

TARGET MARKET DETERMINATION

ATC Residential Strata 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 Residential Strata Insurance Product

The ATC Residential Strata Insurance Product provides insurance for residential strata plans, dwellings, buildings, and common area contents.

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

This product is suitable for people who:	This product is not suitable for:
<ul style="list-style-type: none"> manage properties that are under a Body Corporate or Owners Corporation and manage a residential property in the Northwest of Australia; require insurance protection for the property, common contents and associated legal liabilities; would like the option to add either office bearer's liability and/or voluntary worker's insurance cover; and are able to pay potential costs for premium and excesses under the policy. 	<ul style="list-style-type: none"> properties outside of Australia; properties that are used primarily for business/commercial purposes; residential strata located in other areas of Australia or outside of Australia; properties built with timber materials; and properties built prior to 1970s.

This product is subject to the acceptance criteria.

Distribution of this product

This product is designed to be distributed by our underwriters to our broker clients via:

- ATC's main contact number by calling 03 9258 1777;
- ATC's website by visiting atcis.com.au;
- ATC's offices;
- ATC's attendance at webinars, expos, and conventions; and
- selected third parties.

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 claims and criminal history;
- the condition of the building and common area contents;
- the location of the building;
- your insurance broker; and
- the building materials of the building.

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;
- Systemic complaints and claims issues which indicate that the product is no longer suitable for the described target market; and
- 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.