

Target Market Determination

for UniLodge Group Contents Insurance

About this document

This Target Market Determination (TMD) applies to the Group Contents Insurance (Product), a Group Master Policy issued to UniLodge Australia Pty Ltd. It seeks to offer customers an understanding of the class of customers for which these products have been designed, considering their needs, objectives, and financial situation.

This document is not intended to provide financial advice regarding coverage, nor does it form a part of the terms of cover. In addition to the key eligibility requirements outlined in this document, the product is also subject to acceptance criteria. Customers must refer to the Product Disclosure Statement (PDS) and any supplementary document(s), which outline the relevant terms, conditions, exclusions, and insurance cover being provided under the product, when making a decision about this product.

Issuer and Important Relationships

Group Contents Insurance is issued by Quantum Underwriting Agencies Pty Ltd, ABN 68 131 910 542.

Quantum Underwriting Agencies (CAR 328 372) is a Corporate Authorised Representatives of Quantum Insurance Holdings Pty Ltd, Australian Financial Services License No: 451 134 | ABN:71 163 019 485

Date from which this Target Market Determination is effective

28 April 2024.

This Target Market Determination is effective from the date shown above. This Target Market Determination will apply to policies that are purchased or renewed on or after 28 April 2024. For historical versions of this document, please contact: compliance@qua.net.au

Class of customers that fall within this target market

Group Contents Insurance product is designed to offer choices of cover for a class of customers whose likely needs, objectives and financial situation outlined below, are aligned with the product and its key attributes and eligibility criteria.

Product description and key attributes

The Group Contents Insurance product can be tailored to suit the needs of Accommodation Providers in Australia who as a benefit to its residents, wish to provide cover for their possessions.

Group Contents Insurance

Key eligibility criteria	This product is appropriate for	This product is not appropriate for
Type of Customer	<p>Australian Student Accommodation Providers and Accommodation Providers wanting to attract residents by providing them the benefit of contents insurance cover.</p> <p>Australian Student Accommodation Providers and Accommodation Providers who want to be a Group Policyholder</p>	<p>Businesses who are not acknowledged as accommodation providers and who wish to offer contents cover to the public.</p> <p>Businesses who do not wish to offer a Group Master Policy.</p> <p>Individuals who are not residents of one of properties managed by one of the following Student Accommodation Providers: UniLodge Australia Pty Ltd ; UQ Residences Limited.</p>

Consistency with the target market

The insurance product including its key attributes is likely to be consistent with the likely objectives, financial situation and needs of the class of customers in the target market, based on an assessment of the insurance product including its key attributes.

Each customer will need to consider whether the Product meets their specific objectives, financial situation and needs.

How this product can be distributed and distribution conditions

Distribution Conditions.

This product is not available for customers to purchase directly from Quantum Underwriting Agencies Pty Ltd.

The distribution conditions are:

- The Product can only be sold through designated intermediated broker, Insurgo Insurance Broking Pty Ltd.
- The Product must be sold to customers who are in the target market in accordance with this TMD;
- The distribution of the Product must comply with all of our underwriting criteria;
- The Product cannot be distributed where the TMD is not up to date and no new TMD has been published; and
- The TMD must be current and not subject to any ASIC action that might suggest that the TMD is no longer appropriate.

Using one intermediated broker, working independently of the Issuer, will make it likely that customers who acquire the insurance product are in the target market. The communication between the Broker and Issuer is another layer where the product will be tested as to whether it's the correct one for the client. Independent Brokers act for their client in sourcing the appropriate product for their client's needs and objectives. Through their knowledge and expertise the Broker will ensure they direct the insurance product to the class of customers who fall within the target market set out above.

Reviewing this Target Market Determination

We will review this Target Market Determination in accordance with the below.

Initial review	Within three (3) years of the effective date
Periodic reviews	At least every three (3) years from the initial review
Review Triggers or events	<p>Any event or circumstances arise that would suggest the TMD is no longer appropriate. This may include (but not limited to):</p> <ul style="list-style-type: none"> • A material change to the design or distribution of the insurance cover, including related documentation • An alteration in acceptance criteria or underwriting criteria • Systemic issues across the product lifecycle • We have determined that a significant dealing has occurred • Where applicable, feedback from Brokers and their customers • External events such as adverse media coverage or regulatory attention, and • Significant changes in metrics including claims, complaints and loss ratios

Where a review trigger has been identified, this Target Market Determination will be reviewed within 10 business days.

Reporting and monitoring this Target Market Determination

We will collect the following information in relation to this TMD:

Complaints	All complaints in relation to this product on a monthly basis. This will include written details of the complaints.
Sales data	Relevant sales and customer data in relation to this product on a monthly basis
Claims data	Where relevant, claims data in relation to this product on a monthly basis.
Significant dealings	Report if we become aware of a significant dealing in relation to the product that is inconsistent with the TMD within 10 business days.

PDS to which this Target Market Determination applies




This TMD applies to the following PDS: UniLodge Group Contents Insurance v5.0



Coverholder at **LLOYD'S**

Contact Details:

P: [1300 974 095](tel:1300974095)
E: reception@qua.net.au
W: www.qua.net.au

 Quantum Underwriting Agencies Pty Ltd
 Unit 2 10 Cassowary Bend Eaton WA 6232  1300 974 095  qua.net.au
ABN 68 131 910 542 | AR 328 372 of Quantum Insurance Holdings
ABN 71 163 019 485 | AFSL 451 134