

# Target Market Determination

## Owner Builder Insurance cover



QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239 545

This Target Market Determination (TMD) is effective from 05.10.2021 and relates to the 360 Single Construction Works Product Disclosure Statement (PDS) (QM8688-1021).

This TMD provides QBE's distributors and customers information regarding:

- which class of customers this product is suitable for (the target market) and which class of customers this product is likely unsuitable for;
- any distribution conditions and restrictions on distribution for this product;
- reporting obligations of our distributors; and
- the review period and events or circumstances that may trigger a review.

This TMD describes the customers within our target market. This TMD doesn't consider a customer's personal needs, objectives and financial situation.

A customer should always refer to the 360 Single Construction Works PDS and any Supplementary Product Disclosure Statements (SPDS) that may apply, to ensure the product is right for them.

**Note: This TMD only includes information on target markets of covers for retail clients as defined by the Corporations Act 2001 (Cth).**

This TMD includes a target market statement for the 'Damage' cover offered under the product to retail clients.

## 360 Single Construction Works Insurance Policy

This product has been designed for customers in the target market seeking:

- Financial protection for their home whilst being constructed or renovated and on land they own, which they currently live in or intend to live in.
- Financial protection for Building materials kept at the construction site.

### Who is within the Target Market for Damage?

#### Customers within the Target Market

(Customers are within the target market if all the following conditions apply)

✓	Customers who have an owner builder licence and or permit.
✓	Customers who intend to build or renovate a house on their own land by carrying out the building work themselves or by co-ordinating the necessary tasks to construct the building.
✓	Customers undertaking a single construction project.

#### Customers **NOT** within the Target Market

(Customers are not within the target market if any of the following conditions apply)

✗	Registered licensed builders.
✗	Customers who don't have an approved owner builder licence and or permit from a relevant authority or statutory body.
✗	Customers who do not own the land on which the project is to be built.
✗	Customers undertaking multiple construction projects.

X	Customers taking on construction works worth more than \$2,000,000.
X	Customers taking on construction works that are expected to take longer than 2 years to complete

## Distribution Conditions

This product has been appropriately designed to be distributed through 360 Underwriting Solutions Pty Ltd. The product and the systems its distributed through have been designed for a customer seeking insurance through 360 Underwriting Solutions. 360 Underwriting Solutions has taken reasonable steps to understand the key product attributes and align distribution to customers in the target market.

<b>Distribution Restrictions</b>	This product can only be sold by 360 Underwriting Solutions Pty Ltd, ABN 18120261270, AFSL 319181.
<b>Distribution Conditions</b>	<p>This product can only be sold via a QBE approved application system within the eligibility and underwriting rules.</p> <p>Any quoting outside the system must always be referred to a QBE authorised representative.</p> <p>It can be sold to customers within the target market without the customer being provided with any financial product advice or, with either general or personal advice.</p> <p>The TMD must be made available to customers who wish to refer to it.</p>
<b>Distribution Method</b>	<p>This product can be sold via contact between the customer and an insurance broker or agent.</p> <p>This product is not available online for customers to purchase directly.</p>

## Reporting Obligations for Distributors

Distributors of this product are required to provide QBE with complaints information about this product through the agreed complaints submission process including:

- the number of complaints the distributor has received about this product during the reporting period;
- a brief summary about the nature of the complaint raised and any steps taken to address the complaint; and
- any general feedback our distributor may have received on this product.

Distributors should include sufficient details about the complaint that would allow QBE to identify whether the TMD may no longer be appropriate to the class of customers.

**Reporting Period:** 6 monthly or as otherwise agreed with the distributor and no later than 10 business days after the agreed complaints reporting date.

## Dealings outside the target market

Distributors of this product need to report to QBE when they become aware of a dealing outside the target market that has not been approved by QBE. Their report to QBE must include information such as the date (or date range) the dealing occurred, details about the dealing(s) and any steps or actions taken to mitigate.

**Reporting Period:** As soon as practicable and, subject to our distribution agreement, no later than 10 business days of the date on which the Distributor became aware of the dealing.

## TMD Reviews

<b>Review Period</b>	The initial review of this TMD will occur no later than 2 years from the date this TMD is first published and every 2 years thereafter.
<b>What may trigger a review prior to periodic review</b>	<p>The events or circumstances that may suggest the product is no longer suitable to the target class of customers and would trigger a review (prior to the scheduled periodic review date) include, but are not limited to, QBE becoming aware of:</p> <ul style="list-style-type: none"><li>• a significant increase in the number of complaints relating to the product received by QBE or reported by distributors;</li><li>• a material change to the product including Product Disclosure Statement, information or assumptions upon which the target market was formulated;</li><li>• a change of relevant law, regulatory guidance or industry code which has a material effect on the terms or distribution of the product;</li><li>• the product being distributed and purchased in a way that is significantly inconsistent with this TMD;</li><li>• adverse trends in policy and claims data indicating the product is not performing as expected by the customer.</li></ul>