

TARGET MARKET DETERMINATION

Private Collections and Valuables Insurance

About this document

This Target Market Determination (TMD) applies to the Private Collections and Valuables Insurance product and includes Private Art Insurance, Private Collections Insurance, Private Jewellery Insurance and Private Vault Insurance. 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:

Quantum Underwriting Agencies Pty Ltd, ABN 68 131 910 542

Date from which this Target Market Determination is effective: 5 October 2021

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 **5 October 2021**. For historical versions of this document, please contact compliance@qua.net.au

Class of customers that fall within this target market:

Private Collections and Valuables Insurance 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 Private Collections and Valuables Insurance product can be tailored to suit the needs of Private individuals who wish to protect high-value items, such as; jewellery, fine art, bullion, as well as numismatic, philatelic, and collections. Specie insurance provides a comprehensive form of coverage for items whilst, on display, in storage or in transit

Private Collections and Valuables Insurance

Key eligibility criteria	This product is appropriate for	This product is not appropriate for
Type of Individual	This product has been designed for individuals who need to insure high value items or collections while on display, in storage or being conveyed personally within Australia or Overseas. These high value items include Gold, Silver, Diamonds and Unset Precious Stones, Precious Metals, Jewellery, Watches, Coins, Bullion, Stamps, Cash and Negotiable Documents	Individuals who can obtain insurance for their personal items appropriate to their objectives under home and contents type policies.

Needs & Objectives

This product has been designed for Individuals who require insurance for high value items or collections and who require an individually tailored policy appropriate to the use, display and storage of the items as determined by sections below:

Objectives	Categories
Insured Property	Fine Arts and Objets d'Art, Silverware, Tableware, Glassware, Sculpture, Furniture, Books, Stamps, Antiques and Collectibles of whatsoever nature Valuables such Jewellery, Watches, Banknotes, Currency, Bullion and Precious Metals, Diamonds, Gold, Silver and Precious Stones, Cash and Negotiable Documents and other valuables
Perils Insured	All Risks of Physical Loss or Damage
Limits of Liability	Fine Arts & Collectibles whilst at the Situation Valuables whilst at the Situation In Transit Professional Fine Art Carriers In Transit by Armoured Car, Named Security Couriers In Transit Personal Conveyance In Transit Couriers At Unknown Locations At Exhibitions Wearing and Personal Custody Whilst in a Bank or Safety Deposit Vault Whilst at Jewellers for Safekeeping In Transit – by Courier or Post

Financial situation

An Individual who is able to pay premiums in accordance with the chosen premium structure, excess, fees and government charges, having regard to their needs, circumstances and vulnerability or hardship considerations

Relevant financial situation considerations:

- Ability to potentially vary premium by considering different levels of cover/options

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, as we consider that it provides the required type of insurance cover for that class of customers.

This has been determined based on an assessment of the insurance product including its key attributes. Businesses will need to consider whether this insurance product meets their specific objectives, financial situation and needs.

How this product can be distributed and distribution conditions

The following distribution conditions apply:

- Quantum Underwriting Agencies offers this product via its website to General Insurance Brokers who work with their clients to source the appropriate policy to meet their clients' needs.
- Brokers are also able to provide financial product advice for acquiring new policies, renewing policies or cancelling policies. Brokers hold their own Australian Financial Services Licence to advise and deal in insurance products
- This product can only be issued to people where they are eligible for that cover in accordance with the application and/or acceptance/ renewal criteria that has been approved in writing by the issuer and which complies with relevant laws.
- Private Collections and Valuables Insurance 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 General Insurance Brokers, 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 such Brokers 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

Distributor Reporting Obligations

Type of Report	Description	Reporting Period
Complaints	The number of complaints the distributor has received during the reporting period and the nature and details of the complaint along with any steps taken to address the complaint	6 monthly and no later than 10 business days after the reporting date.
Significant Dealings	<p>Distributors of this product need to report to Quantum when they become aware a dealing outside the target market that has not been approved by Quantum.</p> <p>The report must include:</p> <ul style="list-style-type: none"> • the date (or date range) the dealing occurred, • details about the dealing(s) and any steps or actions taken to mitigate. 	As soon as practicable and, no later than 10 business days of the date on which the Distributor became aware of the dealing.

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: QUA PDS