

# Target Market Determination

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eric insurance

# Target Market Determination (TMD)

## 5 Star Warranty Insurance

Effective Date: October 5<sup>th</sup>, 2021

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### Understanding the TMD

This Target Market Determination (TMD) applies to the 5 Star Warranty Insurance product, issued by Eric Insurance Limited (eric) ABN 18 009 129 793, AFS Licence No. 238 279.

The intention of the TMD is to provide an understanding to customers, distributors, and employees of the class of customers for which this product has been designed, considering a customer's likely needs, objectives and financial situation.

The TMD does not provide any financial advice, nor does it take into consideration any individual's personal needs, objectives, or financial situation. The TMD does not form part of the terms of cover of the Product Disclosure Statement (PDS). Customers must consult the PDS and supplementary documents, which outline the relevant terms, conditions and exclusions that may apply under the product before making any decision about a product.

A customer may fall within the relevant target market, though they may not meet the underwriting acceptance criteria of the issuer.

*The TMD will apply to all policies that are purchased or renewed on or after October 5<sup>th</sup>, 2021.*

### PDS to which this Target Market Determination applies.

This TMD applies to the following PDS':

- 5 Star Warranty Insurance – Direct (VB2CMVIWAR5S100321)
- 5 Star Warranty Insurance – Dealer (VDBGMVIWAR5S010321)
- 5 Star Warranty Insurance – Digital Dealer (VDDMVIWAR5S030321)

## Key Attributes of the 5 Star Warranty Insurance product

eric 5 Star Warranty Insurance provides cover should a customer's Motor Vehicle suffer a mechanical breakdown. 5 Star Warranty Insurance provides cover for:

- The cost of repairs, replacement, or pay the reasonable costs to repair or replace a covered component up to the maximum claim benefit;
- Associated costs as a result of a claim, such as towing, car rental, accommodation and quality guarantee;
- Cover for a total loss additional benefit should the customer's vehicle be deemed a total loss by their Comprehensive Insurer.

## 5 Star Warranty Insurance is designed for

The eric 5 Star Warranty Insurance product has been designed for customers who seek to protect themselves against financial burden that may occur as a result of mechanical breakdown to their Motor Vehicle.

This product is suitable for customers who:

- Are the registered owner of the Motor Vehicle they wish to insure;
- Meet the eric underwriting acceptance criteria;
- Use their Motor Vehicle in a manner accepted under the eric underwriting acceptance criteria;
- Motor Vehicle meets the registration requirements of the relevant state or territory;
- Motor Vehicle meets the eric underwriting acceptance criteria;
- At the time of purchase the age of the customer's Motor Vehicle was up to 5 years from date of first registration;
- Wishes to purchase a warranty product for their Motor Vehicle at any time during ownership, within the eligibility criteria;
- At the time of purchase the customer's Motor Vehicle has travelled less than 200,000kms.

For full details of coverage in this product, including conditions and exclusions applicable, customers, staff and distributors should read the PDS, which can be found at [ericinsurance.com.au](http://ericinsurance.com.au).

## Customer's likely needs, objections and financial situation

eric 5 Star Warranty Insurance is designed to be consistent with the likely objectives, needs and financial situation of customers who:

- Wish to protect themselves against financial loss or burden from loss or damage to their Motor Vehicle as a result of mechanical breakdown to a covered component;
- A customer who is able to pay premiums in accordance with their chosen premium structure, excess, fees, and government charges.

## 5 Star Warranty Insurance is not designed for

There are also circumstances for which eric's 5 Star Warranty Insurance product is not designed for.

This product is not suitable for customers who:

- Do not meet the eric underwriting acceptance criteria;
- Is not the registered owner of the Motor Vehicle;
- Whose vehicle does not meet the registration requirements of the relevant state or territory;

- Use their Motor Vehicle in a manner that has not been accepted by eric;
- Vehicle is a make or model not accepted by eric;
- Age of the Motor Vehicle is over 5 years at the time of purchase;
- Motor Vehicle has travelled more than 200,000kms at the time of purchase.

### **Distribution of 5 Star Warranty Insurance**

This product may be distributed by any of the following channels:

- Online through relevant websites
- By calling our contact centre
- Through third-party distributors or authorised representatives

This product can only be issued to customers who are eligible for the product in accordance with application, acceptance and/or renewal criteria as outlined by eric.

All of these channels are monitored by eric, and the product can only be distributed by eric or distributors who have received training, received accreditation (if required), and have met compliance reviews.

The conditions set by the application and renewal processes make it likely that products are distributed to customers that are within the target market. These are supported by appropriate platform and system controls, training and scripting which have been designed to ensure that the product is distributed to those within the target market.

## Reviewing the TMD

We will review this TMD in accordance with the following:

<b>First review</b>	Within two (2) years of the effective date of this TMD.
<b>Subsequent reviews</b>	At least two (2) years after the end of the previous review.
<b>Review triggers</b>	<p>We will also review this TMD if any event or circumstance (review trigger) that is identified or notified to us, that would suggest that the TMD is no longer appropriate. This may include (but not limited to):</p> <ul style="list-style-type: none"> <li>• Any material changes to the design or distribution of the product, including material changes and changes to documentation.</li> <li>• A change to the underwriting acceptance criteria and/or application process that impacts the suitability of this product for the target market.</li> <li>• Any material changes to the distribution of the product.</li> <li>• Identification of systemic issues across the product or distribution.</li> <li>• Significant changes in metrics, including but not limited to policy cancellations, lapses in renewals, claims, complaints, and loss ratios.</li> <li>• Where applicable, feedback from distributors and customers or events such as adverse media coverage or regulatory feedback; and</li> <li>• Where we have determined that a significant dealing has occurred</li> </ul>

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

## Reporting and monitoring of this TMD

We will collect and may require our distributors to report on the following information regarding to this TMD:

<b>Complaints</b>	All complaints in relation to this product on a quarterly basis. This may include written details of the complaint.
<b>Sales data</b>	Relevant sales and customer data in relation to this product on a quarterly basis.
<b>Claims data</b>	Where relevant, claims data in relation to this product on a quarterly basis.
<b>Significant dealings</b>	Report if we or they become aware of significant dealings in relation to the product that is inconsistent with the TMD within 10 business days.