

Covered for Life (Ultimate & Classic 1 & 2) Pet Insurance

TARGET MARKET DETERMINATION

Product Disclosure Statement (PDS)	Petplan Covered For Life Pet Insurance PPAU-C4L-HDI-09201
Commencement Date	This Target Market Determination (TMD) applies to the Product from 05/10/2021 and will continue to apply until this TMD is withdrawn.
Product Issuer	HDI Global Specialty SE – Australia, ABN 58 129 395 544, AFS Licence No 458776 (“HDI Global Specialty”).
Product Distributor	Petplan Australasia ABN 64 069 468 542, AFSL No 245663

ABOUT THIS DOCUMENT

This Target Market Determination (TMD) applies to the pet insurance described in Petplan Covered For Life Pet Insurance PPAU-C4L-HDI-09201 Product Disclosure Statement and Policy Wording Document dated 09/2021 and any applicable Supplementary Product Disclosure Statement (SPDS).

Petplan Australasia ABN 64 069 468 542 AFSL No 245663 acts under a binding authority as agent for the insurer of this Product.

WHAT IS A TARGET MARKET DETERMINATION?

This TMD provides HDI Global Specialty SE’s distributors and customers information about:

- the customers for whom this Product is appropriate (being the target market);
- the customers for whom this Product is NOT appropriate;
- any distribution conditions and/or restrictions attaching to the Product;
- the reporting obligations of the distributors; and
- the review period(s) and events which may trigger a review.

This TMD is not intended to provide any financial product advice to customers on the cover provided. Also, we do not consider any customer’s personal needs, objectives or financial situation in providing any information in this TMD.

Terms used in this TMD that are defined for the purpose of Chapter 7 of the Corporations Act, have the same meaning as under the Act.

Please note that it is the PDS and Policy Wording that sets out the standard terms and conditions of the cover. This TMD does not form part of the terms of the cover. A customer must always refer to the PDS,

Policy Wording and any Supplementary Product Disclosure Statement before making a decision about the Product, to ensure the Product is suitable for their needs.

WHAT PRODUCT DOES THIS TARGET MARKET DETERMINATION APPLY TO?

This Product offers three different covers for pet owners;

- the Ultimate Cover.
- the Classic Plan 1; and
- the Classic Plan 2.

All three covers have been designed for customers in the target market who own a cat or dog to provide them financial protections, subject to the terms and conditions, limitations and exclusions of the policy, for:

- **Veterinary Fees** incurred for the Veterinary Treatment their pet has received for an Injury and/or Illness in Australia or an Agreed Country (as set out in the Certificate of Insurance).
- **Costs for Alternative or Complementary Treatment** (as described in the PDS) for their pet incurred in Australia when referred and endorsed by their Vet.
- **Dog owner's legal liability to third parties** for any death, bodily injury or illness or physical loss or damage to property caused by their dog.
- **Advertising and Reward** costs if their pet is stolen or goes missing
- **Boarding Fees** incurred for their pet while they are an in-patient in hospital
- **Holiday Cancellation** expenses incurred as a result of injuries or illnesses to their pet
- **Emergency Repatriation** expenses incurred in Australia for their pet
- **Quarantine Expenses and Loss of Documents** costs incurred for their pet when travelling back to Australia

* For full benefit details, conditions and exclusions, please refer to the PDS

All three covers provide Covered For Life protection, which enables insureds to claim for the Treatment for on-going Illness or Injuries throughout their Pet's lifetime, provided they renew the Policy without any break in cover and subject to the terms and conditions of the PDS and Certificate of Insurance.

The three covers differ in the annual limits that apply to claims. The Ultimate Plan provides the highest claimable limit of the three, followed by the Classic Plan 2 and then Classic Plan 1.

The three covers also have an Optional Pet % Share Excess which is an additional voluntary Excess payable in addition to the Fixed Excess in return for a cheaper Policy premium.

Please see PDS and Certificate of Insurance for full details on claimable limits.

In addition, the Product offers optional covers to enable a customer to tailor the product to suit their individual needs. The following optional covers are automatically included under the Ultimate Plan, but must be selected by a customer under the Classic Plans:

- **Death of Pet from Illness** – if the pet dies from illness during the period of insurance in Australia;
- **Death of Pet from Injury** – if the pet dies from injury during the period of insurance in Australia; and
- **Loss of Pet by Theft or Straying** – if the pet is stolen or goes missing during the period of insurance in Australia and cannot be found.

These optional covers (whether they are included automatically or at the option of a customer) are subject to exclusions and limitations.

Petplan’s policy on its approach to the distribution and development of products for appropriate target market distribution is available at [Target Market Determinations \(TMDs\) \(hdi-specialty.com\)](https://hdi-specialty.com).

WHICH CLASS OF CUSTOMERS IS THIS PRODUCT TARGETED TO?

For a customer to be considered within the target market they must meet our key eligibility criteria as outlined in the following.

WHO IS WITHIN THE TARGET MARKET FOR PETPLAN COVERED FOR LIFE PET INSURANCE?

Customers WITHIN the Target Market (Customers are within the target market if all the following conditions apply)	
✓	Customers that own a pet which is either a cat or dog;
✓	Customers seeking continuous insurance coverage throughout the lifetime of their pet for any illnesses and injuries that may occur
✓	Customers whose pet permanently lives in Australia;
✓	Customers seeking insurance cover for illnesses and injuries that are not Pre-Existing Medical Conditions (as described in the PDS) when the pet insurance was initially purchased
✓	Customers whose pet is older than 8 weeks and younger than 8 years (or 5 years in the case of Select Breeds – see PDS for further information) when the pet insurance was initially purchased;
✓	Customers whose pet is not used for guarding, track racing or coursing;
✓	Customers whose pet is not a breed (or cross with any such breed) that has been banned by any Australian Government, Public or Local Authority or a Pit Bull Terrier or Dingo; and
✓	Customers whose pet is not a dog that has been declared, or needs to be registered, as dangerous.

Customers NOT within the Target Market (Customers are NOT within the target market if any the following conditions apply)	
✗	Customers whose pet has a condition expressed as excluded in the Certificate of Insurance and they are seeking coverage for that condition.
✗	Customers whose pet has a Pre-existing Medical Condition which occurred before cover started or during the 21-day waiting period and they are seeking coverage for that condition.
✗	Customers seeking to commence cover after their Pet turns 8 years old, or, if a Select Breed, 5 years old.
✗	Customer seeking cover for cost of Routine or Preventative Treatment for their pet such as annual check-ups, vaccinations, dental check-ups and parasite treatments;
✗	Customer seeking cover for cost of Elective Treatment for their pet such as de-sexing, spraying, castration, micro-chipping, grooming, de-matting, cosmetic or aesthetic surgery, dew-claw removal and prescription diet foods;
✗	Customer seeking cover for expenses of treatment for unvaccinated dogs for vaccine preventable diseases such as parvovirus, distemper, leptospirosis, hepatitis;
✗	Customer seeking cover for expenses for treatment for unvaccinated cats for vaccine preventable diseases such as feline leukemia, feline infectious enteritis, and cat flu;
✗	Customers seeking cover for dogs that are being used for guarding, track racing or coursing.
✗	Customers seeking cover for dogs that are a breed (or cross with any such breed) that has been banned by any Australian Government, Public or Local Authority or a Pit Bull Terrier or Dingo.
✗	Customers seeking cover for dogs that have been declared, or needs to be registered, as dangerous.

Customers NOT within the Target Market (Customers are NOT within the target market if any the following conditions apply)	
✘	Customer seeking cover for any amounts payable in respect of any breach of any animal health or importation laws.
✘	Customer seeking cover for any legal costs, expenses, fines and penalties from a criminal court case or as a breach of an Act of Parliament.
✘	Customer seeking cover for any malicious or deliberate injury or bodily injury.
✘	Customer seeking cover for any gross negligence by the insured, their immediate family or persons living with the insured, or acting with the insured's consent.
✘	Customer seeking cover for a journey where a Pet is taken to a country that is not an Agreed Country, or when the journey is not taken against a Vet's advice.
✘	Customer seeking cover for illnesses contracted whilst outside Australia or New Zealand that would not normally be contracted in Australia or New Zealand.
✘	Customer seeking cover for diseases transmitted from animals to humans.
✘	Customer seeking cover for pandemic diseases that cause widespread illness, death or destruction affecting dogs and cats. Or
✘	Customer seeking cover for a failure to take reasonable precautions to protect a Pet or that aggravate or prolong an Injury or Illness.

WHAT DISTRIBUTION CONDITIONS APPLY TO THIS PRODUCT?

The product application process has been designed to guide customers directly to the product most likely to meet their needs and objectives based on their responses to the questions in our product application.

Petplan's staff have been adequately trained in the product, the customer(s) it is intended for and the underwriting criteria applicable to the product.

Distribution Restrictions	<p>This Product can only be distributed if the following conditions are met:</p> <ul style="list-style-type: none"> • It can only be sold by Petplan's employees (including Petplan's website) and cannot be sold to the public through insurance brokers or other intermediaries. • The insurance product distributor must; <ul style="list-style-type: none"> ○ be authorised to distribute the product and those arrangements must not have been cancelled or suspended; ○ agree to comply with all underwriting criteria and levels of authority (as applicable); ○ agree to not distribute the product where they receive notice from Product Issuer that this TMD is not up to date and no new TMD has been provided; and ○ where a new TMD has been provided, agree to distribute in accordance with the new TMD. • The TMD is currently not subject to any ASIC action that might suggest that the TMD is no longer appropriate.
Distribution Conditions	<ul style="list-style-type: none"> - This Product can only be sold via an offer of cover and acceptance of cover. - This Product can be sold to customers within the target market without the customer being provided with any financial product advice or, general or personal advice.

Distribution Method	- This Product can only be distributed by the insurance product distributor through either inbound and outbound telephone or online sales
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INFORMATION REQUIRED FROM DISTRIBUTORS AND REPORTING PERIODS

Distributors of this Product are required to provide HDI Global Specialty SE – Australia with information in relation to the product covered by this TMD in the circumstances as set out in the table below. This information the Product Issuer need to identify, or the Product Distributor needs to provide to enable the Product Issuer to assess if the TMD is no longer appropriate for this Product.

Reportable matter	When
The cover is issued to a customer that was ineligible for cover in accordance with the Application Process.	As soon as practicable after you become aware of the matter, and within 10 business days.
<p>Complaints information</p> <ul style="list-style-type: none"> ▪ The number of complaints the distributor has received about this Product in the reporting period. ▪ A short summary of the nature of the complaint raised and any steps taken to address the complaints; and ▪ Any general feedback on this Product. <p>Distributors should include sufficient details about the complaint that would allow HDI Global Specialty SE – Australia to identify whether the TMD may no longer be appropriate to the class of customers.</p>	<p>Monthly and no later than 10 business days after the agreed complaints reporting date (<i>Complaints Reporting Period</i>).</p> <p>Notification of the complaint within 2 business days after receipt.</p>
There have been any significant dealings by the Product Distributor that are inconsistent with the TMD.	As soon as practicable after the Product Distributor becomes aware of the matter, and within 10 business days.
Communication from a regulator in relation to the Product or TMD.	Same day

SIGNIFICANT DEALINGS

If an actual or possible significant dealing outside of the target market is identified, HDI Global Specialty SE – Australia requires information such as the date (or date range) the dealing occurred, details about the dealing(s) and any steps or actions taken to mitigate.

Distributors should have regard to current ASIC guidelines when determining what may constitute a significant dealing.

Petplan will notify HDI Global Specialty SE – Australia of any significant dealing in the Product that is not consistent with the TMD as soon as practicable (within 10 business days). This includes but is not limited to a consideration of the nature and degree of harm resulting from the issue of this Product to a retail customer.

WHEN WILL WE REVIEW THIS DOCUMENT?

The initial review of this TMD will occur no later than 12 months from the date this TMD is first published, or within 10 business days if an event or circumstance (Review Trigger) occurs which would reasonably suggest that the TMD is no longer appropriate.

This TMD will then be reviewed at least every 24 months after the end of the previous review or agreed otherwise by HDI Global Specialty SE – Australia.

OTHER CIRCUMSTANCES WHICH MIGHT REQUIRE US TO REVIEW THIS DOCUMENT?

Outside of the identified review period this TMD may be reviewed more regularly if an event or circumstance is identified that may reasonably suggest that the product is no longer suitable to the target class of customers and would trigger a review. These would include, but are not limited to, Product Issuer becoming aware of:

- an event or circumstance that would materially impact on or change a factor taken into account when making the TMD that would suggest to Product Issuer that the TMD is no longer appropriate, such as a change in underwriting requirements.
- the Product has materially been distributed and purchased in a way that is significantly inconsistent with this TMD.
- a material change to the Product including Product Disclosure Statement, Policy Wording information or assumptions upon which the TMD was formulated like the Application Process, pricing requirements, underwriting guidelines;
- feedback, such as significant or systemic complaints or claims issues, received from insurance brokers, distributors or customers who purchased the product, which are of a nature that suggest to the Product Issuer that the TMD is no longer appropriate;
- change of relevant law, regulatory guidance, industry code or feedback from regulators such as ASIC, APRA or other interested parties which has a material effect on the terms or distribution of the Product.