

Target Market Determination

Home Contents



QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239 545

This Target Market Determination (TMD) is effective from 16.01.2023 and relates to the Home Contents Product Disclosure Statement (QM167).

This TMD provides QBE's distributors and customers information regarding:

- which class of customers this product is suitable for (the target market) and which class of customers this product is likely to be unsuitable for;
- any distribution conditions for this product;
- reporting obligations and restrictions on distribution of our distributors; and
- the review period and events or circumstances that may trigger a review.

This TMD describes the customers within our target market. This TMD doesn't consider a customer's personal needs, objectives and financial situation.

A customer should always refer to the Home Contents Product Disclosure Statement (PDS), and any Supplementary Product Disclosure Statements (SPDS) that may apply, to ensure the product is right for them.

Contents

This product has been designed for customers in the target market to provide financial protection for:

- loss or damage occurring to residential home contents caused by insured events, such as fire, storm, and flood; and
- legal liability for injury to or death of another person and loss of or damage to another person's property:
 - occurring anywhere in the world, other than at the insured address if they own and live in their home; or
 - occurring anywhere in the world if they're a tenant or owner of a strata type property.

It offers optional cover to choose from to enable customers to tailor the product to suit their individual needs.

Who is within the Target Market for Contents?

Customers within the Target Market (Customers are within the target market if the following conditions apply)	
✓	Customers whose household contents are in the residence that they own in Australia, that is used for residential purposes.
✓	Customers whose household contents are in their residence in Australia, that they rent from a landlord, that is used for residential purposes.
✓	Customers who want financial protection for: <ul style="list-style-type: none">• loss or damage to their household contents with the option to select accidental damage; and• legal liability for injury to or death of another person and loss of or damage to another person's property:<ul style="list-style-type: none">○ occurring anywhere in the world, other than at the insured address if they own and live in their home; or○ occurring anywhere in the world if they're a tenant or owner of a strata type property.

Customers **NOT** within the Target Market

(Customers are not within the target market if any of the following conditions apply)

X	Customers whose land or building(s) is used to earn an income or where a business of any kind is being operated, where that customer wants cover for: <ul style="list-style-type: none">• their business; or• any claim, loss, damage, injury or liability that arises out of their income-earning activities. Doing only office work in a home office, including working from home for their employer, is not considered to be a business or income earning activity.
X	Customers whose home is unoccupied and will continue to be for more than 100 consecutive days.
X	Customers whose contents are stored away from the insured address in a non-commercial storage facility, such as a shed or shipping container at an unoccupied property.
X	Customers whose contents are contained within a property that is not a standard residential home (for example a shipping container, houseboat, hostel).
X	Customers who want cover for wear and tear or costs associated with maintenance.

Distribution Conditions

This product has been appropriately designed to be distributed through Defence Service Homes Insurance Scheme. The product and the systems it is distributed through have been designed for a customer seeking insurance through Defence Service Homes Insurance Scheme. Defence Service Homes Insurance Scheme has taken reasonable steps to understand the key product attributes and align distribution to customers in the target market.

Distribution Restrictions	This product can only be sold via Defence Service Homes Insurance Scheme, ABN 97 191 187 638, ARN 269008.
Distribution Conditions	<p>This product can only be sold via a QBE approved application system within the eligibility and underwriting rules.</p> <p>Any quoting outside the system must always be referred to a QBE authorised representative.</p> <p>It can be sold to customers within the target market without the customer being provided with any financial product advice or, with either general or personal advice.</p> <p>Make the TMD available to customers who wish to refer to it.</p>
Distribution Method	<p>The distribution method of selling this product may comprise of:</p> <ul style="list-style-type: none">• Online via a quote portal approved by QBE;• Direct contact between the customer and Defence Service Homes Insurance.

Reporting Obligations for Distributors

Distributors of this product are required to provide QBE with complaints information about this product through the agreed complaints submission process including:

- The number of complaints the distributor has received about this product during the reporting period;
- A brief summary about the nature of the complaint raised and any steps taken to address the complaint; and
- Any general feedback our distributor may have received on this product.

Distributors should include sufficient details about the complaint that would allow QBE to identify whether the TMD may no longer be appropriate to the class of customers.

Reporting Period: 6 monthly or as otherwise agreed with the Distributor and no later than 10 business days after the agreed complaints reporting date.

Dealings outside the target market

Distributors of this product need to report to QBE when they become aware a dealing outside the target market that has not been approved by QBE. Their report to QBE must include information such as the date (or date range) the dealing occurred, details about the dealing(s) and any steps or actions taken to mitigate.

Reporting Period: As soon as practicable and, subject to our distribution agreement, no later than 10 business days of the date on which the Distributor became aware of the dealing.

TMD Reviews

Review Period	The initial review of this TMD will occur no later than 2 years from the date this TMD is first published and every 2 years thereafter.
What may trigger a review prior to periodic review	<p>The events or circumstances that may suggest the product is no longer suitable to the target class of customers and would trigger a review (prior to the scheduled periodic review date) include, but are not limited to, QBE becoming aware of:</p> <ul style="list-style-type: none">• a significant increase in the number of complaints relating to the product received by QBE or reported by distributors;• a material change to the product including Product Disclosure Statement, information or assumptions upon which the target market was formulated;• a change of relevant law, regulatory guidance or industry code which has a material effect on the terms or distribution of the product;• the product being distributed and purchased in a way that is significantly inconsistent with this TMD;• adverse trends in policy and claims data indicating the product is not performing as expected by the customer.