

Zurich Corporate Travel Insurance

Target Market Determination

Date of Target Market Determination:
1 November 2021

Product: Zurich Corporate Travel Insurance PDS
Preparation Date: 22 October 2021
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Product Reference: PCUS-017780-2021



About this Target Market Determination

This Target Market Determination (TMD) is prepared by Zurich Australian Insurance Limited (Zurich), ABN 13 000 296 640, AFS Licence Number 232507. In this document, Zurich may also be expressed as 'Zurich', 'we', 'us' or 'our'.

The purpose of this TMD is to provide information about the target market for which this product has been designed.

This TMD is not intended as a consumer-facing disclosure document and does not provide personal advice or form part of the terms and conditions of the product.

Zurich recommends that customers contact their broker or distribution partner and read the relevant Product Disclosure Statement for full details on cover to determine whether the product is appropriate for their objectives, financial situation and needs.

Target Market for Zurich Corporate Travel Insurance

Who is this product intended for?

This product is intended to provide travel insurance for Australian based businesses, partnerships, joint ventures, charities, educational institutions, corporations, organisations, government bodies and trusts who have authorised travellers including employees, members, students, and volunteers that travel in connection with the business.

This travel can be to domestic or overseas destinations, may include the traveller's accompanying spouse/partner and dependent children and is usually limited to a maximum trip duration of 180 days unless otherwise negotiated with us and where the policy is endorsed accordingly.

It is designed for customers seeking cover to mitigate the financial loss they may face as result of their authorised travellers suffering from unexpected loss, damage, expense, death, injury, sickness, disability or liability whilst travelling, costs we are prohibited from paying.

Covers extend to losses associated with travel, including:

- overseas medical and evacuation expenses
- loss of deposits
- cancellation costs
- lost or stolen baggage
- travel disruption
- damage to rental vehicles

It is designed for customers to choose the appropriate cover types and options.

The product contains different cover benefits depending on the selected cover type and has a range of specified covers as well as optional covers that may be available to customers at a varied cost.

Who is this product not intended for?

This product, despite the comments above, is not intended for customers who are seeking cover for persons whilst they are participating in the following industries or occupations:

- underground mining
- sport, where income earned from participation is greater than 15% of their total income or \$10,000
- commercial aviation for purposes of covering pilots whilst flying an aircraft
- shipping, where coverage is required for the ship's crew

This product is also not designed for customers:

- primarily seeking cover for private or leisure travel
- travelling to war zones, such as Afghanistan, Chechnya, Iraq, North Korea or Somalia
- seeking comprehensive cover to mitigate losses associated with COVID-19
- seeking cover for medical expenses incurred in the traveller's country of domicile, or any jurisdiction where we are prohibited by law from paying such expenses, including Australia where the person is either an Australian citizen or is otherwise entitled to Medicare
- seeking cover for total disablement from injury commencing more than 12 calendar months from the occurrence of the injury, except for certain legislated circumstances
- seeking cover provided under any other regulated compensatory scheme such as workers compensation, traffic accident compensation scheme or compulsory third party insurance
- seeking benefits offered under life insurance licenced policies, such as:
 - lump sum benefits resulting from death caused by sickness
 - weekly benefits resulting from injury or sickness for a period greater than 156 weeks
 - a policy with a term greater than 12 months

Where a customer falls outside the target market for this product, Zurich recommends that the customer speaks to their broker or distribution partner to assist them with determining whether this product meets their objectives, financial situation and needs.

How is this product distributed?

This product is distributed through brokers and distribution partners with whom Zurich has an established relationship and who are licensed to the extent required by law.

Brokers and distribution partners work with us to ensure that the product is distributed to customers in accordance with this TMD.

In distributing this product, brokers and distribution partners are required to provide us with information and take reasonable steps to ensure that the product is distributed to customers in compliance with the distribution requirements for this product such that customers are likely to meet their objectives, financial situation and needs.

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

- those imposed from time to time under Zurich's underwriting criteria and portfolio management activities
- regulatory requirements and obligations

Review of this TMD

To keep this TMD up to date, this TMD may be reviewed at any time, including when specific events or circumstances arise that suggest the TMD is no longer appropriate and trigger a review.

Such events and circumstances that may trigger a review include:

- changes to laws, industry standards or guidance from regulators or industry bodies
- changes to Zurich's product governance framework
- changes to Zurich's underwriting guidelines, portfolio objectives, pricing, or reinsurance requirements
- changes to the product
- changes to how we transact or distribute the product
- adverse customer experience and feedback about the product
- adverse claims experience of this product
- changes to our broker or distribution partner arrangements
- where a significant dealing has occurred

Timeframes of reviews of this TMD

Other than when a review is triggered as above, this TMD will be first reviewed within 12 months of the Date of Determination of this TMD.

After that initial review, it will be reviewed at least every two years thereafter.

Zurich reviews data and feedback on an ongoing basis and obtains data and feedback from brokers and distribution partners to ensure that this TMD is consistent with the target market. Zurich reviews any significant dealing that is inconsistent with this TMD.

Brokers and distribution partners must report the following information and feedback to us in accordance with the specified timeframes:

Complaints (or customer feedback) including the nature of complaints and number of complaints	Quarterly
Breach of distribution conditions	As soon as practicable but within 10 business days
Significant dealing that is inconsistent with the TMD	As soon as practicable but within 10 business days
Information, such as that from an industry body or regulator, indicating that the product may not be appropriate for the target market.	As soon as practicable but within 10 business days