

Target Market Determination

Marsh Staff Voluntary Personal Accident

This Target Market Determination (TMD) is effective from 05.10.2021 and relates to Marsh and McLennan Agency Pty Ltd (MMA) and their MMA Marsh VGA Product Disclosure Statement and Policy Wording (1.10.21) that has been issued by Marsh and McLennan Agency Pty Ltd ABN 33 000 668 584 AFSL 238984 as agents acting on behalf of certain underwriters at Lloyd's. This TMD provides MMA's distributor and customers information regarding:

- which customers this product is suitable for (the target market) and which customers this product is unsuitable for;
- any distribution conditions for this product;
- reporting obligations and restrictions on distribution by our distributor; and
- the review period and events or circumstances that may trigger a review.

This TMD describes the customers within our target market. This TMD doesn't consider a customer's personal needs, objectives and financial situation.

A customer should always refer to the MMA Marsh VGA Product Disclosure Statement and Policy Wording (1.10.21), and any Supplementary Product Disclosure Statements (SPDS) that may apply, to ensure the product is right for them.

Key Objectives and Attributes of this Product

The key objectives of this product are to provide cover for customers in our target market in respect of:

- injury (up until they attain age 70 years) and
- illness (up until they attain age 65 years),
which first occurs and/or manifest itself during the period of insurance.

This product offers a choice of cover for:

- Capital Benefits including Broken Bones Benefits
- Crisis Cover - Illness
- Weekly Benefits - Injury
- Weekly Benefits - Illness

This product also includes the following additional benefits:

- Disappearance
- Exposure
- Hijack
- Modification Benefit
- Rehabilitation Expenses
- Spouse Domestic Health Benefit
- Education Benefit
- Tutorial Benefit
- Funeral Benefit
- Cyber risks

The above are subject to the relevant terms and conditions including limits and applicable excess(es) of the policy wording.

Class of Customers

Capital Benefits

This cover has been designed for customers in the target market to provide financial benefits for the likely needs, objectives and financial situation resulting from injuries which result in their death or permanent disablement (lump sum/capital benefits).

Who is within the Target Market for Capital Benefits?

- Marsh permanent employees who want financial protection for injuries which results in either their death or permanent disablement (lump sum/capital benefits). This cover can be extended to include their partner/spouse and dependent children.

Customers NOT within the Target Market for Capital Benefits

Customers are not within the target market if any of the following conditions apply:

- customers who are not permanent employees of Marsh Pty Ltd and/or its associated companies;
- individuals aged 70 years or older;
- individuals who want insurance for their death or permanent disablement due to specific illness diagnosis (lump sum payment/capital benefits) for an amount in excess of \$30,000;
- individuals who want insurance for any pre-existing condition;
- individuals who want insurance whilst they participate in or train for navel, military or air force service or in respect of professional sport of any kind;
- employees who cannot afford the premium or for whom the payment options are not suitable;
- employees who cannot afford to pay the excess amount(s) we offer or don't want an excess to apply for loss of income benefits, where the excesses apply (refer to PDS for further details);
- employees who want cover for types of loss that we exclude, such as those found in the General Exclusions of the policy.

Weekly Benefits – Injury / Illness

This cover has been designed for customers in the target market to provide financial protection for their loss of earnings due to injury or illness (weekly benefits). Cover is available for Weekly Benefits - Injury only or Weekly Benefits - Injury and Illness.

Who is within the Target Market for Weekly Benefits – Injury / Illness?

Customers are within the target market if all the following conditions apply:

- They are permanent employees of Marsh Pty Ltd and/or associated companies who want financial protection for their own loss of earnings due to injury or illness (weekly benefits).
- They are permanent employees who are covered by the Marsh Group Income Protection cover and want to cover their loss of earnings during the excess period of the aforementioned cover.

Customers NOT within the Target Market for Weekly Benefits – Injury / Illness?

Customers are not within the target market if any of the following conditions apply:

- individuals who are not themselves, permanent employees of Marsh Pty Ltd and/or associated companies;
- employees who want to cover anyone other than themselves ;
- employees whose income would not reduce in the event of a Temporary Disablement or whose income comes from Government benefits &/or interest &/or return on investments;
- employees who are not living in Australia;

- ☒ employees who do not want to pay via salary deduction;
- ☒ employees seeking an indemnity period beyond 90 days;
- ☒ employees who have accumulated sick leave in excess of 90 days;
- ☒ employees who want insurance for weekly benefits for injury who are aged 70 years or older;
- ☒ employees who want insurance for weekly benefits for illness who are aged 65 years or older;
- ☒ employees who want insurance for weekly benefits due to illness only;
- ☒ employees who want insurance for any pre-existing condition;
- ☒ employees who want insurance while they participate in, or train for navel, military or air force service or in respect of professional sport of any kind;
- ☒ employees who want another party noted as the insured, rather than themselves;
- ☒ employees who cannot afford the premium or for whom the payment options are not suitable;
- ☒ employees who cannot afford to pay the excess amount(s) we offer or don't want an excess to apply for loss of income benefits, where the excesses apply (refer to PDS for further details);
- ☒ employees who want cover for types of loss that we exclude, such as those found in the General Exclusions of the policy.

Distribution Conditions

This product has been appropriately designed to be distributed through Marsh Pty Ltd. The product has been designed for an employee of Marsh Pty Ltd and/or associated companies. It is not available for direct purchase by any person who is not a permanent employee of Marsh Pty Ltd and/or associated companies.

This product can only be sold to those customers who meet our underwriting guidelines.

Marsh & McLennan Agency has taken reasonable steps to understand the key product attributes and align distribution to customers in the target market.

Distribution Restrictions

This product can only be sold via Marsh Pty Limited.

It can be sold to customers within the target market without the customer being provided with any financial product advice or, with either general or personal advice.

Distribution Method

This product is not available for non-permanent employees of Marsh Pty Ltd and/or associated companies to purchase directly.

Reporting Obligations for Distributors

Marsh Pty Ltd is required to provide MMA with complaints information about this product through the agreed complaints submission process including:

- the number of complaints Marsh Pty Ltd and/or associated companies has received about this product during the reporting period;
- a brief summary about the nature of the complaint raised and any steps taken to address the complaint; and
- any general feedback received about this product.

Marsh Pty Ltd should include sufficient details about the complaint to allow MMA to identify whether the TMD may no longer be appropriate to the class of customers.

Reporting Period: Three monthly and no later than 10 business days after the agreed complaints reporting date.

Dealings Outside the Target Market

When Marsh Pty Ltd become aware of a dealing outside the target market that has not been approved by MMA, they must report to MMA information such as:

- the date (or date range) that the dealing occurred;
- description of the dealing and why it was not consistent with the TMD;
- details including whether the dealing is considered to be significant;
- how the dealing was identified; and
- details of the steps or actions taken since identifying the dealing.

Reporting Period: As soon as practicable and no later than 10 business days of the date on which Marsh Pty Ltd became aware of the dealing.

TMD Reviews

Review Period: The initial review of this TMD will occur no later than 1 years from the date this TMD is first published and every 2 years thereafter.

What may trigger a review prior to periodic review

The events or circumstances that may suggest the product is no longer suitable to the target class of customers and would trigger a review (prior to the scheduled periodic review date) include, but are not limited to, MMA becoming aware of:

- a significant increase in the number of complaints, cancellations or lapses relating to the product including customer feedback
- a material change to information, assumptions or circumstances taken into account when developing the TMD, such as changes to the Approved Eligibility Process, the design or distribution of the product and/or Product Disclosure Statement, underwriting guidelines, pricing, or reinsurance requirements or the number of policies sold, including penetration rates;
- a change of relevant law, regulatory guidance or industry code which has a material effect on the terms or distribution of the product including feedback from a regulator such as ASIC or APRA or other interested parties such as the Insurance Council of Australia and Code Governance Committee;
- the product being distributed and purchased in a way that is significantly inconsistent with this TMD;
- trends in policy or claims data indicating the product is not performing to customer expectations;
- data on product claim ratios, the number, nature and magnitude of claims paid, denied and withdrawn and the average claim duration.