



Target Market Determination

Expatriate Medical Insurance

Expatriate Package Insurance Value Plus v2.0

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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):

Expatriate Package Insurance Value Plus v2.0

This Product is suitable for:

- AHI's – MMA Expatriate Package Insurance Value Plus 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 medical expenses, emergency travel assistance and personal liability of expatriate employees aged under 75 (unless otherwise agreed) and their families employed by the overseas operations of Australian based businesses. In addition the policy provides the following optional extensions:
 - Personal & Accident and Illness
 - Business Travel

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 Expenses

- Hospital Inpatient / Day Patient
- Out-Patient – Doctors Services
- Ambulance Services
- Anaesthetic Services
- Pharmaceutical Supplies
- Radiation Therapy
- X-ray and Laboratory Examinations
- Home Nursing
- Trauma Counselling Services
- New Born Child Expenses
- New Born Child Congenital Defect Expenses
- Dental Services – General Expenses
- Dental Services – Special Expenses
- Dental Services – Emergency Expenses
- Acupuncture
- Chiroprody / Podiatry
- Dietician
- Hearing Aids
- Homeopath
- Naturopath
- Occupational Therapy and Rehabilitation Services
- Optical Services
- Osteopath
- Physiotherapy
- Protheses and appliances
- Psychology, pscychiatry, psychotherapy, hypnotherapy, personal / family / marital counselling
- Speech Therapy
- Traditional Chinese medicine
- Compassionate Travel Expenses
- Personnel Replacement Expenses

Emergency Travel Assistance

- Medical Transfer and Emergency Evacuation and Repatriation
- Return Transportation Benefit
- Accompanying person for a repatriated child
- Accompanying person for a repatriated adult
- Additional accommodation
- Accompanying person's accommodation
- Repatriation of mortal remains or local burial
- Advance payment of Medical Expenses

Personal Liability

Optional Extension 1 – Personal Accident and Illness (see PDS for full list of benefits and exclusions applicable)

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

Optional Extension 2 – Business Travel (see PDS for full list of benefits and exclusions applicable)

- Baggage and Personal Effects

- Personal Money, Travellers Cheques, Credit Cards, Passports and Travel Documents
- Kidnap and Personal Extortion
- Loss of Travel Deposits and Additional Expenses
- Rental Vehicle Excess Cover
- Extra Territorial Cover
- Environmental and Natural Disaster Evacuation
- Political Evacuation
- Identity Theft

* 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.

- This Policy excludes loss, damage, destruction, death, Injury, Illness, liability, cost or expense of any nature directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with any of the following, regardless of any other cause or event contributing concurrently or in any other sequence to the loss:
- War (whether declared or not), invasion, civil war, rebellion or insurrection while the Insured Person is serving in any capacity whatsoever, whether in the armed forces or while taking an active part in any occurrence stated above.
Passive War extension is payable to a maximum amount of \$250,000 any one Insured Person;
- Radioactive contamination, including the use, existence or escape of any nuclear material, or nuclear water or action of nuclear fission or fusion.

This Policy also excludes any loss, destruction, damage, death, Injury, Illness, liability, cost or expense of any nature directly or indirectly caused by, contributed to by, resulting from or arising out of or in connection with any action taken in controlling, preventing, suppressing, retaliating against, or responding to or in any way relating to General Exclusion 1 or 2 above.

ADDITIONAL EXCLUSIONS APPLYING TO THIS POLICY

Note: these exclusions do not apply to:

- Compassionate Travel Expenses cover;
- Emergency Travel Assistance cover; and
- Personal Liability cover.
- We will not pay for any claim if the claim arises directly or indirectly out of any of the following:
- Intentional self-injury or suicide or any attempt at suicide.
- Flying or other aerial activity unless as a passenger in a properly licensed aircraft.

- The Insured Person's criminal or illegal act.
- Participating in or training for any professional sport.
- Expenses recoverable by the Insured or the Insured Person from any other source such as Workers Compensation or any other statutory scheme.
- Any costs or expenses which AHI are prohibited by law from paying according to the law of the country in which a claim occurs (which includes, but not limited to the Health Insurance Act 1973 (Cth), the Private Health Insurance Act 2007 (Cth) or the National Health Act 1953 (Cth)).
- AHI will not pay for any claim under this Policy if the Insured Person is over 75 years of age. This will not prejudice any entitlement which has arisen before an Insured Person attains the age of 75 years.

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

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.

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ahiinsurance.com.au