

# 360 Prestige Motor Vehicle Insurance

## Target Market Determination



**Effective Date:** 22<sup>nd</sup> November 2023

This target market determination (**TMD**) is designed to help you understand the intended target market for the 360 Prestige Motor Vehicle Insurance product (**360 Prestige MVI**). This TMD sets out the types of people 360 Prestige MVI might suit, information about distribution conditions and how we review this TMD to ensure it remains appropriate.

360 Prestige MVI is underwritten by Aioi Nissay Dowa Insurance Company Australia Pty Ltd **ABN 11 132 524 282, AFSL Number 443540** (referred to in this document as **we, us** or **our**). This TMD is not a Product Disclosure Statement and is not a summary of the product terms and conditions. Please read the PDS for full details of the policy cover, benefits and conditions.

Any advice in this document is general in nature and does not take into account your objectives, financial situation or needs. Before making a decision of about 360 Prestige MVI, you should consider the appropriateness of the advice taking into account your own objectives, financial situation and needs and refer to the current PDS available by visiting [www.360uw.com.au](http://www.360uw.com.au) or calling 1800 411 580.

### About 360 Prestige MVI

The following are the key attributes of 360 Prestige MVI:

- + The option to choose full Comprehensive Cover which applies at all times, or Storage, Transit and Restoration Cover which applies only when the insured vehicle is in storage, at a location for restoration, or being transported as cargo (and not driven under its own power).
- + Agreed value cover for accidental loss or damage to the insured vehicle (including fire and theft).
- + Choice of repairer in the event of a claim.
- + Cover for legal liability up to a maximum of \$30 million for accidental loss or damage to other people's property caused by the insured vehicle (or a substitute vehicle) or a boat, caravan or trailer whilst it is attached to, or accidentally detached from, the insured vehicle (or substitute vehicle).
- + New vehicle replacement cover where the policy was purchased within 12 months of the original registration of the insured vehicle, should the vehicle become a total loss within the first 48 months of its original registration date.
- + A lifetime guarantee on all repairs we have authorised to the insured vehicle.
- + Cover for accessories and alterations added to the insured vehicle.
- + Excess-free glass cover for the first glass damage claim on the insured vehicle during the period of insurance.
- + Cover for rental car hire up to 21 days if the insured vehicle is stolen.
- + Optional benefit cover for rental car hire following accidental damage, and/or limited track cover, which may be added to the policy for an additional premium.
- + A requirement to pay an applicable excess if a claim occurs which does not allow us an opportunity to recover costs from another party.

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### Target market

360 Prestige MVI is designed for vehicle owners who have the following likely objectives, financial situation and needs:

- + They intend to protect themselves against a financial burden or loss should their vehicle be stolen or accidentally damaged;
- + They intend to protect themselves and authorised drivers of their vehicle should legal liability arise because of loss or damage caused by the vehicle to someone else's property;
- + They have the financial means to pay an excess in the event of a claim where costs cannot be recovered from another party; and
- + They want to know how much cover they are receiving for the premium they are required to pay.

360 Prestige MVI is likely to be consistent with these likely objectives, financial situation and needs because:

- + It covers the key events related to the vehicle that are likely to result in consumer loss (being accidental damage to or theft of the insured vehicle, or legal liability to pay compensation for loss or damage to someone else's property arising out of an accident involving the insured vehicle).
- + It provides consumers with certainty as to the amount their vehicle is covered for during the period of cover (being the agreed value);
- + It provides additional benefits for circumstances that are likely to arise from an insured event (for example, towing and storage fees, loss of personal items inside the vehicle, and use of a rental car following theft); and
- + An applicable excess will apply to any claim where we do not have the opportunity to recover costs from another party.
- + The below table describes the types of consumers who form the target market for 360 Prestige MVI, as well as the consumers who fall outside the target market. Because 360 Prestige MVI is designed for vehicle owners, this description includes references to the types of vehicles for which 360 Prestige MVI is suitable.

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SUITABLE FOR:	UNSUITABLE FOR:
<ul style="list-style-type: none"> <li>+ People who want to insure their vehicle with full comprehensive cover.</li> <li>+ People who want the option to reduce cover for vehicles in storage which will generally not be driven.</li> <li>+ People who want the certainty of knowing the amount that their vehicle will be covered for.</li> <li>+ Vehicles located within Australia.</li> <li>+ Vehicles that are used for private use only (and not for any business purpose).</li> <li>+ People who want the option to choose a repairer in the event of a claim for accidental damage to their vehicle.</li> <li>+ People who will be able to pay the applicable excess in the event of a claim</li> <li>+ People who can provide the names and details of all intended drivers of their vehicle.</li> </ul>	<ul style="list-style-type: none"> <li>+ People who require their vehicle to be insured for drivers under 25 years of age.</li> <li>+ People who want their vehicle insured for market value.</li> <li>+ People who use their vehicle for any business or income earning purpose.</li> <li>+ People who use their vehicle for commuting for work or study, or school drop-offs and collection, more than two days per week.</li> <li>+ People who require cover for unnamed drivers (other than people providing a service directly in relation to the vehicle, such as valet parking or repair work).</li> <li>+ People who require cover for learner drivers.</li> <li>+ Vehicles which have been altered by performance modification from the original manufacturer's specifications, unless we have agreed to cover such performance modifications in writing.</li> <li>+ Heavy vehicles such as trucks (with a gross vehicle mass of more than 2.5 tonnes), buses or other vehicles with a gross vehicle mass of more than 5 tonnes.</li> <li>+ Vehicles that are intended to be driven while unregistered in Australia or while in an unsafe or unroadworthy condition.</li> <li>+ Vehicles used in connection with emergency, law enforcement or security services.</li> <li>+ People who hire out or use their vehicle for fare or reward, including purposes such as fast-food delivery and paid driving lessons.</li> <li>+ People who want reduced cover for a vehicle in storage which is stored in an unsecured and/or open air location.</li> </ul>

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### Distribution conditions

This product is issued by us and designed to be distributed by our agent 360 Underwriting Solutions Pty Ltd **ABN 18 120 126 270, AFSL Number 319181** (AUB 360) via:

- + 360 Prestige Motor Pty Ltd **ABN 45 666 683 978** (360 Prestige Motor) as an authorised representative of AUB 360; and
- + insurance brokers that hold an Australian Financial Services Licence and their authorised representatives.

360 Prestige Motor can only distribute our product through its representatives who have received adequate training on the product, and who have agreed to follow the guidance and underwriting criteria we and 360 Prestige Motor provide to them regarding 360 Prestige MVI.

These distribution conditions make it likely that 360 Prestige MVI will only be distributed to consumers that fall within the target market described earlier in this TMD because:

- + Insurance brokers act on behalf of consumers and are licensed to provide financial product advice to consumers regarding their objectives, financial situation and needs;
- + 360 Prestige Motor and its representatives understand the target market and key eligibility criteria for this Product;
- + The guidance and underwriting criteria we provide for this product makes it likely that consumers who acquire the product will be within the target market; and
- + The underwriting criteria will allow 360 Prestige Motor to identify customers who are outside the target market and prevent them from acquiring the product.

### Reviewing this TMD

We will review this TMD within one year of the effective date of this TMD, and at least every two years thereafter. We will also review this TMD if any of the following occur (each being a 'review trigger'):

- + We make any material changes or updates to our 360 Prestige MVI product;
- + We make any material changes to how we distribute 360 Prestige MVI;
- + We make any material changes or updates to our acceptance criteria for 360 Prestige MVI;
- + We identify systemic complaints from customers, or a pattern of feedback from our employees or representatives, about a particular issue relating to the design or distribution of 360 Prestige MVI;
- + The claims frequency for 360 Prestige MVI falls below 5% over a 12-month period, the claims loss ratio falls below 35% over a 12-month period, or the claims denial rate rises above 4% over a 12 month period;
- + Relevant performance metrics such as policy sales and cancellation rates indicate that 360 Prestige MVI may no longer be consistent with this TMD;

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- + We become aware that a significant dealing in 360 Prestige MVI that is not consistent with this TMD has occurred; or
- + We become aware of a system control error which has resulted in a failure to apply the eligibility criteria correctly.

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

### Reporting

AUB 360 will record all complaints it receives about 360 Prestige MVI and this will be notified to us in writing within two business days of the complaint. AUB 360 will also provide us with relevant information including the sale, amendment and cancellation of 360 Prestige MVI policies on a monthly basis.

We will also prepare our own quarterly reports examining certain key metrics related to the review triggers described earlier in this TMD, including data regarding the number and type of complaints received, and the number of 360 Prestige MVI policies issued and cancelled in the preceding reporting period. These reports will be produced within 10 business days of the end of the most recent reporting period.

If 360 Prestige Motor becomes aware of a significant dealing in 360 Prestige Motor MVI that is not consistent with this TMD, they must report it to us in writing within 10 business days.