



This document is the Target Market Determination (**TMD**) for Travel Insurance (**Insurance**) issued by the insurer, The Hollard Insurance Company Pty Ltd ABN 78 090 584 473, AFSL 241436 (**Hollard, we, us**) and distributed by CHI Travel Insurance Pty Ltd, ABN 70 131 684 636 AR No. 327036 and representatives (**Distributor**). This TMD was prepared on 09/08/21.

We take a consumer-centric approach to the design and distribution of insurance products to make sure that our products are suitable for the consumers who buy them.

Purpose of this document

This document is designed to provide information about the class of customers for which this Insurance has been designed and to specify distribution conditions, which together ensure that the Insurance is likely to be consistent with the likely objectives, financial situation and needs of those consumers.

The information in this TMD is general only and it is also not a full summary. Please read the Product Disclosure Statement (**PDS**) and any other relevant documents for full details of the Insurance.

Who is the target market for this Insurance and what types of cover is available?

This Insurance is suitable for a wide range of customers (meeting the required underwriting acceptance criteria) who require travel insurance for their domestic or international trip to cover a range of risks that may arise from travel (**travel risks**), such as lost baggage, trip cancellation or medical emergencies (international only).

There are two main types of cover available under the Insurance:

- **Domestic Plan**, which provides cover against a range of travel risks most commonly arising from travel within Australia, providing you travel at least 200km from your home.
- **International Plan**, which provides cover against a range of travel risks most commonly arising from travel overseas.

Each type of cover is available in 3 different policy types to cover people travelling alone (**Single**), with a travelling companion (**Duo**) or with other family members (**Family**). The different policy types can be selected by consumers to suit their travel plans and circumstances, which ensures the Insurance is likely to be consistent with the likely objectives, financial situation and needs of the customers.

COVID-19 Cover

If you are travelling to New Zealand or within Australia, the insurance provides limited cover for overseas medical claims relating to or arising from an insured person contracting COVID-19, as well as limited cover for trip cancellation and trip disruption claims relating to or arising from an insured person or covered travelling companion or close relative in Australia contracting COVID-19. We will cover the events and circumstances described in the Supplementary Product Disclosure Statement dated 5/10/21 (**SPDS**). If you are not travelling to New Zealand or within Australia there is no cover for COVID-19. Therefore claims that are directly or indirectly related to or arising from the SARS-CoV-2 virus, the COVID-19 disease or any mutation of either, are excluded under the Insurance.

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Pre-existing medical conditions

The Insurance provides certain cover for claims relating to or arising from 31 listed pre-existing medical conditions if the person has not been hospitalised for the condition in the past 12 months and you aren't under investigation or, awaiting investigation, surgery, treatment or procedures for that condition. Depending on the condition there may be additional criteria to meet, which can be found in the PDS.

The Insurance may also provide cover for certain pre-existing medical conditions provided that:

- it is not a condition that we cannot cover under any circumstances under the Insurance;
- you apply for cover for the condition by completing an over the phone medical assessment;
- you pay any additional premium we require you to pay; and
- you agree to any additional conditions that may apply to the cover for the relevant pre-existing medical condition.

We do not provide any cover for pre-existing conditions where the cover is generally excluded from the Insurance as stated in the PDS, including when:

- it involves drug or alcohol dependency;
- you book or undertake your trip against the advice of any medical practitioners; or
- you are travelling to seek medical treatment or review, or to participate in a clinical trial.

The overall target market for the Insurance is:

- ✓ people who reside in Australia; and
- ✓ people who either hold:
 - a valid Australian Medicare card; or
 - a temporary visa that includes a condition to maintain health insurance whilst in Australia, and
- ✓ plan to travel away from their home:
 - either alone, with one companion or with family members;
 - within 6 months of buying the Insurance; and
- ✓ the planned trip is no longer than 12 months; and
- ✓ intend to return to their home in Australia at the end of their trip; and
- ✓ are aged 75 years or less; and
- ✓ require cover to manage travel risks arising from a single planned trip.

The Insurance is not designed for people who:

- × do not reside in Australia when buying the Insurance;
- × do not intend to start and end their trip in Australia;
- × intend to leave Australia permanently or for longer than 12 months;
- × are aged 76 years or more;
- × plan to take multiple trips and require one policy to cover all trips (note: Multi-Journey cover is temporarily suspended due to COVID-19);



- × intend to travel to a country that the Australian Department of Foreign Affairs and Trade has, before the start date of your trip, issued a travel advisory risk rating of 'Level 4 – Do Not Travel' (or equivalent if the term is replaced) unless you have been issued a travel exemption by the Australian Department of Home Affairs prior to the purchase date and you are eligible to travel;
- × may not be able to travel, continue with their trip, or want to cut their trip short because any government body or local health authority closes its borders or imposes any other travel restriction in a relevant area.

Who is the target market for each plan?

Domestic Plan

Domestic Plan provides cover against the following travel risks:

- expenses due to trip cancellation, disruption and resumption;
- damage, loss or theft of luggage and personal effects;
- personal liability cover for causing bodily injury and/or property damage;

The target market for Domestic plan is customers who:

- ✓ are within the overall target market for the Insurance;
- ✓ plan to travel within Australia only;
- ✓ require insurance to manage travel risks;
- ✓ have the financial capacity to pay the applicable premium.

Domestic Plan is not suitable for customers who:

- × are not within the overall target market for the Insurance;
- × plan to travel overseas as part of their trip;
- × may not be able to travel, continue with their trip, or want to cut their trip short because any government body or local health authority closes its borders or imposes any other travel restriction in a relevant area.

The key attributes of the included cover available under the Insurance are set out in the table below. The limits referred below are limits that are applicable to the Singles policy type. There may be different limits for Duo or Family policy type.

Types of Travel Risks	Included / Optional
Emergency Medical Assistance	✓ Up to \$10,000
Cancellation and Amendment Expenses	✓ cover chosen
Additional Expenses	✓ Up to \$10,000
Missed Connection and Special Events	✓

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	Up to \$2,000
Travel Delay	✓ Up to \$2,000
Luggage and personal effects	✓ Up to \$8,000
Delayed Luggage and Personal Effects	✓ \$375 per day up to \$750
Rental Vehicle Insurance Excess	✓ Up to \$6,000
Personal Liability	✓ Up to \$1,000,000
Accidental Death	✓ \$25,000

You will need to read the SPDS and PDS to understand the full extent of each cover and other terms and limits that may apply.

International Plans (Top Plus International and Basic International)

International Plans provide cover against the following travel risks:

- emergency medical, hospital and dental treatment while outside of Australia;
- expenses due to trip cancellation, disruption and resumption;
- damage, loss or theft of luggage and personal effects;
- personal liability cover for causing bodily injury and/or property damage;
- additional included covers and a choice of optional covers as described in the PDS.

International Plans only provides cover for travel to select countries and only for travellers who have been issued a travel exemption by the Australian Department of Home Affairs prior to the purchase date. The list of select countries will change over time, depending on various factors, including information issued by the Australian Department of Home Affairs. You cannot buy a policy for travel to any country that is not available on CHI Travel Insurance’s website regardless of whether you have a travel exemption from the Australian Government Department of Home Affairs or not. This is due to our limited ability to ensure acceptable medical treatment in or repatriation from certain countries.

International Plan also allows customers to select from 2 different levels of cover, taking into account the amount of cover they require and their ability to pay the applicable premium.

The 2 different levels of cover are:

- Top Plus International, which provides the most extensive cover and has the highest premium;
- Basic International, excludes some covers and has lower benefit limits than Top Plus together with a lower premium.

The target market for International Plans are customers who:

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- ✓ are within the overall target market for the Insurance;
- ✓ plan to travel overseas, including at least one country that is on our list of select countries;
- ✓ have been issued a travel exemption by the Australian Department of Home Affairs;
- ✓ require insurance to manage travel risks;
- ✓ have the financial capacity to pay the applicable premium.

International Plans are not suitable for customers who:

- ✗ are not within the overall target market for the Insurance;
- ✗ require cover for a pre-existing medical condition that is not listed or not approved for cover;
- ✗ require cover for COVID-19 outside of New Zealand;
- ✗ plan to travel wholly within Australia;
- ✗ intend to travel to a country that the Australian Department of Foreign Affairs and Trade has, before the start date of your trip, issued a travel advisory risk rating of 'Level 4 – Do Not Travel' (or equivalent if the term is replaced) unless you have been issued a travel exemption by the Australian Department of Home Affairs;
- ✗ require cover for going on a cruise. Cover is temporarily suspended due to COVID-19);
- ✗ may not be able to travel, continue with their trip, or want to cut their trip short because any government body or local health authority closes its borders or imposes any other travel restriction in a relevant area.

The target market for Top Plus or Basic Plan also includes customers who wish to cover or add the optional cover. The key attributes of each level of cover available under the Insurance are set out in the table below. The limits referred below are limits that are applicable to the Singles policy type. There may be different limits for Duo or Family policy type.

Types of Travel Risks	Top Plus	Basic
Overseas Emergency Medical and Hospital Expenses	✓ Unlimited	✓ Unlimited
Overseas Emergency Dental	✓ Up to \$1,000	✓ Up to \$1,000
Emergency Medical Assistance	✓ Unlimited	✓ Unlimited
Hospital Cash Allowance	✓ Up to \$6,000	✓ Up to \$3,000
Cancellation or Amendment Expenses	✓ Cover chosen	✓ Cover chosen
Additional Expenses	✓ Up to \$50,000	✓ Up to \$7,500
Missed Connection and Special Events	✓ Up to \$5,000	✓ Up to \$2,000
Travel Delay Expenses	✓ \$200 per day up to \$2,000	✓ \$200 per day up to \$1,000



Luggage and Personal Effects	✓ Up to \$15,000	✓ Up to \$5,000
Delayed Luggage and Personal Effects	✓ Up to \$750	✓ Up to \$250
Passports, Travel Documents & Bank Cards	✓ Up to \$5,000	✓ Up to \$500
Theft of Cash	✓ Up to \$250	✓ Up to \$250
Rental Vehicle Excess	✓ Up to \$8,000	✓ Up to \$3,000
Personal Liability	✓ Up to \$5,000,000	✓ Up to \$1,000,000
Accidental Death	✓ \$25,000	✓ \$10,000
Permanent Disability	✓ Up to \$50,000	✓ Up to \$10,000
Loss of Income	✓ \$400 per week up to \$10,400	✓ \$400 per week up to \$5,200
Pet Care	✓ \$25 per day up \$500	×
Motorcycle, Moped and Scooter Pack (includes cover for driving or riding on a motorcycle)	Optional	Optional

You will need to read the relevant SPDS and PDS to understand the full extent of each cover and other terms and limits that may apply.

Important

It's important to note that this TMD doesn't take anyone's personal circumstances into account. Even if you are a consumer in the target market, and we offer the Insurance to you, that doesn't necessarily mean that it is appropriate for your personal circumstances. No one knows your situation better than you, so before you make any decisions about the Insurance, you should read and consider the Supplementary Product Disclosure Statement (SPDS) and Product Disclosure Statement (PDS) which provides complete information about the Insurance, including coverage, exclusions, excesses, limitations, terms and your rights and obligations to decide if the Insurance is right for you.

Also, this TMD doesn't include all the factors we consider when we decide whether to issue a policy. For example, we have a set of underwriting criteria we use to assess whether a risk is of a type or level we wish to insure. These factors may change over time or in different circumstances. We apply these factors when we decide whether to offer, issue, renew or agree to vary a policy.

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Distribution channels and conditions

The Insurance is sold online, over the phone or in person.

The Insurance is distributed by CHI Travel Insurance as the Authorised Representative of the insurer and travel agents acting as distributors.

Before you purchase the Insurance, you will be asked a series of questions designed to help us decide:

- if you are in the target market;
- if you meet our underwriting guidelines; and
- what premium we should charge.

We have a range of supervision and monitoring procedures and contractual arrangements with CHI Travel Insurance and the distributors to ensure that customers are asked these questions and that they are only offered the Insurance if they are likely to be in the target market for the type of cover and applicable key attributes.

Review of this document

We will review this TMD regularly to make sure it remains appropriate. The first review will be within 12 months of the date it is prepared, and then within 3 years of completion of the previous review thereafter.

As well as our regular reviews, additional reviews may be triggered if we determine that there has been an event or circumstance that reasonably suggests that this TMD needs to change. This would be the case if it's no longer reasonable to conclude that:

- if the Insurance is issued to a customer in accordance with the distribution conditions, it would be likely that the customer is in the target market; or
- the Insurance is likely to be suitable for customers in the target market.

Review triggers could be identified from:

changes to the Insurance terms;
compliance incidents and internal audit findings;
information received from and/or in relation to distributors (see below);
changes to our underwriting guidelines, pricing, or reinsurance requirements; and
feedback and policy from ASIC, AFCA, Code Governance Committee and/or other relevant bodies.

We take reasonable steps to monitor relevant information (including the information referenced above) and other metrics to assess if our TMD needs to be reviewed and reassessed.



Reporting obligations

The Distributor is required to report the following information to Hollard at the following times:

Reportable matter	When
The number of policies sold or renewed that are not within the target market.	As soon as practicable after becoming aware of the matter, and no later than 10 business days.
The number of policies sold.	On a monthly basis.
Responses and response rates on client communications (including renewals).	On a monthly basis.
Lapse rates and cancellation rates.	On a monthly basis.
The frequency and amount of excesses paid.	On a monthly basis.
The Insurance is issued to a client in breach of the distribution conditions or outside of the target market.	As soon as practicable after becoming aware of the matter, and no later than 10 business days.
The nature and number of complaints received about the Insurance in the reporting period.	On a monthly basis.
If there are any significant dealings that are inconsistent with the TMD.	As soon as practicable after becoming aware of the matter, and no later than 10 business days.
Any compliance incident relating to the Insurance or its distribution.	As soon as practicable after becoming aware of the matter, and no later than 10 business days.