay benefits with respect to any Loss, damage, liability, Event or Bodily Injury which:

- results from a Covered Person engaging in or taking part in:
- flying in an aircraft or aerial device other than as a passenger in an aircraft licensed to carry passengers or which the Covered Person believes on reasonable grounds is licensed to carry passengers; or
- training for or participating in Professional Sport of any kind;
- results from any intentional self-injury, suicide or any illegal or criminal act committed by the Policyholder or a Covered Person, provided that this General Exclusion does not apply to the Policyholder or any Covered Person who is not the perpetrator of such act, or who did not know or condone any such act;

- results from War, invasion or Civil War in a Covered Person's country of residence, provided that this General Exclusion will not apply where Bodily Injury is sustained as a result of hijacking, riot, strike, or civil commotion;
- results from any Pre-Existing Condition;
- are covered by Medicare in whole or in part;
- would result in AHI contravening the Health Insurance Act 1973 (Cth), the Private Health Insurance Act 2007 (Cth), the Private Health Insurance (Health Insurance Business) Rules as updated from time to time or the National Health Act 1953 (Cth) or any amendment to, or consolidation or re-enactment of, those Acts; or
- subject to sub-paragraph (iii) of the Age Bracket Limitation General Provision, occurs when the Covered Person is eighty-five (85) years of age or over. All cover with respect to a Covered Person shall cease upon their attaining eighty-five (85) years of age. This will not prejudice any entitlement to claim benefits which has arisen before a Covered Person attained the age of eighty-five (85) years.

Sanctions

- AHI will not pay benefits with respect to any loss, damage, liability, Event, Bodily Injury to the extent that trade or economic sanctions or other laws or regulations prohibit AHI from providing insurance, including but not limited to, the payment of claims.

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

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