Target Market Determination for Chase Underwriting Solutions Pty Ltd Boomers Travel Insurance

This Target Market Determination (TMD) is designed to provide customers, distributors and Chase Underwriting Solutions Pty Ltd staff with appropriate information to understand who this product has been designed for and Our approach to determining that the product is likely to be consistent with the objectives, financial situations and needs of the customer and the distribution conditions.

In this document the terms "We", "Us" or "Our" refer to Chase Underwriting Solutions Pty Ltd AFSL 454344 on behalf of Certain Underwriters at Lloyd's of London.

Chase Underwriting Solutions Pty Ltd Boomers Travel Insurance

Chase Underwriting Solutions Pty Ltd Boomers Travel Insurance provides insurance for people who have resided in Australia for three (3) months or more, are aged ninety (90) years or less and require coverage for risks related to travel, such as medical emergencies (not included in Australia only policies), trip cancellation, rental vehicle excess and lost baggage arising from travel.

Our products provide cover for people travelling unaccompanied, as a family or a group (not related to each other) for leisure or business purposes. Coverage is available for selected pre-existing medical conditions providing you meet the required underwriting acceptance criteria.

- Our Single Trip policy is intended to cover risks related to travel commencing when you leave your home or place of business in Australia and ending at your home or place of business in Australia. It is a requirement you declare all International locations you intend to visit. The policy automatically extends to include stopovers not exceeding 48 hours.
- Our Annual Multi-Trip policy covers an unlimited number of business or leisure trips commencing within the period of insurance. Trips wholly within Australia are covered if the trip is a minimum distance of 250kms from your place of residence.
- The Single Trip policy and the Annual Multi-Trip policy will not cover locations that the Australian Department of Foreign Affairs and Trade have issued a travel advisory risk rating of 'Level 4 – Do Not Travel' or equivalent.

Cover for Covid-19 is only available if you contract the virus during your journey. There is no cover available for any other Covid-19 related claims.

This TMD sets out the target market for Boomers - Travel Insurance PDS v1.3

This is set out in the Appendix to this Statement.

Distribution of this product

This product is issued by Chase Underwriting Solutions Pty Ltd AFSL 454344 on behalf of Certain Underwriters at Lloyd's of London and designed to be distributed via:

- Chase Underwriting Solutions Pty Ltd, AFSL 454344 website https://www.boomerstravelinsurance.com.au.
- Boomers World Pty Ltd, ABN 89 694 820 623, AR no.001319712

Only these representatives are authorised to distribute this product, as they understand the market this product has been designed for.

Chase Underwriting Solutions Pty Ltd will make risk-based decisions to determine its acceptance criteria about insurance cover that can be offered to you. Some of the key acceptance criteria relating to this target market determination may include:

- Where you are travelling to;
- How long you are travelling;
- The level of cover you have chosen;
- Your age;
- If you have selected any additional cover;
- Your declared medical conditions

Reviewing this document

We will review this TMD within one year from the effective date to ensure it remains appropriate and in compliance with the objectives, financial situations and needs of the customer.

Furthermore, We will also review this TMD if any event or circumstances (called 'review triggers') occur that would reasonably suggest that the determination is no longer appropriate, such as:

- We make a material change to the cover provided by the product,
- A change in Our acceptance criteria that impacts on the suitability of the product for the target market,
- A material change to the distribution of the product,
- The discovery of a relevant and material deficiency in the product's disclosure documentation,
- Systemic complaints and claims issues which indicate that the product is no longer suitable for the described target market,
- Material and relevant reductions in Our key product suitability metrics such as:
    - Customer satisfaction,
    - Product acceptance,
    - Financial performance,
    - Benefits to customers,
    - Product value and affordability.

We will review this TMD within 10 business days of the occurrence of any review trigger.

Reporting

We record all complaints received about this product on a monthly basis (Complaints Reporting Period). Our claims administrators are required to provide to Us written details of any complaints about the product they have received during the Complaints Reporting Period within 10 business days of the end of the period.

Our distributors are also required to report to Us if they become aware of significant dealing in this product which is not consistent with this TMD within 10 business days of becoming aware of such dealing.

If the complaints are systemic and indicate that this product is no longer suitable for the described target market, We will review and update the TMD within the timeframe indicated above.

Record keeping

We will maintain records of the reasonable steps We have taken to ensure that this product is sold in a manner consistent with this TMD.

We will also prepare and maintain complete and accurate records of Our decisions and the reasons for those decisions, in relation to:

- All target market determinations for this product,
- Identifying and tracking review triggers,
- Setting review periods, and
- Any other matters documented in this TMD

Appendix

Chase Underwriting Solutions Pty Ltd
Boomers Travel Insurance Suitability

The Chase Underwriting Solutions Pty Ltd Boomers Travel Insurance has been designed for individuals seeking insurance against travel related events that could result in a financial loss from a claimable event. This policy covers events such as international medical emergencies, travel cancellation, travel disruptions, rental vehicle excess and lost baggage. See below for key benefits, inclusions and exclusions.

✓ **This product is suitable for:**
✓ Individuals aged ninety (90) or less at the time of purchasing the policy
✓ Australian citizens who maintain domiciled status in Australia
✓ Non Australian citizens who have been resident in Australia for a period of not less than three (3) months
✓ Australian residents that are overseas but intending to return to Australia on the date your policy ends

✗ **This product is NOT suitable for:**
✗ Individuals aged over ninety (90)
✗ Individuals not domiciled within Australia and have permanently migrated to another country
✗ Persons travelling to seek medical treatment overseas

The Chase Underwriting Solutions Pty Ltd Boomers Travel Insurance is subject to acceptance criteria. A summary of the key benefits and policy exclusions are detailed below. To review the complete schedule of benefits and exclusions please refer to the PDS:

Key Benefits and Exclusions

✓ **What is Insured***
✓ Cancellation or Curtailment Expenses
✓ Overseas Medical & Dental Expenses
✓ Medical Evacuation or Repatriation

✗ **What is NOT Insured:**
✗ Claims resulting from flying an aircraft
✗ Certain pre-existing medical conditions
✗ Any self-injury, suicide or any illegal or criminal act

This TMD is applicable for Boomers Travel Insurance issued by Chase Underwriting Solutions Pty Ltd Conditions may apply. **This is general advice only and does not take into account your personal objectives, financial situation or needs and may not be right for you**. Always read the PDS, the policy wording and the applicable documents accompanying the policy before selecting the policy *(Boomers - Travel Insurance PDS v1.3)*.

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✓ Personal Liability	✗ Sexually transmitted diseases
✓ Delayed or Lost Baggage	✗ Having a blood alcohol content over any prescribed legal limit while driving
✓ Personal Money	✗ Training or participating in Professional Sport
✓ Travel Delay	✗ Competitive and non-competitive mountain biking over jumps or downhill
✓ Accidental Death/Disability Benefit	✗ Taking part in civil commotions or riots of any kind
✓ Missed Departure/Connection	✗ Bankruptcy, negligence, default or insolvency of a tour operator, travel agent or accommodation supplier
✓ Hospital Cash Allowance	✗ A tour operator failing to supply advertised facilities
✓ Travel carrier insolvency	✗ Being in control of a motorcycle without an Australian motorcycle license
✓ Rental Vehicle Excess	✗ Pre-existing medical conditions where you are travelling against medical advice
✓ Catastrophe Cover	✗ An event that occurs in a country/geographical area for which you have not purchased insurance via US
✓ Legal Advice & Expenses	✗ Acquired AIDS, HIV
	✗ Errors or omissions in your booking arrangements
	✗ The cost of medication in use at the time the trip began
***These items are only Insured if selected and shown on the Policy Schedule and Product Disclosure Statement for an insured amount.**	****This product is not suitable for persons seeking coverage for losses arising from these policy exclusions listed above.**

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