

# Target Market Determination

## Products

### Southern Cross Travel Insurance:

- International Comprehensive Single Trip
- International Comprehensive Annual Multi-trip
- International Medical Only
- Domestic
- Working Overseas.

## What is a Target Market Determination (TMD)

In this document the terms “we”, “us” and “our” refer to Southern Cross Benefits Limited ABN 99 133 401 939, AFSL 331058 trading as Southern Cross Travel Insurance.

This Target Market Determination (TMD) is designed to outline the target market for our products by describing:

- who the product is designed for and their likely objectives, financial situation and needs
- who the product is not designed for
- distribution conditions for the product
- reporting criteria, and
- review conditions for our products.

This TMD does not provide any financial product advice on our products and does not take into consideration the objectives, financial situation and needs of individual customers.

The TMD does not form part of the insurance contract and is not a summary of our products' terms and conditions. The examples of who the product is not designed for and who may fall outside the target market are not exhaustive.

If you purchase this product and it is not designed for your circumstances, you may not get:

- the value from it that you expected, or
- any value from the product at all.

For more help deciding if this product is right for you and for additional details on the product benefits and features, please refer to the relevant Product Disclosure Statement (PDS) and any Supplementary Product Disclosure Statement (SPDS).

## Date from which this TMD is effective

This TMD applies for policies issued for our products with a policy effective date from 12 July 2025. This TMD continues until replaced.

# 1. Who are our travel insurance products designed for, and what are the likely objectives, financial situation, and needs, of customers in this target market?

Southern Cross Travel Insurance provides several types of travel insurance policies to choose from for people who travel in Australia or overseas, including:

- International Comprehensive Single Trip
- International Comprehensive Annual Multi-trip
- International Medical Only
- Domestic
- Working Overseas.

Each of these policies has a different target market and we have set these markets out below.

## International Comprehensive Single Trip

### Who is this product designed for?

This product is a comprehensive international travel insurance policy designed for people traveling overseas from Australia that want to protect themselves against financial loss caused by unexpected events arising on their journey. These people fall within the eligibility criteria for this cover and are able to pay the premium at the time of purchase at the chosen cost. In the event of a claim, these people are able to pay any excess at their chosen option and are also willing to select a level of cover that is relevant and appropriate for their own circumstances. We consider the benefits under our International Comprehensive Single Trip insurance are likely to be consistent with the needs, objectives and financial situation of customers in this target market.

If unforeseen additional costs occur, consumers should have the financial means to pay for these costs, then seek reimbursement later. An exception to this is where a customer is admitted to hospital, needs surgery, or needs medical treatment expected to cost over \$2,000, in which case, they can call our emergency assistance team to arrange support. We may also contract a third party to provide emergency assistance.

**This product is designed for people who will meet the following criteria until the date their insurance would end**

#### Eligible people

- Live in Australia permanently and are eligible for a Medicare card
- Intend to travel to a destination outside Australia and will return to Australia after finishing their journey
- Have never been refused cover, had an insurance claim declined, or had an insurance policy cancelled or voided, because of fraud
- Have access to an email address
- Are subject to our other eligibility criteria based on their age at the time of buying the policy, destination and journey duration limits
- Are able to pay premiums at the time of purchase at the chosen cost
- In the event of a claim, these people are able to pay any excess at their chosen option and are also willing to select a level of cover that is relevant and appropriate for their own circumstances.

**This product would not be suitable for people who**

- Are purchasing travel insurance with the intention of making a claim for something that has already happened that affects their travel plans and/or leads them to incur costs or suffer a financial loss
- Are travelling overseas with the intention of obtaining medical or dental treatment or cosmetic surgery/consultation
- Are travelling for periods longer than 12 months
- Are travelling only within Australia
- Intend to work whilst on their journey.

**This product is designed for people who will meet the following criteria until the date their insurance would end**

**This product would not be suitable for people who**

## Health related attributes

- May have pre-existing medical conditions(s) (cover may be applied for and if accepted, an additional premium applies)
- Require cover for emergency medical expenses overseas for a new medical condition or injury
- Are less than 24 weeks pregnant while travelling, have a low-risk pregnancy and only require cover for unexpected, serious pregnancy complications e.g. miscarriage.
- Who seek cover for pre-existing medical conditions, unless they are disclosed and we have assessed and accepted them and an additional premium has been paid
- Are having a health symptom investigated relating to any undiagnosed changes to their health such as any new illness, injury or health symptom before the date their insurance starts and do not disclose these health symptoms
- Are travelling to have an elective treatment or a cosmetic procedure
- Have been advised by a registered medical practitioner not to fly
- Are more than 24 weeks pregnant while travelling
- Have a high-risk pregnancy and would require cover for unexpected, serious pregnancy complications e.g. miscarriage.

## Journey attributes

- May want cover for prepaid travel and accommodation costs that would not otherwise be refunded if the trip is cancelled or amended in certain scenarios
- May want cover for financial loss from changes to their journey due to an unexpected event on their journey
- May want cover for financial loss from the loss of baggage and personal items due to unexpected events on their journey
- May want cover for financial loss from the loss of cash, bank cards, travel documents and passports due to an unexpected event on their journey
- May want cover for financial loss from a personal accident whilst on their journey
- May want cover for financial loss from their legal liability to pay damages or compensation to anyone for injury or damage they cause due to an unexpected event whilst on their journey
- May want cover for financial loss from a non-refundable rental vehicle excess they would be required to pay if their rental vehicle is stolen or damaged due to an unexpected event whilst on their journey
- May want cover for financial loss from keeping pets in boarding facilities if an unexpected event on their journey delays their return to Australia
- May want cover for financial loss from non-refundable pre-booked childcare costs if an unexpected event on their journey delays their return to Australia.
- Require cover for circumstances known or foreseen at the time of purchasing the policy that could lead to the trip being delayed, abandoned or cancelled. Circumstances could include a situational event in a specified location, that has been publicly identified e.g. reported weather events such as a cyclone
- Require cover for unspecified valuables above the cover limits offered, unless they are disclosed and we have assessed and accepted them and an additional premium has been paid
- Require cover for cash, bank cards, travel documents and passports above the cover limits offered
- Require cover for financial loss from personal accident above the cover limits offered
- Require cover for financial loss from their legal liability to pay damages or compensation to anyone for injury or damage they cause above the cover limits offered
- Require cover for financial loss from a non-refundable rental vehicle excess they would be required to pay that would be above the cover limits offered
- Require cover for financial loss from keeping pets in boarding facilities that would be above the cover limits offered
- Require cover for financial loss from non-refundable pre-booked childcare costs that would be above the cover limits offered.

**This product is designed for people who will meet the following criteria until the date their insurance would end**

**This product would not be suitable for people who**

## Activities

- May intend to ride a moped or motorbike on their journey (an additional premium applies)
- May intend to ski or snowboard on their journey (an additional premium applies)
- May require cover for participating in sports activities on the trip in a professional capacity

## Activities continued

**This product is designed for people who will meet the following criteria until the date their insurance would end**

- May be travelling on a multi-night cruise (an additional premium applies).

**This product would not be suitable for people who**

- Require cover for high-risk activities that are excluded in the PDS such as adventure sports undertaken without a licensed operator, extreme sports such as sky diving and hunting amongst others excluded in the PDS or mountaineering, hiking, trekking or tramping outside the limits excluded in the PDS
- Who seek cover for ocean yachting outside 12 nautical miles of populated land or in an area with no access to telecommunications or medical services
- Who seek cover for open-water activities that involve using artificial breathing equipment unless they hold an open water diving certificate or are diving with a qualified instructor
- Who seek cover for their liability for any damages, compensation or legal expenses arising from their driving of a rental vehicle whilst on their journey
- Who intend to ride a moped or motorbike on their journey, unless they purchase optional moped and motorbike cover
- Who intend to ski or snowboard on their journey, unless they purchase optional skiing and snowboarding cover
- Who intend to take a cruise on their journey, unless they purchase optional cruise cover.

## International Comprehensive Annual Multi-trip

### Who is this product designed for?

This product is an annual multi-trip international travel insurance policy designed for people traveling on multiple journeys within a 12 month period, with a maximum duration of 30, 60 or 90 days per journey overseas from Australia that want to protect themselves against financial loss caused by unexpected events arising on their journey. These people fall within the eligibility criteria for this cover and are able to pay the premium at the time of purchase at the chosen cost. In the event of a claim, these people are able to pay any excess at their chosen option and are also willing to select a level of cover that is relevant and appropriate for their own circumstances. We consider the benefits under our International Comprehensive Annual Multi-trip insurance are likely to be consistent with the needs, objectives and financial situation of customers in this target market.

If unforeseen additional costs occur, consumers should have the financial means to pay for these costs, then seek reimbursement later. An exception to this is where a customer is admitted to hospital, needs surgery, or needs medical treatment expected to cost over \$2,000, in which case, they can call our emergency assistance team to arrange support. We may also contract a third party to provide emergency assistance.

**This product is designed for people who will meet the following criteria until the date their insurance would end**

### Eligible people

- Live in Australia permanently and are eligible for a Medicare card
- Intend to travel to a destination outside Australia and will return to Australia after finishing each journey
- Have never been refused cover, had an insurance claim declined, or had an insurance policy cancelled or voided, because of fraud
- Have access to an email address

**This product would not be suitable for people who**

- Are purchasing travel insurance with the intention of making a claim for something that has already happened that affects their travel plans and/or leads them to incur costs or suffer a financial loss
- Are travelling overseas with the intention of obtaining medical or dental treatment or cosmetic surgery/consultation
- Are travelling for periods longer than 12 months
- Are travelling only within Australia
- Intend to work whilst on their journey.

**This product is designed for people who will meet the following criteria until the date their insurance would end**

**This product would not be suitable for people who**

#### Eligible people continued

- Are subject to our other eligibility criteria based on their age at the time of buying the policy, destination and journey duration limits
- Are able to pay premiums at the time of purchase at the chosen cost
- In the event of a claim, these people are able to pay any excess at their chosen option and are also willing to select a level of cover that is relevant and appropriate for their own circumstances.

#### Health related attributes

- May have pre-existing medical conditions(s) (cover may be applied for and if accepted, an additional premium applies)
- Require cover for emergency medical expenses overseas for a new medical condition or injury
- Are less than 24 weeks pregnant while travelling, have a low-risk pregnancy and only require cover for unexpected, serious pregnancy complications e.g. miscarriage.
- Who seek cover for pre-existing medical conditions, unless they are disclosed and we have assessed and accepted them and an additional premium has been paid
- Are having a health symptom investigated relating to any undiagnosed changes to their health such as any new illness, injury or health symptom before the date their insurance starts and do not disclose these health symptoms
- Are travelling to have an elective treatment or a cosmetic procedure
- Have been advised by a registered medical practitioner not to fly
- Are more than 24 weeks pregnant while travelling, have a high-risk pregnancy and would require cover for unexpected, serious pregnancy complications e.g. miscarriage.

#### Journey attributes

- May want cover for prepaid travel and accommodation costs that would not otherwise be refunded if the trip is cancelled or amended in certain scenarios
- May want cover for financial loss from changes to their journey due to an unexpected event on their journey
- May want cover for financial loss from the loss of baggage and personal items due to unexpected events on their journey
- May want cover for financial loss from the loss of cash, bank cards, travel documents and passports due to an unexpected event on their journey
- May want cover for financial loss from a personal accident whilst on their journey
- Require cover for circumstances known or foreseen at the time of purchasing the policy that could lead to the trip being delayed, abandoned or cancelled. Circumstances could include a situational event in a specified location, that has been publicly identified e.g. reported weather events such as a cyclone
- Require cover for unspecified valuables above the cover limits offered, unless they are disclosed and we have assessed and accepted them and an additional premium has been paid
- Require cover for cash, bank cards, travel documents and passports above the cover limits offered
- Require cover for financial loss from personal accident above the cover limits offered

## Journey attributes continued

### This product is designed for people who will meet the following criteria until the date their insurance would end

- May want cover for financial loss from their legal liability to pay damages or compensation to anyone for injury or damage they cause due to an unexpected event whilst on their journey
- May want cover for financial loss from a non-refundable rental vehicle excess they would be required to pay if their rental vehicle is stolen or damaged due to an unexpected event whilst on their journey
- May want cover for financial loss from keeping pets in boarding facilities if an unexpected event on their journey delays their return to Australia
- May want cover for financial loss from non-refundable pre-booked childcare costs if an unexpected event on their journey delays their return to Australia.

### This product would not be suitable for people who

- Require cover for financial loss from their legal liability to pay damages or compensation to anyone for injury or damage they cause above the cover limits offered
- Require cover for financial loss from a non-refundable rental vehicle excess they would be required to pay that would be above the cover limits offered
- Require cover for financial loss from keeping pets in boarding facilities that would be above the cover limits offered
- Require cover for financial loss from non-refundable pre-booked childcare costs that would be above the cover limits offered.

## Activities

- May intend to ride a moped or motorbike on their journey (an additional premium applies)
- May intend to ski or snowboard on their journey (an additional premium applies)
- May be travelling on a multi-night cruise (an additional premium applies).
- May require cover for participating in sports activities on the trip in a professional capacity
- Require cover for high-risk activities that are excluded in the PDS such as adventure sports undertaken without a licensed operator, extreme sports such as sky diving and hunting amongst others excluded in the PDS or mountaineering, hiking, trekking or tramping outside the limits excluded in the PDS
- Who seek cover for ocean yachting outside 12 nautical miles of populated land or in an area with no access to telecommunications or medical services
- Who seek cover for open-water activities that involve using artificial breathing equipment unless they hold an open water diving certificate or are diving with a qualified instructor
- Who seek cover for their liability for any damages, compensation or legal expenses arising from their driving of a rental vehicle whilst on their journey
- Who intend to ride a moped or motorbike on their journey, unless they purchase optional moped and motorbike cover
- Who intend to ski or snowboard on their journey, unless they purchase optional skiing and snowboarding cover
- Who intend to take a cruise on their journey, unless they purchase optional cruise cover.



# International Medical Only travel insurance

## Who is this product designed for?

This product is an international medical only travel insurance policy designed for people traveling overseas from Australia in a 12 month period that only want to protect themselves against financial loss caused by medical events and personal liability arising from an unexpected event on their journey. These people fall within the eligibility criteria for this cover and are able to pay the premium at the time of purchase at the chosen cost. In the event of a claim, these people are able to pay any excess at their chosen option and are also willing to select a level of cover that is relevant and appropriate for their own circumstances. We consider the benefits under our International Medical Only insurance are likely to be consistent with the needs, objectives and financial situation of customers in this target market.

If unforeseen additional costs occur, consumers should have the financial means to pay for these costs, then seek reimbursement later. An exception to this is where a customer is admitted to hospital, needs surgery, or needs medical treatment expected to cost over \$2,000, in which case, they can call our emergency assistance team to arrange support. We may also contract a third party to provide emergency assistance.

### This product is designed for people who will meet the following criteria until the date their insurance would end

#### Eligible people

- Live in Australia permanently and are eligible for a Medicare card
- Intend to travel to a destination outside Australia and will return to Australia after finishing their journey
- Have never been refused cover, had an insurance claim declined, or had an insurance policy cancelled or voided, because of fraud
- Have access to an email address
- Are subject to our other eligibility criteria based on their age at the time of buying the policy, destination and journey duration limits
- Are able to pay premiums at the time of purchase at the chosen cost
- In the event of a claim, these people are able to pay any excess at their chosen option and are also willing to select a level of cover that is relevant and appropriate for their own circumstances.

### This product would not be suitable for people who

- Are purchasing travel insurance with the intention of making a claim for something that has already happened that affects their travel plans and/or leads them to incur costs or suffer a financial loss
- Are travelling overseas with the intention of obtaining medical or dental treatment or cosmetic surgery/consultation
- Are travelling for periods longer than 12 months
- Are travelling only within Australia
- Intend to work whilst on their journey.

#### Health related attributes

- May have pre-existing medical conditions(s) (cover may be applied for and if accepted, an additional premium applies)
- Require cover for emergency medical expenses overseas for a new medical condition or injury
- Are less than 24 weeks pregnant while travelling, have a low-risk pregnancy and only require cover for unexpected, serious pregnancy complications e.g. miscarriage.
- Who seek cover for pre-existing medical conditions, unless they are disclosed and we have assessed and accepted them and an additional premium has been paid
- Are having a health symptom investigated relating to any undiagnosed changes to their health such as any new illness, injury or health symptom before the date their insurance starts and do not disclose these health symptoms
- Are travelling to have an elective treatment or a cosmetic procedure
- Have been advised by a registered medical practitioner not to fly
- Are more than 24 weeks pregnant while travelling
- Have a high-risk pregnancy and would require cover for unexpected, serious pregnancy complications e.g. miscarriage.

## Journey attributes

**This product is designed for people who will meet the following criteria until the date their insurance would end**

- May want cover for financial loss from their legal liability to pay damages or compensation to anyone for injury or damage they cause due to an unexpected event whilst on their journey.

**This product would not be suitable for people who**

- May want cover for prepaid travel and accommodation costs that would not otherwise be refunded if the trip is cancelled or amended in certain scenarios
- May want cover for financial loss from changes to their journey due to an unexpected event on their journey
- May want cover for financial loss from the loss of baggage and personal items due to unexpected events on their journey
- May want cover for financial loss from the loss of cash, bank cards, travel documents and passports due to an unexpected event on their journey
- May want cover for financial loss from a personal accident whilst on their journey
- May want cover for financial loss from a non-refundable rental vehicle excess they would be required to pay if their rental vehicle is stolen or damaged due to an unexpected event whilst on their journey
- May want cover for financial loss from keeping pets in boarding facilities if an unexpected event on their journey delays their return to Australia
- May want cover for financial loss from non-refundable pre-booked childcare costs if an unexpected event on their journey delays their return to Australia
- Require cover for circumstances known or foreseen at the time of purchasing the policy that could lead to the trip being delayed, abandoned or cancelled. Circumstances could include a situational event in a specified location, that has been publicly identified e.g. reported weather events such as a cyclone
- Require cover for financial loss from their legal liability to pay damages or compensation to anyone for injury or damage they cause above the cover limits offered.

## Activities

- May intend to ride a moped or motorbike on their journey
- May intend to ski or snowboard on their journey
- May be travelling on a multi-night cruise
- May require cover for participating in sports activities on the trip in a professional capacity
- Require cover for high-risk activities that are excluded in the PDS such as adventure sports undertaken without a licensed operator, extreme sports such as sky diving and hunting amongst others excluded in the PDS or mountaineering, hiking, trekking or tramping outside the limits excluded in the PDS
- Who seek cover for ocean yachting outside 12 nautical miles of populated land or in an area with no access to telecommunications or medical services



**This product is designed for people who will meet the following criteria until the date their insurance would end**

**This product would not be suitable for people who**

## Activities continued

- Who seek cover for open-water activities that involve using artificial breathing equipment unless they hold an open water diving certificate or are diving with a qualified instructor
- Who seek cover for their liability for any damages, compensation or legal expenses arising from their driving of a rental vehicle whilst on their journey.

## Domestic travel insurance

### Who is this product designed for?

This product is a domestic travel insurance policy designed for people traveling only within Australia (including Australian territories) in a 12 month period that only want to protect themselves against financial loss caused by unexpected events arising on their journey. These people fall within the eligibility criteria for this cover and are able to pay the premium at the time of purchase at the chosen cost. In the event of a claim, these people are able to pay any excess at their chosen option and are also willing to select a level of cover that is relevant and appropriate for their own circumstances. We consider the benefits under our Domestic insurance are likely to be consistent with the needs, objectives and financial situation of customers in this target market.

If unforeseen additional costs occur, consumers should have the financial means to pay for these costs, then seek reimbursement later. An exception to this is where a customer is admitted to hospital, needs surgery, or needs medical treatment expected to cost over \$2,000, in which case, they can call our emergency assistance team to arrange support. We may also contract a third party to provide emergency assistance.

**This product is designed for people who will meet the following criteria until the date their insurance would end**

**This product would not be suitable for people who**

### Eligible people

- Live in Australia permanently and are eligible for a Medicare card
- Intend to return to their home in Australia after finishing their journey
- Have never been refused cover, had an insurance claim declined, or had an insurance policy cancelled or voided, because of fraud
- Have access to an email address
- Are subject to our other eligibility criteria based on their age at the time of buying the policy, destination and journey duration limits
- Are able to pay premiums at the time of purchase at the chosen cost
- In the event of a claim, these people are able to pay any excess at their chosen option and are also willing to select a level of cover that is relevant and appropriate for their own circumstances.

- Are purchasing travel insurance with the intention of making a claim for something that has already happened that affects their travel plans and/or leads them to incur costs or suffer a financial loss
- Are GST-registered entities
- Travelling to an overseas destination (except for Australian territories)
- Are travelling for periods longer than 12 months
- Intend to work whilst on their journey.

### Health related attributes

- May have pre-existing medical conditions(s) (cover may be applied for and if accepted, an additional premium applies)
- Are less than 24 weeks pregnant while travelling and have a low-risk pregnancy.
- Require cover for any medical or dental expenses if something unexpected happens on their journey
- Who seek cover for pre-existing medical conditions, unless they are disclosed and we have assessed and accepted them and an additional premium has been paid

**This product is designed for people who will meet the following criteria until the date their insurance would end**

**This product would not be suitable for people who**

## Health related attributes continued

- Are having a health symptom investigated relating to any undiagnosed changes to their health such as any new illness, injury or health symptom before the date their insurance starts and do not disclose these health symptoms
- Are travelling to have an elective treatment or a cosmetic procedure
- Have been advised by a registered medical practitioner not to fly
- Are more than 24 weeks pregnant while travelling and have a high-risk pregnancy.

## Journey attributes

- May want cover for prepaid travel and accommodation costs that would not otherwise be refunded if the trip is cancelled or amended in certain scenarios
- May want cover for financial loss from changes to their journey due to an unexpected event on their journey
- May want cover for financial loss from the loss of baggage and personal items due to unexpected events on their journey
- May want cover for financial loss from a personal accident whilst on their journey
- May want cover for financial loss from their legal liability to pay damages or compensation to anyone for injury or damage they cause due to an unexpected event whilst on their journey
- May want cover for financial loss from a non-refundable rental vehicle excess they would be required to pay if their rental vehicle is stolen or damaged due to an unexpected event whilst on their journey
- May want cover for financial loss from keeping pets in boarding facilities if an unexpected event on their journey delays their return to their home in Australia
- May want cover for financial loss from non-refundable pre-booked childcare costs if an unexpected event on their journey delays their return to their home in Australia
- May want cover for financial loss for their funeral expenses if they die on their journey from an unexpected event.
- Require cover for circumstances known or foreseen at the time of purchasing the policy that could lead to the trip being delayed, abandoned or cancelled. Circumstances could include a situational event in a specified location, that has been publicly identified e.g. reported weather events such as a cyclone
- Require cover for unspecified valuables above the cover limits offered, unless they are disclosed and we have assessed and accepted them and an additional premium has been paid
- Require cover for a cash allowance whilst in hospital
- Require cover for an accompanying person to travel to where they are receiving medical treatment
- Require cover for financial loss from personal accident above the cover limits offered
- Require cover for financial loss from their legal liability to pay damages or compensation to anyone for injury or damage they cause above the cover limits offered
- Require cover for financial loss from a non-refundable rental vehicle excess they would be required to pay that would be above the cover limits offered
- Require cover for financial loss from keeping pets in boarding facilities that would be above the cover limits offered
- Require cover for financial loss from non-refundable pre-booked childcare costs that would be above the cover limits offered
- Require cover for funeral expenses.

## Activities

- May be travelling on a multi-night cruise (an additional premium applies).
- May intend to ride a moped or motorbike on their journey
- May intend to ski or snowboard on their journey.

## Activities continued

**This product is designed for people who will meet the following criteria until the date their insurance would end**

**This product would not be suitable for people who**

- May require cover for participating in sports activities on the trip in a professional capacity
- Require cover for high-risk activities that are excluded in the PDS such as adventure sports undertaken without a licensed operator, extreme sports such as sky diving and hunting amongst others excluded in the PDS or mountaineering, hiking, trekking or tramping outside the limits excluded in the PDS
- Who seek cover for ocean yachting outside 12 nautical miles of populated land or in an area with no access to telecommunications or medical services
- Who seek cover for open-water activities that involve using artificial breathing equipment unless they hold an open water diving certificate or are diving with a qualified instructor
- Who seek cover for their liability for any damages, compensation or legal expenses arising from their driving of a rental vehicle whilst on their journey
- Who intend to take a cruise on their journey, unless they purchase optional cruise cover.

## Working Overseas travel insurance

### Who is this product designed for?

This product is an international working overseas travel insurance policy designed for people travelling overseas from Australia for the purpose of living and working aboard in a 12 month period that want to protect themselves against financial loss caused by unexpected events arising on their journey. These people fall within the eligibility criteria for this cover and are able to pay the premium at the time of purchase at the chosen cost. In the event of a claim, these people are able to pay any excess at their chosen option and are also willing to select a level of cover that is relevant and appropriate for their own circumstances. We consider the benefits under our Working Overseas insurance are likely to be consistent with the needs, objectives and financial situation of customers in this target market.

If unforeseen additional costs occur, consumers should have the financial means to pay for these costs, then seek reimbursement later. An exception to this is where a customer is admitted to hospital, needs surgery, or needs medical treatment expected to cost over \$2,000, in which case, they can call our emergency assistance team to arrange support. We may also contract a third party to provide emergency assistance.

**This product is designed for people who will meet the following criteria until the date their insurance would end**

**This product would not be suitable for people who**

### Eligible people

- Are Australian or New Zealand citizens or permanent residents that have resided in Australia for a period of at least 12 consecutive months immediately prior to purchasing this cover
- Are eligible for a Medicare card
- Have had less than 60 months continuous cover across all previous working overseas policies, except if they have returned to Australia for a minimum of 6 months.
- Are purchasing travel insurance with the intention of making a claim for something that has already happened that affects their travel plans and/or leads them to incur costs or suffer a financial loss
- Are travelling overseas for a holiday purely for leisure
- Are travelling overseas to attend a work conference or business meeting
- Are travelling overseas with the intention of obtaining medical or dental treatment or cosmetic surgery/consultation.

**This product is designed for people who will meet the following criteria until the date their insurance would end**

**This product would not be suitable for people who**

#### Eligible people continued

- Intend to travel to a destination outside Australia and will to return to Australia after finishing their journey
- Have never been refused cover, had an insurance claim declined, or had an insurance policy cancelled or voided, because of fraud
- Have access to an email address
- Are subject to our other eligibility criteria based on their age at the time of buying the policy, destination and journey duration limits
- Are able to pay premiums at the time of purchase at the chosen cost
- In the event of a claim, these people are able to pay any excess at their chosen option and are also willing to select a level of cover that is relevant and appropriate for their own circumstances.

#### Health related attributes

- May have pre-existing medical conditions(s) (cover may be applied for and if accepted, an additional premium applies)
- Require cover for emergency medical expenses overseas for a new medical condition or injury
- Are less than 24 weeks pregnant while travelling, have a low-risk pregnancy and only require cover for unexpected, serious pregnancy complications e.g. miscarriage.
- Who seek cover for pre-existing medical conditions, unless they are disclosed and we have assessed and accepted them and an additional premium has been paid
- Are having a health symptom investigated relating to any undiagnosed changes to their health such as any new illness, injury or health symptom before the date their insurance starts and do not disclose these health symptoms
- Are travelling to have an elective treatment or a cosmetic procedure
- Have been advised by a registered medical practitioner not to fly
- Are more than 24 weeks pregnant while travelling
- Have a high-risk pregnancy and would require cover for unexpected, serious pregnancy complications e.g. miscarriage.

#### Journey attributes

- May want cover for prepaid travel and accommodation costs that would not otherwise be refunded if the trip is cancelled or amended in certain scenarios
- May want cover for financial loss from changes to their journey due to an unexpected event on their journey
- May want cover for financial loss from the loss of baggage and personal items due to unexpected events on their journey
- May want cover for financial loss from the loss of cash, bank cards, travel documents and passports due to an unexpected event on their journey
- May want cover for financial loss from a personal accident whilst on their journey
- May want cover for financial loss from their legal liability to pay damages or compensation to anyone for injury or damage they cause due to an unexpected event whilst on their journey
- Require cover for circumstances known or foreseen at the time of purchasing the policy that could lead to the trip being delayed, abandoned or cancelled. Circumstances could include a situational event in a specified location, that has been publicly identified e.g. reported weather events such as a cyclone
- Require cover for unspecified valuables above the cover limits offered, unless they are disclosed and we have assessed and accepted them and an additional premium has been paid
- Require cover for cash, bank cards, travel documents and passports above the cover limits offered
- Require cover for financial loss from personal accident above the cover limits offered
- Require cover for financial loss from their legal liability to pay damages or compensation to anyone for injury or damage they cause above the cover limits offered

	This product is designed for people who will meet the following criteria until the date their insurance would end	This product would not be suitable for people who
<b>Journey attributes</b> continued	<ul style="list-style-type: none"> <li>May want cover for financial loss from a non-refundable rental vehicle excess they would be required to pay if their rental vehicle is stolen or damaged due to an unexpected event whilst on their journey.</li> </ul>	<ul style="list-style-type: none"> <li>Require cover for financial loss from a non-refundable rental vehicle excess they would be required to pay that would be above the cover limits offered.</li> </ul>
<b>Activities</b>	<ul style="list-style-type: none"> <li>May intend to ride a moped or motorbike on their journey (an additional premium applies)</li> <li>May intend to ski or snowboard on their journey (an additional premium applies)</li> <li>May be travelling on a multi-night cruise (an additional premium applies).</li> </ul>	<ul style="list-style-type: none"> <li>May require cover for participating in sports activities on the trip in a professional capacity</li> <li>Require cover for high-risk activities that are excluded in the PDS such as adventure sports undertaken without a licensed operator, extreme sports such as sky diving and hunting amongst others excluded in the PDS or mountaineering, hiking, trekking or tramping outside the limits excluded in the PDS</li> <li>Who seek cover for hazardous work where they are exposed to an increased risk of physical danger, harm or any adverse health effects as a result of their duties or the location of their work</li> <li>Who seek cover for ocean yachting outside 12 nautical miles of populated land or in an area with no access to telecommunications or medical services</li> <li>Who seek cover for open-water activities that involve using artificial breathing equipment unless they hold an open water diving certificate or are diving with a qualified instructor</li> <li>Who seek cover for their liability for any damages, compensation or legal expenses arising from their driving of a rental vehicle whilst on their journey</li> <li>Who intend to ride a moped or motorbike on their journey, unless they purchase optional moped and motorbike cover</li> <li>Who intend to ski or snowboard on their journey, unless they purchase optional skiing and snowboarding cover</li> <li>Who intend to take a cruise on their journey, unless they purchase optional cruise cover.</li> </ul>

## 2. Who are these products distributed through and are there any conditions of this distribution?

### Distribution of these products

These products are designed to be distributed by us by any of the following means:

- online via our website
- by calling our customer service team.

We do not have any distributors who distribute these products to consumers for us.

The products can only be issued to consumers where they are eligible in accordance with application criteria.

The products can only be distributed by our customer service team where they have received training and relevant accreditation (if required) and have met regular compliance reviews.

Conditions and restrictions that may impact the distribution of this product include:

- the products must only be distributed in accordance with this TMD
- distribution of the products must comply with all of our respective underwriting criteria
- distribution of the products must be conducted through our online platform and our contact centre pursuant to specific channel distribution requirements
- the products cannot be distributed where the TMDs are not up to date and no new TMD has been published, and
- the TMDs must be current and not subject to any ASIC action that might suggest that a TMD is no longer appropriate.

These distribution conditions make it likely consumers who are issued the products are in the respective target markets because they are supported by reasonably appropriate controls, training and scripting designed to ensure that the products are distributed only to persons within the target markets.



### 3. When will we review this TMD?

#### Review period

This TMD may be reviewed at any time, including when specific events or circumstances occur. To ensure that the TMD continues to be appropriate, it may be reviewed for the following reasons (but is not limited to):

- if we make a material change to how our products are sold or distributed
- if one or more terms of the product is materially altered
- an event or circumstance occurs that materially changes a factor taken into account when making the TMD, such as a change in eligibility criteria or underwriting requirements
- the discovery of a material defect in a PDS
- if feedback, such as significant or systemic complaints or claims issues, is received from consumers who purchased the product
- if feedback, regulatory orders, or directions is received from a regulator, the Code Governance Committee (CGC) or Australian Financial Complaints Authority (AFCA)
- if there is a change in law, regulation, or regulatory guidance that materially affects the product design or distribution of product (or class of products that includes this product)
- where a significant dealing outside the TMD occurs
- relevant material external events such as relevant litigation or adverse media coverage
- if a remediation event relating to this product occurs, and
- significant changes in metrics for sales, cancellations, claims data, complaints and loss ratios for the products

In all other circumstances, we will review this TMD within 1 year from the date of preparation to ensure it remains appropriate and every 2 years since the last review.