

## TARGET MARKET DETERMINATION

### TRAVEL COVER WITH SMART DELAY

This target market determination (**TMD**) document has been designed to help our customers, representatives and our staff understand who Travel Cover with Smart Delay is most suitable for (**target market**). This TMD also describes:

- Who this product is not suitable for
- How the product can be distributed to our customers
- How often we will review this TMD and when the next review will be
- The events and circumstances that could mean we need to review whether this TMD is still appropriate
- The information we would need in order to decide that this TMD is no longer appropriate
- How we record information related to Travel Cover with Smart Delay and how this information is reported.

This TMD is current as at 5 October 2021. We may review this TMD at any time.

### Our Product

Travel Cover with Smart Delay provides coverage if a flight is unexpectedly delayed by more than 2 hours and/or as a result you miss your connecting flight. It also covers you for your baggage, for example if your checked-in baggage is lost or delayed during your flight, or it's damaged or stolen up to 7 days into your trip.

### Who Is The Target Market For Our Product

Travel Cover with Smart Delay has been designed for Ola customers who would like to add this protection when booking Ola rides to the airport to cover their flight and baggage against unforeseen circumstances.

We will reimburse customers up to the limits disclosed to them.

**This product is suitable for you, if...**

- You're a resident of Australia
- You are booking an Ola ride to the airport
- You want compensation if your flight is delayed or you miss your connecting flight due to delay
- You want compensation if your baggage is delayed, damaged or stolen during your trip

**This product is not suitable for you, if...**

- You want coverage where you were made aware of the flight delay in advance, or if it could have been reasonably foreseen
- Your trip is more than 7 days and you want baggage insurance for the whole trip
- You want to insure your personal electronics and valuables, for example, mobile phones, laptops, tablets, cameras etc
- You want protection against any baggage loss or delay caused by detention or confiscation by the airline, customs or other government agencies, or
- You are travelling to a sanctioned country.

Full details of coverage, its limits and any excess should be reviewed by checking the Product Disclosure Statement (**PDS**) before purchasing Travel Cover with Smart Delay.

**Distributing This Product**

Travel Cover with Smart Delay is designed to be distributed by our partners through their online platform.

Our partners are authorised to distribute this product as their customer base aligns to that of the target market.

### **Reviewing Our Target Market**

It is important that we review this TMD to make sure it is appropriate for the needs of our potential and existing customers. When we review this TMD, we will consider information collected by our representatives. This information covers:

- Eligibility for cover
- Sales information
- Customer information
- Claims information
- Feedback and complaints
- Renewals and cancellations

Each year, we will review this TMD to ensure it is still appropriate. The next review will take place on 1 year from effective date.

### **Review Triggers**

Certain events and circumstances taking place could mean that a review should take place earlier than the annual review. This is because the TMD could no longer be appropriate. These events and circumstances are called review triggers. Below is a list of review triggers for this TMD:

- We make a significant change to the eligibility criteria for Travel Cover with Smart Delay
- We make a significant change to Travel Cover with Smart Delay, including the cover provided
- We make a significant change to the way Travel Cover with Smart Delay can be distributed by our representatives
- We receive a significant number of complaints
- We receive a significant number of claims
- We identify that we or our representatives have been selling Travel Cover with Smart Delay to people outside the target market

Our insurer and partners also consider whether a review trigger has taken place. If they think an event or occurrence is a review trigger, they must tell us within 10 business days.

If we decide we have enough information to identify that a review trigger has occurred, we will review this TMD within 10 business days of our decision.

## **Records**

We will keep records of any actions we take to make sure this product is distributed only to customers who fit this TMD. We will also keep records of any decisions and reasons for:

- The TMD for Travel Cover with Smart Delay
- How we set review triggers
- How we decide if a review trigger has taken place
- How often we review this TMD
- The general information in this TMD.

## **Reporting**

We record all complaints that we receive about Travel Cover with Smart Delay. Our representatives must also record any complaints related to Travel Cover with Smart Delay. They must report these complaints to us every six months.

If our representatives believe that Travel Cover with Smart Delay has been sold to a customer who does not fit with this TMD, they must report this to us within 10 business days.

Travel Cover with Smart Delay is distributed by Cover Genius Pty Ltd ABN 43 159 983 598 AFSL 490058 and is issued by Pacific International Insurer Pty Ltd ABN 83 169 311 193.