

# Target Market Determination

## Single Trip Transit insurance

### About this document

This Target Market Determination (TMD) applies to the Goods in Transit insurance product distributed by FreightInsure on behalf of Assetinsure. This document provides information about key product attributes, the class of customers for which this product has been designed, and conditions applied in distributing the product, which together ensure that the product is likely to be consistent with the likely objectives, financial situation and needs of those consumers.

This document is not intended to provide financial advice regarding coverage, nor does it form a part of the terms of cover. In addition to the key eligibility requirements outlined in this document, the product is also subject to acceptance criteria. Customers must refer to the Product Disclosure Statement (PDS), Policy wording and any supplementary document(s), which outline the relevant terms, conditions, exclusions and insurance cover being provided under the product, when making a decision about this product.

<b>Product</b>	This TMD applies to the following PDSs: <ul style="list-style-type: none"><li>Single Trip Transit Insurance</li></ul>
<b>Issuer</b>	Assetinsure Pty Ltd, ABN 65 066 463 803, AFS Licence No. 488403
<b>Distributor/Referrers</b>	FreightInsure Pty Ltd, ABN 56 659 137 550, and other parties authorised to refer the product to customers
<b>Effective date</b>	This Target Market Determination applies from 17 October 2022

### Product Description and Key Attributes

The product provides cover for the single shipment of goods for loss or damage during transit. Key attributes of the product that are relevant in determining the appropriate class of target customers are:

- Only available to be purchased by Australian entities or individuals who are ordinarily resident, or are currently located, in Australia
- The shipment must be booked to commence transit with an Australian professional third party freight carrier
- The transit must originate within Australia
- Product provides cover for Loss to goods caused by a Covered Event, up to a maximum \$50,000
- Product includes list of excluded goods for which cover is not provided
- New and Used goods have different valuation methodologies
- Policy operates as an excess policy where policyholder is entitled to a Carrier Warranty or any other insurance

The PDS and Policy Wording contain the full details regarding the terms and conditions of the policy. Capitalised words indicate a defined term in the PDS.

### Class of customers that fall within this target market

Customers in the target market can reasonably be described as follows:

- Objectives** - The likely objectives for customers in this target market is to have financial protection for goods in the event of accidental loss or damage whilst in transit.
- Financial situation** - The likely financial situation of customers in this target market is broad, however they are likely to experience a financial burden should a covered event cause loss or damage to their goods.

Customers should be able to afford the premium and any applicable excesses applied.

- Needs** – party whose shipment is not wholly covered by another insurance policy (eg credit card cover) or carrier warranty and so needs to purchase a separate insurance policy to have financial protection for the goods in transit.

This product is designed for customers who are:

- Australian entities or individuals who are ordinarily resident, or are currently located, in Australia
- sending goods on a single transit that commences in Australia using a domestic freight carrier
- sending goods that are all, or at least mostly, non-excluded goods

Underwriting criteria are applied such that only those customers that meet the risk appetite of the Group are accepted for policy issuance.

The product is not suitable for customers to which any of the following conditions apply:

- X Coverage sought is for goods freighted for a series of trips
- X Coverage sought is for multiple shipments over a defined period
- X Coverage sought is for consequential loss of any kind, including but not limited to delays or loss of market value
- X The goods are to be shipped by other than a professional freight provider based in Australia
- X Cover is required for transit of any goods which are stated as excluded in the PDS/Policy Wording, including, but not limited to; currency; negotiable instruments; antiques; works of art; drugs; weapons; living animals or plants; cigarettes, second-hand or used items; tobacco and tobacco related products; valuable documents; personal effects or items of sentimental significance; irreplaceable items and Dangerous Goods as defined in the Australian Code for the Transport of Dangerous Goods by Road & Rail; or
- X The goods to be transported are insufficiently packaged for the mode of transport booked, with any specialised transport requirements included in the freight provider's booking request; or
- X Cover is required for home removals

## Distribution obligations

### Distribution Channels

This product will only be distributed by FreightInsure as a Corporate Authorised Representative of Assetinsure working in coordination with properly authorised General Insurance Distributors which shall primarily be freight providers.

The distribution channel shall be only through an online quoting link within or external to a freight provider's booking platform.

### Distribution Conditions

The distributors are required to take reasonable steps to make it likely that customers who acquire the product are in the target market. Those steps include:

Item	Actions taken to make it likely that the product will be distributed to customers in the target market
Authorised Distributors	The product shall be made available to consumers only through properly authorised distributors acting as a control over distribution
Appropriately trained personnel	Each distributor will coordinate for only appropriately trained staff to be involved in distribution of the product
Customer to own purchasing decision	Product must be sold by General Insurance Distributors on a no advice basis to make it clear that the customer is responsible for the purchase decision
Add on product	The product will be sold as an add-on product (exempt from Deferred Sales Model requirements) to the purchase of the underlying freight service making it less likely that there will be the sale of the product to consumers that don't have need
Underlying freight service	Where the underlying freight service contract does not match eligibility criteria (such as where the contract is for a transit commencing outside Australia, for a series of transits or annual cover for multiple shipments, or relates to a home removal) the online platform shall detect this and the customer shall not be offered the product
Online distribution	The product to be distributed via online platforms with automated questions and controls making it more likely that the product will be issued in accordance with the design and distribution obligations of the issuer
Covered already	The product operates as an excess policy where there is other insurance or warranty cover in place. The distribution process shall take appropriate steps in responding to the risk that a customer already has appropriate cover under an existing insurance policy or warranty
Excluded goods	Where the freighted goods are excluded goods, a customer must not be offered insurance cover
	Where goods include both excluded goods and goods eligible for coverage, the customer must be informed of this and asked to confirm that they consider the value of the eligible goods still worth covering
Not packaged appropriately	Customers shall be informed of the requirement for goods to be appropriately packaged and asked to confirm that the goods have been packaged in a manner suitable for the type of goods and intended form of transportation

## Reporting and Monitoring under this Target Market Determination

Distributors/Referrers are required to report the following information in relation to this TMD which we will monitor to ensure the TMD remains appropriate:

<b>Complaints</b>	All complaints in relation to this product on a quarterly basis. This will include written details of the complaints
<b>Sales data</b>	Relevant sales and customer data in relation to this product on a monthly basis
<b>Claims data</b>	Relevant claims data in relation to this product on a monthly basis
<b>Significant dealings</b>	Report within 1 business day if they become aware of a significant dealing in relation to the product that is inconsistent with the TMD. A significant dealing being a retail product distribution to customers outside of the TMD which is considered significant based on the particular circumstances

We will report the following information in relation to this TMD:

<b>Significant dealings</b>	We will report to ASIC within 10 business days if we become aware of, or if it is reported to us, that there has been a significant dealing in relation to the product that is inconsistent with the TMD
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## Reviewing this Target Market Determination

This TMD will be reviewed in accordance with the below.

<b>Initial review</b>	Within one (1) year of the initial effective date
<b>Periodic reviews</b>	At least every two (2) years from the initial review
<b>Review triggers</b>	<p>This TMD will be reviewed within 10 business days of the identification of a review trigger which is any event or circumstances that arise that would suggest the TMD is no longer appropriate. The review triggers for the product are:</p> <ul style="list-style-type: none"> <li>• A material change to the design or distribution of the insurance cover, including related documentation</li> <li>• An alteration in acceptance criteria or underwriting criteria</li> <li>• Systemic issues across the product lifecycle</li> <li>• Significant changes in metrics beyond ranges considered reasonable/forecast including claims, complaints and loss ratios</li> <li>• Distribution conditions are no longer appropriate</li> <li>• We have determined that a significant dealing has occurred</li> <li>• Feedback from distributors and customers, including via complaints</li> <li>• External events such as adverse media coverage or regulatory attention</li> </ul>