

# TARGET MARKET DETERMINATION

Product	Virgin Australia Integrated Domestic Travel Insurance
<b>What is a Target Market Determination (TMD)</b>	<p>We're required to have Target Market Determinations under the Corporations Act 2001. A Target Market Determination is designed to outline the target market for a product by describing:</p> <ul style="list-style-type: none"><li>• who the product is designed for and their likely objectives, financial situation and needs</li><li>• who the product is not designed for</li><li>• distribution conditions for the product</li><li>• reporting criteria, and</li><li>• review conditions for this product.</li></ul>
<b>Date from which this Target Market Determination is effective</b>	<p>This Target Market Determination applies for policies issued for this product with a policy effective date on or after <b>12 June 2024</b>. This Target Market Determination continues until replaced.</p>
<b>Disclaimer</b>	<p>In this document the terms "we" and "our" refer to Zurich Australian Insurance Limited ABN 13 000 296 640, AFSL 232507.</p> <p>The TMD does not form part of the terms of the cover. The examples of who the product is not designed for and who may fall outside the target market are not exhaustive.</p> <p>If you purchase this product and it is not designed for your circumstances, you may not get:</p> <ul style="list-style-type: none"><li>• the value from it that you expected, or</li><li>• any value from the product at all.</li></ul> <p>For more help in deciding if this product is right for you and for additional details on the product benefits and features please refer to the Product Disclosure Statement (PDS).</p>

## 1. Who is this travel insurance product designed for, and what are the likely objectives, financial situation, and needs, of customer in this target market?

The Virgin Australia Integrated Domestic Travel Insurance product available when booking your trip through [virginaustralia.com](http://virginaustralia.com) can provide insurance for people who are travelling in Australia. The product includes a range of common covers subject to the travel insurance plan. Additional criteria relevant to the travel insurance plan is set out on the following page.

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

- Domestic (Integrated)

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# Domestic (Integrated) Plan Travel Insurance

## 2. Who is the product designed for?

This product with a Domestic Travel Insurance Plan has been designed for individuals who a) have a trip **in Australia**, b) need to reduce some unforeseen costs associated with domestic travel and c) want to be covered against financial loss caused by certain unforeseen incidents involving leisure travel where the loss suffered may be material if there is no cover ("customers").

These customers are willing to select an appropriate level of cover relevant to their own circumstances. These customers can pay the premium and bear the excess, or an equivalent reduction in claim payments, in the event of a covered claim. Customers may need to bear the cost of upfront payments for incurred losses before being reimbursed where we don't cover losses upfront. (Circumstances where we don't make upfront payments include if we have not agreed that you are covered.) Limits, exclusions and conditions apply which also affect the amount of any claim payment.

		This product is designed for people who:	This product would not be suitable for people who:
Domestic (Integrated) Plan Travel Insurance	<b>Eligible people</b>	<ul style="list-style-type: none"> <li><span style="color: green;">✔</span> Live in Australia and are travelling in Australia</li> <li><span style="color: green;">✔</span> Are subject to our acceptance criteria based on age at the time of buying the policy, destination and trip duration</li> </ul>	<ul style="list-style-type: none"> <li><span style="color: red;">✘</span> Are buying travel insurance with the intention of making a claim for something that has already happened that affects their travel plans and/or leads them to incur costs or suffer a financial loss</li> <li><span style="color: red;">✘</span> Require an Annual Multi-Trip policy</li> </ul>
	<b>Health related attributes</b>	<ul style="list-style-type: none"> <li><span style="color: green;">✔</span> May have an existing medical condition(s)</li> <li><span style="color: green;">✔</span> May be less than 24 weeks pregnant while travelling, have a low risk pregnancy and may require cover for travel disruption risks arising from unexpected, serious pregnancy complications e.g. miscarriage</li> </ul>	<ul style="list-style-type: none"> <li><span style="color: red;">✘</span> Require cover for any medical or dental expenses if something happens to them on their trip</li> <li><span style="color: red;">✘</span> Are having a medical condition investigated or have signs or symptoms of a medical condition but have not seen a doctor yet</li> <li><span style="color: red;">✘</span> Are travelling to have routine, continuing, cosmetic or elective medical or dental procedures or treatment</li> <li><span style="color: red;">✘</span> Require cover for childbirth or medical care for a newborn</li> </ul>
	<b>Trip cancellation related attributes</b>	<ul style="list-style-type: none"> <li><span style="color: green;">✔</span> May want cover for prepaid travel and accommodation costs that would not be refunded if the trip is cancelled or amended in certain scenarios</li> </ul>	<ul style="list-style-type: none"> <li><span style="color: red;">✘</span> Require cover for circumstances known or foreseen at the time of purchasing the policy that could lead to the trip being delayed, abandoned or cancelled. This could include a location or situational event that has been publicly identified e.g. reported weather events such as a cyclone</li> </ul>
	<b>Activities</b>	<ul style="list-style-type: none"> <li><span style="color: green;">✔</span> May be participating in motorcycle riding and winter sports.</li> </ul>	<ul style="list-style-type: none"> <li><span style="color: red;">✘</span> Require cover for participating in sports activities on the trip in a professional capacity</li> <li><span style="color: red;">✘</span> Require cover for high risk activities that are excluded in the PDS.</li> </ul>

This product is subject to acceptance criteria.

This TMD was prepared 23 April 2024.

Insurance administered by Cover-More Insurance Services Pty Ltd (ABN 95 003 114 145, AFSL 241713) and issued by Zurich Australian Insurance Limited (ZAIL) ABN 13 000 296 640, AFSL 232507. Any advice is general advice only. Please consider your financial situation, needs and objectives and read the Combined FSG/PDS before deciding to buy this insurance.

# Distribution of the product

## 3. Who is this product distributed through and are there any conditions of this distribution?

This product is distributed by Cover-More or by representatives of Cover-More.

Customers can purchase this product:

- via a direct, integrated channel (e.g. on [virginaustralia.com](http://virginaustralia.com)) at the same time as purchasing travel arrangements, or
- for trips booked through [virginaustralia.com](http://virginaustralia.com), via our Authorised Representatives (e.g. by phone).

Only these parties are authorised to distribute this product as they understand the market this product has been designed for and have the appropriate levels of authority to distribute the product. These parties must have measures to promote the relevant acceptance criteria such as staff training and eligibility questions where appropriate, provide advice through an authorised website, advertising material or a call centre. This helps customers to understand the product, assess it and select the appropriate range of covers and options and makes it more likely that the product will meet the customer's objectives, financial situation and needs.

Cover-More and its representatives are required to take reasonable steps to ensure that the product is distributed to a customer in such a way that it is likely to meet the customer's objectives, financial situation and needs.

Conditions and restrictions that may impact the distribution of this product include:

- the type of platforms used to sell the product
- compliance with underwriting criteria, and
- regulatory requirements and obligations.

## Reporting

The distributors work with Cover-More to ensure that this product is distributed appropriately to customers in accordance with this TMD.

Cover-More is required to report issues to the product issuer in the following circumstances:

	Reportable matter	When must it be reported
<b>Complaints</b>	The number of complaints received by the distributor about the product in the reporting period and the nature of the complaints.	Every 3 months
<b>Significant dealings identified</b>	If there have been any significant dealings by the distributor that are inconsistent with our target market.	As soon as practicable after becoming aware of the matter, and within 10 business days
<b>Claims data</b>	If there have been any significant claims denials where the traveller fell outside our product target market.	Every 3 months + 10 business days

# Review

## 4. When will we review this document?

This TMD may be reviewed at any time to ensure that the TMD continues to be appropriate, including where the following events or circumstances suggest that the determination is no longer appropriate:

- Adverse customer experience and feedback
- Increase in adverse claims experience of this product
- Changes to the product
- Changes to how this product is distributed or transacted
- Amendments to our product governance framework
- Amendments to our underwriting guidelines, portfolio objectives, pricing or reinsurance requirements
- Changes to our broker or intermediary arrangements
- Amendments to laws, standards or guidance from regulators or industry bodies
- In the event a significant dealing occurs

### Review period

We will review this TMD within 2 years from the date of preparation to ensure it remains appropriate and every 2 years since the last review.

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