

## TARGET MARKET DETERMINATION

# ATC "Protect Injury and Sickness" Insurance

This target market determination is designed to provide customers, distributors and ATC staff with the appropriate information to understand who this product has been designed for and our approach to determining that the product is likely to be consistent with the objectives, financial situations and needs of the customer and the distribution conditions.

In this document the terms "ATC", "we", "us" or "our" refer to ATC Insurance Solutions Pty Ltd.

### ATC "Protect Injury and Sickness" Insurance Product

The ATC "Protect Injury and Sickness" Insurance Product provides predominantly income protection insurance. There are also benefits applicable for accidental death, permanent disabilities, broken bones and accidental dental injuries.

This Target Market Determination (TMD) sets out the target market for:

- Protect Injury and Sickness (Standard);
- Protect Injury and Sickness (Maritime);
- Protect Injury and Sickness (Firefighters); and
- Protect Injury and Sickness (Manufacturing).

Please refer to the ATC "Protect Injury and Sickness" Insurance Target Market Determination Appendix at the end of this document to ensure this product is suitable for you.

### Distribution of this product

This product is designed to be distributed by our underwriters directly to the policyholder.

Only underwriters are authorised to distribute this product as they understand the market this product has been designed for, have been trained in the relevant acceptance criteria and have the appropriate levels of authority.

ATC will make risk-based decisions to determine its acceptance criteria about insurance cover that can be offered to you. Some of the key acceptance criteria relating to this target market determination may include:

- your occupation;
- your cover requirements; and
- any previous claims made.

### Reviewing this document

We will review this TMD within 2 years from the effective date to ensure it remains appropriate.

We 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:

- We 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; and
- 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; and
- product value and affordability.

We will review this TMD within 10 business days of the occurrence of any review trigger.

### Reporting

ATC must record all complaints received about this product on a quarterly basis (Complaints Reporting Period). Underwriters are required to provide to ATC Compliance Committee the written details of any complaints about the product they have received during the Complaints Reporting Period within 10 business days of the end of the period.

Underwriters 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.

Underwriters are also required to report to ATC Compliance Committee if they become aware of significant dealing in this product which is not consistent with this TMD within 5 business days of becoming aware of such dealing.

ATC Operations Manager must report sales data including number of policies issued, renewed and cancelled on a monthly basis. This report will be made available within the first week of every month for the previous reporting month and shared with all underwriters and ATC Compliance Committee.

### Record keeping

ATC will maintain records of the reasonable steps they have taken to ensure that this product is sold in a manner consistent with this TMD.

We 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.

Should you have any questions or concerns regarding this Target Market Determination, please contact ATC Insurance Solutions.

# Market Determination Appendix

## ATC "Protect Injury and Sickness" Insurance Target

### Protect Injury and Sickness (Standard)

The Protect Injury and Sickness Insurance products have been designed for people who want to be covered against loss of income as a result of an injury or sickness which occurs outside of their employment.

This product is suitable for people who:	This product is not suitable for:
<ul style="list-style-type: none"> <li>• require insurance should they become sick or injured as a result of a non-work related event which leads to ongoing disablement and loss of ability to earn income from their normal occupation;</li> <li>• have an income protection requirement incorporated within their union negotiated Enterprise Bargaining Agreement; and</li> <li>• are employed in the electrical, mechanical or manufacturing industries.</li> </ul>	<ul style="list-style-type: none"> <li>• individuals looking for cover for work related injuries or sickness;</li> <li>• individuals who have ongoing medical conditions they require cover for;</li> <li>• individuals who require cover above 100% of their income;</li> <li>• individuals who require cover for more than 2 years following the original date of disablement;</li> <li>• individuals looking to cover death, trauma or permanent disablement as a result of sickness;</li> <li>• individuals who are not employed by a Protect registered employer; and</li> <li>• individuals not residing in Australia.</li> </ul>

This product is subject to the acceptance criteria.

**Protect Injury and Sickness (Maritime)**

The Protect Injury and Sickness Insurance products have been designed for people who want to be covered against loss of income as a result of an injury or sickness which occurs outside of their employment.

This product is suitable for people who:	This product is not suitable for:
<ul style="list-style-type: none"> <li>• require insurance should they become sick or injured as a result of a non-work related event which leads to ongoing disablement and loss of ability to earn income from their normal occupation;</li> <li>• have an income protection requirement incorporated within their union negotiated Enterprise Bargaining Agreement; and</li> <li>• are employed in the maritime industry.</li> </ul>	<ul style="list-style-type: none"> <li>• individuals looking for cover for work related injuries or sickness;</li> <li>• individuals who have ongoing medical conditions they require cover for;</li> <li>• individuals who require cover above 100% of their income;</li> <li>• individuals who require cover for more than 2 years following the original date of disablement;</li> <li>• individuals looking to cover death, trauma or permanent disablement as a result of sickness;</li> <li>• individuals who are not employed by a Protect registered employer; and</li> <li>• individuals not residing in Australia.</li> </ul>

This product is subject to the acceptance criteria.

**Protect Injury and Sickness (Firefighters)**

The Protect Injury and Sickness Insurance products have been designed for people who want to be covered against loss of income as a result of an injury or sickness which occurs outside of their employment.

This product is suitable for people who:	This product is not suitable for:
<ul style="list-style-type: none"> <li>• require insurance should they become sick or injured as a result of a non-work-related event which leads to ongoing disablement and loss of ability to earn income from their normal occupation;</li> <li>• have an income protection requirement incorporated within their union negotiated Enterprise Bargaining Agreement; and</li> <li>• are employed in the firefighting industry.</li> </ul>	<ul style="list-style-type: none"> <li>• individuals looking for cover for work related injuries or sickness;</li> <li>• individuals who have ongoing medical conditions they require cover for;</li> <li>• individuals who require cover above 100% of their income;</li> <li>• individuals who require cover for more than 2 years following the original date of disablement;</li> <li>• individuals looking to cover death, trauma or permanent disablement as a result of sickness;</li> <li>• individuals who are not employed by a Protect registered employer; and</li> <li>• individuals not residing in Australia.</li> </ul>

This product is subject to the acceptance criteria.

**Protect Injury and Sickness (Manufacturing)**

The Protect Injury and Sickness Insurance products have been designed for people who want to be covered against loss of income as a result of an injury or sickness which occurs outside of their employment.

This product is suitable for people who:	This product is not suitable for:
<ul style="list-style-type: none"> <li>require insurance should they become sick or injured as a result of a non-work-related event which leads to ongoing disablement and loss of ability to earn income from their normal occupation;</li> <li>have an income protection requirement incorporated within their union negotiated Enterprise Bargaining Agreement; and</li> <li>are employed in the manufacturing industry.</li> </ul>	<ul style="list-style-type: none"> <li>individuals looking for cover for work related injuries or sickness;</li> <li>individuals who have ongoing medical conditions they require cover for;</li> <li>individuals who require cover above 100% of their income;</li> <li>individuals who require cover for more than 2 years following the original date of disablement;</li> <li>individuals looking to cover death, trauma or permanent disablement as a result of sickness;</li> <li>individuals who are not employed by a Protect registered employer; and</li> <li>individuals not residing in Australia.</li> </ul>

This product is subject to the acceptance criteria.