

TARGET MARKET DETERMINATION

Jewellers Block

About this document

This Target Market Determination (TMD) applies to the Jewellers Block Insurance product and includes Auctioneers' Combined Insurance, Firearms Dealers & Storers Insurance, Pawnbrokers' Package Insurance, Pearl Dealers' Package 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:

Jewellers Block 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 Jewellers Block Insurance product can be tailored to suit the needs of Retail and/or Wholesale and/or Manufacturing Jewellers, Auctioneers, Firearms Dealers, Pawnbrokers, Pearl Dealers, Property Owners and all associated activities usual to the conduct of the insured's business. This can be based on the property included: inventory, loaned items & objects on consignment; coverage locations, blanket coverage, and worldwide coverage; and enhancements options such as Trade show coverage

Jewellers Block Insurance

Key eligibility criteria	This product is appropriate for	This product is not appropriate for
Type of Business	For Wholesalers, Retailers, Manufacturers, Artisans, Valuers, Contractors, Setters and Polishers dealing in Gold/Silver, Bullion, Diamonds/Gemstones, Opals/Pearls, Crystal/Giftware, and Watches	Businesses who do not deal in Gold/Silver, Bullion, Diamonds/Gemstones, Opals/Pearls, Crystal/Giftware, and Watches.

Needs & Objectives

This product has been designed for businesses that deal in Jewellers Block who require an individually tailored policy by applying limits of liability to each of the following sections below

Objectives	Categories
Insured Property	Stock, Goods in Trust, Cash and Negotiable Documents Contents, Tenants Improvements, Glass, Signs Damage to Premises and Landlords Fixtures & Fittings Stock in Transit
Perils Insured	All Risks of Physical Loss or Damage to Insured Property All Risks of Physical Loss or Damage to Insured Property Whilst in Transit
Limits of Liability	At the Premises Away from the Premises Public & Products Liability Business Interruption Such Extensions as: <ul style="list-style-type: none"> • Removal of Debris, Temporary Protection & Fire Extinguishment Costs Internal & External Glass & Signs • Home Risk • Wearing Risk • Property of employees • Processing Risk / Working Upon • Employee Fidelity • Professional Valuers Indemnity

Financial situation

A Businesses that 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 liability to the Insured Property

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.
- Jewellers Block 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	Any event or circumstances arise that would suggest the TMD is no longer appropriate. This may include (but not limited to): <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	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. The report must include: <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