

<b>Product:</b>	<b>Qantas Travel Insurance – Australian Comprehensive Plan</b>
Product Disclosure Statement:	Qantas Travel Insurance – Australian Comprehensive Plan PDS, prepared 1 June 2023
TMD Commencement Date:	19 July 2023
Issuer:	AIG Australia Limited ABN 93 004 727 753 AFSL No 381686 [AIG]

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This Target Market Determination (TMD) is designed to provide information about the Qantas Travel Insurance – Australian Comprehensive Plan (the Product) and who it's designed for. The Product is issued by AIG Australia Limited [AIG] ABN 93 004 727 753 AFSL No 381686 (also referred to as "we/our/us" in this document).

The purpose of the document is to explain:

- the class of customers that comprise the target market for this Product, taking into consideration their likely needs, objectives and financial situation,
- any conditions and restrictions placed on the distribution of the Product,
- the events and circumstances that would reasonably suggest that the TMD is no longer appropriate,
- the review periods for the TMD, and
- the reporting obligations for AIG and Qantas as the distributor of the Product in respect of the TMD.

The TMD is not a Product Disclosure Statement (PDS) and should not be used as a summary of Product benefits, terms or conditions.

This TMD does not provide any financial product advice and does not take into consideration the needs, objectives and financial situation of individual customers. Customers should review the PDS for full details on benefits, terms, conditions and exclusions before deciding to purchase this Product.

This TMD is available, upon request, free of charge.

Terms used in this TMD, which are defined in the *Corporations Act 2001*, have the same meaning as under that legislation.

## Application of this TMD

This TMD applies to individuals, resident in Australia who acquire the Product as a retail client, that is, as individuals.

## 1. Target Market

The Product offers domestic travel insurance to retail customers looking for protection in the event of unrecoverable cancellation fees and lost deposits on prepaid travel tickets and bookings, and cover for luggage items within the specified limits within the policy.

The target market for this Product is retail customers:

- who are Australian residents and meet the key eligibility criteria of the Product, and
- where the key Product attributes meet their likely needs, objectives and financial situation.



Cover is available at the election of those within the target market through the methods outlined under Section 2 Distribution Conditions. The Product is issued as and when the required premium is paid.

The eligibility criteria for the Product and the customer needs, objectives and financial situation, with which the Product is consistent, are set out below.

This Product is likely to be consistent with the needs, objectives and financial situation of the customers in the target market because the Product provides cover to those customers who meet key eligibility criteria and require cover for the types of loss or damage that customers in the target market are seeking to insure against.

Please refer to the PDS for full details of Product coverage including benefits.

## Eligibility Criteria and Needs and Objectives

	 <b>This Product is suitable for customers who:</b>	 <b>This Product is NOT suitable for customers who:</b>
Customer Eligibility	<ul style="list-style-type: none"> <li>– reside in Australia and are travelling domestically within Australia, for the entirety of their trip;</li> <li>– are taking a single trip, either a one-way, a return or multi-city trip, and the trip does not exceed 12 months in duration for a return or multi-city trip, or 7 days in the case of a one-way trip;</li> <li>– require cover for leisure travel activities.</li> </ul>	<ul style="list-style-type: none"> <li>– do not reside in Australia and are not travelling solely within Australia during their trip;</li> <li>– require cover for travel to international destinations;</li> <li>– require medical condition and related expenses coverage in Australia.</li> </ul>
Customer Needs, Objectives and Financial Situation	<ul style="list-style-type: none"> <li>– have a need for travel insurance for domestic travel in Australia to cover travel related risks for luggage, cancellation (including COVID-19) and lost deposits within the policy limits; and</li> <li>– have the ability to pay premiums in accordance with the policy benefits, excess, fees and charges considering their financial circumstances and any vulnerabilities they may experience.</li> </ul>	<ul style="list-style-type: none"> <li>– need to cancel their travel plans due to a change of mind and/or due to employment/business related reasons;</li> <li>– require cover for sporting competitions (above primary and secondary school level), or combative or extreme sports or the performance of manual labour;</li> <li>– require cover for costs relating to pregnancy from 26 weeks onwards, pre-natal care and childbirth, or</li> <li>– seek to cover medical expenses and hospital costs (including for Covid-19) which are incurred or arise within Australia. Such coverage is expressly excluded under the law.</li> </ul>

## Key Product Attributes

Attribute	Description
What's covered	<ul style="list-style-type: none"> <li>– Loss of prepaid travel deposits, Qantas Points, travel agent's fees,</li> <li>– Additional accommodation and meal expenses, additional transportation expenses, expenses to resume your trip,</li> <li>– Loss/theft/damage to your luggage/personal effects,</li> <li>– Some COVID-19 cover such as if you need to cancel your trip due to you being sick with COVID-19,</li> <li>– Participation in non-combative amateur sports.</li> </ul>
Optional covers	<p>The list below indicates optional cover that can be added by the customer on <a href="http://www.qantasinsurance.com">www.qantasinsurance.com</a> or by calling the Qantas Insurance contact centre:</p> <ul style="list-style-type: none"> <li>– Optional cover for snow sports activities, such as cover for theft/loss/damage of your snow sports equipment</li> </ul>

(For additional premium)	
<b>Key exclusions</b>	<ul style="list-style-type: none"> <li>– Any existing medical condition or any complication arising from it,</li> <li>– Travel to all overseas destinations are excluded from cover under this plan,</li> <li>– Any claim arising from an epidemic or pandemic or any disease or event declared by authorities or World Health Organisation unless specified in the PDS,</li> <li>– Any preventive or pre-emptive action taken to prevent the spread of an epidemic or pandemic,</li> <li>– Any claim arising from travel restrictions due to government orders, advisories, regulations, directives or border closures,</li> <li>– Additional expenses or fees arising from errors or omissions made by the insured person (or on the insured person/s' behalf) in the process of booking a trip,</li> <li>– Luggage left unattended,</li> <li>– Loss arising after the completion of the trip,</li> <li>– Costs relating to pregnancy, if you are more than 26 weeks pregnant at the start of or during your trip (including pre-natal care and childbirth);</li> <li>– Extreme or combative sports and competition sports, racing (other than on foot), however there is limited cover for scuba diving, motorcycling and trekking above 3,000 metres (please refer to PDS for more information), and</li> <li>– Any claim or cover contrary to any sanction obligations applicable to AIG.</li> </ul>

Above is a summary of the key attributes. Please refer to the PDS for full details of product coverage including benefits. The benefits are subject to specified sums insured, policy limits and the terms and conditions of the policy.

## 2. Distribution conditions

Qantas Airways Limited (Qantas) has been appointed as an Authorised Representative of AIG (AR 261363) and may distribute the Product and may only provide general advice on behalf of AIG.

The Product is distributed by Qantas and AIG through the distribution channels indicated below:

- i. Qantas' main website, when the customer purchases the travel insurance at the same time as their flight,
- ii. Qantas Insurance website on [www.qantasinsurance.com](http://www.qantasinsurance.com),
- iii. Qantas Insurance contact centre using scripting that has been reviewed and approved by AIG,
- iv. Affiliates and aggregators approved by AIG, or
- v. Through an application system that has been reviewed, approved and monitored by AIG.

Distribution conditions for any relevant person other than Qantas as distributor (including aggregators as applicable) shall reflect the reporting obligations in Section 4 of this TMD.

The process to obtain a quote for and purchase the Product includes specific questions, disclosures and scripting via the distribution channels listed above, to reduce the likelihood of the product being sold to a customer who falls outside of the target market.

The Sub-Authorised Representatives of Qantas who sell the Product by telephone need to be approved by AIG before they can sell the Product. They also receive appropriate training in relation to the target market and their compliance with these conditions are routinely monitored. All customers will be informed of whether or not they are eligible to purchase our product as part of the application process.

### 3. Review period and triggers

AIG will review this TMD within a maximum period of 12 months following the TMD's commencement date to ensure that it remains appropriate. AIG will review the TMD within maximum periods of two years following the first 12-month maximum review period.

AIG will also review this TMD if there are events or circumstances that reasonably suggest that the TMD is no longer appropriate. The triggers for this review may arise from:

- a material change to the cover provided by the Product,
- the discovery of a relevant and material deficiency in the Product's disclosure documentation,
- a change in AIG's risk acceptance criteria or underwriting guidelines that may impact the suitability of the Product for the target market,
- a material change to the distribution of the Product,
- complaints or other feedback indicative of the Product no longer being suitable for the target market,
- claims denials or other issues indicative of the Product no longer being suitable for the target market,
- material decreases in sales and Product performance metrics including but not limited to Product acceptance rates, cancellation rates, Product value and affordability, benefits to customers, and the like,
- a material change to the legislation,
- issues arising from compliance monitoring, breaches or internal audit findings, or
- concerns raised by a regulator, the Code Governance Committee or the Australian Financial Complaints Authority.

### 4. Reporting obligations

Qantas is required to report information to AIG on the following basis to allow AIG to identify promptly whether there is a review trigger for the TMD, or another event or circumstance that would reasonably suggest the TMD is no longer appropriate, has occurred.

Event or circumstance	Reporting period
The target market changes such that the Product no longer meets the target market's needs.	As soon as practicable after becoming aware of the matter and within 10 business days.
Any significant dealings arising from the sale of the Product in breach of the distribution conditions, outside the target market, not consistent with this TMD or results in a potential loss for a customer.	As soon as practicable after becoming aware of the matter and within 10 business days.
The number and detail of complaints received about the Product.	<ul style="list-style-type: none"><li>– Referral of Product related complaints within one business day.</li><li>– Periodic reporting within 10 business days after the end of each calendar quarter (31 March, 30 June, 30 September and 31 December).</li></ul>
Any actual or likely compliance breach relating to the sale of the Product or to distribution requirements.	As soon as practicable after becoming aware of the matter and within 10 business days.