

TARGET MARKET DETERMINATION

TRIP CANCELLATION COVER (INCLUDING COVID-19)

This target market determination (**TMD**) document has been designed to help our customers, representatives and our staff understand who Trip Cancellation cover (including COVID-19) 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 Trip Cancellation cover 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

Trip Cancellation cover provides coverage for pre-paid travel expenses, including flights and accommodation, where a trip is cancelled or cut short due to a number of reasons, including if:

- You or your travel companion or a close relative become sick or injured.
- You or your travel companion are diagnosed with COVID-19 before you travel.

It also covers additional travel or accommodation costs if you or your travel companion fail a temperature test and are refused entry to your final destination, or are refused boarding on your return flight home.

Who Is The Target Market For Our Product

Trip Cancellation cover has been designed for customers who would like insurance to cover their trip against unforeseen circumstances. This includes cover relating to COVID-19 where you or your travel companion have tested positive for COVID-19, or failed a temperature test and are refused entry to your final destination.

We will reimburse customers for expenses which have been paid or are contracted to be paid (including deposits), up to the limits disclosed to them. This will be apportioned if the trip is cut short. An excess will also apply depending on the type of expense.

This product is suitable for you, if...

- You're a resident of Australia
- You want travel cover for prepaid expenses against unforeseen circumstances including COVID-19

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

- You are travelling to a country on our sanctioned list
- You want cover for loss directly or indirectly arising from:
 - A pre-existing medical condition
 - An act of terrorism
 - An act within your control, for example, excessive alcohol consumption
 - Any government regulations control or act
 - Civil riots, blockades, strikes or industrial action of any type
 - Incidents which took place prior to the purchase of insurance
- You want your reimbursement to include:
 - Additional fees or services applied within your travel booking invoice
 - Coverage beyond the limits disclosed to you
- You have a similar product, for example, with your credit card

Full details of coverage, its limits and any excess should be reviewed by checking the Product Disclosure Statement (PDS) before purchasing Trip Cancellation cover.

Distributing This Product

Trip Cancellation cover is designed to be distributed by our OTA (online travel agent) 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 Trip Cancellation cover
- We make a significant change to Trip Cancellation cover, including the cover provided
- We make a significant change to the way Trip Cancellation cover 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 Trip Cancellation cover 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 Trip Cancellation cover
- 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 Trip Cancellation cover. Our representatives must also record any complaints related to Trip Cancellation cover. They must report these complaints to us every six months.

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

Trip Cancellation cover is distributed by Cover Genius Pty Ltd ABN 43 159 983 598 AFSL 490058 and is issued by Pacific International Insurance Pty Ltd ABN 83 169 311 193.