

Prosura Rental Vehicle Excess Travel Insurance for travel in AU & Prosura Rental Vehicle Excess Travel Insurance for Australians travelling overseas

Target Market Determination (TMD)

Target Market

This TMD sets out the target market for:

- Prosura Rental Vehicle Excess Travel Insurance for Travel in Australia; and
- Prosura Rental Vehicle Excess Travel Insurance for Australian Residents Travelling Internationally.

These products have been designed for people who want to be covered for the financial loss of up to \$10,000 AUD against expenses paid to a rental provider, caused by theft of, or accidental damage to a qualifying rental vehicle during their rental period, where the rental vehicle is covered by the rental providers' basic insurance.

The target market for Prosura RVE Travel Insurance for Travel in Australia are people who are intending to rent a vehicle in Australia.

The target market for Prosura RVE Travel Insurance for Australian Residents Travelling Internationally are people who reside in Australia, are eligible for an Australian Medicare card, and who are intending to rent a vehicle in a country other than Australia.

Additionally, both of these products are suitable for people who are intending to rent a vehicle with a Gross Vehicle Mass (GVM) of 4.5 tonnes or less, can be driven with a standard Australian Class C driver's license, from a motor vehicle rental company, agency, mechanic, claims adjuster, motor dealer, accident replacement center, peer-to-peer or car share platform.

Neither of these products are suitable for people who:

- Are seeking a payment from the insurer directly to the rental provider in the event of theft of, or damage to, the rental vehicle,
- Are unable or unwilling to pay the full costs levied by the rental provider in connection with theft of, or damage to, the rental vehicle upfront and then seek reimbursement from Us,
- Are seeking cover for a rental vehicle with a Gross Vehicle Mass (GVM) of more than 4.5 tonnes,
- Are seeking cover for a rental vehicle that requires a special drivers license and cannot be driven with a standard Australian Class C driver's license,
- Are seeking cover for a rental vehicle that is not insured by a rental provider with a damage excess cap specified in the rental agreement,
- Are seeking cover for more than \$10,000 AUD,
- Intend to drive the rental vehicle off road,
- Do not meet the other eligibility requirements specified in the Product Disclosure Statement, for example, they do not intend to be named as a nominated driver on the rental agreement for the vehicle, or
- Do not use reasonable care and diligence or do not intend to comply with the rental provider's rental agreement and relevant laws.

The needs and objectives of consumers in the target market for these products are likely to be met because the product provides insurance cover that can provide reimbursement for expenses paid to a rental provider in the event of accidental damage to, or theft of a qualifying rental vehicle in their care.

Distribution conditions

This product is issued by Pacific International Insurance Pty Limited (ABN 83 169 311 193) (Pacific) and is distributed by Prosura Pty Ltd (ABN 59 638 142 720 AFSL 530275) (Prosura) References to "We", "Us" or "Our" are to Pacific and Prosura collectively, unless otherwise stated.

This product is distributed by Prosura's distribution network being Prosura's websites and the website and apps of car rental comparison and booking services.

The product distribution conditions include:

- Selective use of third-party distribution channels to ensure that the product is offered in connection with qualifying rental vehicle hire, and to the correct target market,
- Production and distribution of materials and content that explain and document the product and its coverage,
- Training and authorisation of representatives in Our distribution network for this product,
- Systems and processes that support Our suitability and eligibility assessments, and the delivery of other information relevant to the consumer's understanding of the market for the product, and
- Controls on marketing and sales conduct to those outside the target market, and
- A requirement that, at point of purchase, distributors present consumers with a clear and prominent disclosure that this product operates on a reimbursement basis and obtain the consumer's acknowledgment that they have read the Product Disclosure Statement before the purchase is completed.

Reviewing this document

We will review this TMD within 3 years from the effective date to ensure it remains appropriate.

We will also review this TMD if any event or circumstances occur that would reasonably suggest that the determination is no longer appropriate, or the product is no longer consistent with the likely objectives, financial situation and needs of consumers in the target market, such as:

- A material change occurs to the cover provided by the product,
- Our acceptance criteria changes and that impacts the suitability of the product for the target market,
- The distribution of the product changes,
- A relevant and material deficiency in the product's disclosure documentation is discovered,
- Systemic issues or complaints indicate the product is no longer suitable for the described target market,
- Distribution conditions, systematic issues or complaints indicate it is likely that consumers who acquire the product are not in the target market,
- Material and relevant reductions in Our key product suitability metrics such as:
 - Policy holder satisfaction,

- Product acceptance,
 - Financial performance,
 - Benefits to policy holders,
 - Product value and affordability.
- There is a significant dealing in the product that is not consistent with the target market.

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

Reporting

All distributors must record all complaints received about this product. Distributors are required to provide to Pacific written details of any complaints about the products they have received during a calendar month within 15 business days of the end of the month.

Our distributors provide reporting on key metrics to allow Us to review this TMD.

Distributors are also required to report to Pacific if they become aware of a significant dealing in this product which is not consistent with this TMD within 10 business days of becoming aware of such dealing. All distributors must report sales data including the number of policies issued, renewed and cancelled on a monthly basis.

Record keeping

Pacific, Prosura and distributors 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.