

1. INTRODUCTION

This Policy sets out the Marsh & McLennan Agency (MMA) approach to developing and distributing retail insurance products for its appropriate target markets. This Policy aims to support MMA's customer focussed approach by aiming to provide our customers with products that are consistent with their likely objectives, financial situations and needs.

To ensure our design and distribution obligations are met, our customers' needs will remain at the centre of our product lifecycle including:

1. The product design stage;
2. The product delivery stage;
3. The product review stage; and
4. The product modification or decommission stage.

In further supporting this objective, MMA will have in place Target Market Determinations (TMDs) which will guide the distribution of our products for appropriate target markets. These TMDs will be available on MMA's website for all relevant products from 5 October 2021.

2. PRODUCT DESIGN

The first stage of a product's lifecycle is the design stage. MMA is committed to designing our products to ensure they are consistent with the likely objectives, financial situations and needs of our customers for whom they are intended.

We recognise that we have a range of customers with different complex and multifaceted interests that should be considered in the development and design of our products.

When new products are developed or our current products are updated, we will start by assessing the likely objectives, financial situations and needs of the target market. This assessment may include:

- market research and feedback to assist us in understanding the customers likely objectives;
- needs analysis of internal and external data, industry data and other metrics; and
- our own experience and expertise.

From 5 October 2021, TMDs will be available for retail products describing the type of customers comprising the target market for the insurance product.

3. PRODUCT DELIVERY

After a product has been appropriately designed, the product will be assessed to ensure that we identify the distribution channels and arrangements that are reasonably likely to result in our products reaching consumers in the target market.

MMA is not an insurer, and our retail products are almost exclusively distributed indirectly through insurance brokers (Distributors). One of our retail products is delivered directly by us to permanent employees of an affiliated company. None of our products are available for purchase directly by members of the public.

We will take all reasonable steps to ensure our retail products are distributed in accordance with their TMDs including: assessing the most appropriate distribution channels for each individual product; setting distribution conditions that our distributors must follow including distribution in line

with TMDs; obtaining information about the distribution from distributors; customer feedback and taking appropriate action in response; and adherence to our regulatory requirements.

4. PRODUCT DESIGN AND DELIVERY REVIEW

Regular reviews will take place to ensure that our retail products are operating the way they were designed to operate and that they continue to meet our customers' needs. Regular reviews are also important to ensure our products are distributed in a way that is likely to reach our designated target market.

Product reviews may include measuring complaints, customer feedback and other claims data and market conditions whilst also drawing on the experience of our own staff.

Commencing from 5 October 2021, product design and delivery reviews may also occur in response to TMD review triggers.

5. PRODUCT MODIFICATION OR DECOMMISSION

Following a product review, it may be assessed that the product or its distribution channel require modification to ensure they remain consistent in achieving the likely objectives, financial situation and needs of our customers.

Our products may also require modification in response to regulatory changes. If following a review it is identified that a product is not delivering customer value and cannot be enhanced or distributed in a manner consistent with achieving the likely objectives, financial situation and needs of our customers, it may be decided that the product be decommissioned.

6. REVIEW

This Policy has been developed by MMA in conjunction with Marsh Legal, Compliance & Public Affairs team and will be reviewed on an annual basis or as required.

Date of next review: 1 July 2022

Marsh & McLennan Agency Pty Ltd (ABN 33 000 668 584, AFSL 238984) ("MMA") arranges the insurance and is not the insurer. When arranging insurance products MMA acts under binding authority on behalf of various insurers, and not on behalf of policyholders directly. References to "We", "Our" and "Us" refer to MMA.