



## ALLCLEAR TRAVELLER TRAVEL INSURANCE TARGET MARKET DETERMINATION

This target market determination (**TMD**) document has been designed to help our customers, representatives and our staff understand who the AllClear Traveller Travel Insurance is most suitable for (**target market**). This TMD is current as of 27<sup>th</sup> June 2023. We may review this TMD at any time.

This TMD also describes:

- Who our products are not suitable for.
- How the product can be distributed to our customers.
- How often we will review this TMD and when the next review will be.
- The events and circumstances that could mean we need to review whether this TMD is still appropriate.
- The information we would need in order to decide that this TMD is no longer appropriate.
- How we record information related to the AllClear Traveller Travel Insurance and how this information is reported.

If you are considering whether to purchase AllClear Traveller Travel Insurance, please refer to the Product Disclosure Statement (**PDS**), to decide whether the product is right for you.

### 1. Our product

This document explains the target market for AllClear Traveller Travel Insurance. AllClear Traveller Travel Insurance can provide insurance for losses associated with incidents and accidents that occur relating to your scheduled overseas or domestic travel before or during your trip.

### 2. Who is the target market for this product?

AllClear Traveller Travel Insurance has been designed for people who require insurance for a range of accidents and incidents that can happen prior to or whilst travelling overseas or domestically. Full details of coverage and limits in the PDS should be reviewed when purchasing the product, but benefits include (amongst others);

- Unexpected medical and hospital expenses that occur overseas.
- Loss, theft and damage to belongings and baggage owned by the customer.
- Travel disruptions to scheduled itineraries. This includes cancellations, delays and rescheduling.

AllClear Traveller Travel Insurance has been designed as a Single Trip policy and as an Annual Insurance policy to allow you to purchase cover that is best suited to your travel needs.

#### 2.1 This product is suitable:

- If you are between the age of 18 years and 66 years. (or if you are an accompanied minor – see below).
- If you wish to travel within Australia or from Australia to another country and return to Australia.
- If you are a citizen or permanent resident of Australia.
- If you are a non-permanent resident of Australia and you have a valid Medicare, Private Health Fund or Overseas Student Travel Insurance in Australia.
- If you want to travel on one trip outside of the top destination bracket for up to 92 days.
- If you want to travel on one trip within the top destination bracket for up to 62 days.
- If you want to travel within Australia for up to 31 days.
- If you wish to travel on one trip for up to 31 days and purchase our Annual Trip policy.
- If you are under the age of 18 years who are dropped off before and picked up after their trip by an adult over the age of 21 years.
- If you have a (pre-existing) medical condition or have had a medical condition in the past 2 years and agree to have a medical assessment.
- If you wish to travel on golf trips, you want protection for those activities and are happy to purchase the relevant product add-on benefit.



- If you wish to travel on winter sports trips, you are up to the age of 66 years, you want protection for winter sports activities and are happy to purchase the relevant add-on benefit.

## **2.2 This product is not suitable:**

- If you are already overseas when purchasing the product or who wish to travel to Australia from another country and return to another country.
- If you are not a citizen or permanent resident of Australia or you are a non-permanent resident of Australia and you do not have a valid Medicare, Private Health Fund or Overseas Student Travel Insurance in Australia.
- If you wish to travel on one trip outside the top destination bracket for longer than 92 days
- If you wish to travel on one trip within the top destination bracket for longer than 62 days.
- If you wish to travel within Australia for longer than 31 days
- If you require an Annual Trip policy and want to travel on one trip for more than 31 days.
- If you require an Annual Trip policy and you would like more than 17 days of winter sports coverage over the year.
- If you are intending your start date for your trip to be more than 365 days in advance.
- If you who are travelling to Afghanistan, Antarctica, Belarus, Chad, Crimea, Cuba, Democratic Republic of Congo, East Timor, Haiti, Iran, Iraq, Lebanon, Liberia, Myanmar, North Korea, Pakistan, Russia, Somalia, Sudan, Syria, Uganda, Venezuela, Yemen and Zimbabwe or through a country or area designated as 'Do Not Travel' by SmartTraveller.gov.au (provided by the Australian Government's Department of Foreign Affairs and Trade).
- If you wish to travel on a commercial cruise for longer than 2 hours.
- If you under the age of 18 years and not supervised by an adult during the trip.
- If you are or will be 37 or more weeks pregnant and carrying one child before or during their trip.
- If you are or will be 33 or more weeks pregnant and carrying more than one child before or during their trip.
- If you have a (pre-existing) medical condition or have had a medical condition in the past 2 years and are not happy to disclose this to us.
- If you are not fit to travel.
- If you are on a waiting list for medical treatment and might have to cancel or curtail their trip.
- If you are receiving or waiting for hospital tests or treatment for any condition or set of symptoms that have not been diagnosed.
- If you have been told about a condition that will cause your death and the terminal prognosis is expected prior to the trip end date.
- If you are proposing to travel against the advice of a medical practitioner, you know you will need medical treatment during their trip or you are travelling to get medical treatment.
- If you wish to travel with someone and that person's state of health is likely to lead to cancelling or curtailing the trip.
- If you wish to be covered for professional or organised sports.
- If you intend to rent a motor vehicle and require the policy to cover any associated rental car excess waiver costs.
- If you wish to cover the risk that Covid-19 causes government travel bans, "Do not travel" warnings; government directed border closure; mandatory quarantine or self-isolation requirements related to cross border, region, or territory travel; or any other Covid-19 related risk that does not relate to you or your immediate relative being infected with Covid-19. (Please refer to the PDS for full coverage terms related to Covid-19 expenses)

## **3. Distributing this product**

We have designed AllClear Traveller Travel Insurance so it can be distributed by our chosen representatives. We have chosen these representatives to distribute AllClear Traveller Travel Insurance because of their skill, knowledge, and experience in this area. These representatives will distribute AllClear Traveller Travel Insurance product using:

- <https://www.allcleartravel.com.au/>
- tel:1800 785 870



#### 4. Reviewing our target market

It is important that we review this TMD to make sure it is appropriate for the needs of our potential and existing customers. When we review this TMD, we will consider information collected by our representatives. This information covers:

- Eligibility for cover.
- Sales information.
- Customer information.
- Claims information.
- Feedback and complaints.
- Renewals and cancellations.

Each year, we will review this TMD to ensure it is still appropriate. The next review will take place on 27<sup>th</sup> June 2024.

#### 5. Review triggers

Certain events and circumstances taking place could mean that a review should take place earlier than the annual review. This is because the TMD could no longer be appropriate. These events and circumstances are called **review triggers**. Below is a list of review triggers for this TMD:

- We make a significant change to the eligibility criteria for AllClear Traveller Travel Insurance.
- We make a significant change to AllClear Traveller Travel Insurance, including the cover provided.
- We make a significant change to the way AllClear Traveller Travel Insurance can be distributed by our representatives.
- We receive a significant number of complaints.
- We receive a significant number of claims.
- We identify that we or our representatives have been offering and selling AllClear Traveller Travel Insurance to people outside of the target market or in a way that does not meet the distribution conditions for the TMD.

Our representatives also consider whether a review trigger has taken place. If they think an event or occurrence is a review trigger, they must tell us within 10 business days.

If we decide we have enough information to make a review trigger, we will review this TMD within 10 business days of our decision.

#### 6. Records

We will keep records of any actions we take to make sure this product is distributed only to customers who fit this TMD. We will also keep records of any decisions and reasons for:

- The TMD for AllClear Traveller Travel Insurance.
- How we set review triggers.
- How we decide if a review trigger has taken place.
- How often we review this TMD.
- The general information in this TMD.

#### 7. Reporting

We record all complaints that we receive about AllClear Traveller Travel Insurance. Our representatives must also record any complaints related to AllClear Traveller Travel Insurance.

If our representatives believe that AllClear Traveller Travel Insurance has been sold to a person who does not fit with this TMD, they must report this to us within 10 business days.