



Target Market Determination

Product: This Product is a co-insured Strata Insurance product named Chubb Strata Insurance (ChubbSTRATA01PDS0224), Section 1 (Property Damage Insurance) (the Product)

Product Disclosure Statement: Prepared on 02/2024. Ref No (ChubbSTRATA01PDS0224)

TMD Original Publish Date: 20th March 2026

TMD Effective Date: 20th March 2026

Last Reviewed: March 2026

Next Review Date: March 2028

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

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). The Product is provided by AIG Australia Limited ABN 93 004 727 753 AFSL 381686 as a co-insurer. 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.

Application of this TMD

This TMD applies to customers who are a Body Corporate/Owners Corporation (or similar entity such as community or neighbourhood associations), who represent the collective owners of residential Strata Title, Community Title or similar buildings/properties such as apartments, townhouses, driveways, swimming pools, tennis courts.

It does not apply to other customers (wholesale clients) who may purchase the Product.

AIG has assessed the Product's key retail attributes and formed the view that it is likely to be consistent with the likely objectives, financial situation and needs of consumers in the target market as described within this TMD.

1. Target market

This section of the TMD describes the class of retail client 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 retail client 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 Product provides insurance for buildings and common contents/property of residential, commercial and mix use properties that are strata titled, company titled or registered as community or neighbourhood associations

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 organisations/customers that this Product is available for. This Product is subject to underwriting criteria prior to acceptance.

This cover is available to	This cover is NOT available to
<p>The class of customers for whom this Product is targeted can be categorised as:</p> <ul style="list-style-type: none"> ✓ Body Corporate/Owners Corporation of residential buildings and common property; ✓ community and neighbourhood associations for residential buildings and common property; ✓ a company with company title units in a residential building, requiring cover for the building and common property but not Management Committee Liability or Professional and Appeal Expenses for the company or its directors. 	<p>This Product is not suitable for those customers who have the following characteristics:</p> <ul style="list-style-type: none"> × non-strata (or similar) titled property × buildings predominately used for industrial purposes; × lot owners seeking to cover personal or business contents within an individual lot of a strata titled property; × company titled property where there is a requirement to insure the company directors and/or the Management Committee Liability or Professional and Appeal Expenses of the company.

Needs and Objectives

The likely needs for customers in this target market are to have insurance coverage for property damage

This Product is likely to meet the needs and objectives of organisations/customers who wish to limit their financial exposure to losses associated with:

- damage to building and common property/contents;

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 by AIG:

Building types covered by the Product:

- residential strata (or similar) buildings (such as townhouses, apartment complexes);
- commercial strata (or similar) buildings that have commercial occupancy such as office and retail;
- mixed residential and commercial strata (or similar) buildings. The Product provides cover for the following risks (subject to the full terms and conditions, as set out in the Policy):
- Property (Building) Insurance for Damage to Property Insured;

What is not covered by AIG:

This Product excludes claims arising from (among other things):

- flood or action by sea (this cover is optional);
- lot owners' contents;
- stratum/volumetric/individual lot owners and/or tenants' own property;
- Pre-Existing Medical Conditions;
- Self-injury;
- asbestos;
- faulty or defective workmanship, design or material;
- damage to Insured Property caused by any alterations or additions to the Insured Property when the contract value of work exceeds 10% of the Sum Insured or \$1,000,000 whichever is the lesser;
- Communicable Diseases, such as COVID19 (except for: measles, meningococcal, gastroenteritis, legionnaires, salmonella and Escherichia Coli);
- cyber and data loss (with respect to certain coverages and in certain circumstances);
- prior claims and circumstances.

These are the key attributes. Please refer to the PDS for full details of Product coverage including age limitations and benefits. 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 organisations/customers who are an Owners Corporation (or similar body) with a positive cashflow, enough equity to manage and maintain the property and to cover the cost of the insurance premium and any applicable excesses....

Consistency between the Product and target market

This Product is likely to be consistent with the needs, objectives and financial situation of the target market as the target market comprises Body Corporates and the Product provides insurances that are designed to meet the requirements of strata bodies. It is therefore likely that the Product will meet the needs, or go towards meeting the needs, of those in the target market in respect of insurance coverage for property damage and injury to Covered Persons when performing voluntary work.

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 (purchased) via an approved network of licenced insurance brokers (Distributors)

The Distributors are required to distribute the Product in accordance with the underwriting criteria adopted by the co-insurers for this product.

Any promotional material which is used by the Distributors in relation to the Product must be pre-approved and contain an electronic link to this TMD.

The Product must only be distributed in accordance with this TMD and the arrangements in place between AIG and the Distributors.

Customers that obtain the Product in accordance with the distribution conditions set out above are more likely to be in the target market for this product because a qualified insurance broker is acting on their behalf and can assess the customer's objectives, financial situation and needs.

3. Review period and triggers

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

First review period	Within two years 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">Any material change to the Product, including a change to the
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PDS.

- Changes to relevant laws, regulatory guidance, or industry codes
- Any determination of or feedback from regulators, the Australian Financial Complaints Authority, a court or a tribunal suggesting that the target market may no longer be appropriate (including the use of Product Intervention Powers).
- The nature of feedback regarding the Product, including whether complaints have increased significantly from consumers or distributors
- Distribution or purchasing of the Product in a manner significantly inconsistent with the TMD.

4. Reporting obligations

The Distributors are required to report the following information which is then reported to AIG:

Event or circumstance	Person required to report	Reporting period
Any issue arising from the sale of the Product to a customer in breach of the distribution conditions or outside the target market.	The Distributor	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.	The Distributor	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.	The Distributor	All insurance related complaints are referred to the AIG Complaints team within 24 hours or as soon as practicable
Any actual or likely compliance breach relating to sale of the Product or to distribution requirements under the Product Design and Distribution Obligations	The Distributor	Within 1 business day of becoming aware of the significant dealing.

