



Target Market Determination

Product: Security Plus Premier (Product)

Product Disclosure Statement: Prepared 1 October 2021, Ref no. AH10/001.3

TMD Commencement Date: 5 October 2021

Issuer: AIG Australia Limited (AIG) ABN 93 004 727 753 AFSL No 381686

What is a target market determination?

A Target Market Determination (TMD) is a determination that AIG has made that sets out:

- the class of customers that comprise AIG's target market for this Product, taking into consideration their likely needs, objectives and financial situation;
- any conditions and restrictions placed on retail product distribution conduct in relation to the Product;
- the events and circumstances that would reasonably suggest that the TMD is no longer appropriate;
- the review periods for the TMD; and
- the reporting obligations for the TMD.

This TMD does not provide any financial product advice on the Product and does not take into consideration the needs, objectives and financial situation of individual customers.

The terms and conditions of the Product are set out in the Product Disclosure Statement (PDS). Insurance products and services are provided by AIG Australia Limited ABN 93 004 727 753 AFSL 381686. This TMD does not form part of the insurance contract and is not a summary of the Product's terms and conditions. Customers should review the PDS before making any decision on whether to purchase this Product.

AIG will make this TMD available to any person, upon request, free of charge.

Terms used in this TMD, which are defined in the *Corporations Act*, have the same meaning as under that legislation.

1. Target market

This section of the TMD describes the class of retail client customers (Customers) who comprise the target market for the Product, taking into account their likely needs, objectives and financial situation.

Outlined below is a description of the Product, key eligibility criteria and key Product attributes that affect whether this Product is likely to meet the needs, objectives and financial situation of the target market.

The target market is Customers:

- who meet key eligibility criteria of the Product; and
- where the key Product attributes meet their likely needs, objectives and financial situation.

Product Description & Key Attributes

This is a personal accident Product that offers personal accident insurance to Customers. The Product provides lump sum benefit payments for a specified range of events, occurring as a result of injury, including accidental loss of life, fractured bones, permanent or total loss of the use of various body parts and cash payment when confined as a bed care patient.

Please refer to the PDS for full details of Product coverage including benefits.

Key Eligibility Criteria

The table below provides a summary of the key eligibility criteria of this Product. This outlines the types of Customers that this Product is available for.

| This cover is available to | This cover is NOT available to |
|---|---|
| <ul style="list-style-type: none"> • Customers between the age of 18 and 90 years of age, • If dependent children are to be included, they must be under 19 years of age. | <ul style="list-style-type: none"> • Customers who are under 18 or over 90 years of age. |

Needs and Objectives

This Product is likely to meet the needs and objectives of Customers who require or wish to have:

- personal accident cover for themselves and/or their spouse and dependent children, taking into account age limitations,
- cover for certain bodily injuries sustained by a person insured under the policy such as accidental death, fractured bones or permanent or total loss of the use of various body parts.

And who do not require or wish to obtain cover under this policy for:

- sickness or disease of any kind,
- occupations excluded under the Product.

A summary is provided below of the key Product features outlining what is covered and what is not covered.

Key Product Features

What is covered

- lump sum payments up to a specified amount for certain bodily injuries sustained by a person insured under the policy such as accidental death, fractured bones or permanent or total loss of the use of various body parts,
- cash benefit when confined as a bed care patient for more than forty-eight (48) consecutive hours following injury as defined in the policy terms.

This Product contains other benefits that can be found in the PDS.

What is not covered

- sickness or disease of any kind,
- any bone fracture suffered by an insured person who had been diagnosed as having osteoporosis prior to the policy commencement date,
- piloting or crew member of any aircraft,
- training for or participating as a professional in any sport,
- intentional self-inflicted injury, suicide or any illegal or criminal act,
- being under the influence of intoxicating liquor or having a blood alcohol content over the prescribed legal limit or being under the influence of any drug other than a drug taken or administered by or in accordance with the advice of a legally qualified medical practitioner,
- racing in or on any motor-powered device, excluding social club car rallies,
- war or civil war.

This Product contains other exclusions that can be found in the PDS.

These are the key attributes only. Please refer to the PDS and policy wording for full details of Product coverage including benefits and exclusions. The benefits are subject to specified sums insured, policy limits and the terms and conditions of the policy.

Financial Situation

This Product is likely to meet the financial situation of Customers who:

- require insurance coverage in line with the sums insured and policy limits available under the Product; and
- have the ability to pay premiums in accordance with the policy benefits, excess, fees and charges considering their financial circumstances and any vulnerabilities they may experience.

Consistency between the Product and target market

This Product is likely to be consistent with the needs, objectives and financial situation of the Customers in the target market because the Product provides cover to those Customers who:

- meet key eligibility criteria; and
- require cover for the types of loss that Customers in the target market are seeking to insure against.

2. Distribution conditions

This section of the TMD describes the conditions and restrictions on retail product distribution conduct that apply to Customers who are retail clients. It does not apply to other customers (wholesale clients) who may purchase the Product.

The Product is distributed by AIG.

AIG will only issue the Product on a renewal basis to existing Customers that meet its eligibility criteria which align with the target market set out in section 1 above.

The Product is not to be distributed in any other way.

AIG's contact centre staff receive appropriate training in relation to these distribution conditions and their compliance with these conditions are routinely monitored.

3. Review period and triggers

AIG will review this TMD during the following periods to ensure that it remains appropriate:

| | |
|-------------------------------|---|
| First review period | Within one year from the TMD's commencement date. |
| Ongoing review periods | At least every two years after the completion of the first review period. |

AIG will also review this TMD if there are events or circumstances that reasonably suggest that the TMD is no longer appropriate. The triggers for this review may arise from:

| | |
|----------------|--|
| Trigger | <ul style="list-style-type: none">• a material change to the cover provided by the Product,• the discovery of a relevant and material deficiency in the Product's disclosure documentation,• a change in AIG's risk acceptance criteria or underwriting guidelines that may impact the suitability of the Product for the target market,• complaints or other feedback indicative of the Product no longer being suitable for the target market,• claims denials or other issues indicative of the Product no longer being suitable for the target market,• material decreases in Product performance metrics including but not limited to cancellation rates, Product value and affordability, benefits to Customers, and the like,• a material change to the legislation,• issues arising from compliance monitoring, breaches or internal audit findings, or• concerns raised by a regulator, the Code Governance Committee or the Australian Financial Complaints Authority. |
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4. Reporting obligations

The Product is distributed solely by AIG. AIG staff are required to report the following information in accordance with AIG's internal processes:

| Event or circumstance | Person required to report | Reporting period |
|---|---------------------------|--|
| Any issue arising from the renewal of the Product to Customers in breach of the distribution conditions or outside the target market. | AIG staff. | As soon as practicable after becoming aware of the matter, and within 10 business days. |
| Any significant dealings that are not consistent with this TMD. | AIG staff. | As soon as practicable after becoming aware of the matter and within 10 business days. |
| The number and detail of complaints received about the Product. | AIG staff. | Referral of Product related complaints within 24 hours. Periodic reporting within 10 business days after the end of each calendar quarter (31 March, 30 June, 30 September and 31 December). |
| Any actual or likely compliance breach relating to renewal of the Product or to distribution requirements under the DDO. | AIG staff. | As soon as practicable after becoming aware of the matter and within 10 business days. |