

## Target Market Determination for UniLodge Group Contents Insurance

### About this document

This Target Market Determination (TMD) applies to the Group Contents Insurance (Product), which is issued under arrangements associated with a Group Master Policy issued to UniLodge Australia Pty Ltd (UniLodge). The Product which is the subject of this TMD is issued to and covers students who are residents of an Accommodation Provider covered by the Group Master Policy issued to UniLodge.

This TMD is designed to provide customers, distributors and their representatives with information and to describe the class of customers that comprise the target market for the Product (Target Market) and other matters relevant to the distribution and review of the Product.

This document is not a Product Disclosure Statement (PDS) and is not a description of full Product terms and features.

This document is not intended to provide financial advice regarding coverage, and it does not form a part of the terms of cover. 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 and to decide whether the Product is right for you.

### 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](mailto:compliance@qua.net.au)

### Class of customers that fall within this target market

This Product is designed to offer cover for a class of customers whose likely needs, objectives and financial situation outlined in this TMD below, and are aligned with the Product and its key attributes and eligibility criteria.

### Product description and key attributes

This document explains the target market for the UniLodge Group Contents Insurance which can provide insurance for contents being the personal belongings of the insured in their accommodation on campus when they are a resident of a UniLodge property located in Australia operated by an Accommodation Provider covered under a Group Contents Policy.

The insurance responds to accidental damage to the insured's contents and legal liability claims, if they are occupying a UniLodge property and the Accommodation Provider is covered under Group Contents Insurance.

No optional covers are available, for example, personal valuables which are specified items.

### Who is the target market for this Product

UniLodge Group Contents insurance has been designed for students who would like insurance for the contents in their UniLodge accommodation including general contents, specified contents and personal valuables.

This Product is only available for students who occupy a UniLodge property, and the Accommodation Provider is covered by the UniLodge Group Contents insurance policy.

### Group Contents Insurance

The table below describes who this Product is suitable for and who this Product is not suitable for.

Key eligibility criteria	This Product is appropriate for	This Product is not suitable 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>Students at various educational institutions who are residents of one of the properties managed by UniLodge Australia Pty Ltd as a Student Accommodation Provider.</p>	<p>Businesses who are not acknowledged as accommodation providers and who wish to provide contents cover to the public.</p> <p>Businesses who do not wish to provide contents cover under a Group Master Policy.</p> <p>Individuals who are not residents of one of properties managed by UniLodge Australia Pty Ltd being a Student Accommodation Provider.</p> <p>Individuals who require more extensive cover for their contents, particularly for specific valuable items or other additional or optional covers</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

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

It can be purchased by a customer who is a resident of UniLodge when they elect to purchase the cover via the UniLodge platform and pay the fee charged by UniLodge as part of a lease or rental agreement issued by UniLodge.

UniLodge facilitates the distribution of this insurance Product and Policy via the UniLodge platform and Quantum Underwriting Agencies Pty Ltd (Quantum) administers the cover under this UniLodge Group Contents Policy as a corporate authorised representative of the Insurer.

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.
- The TMD must be current and not subject to any ASIC action that might suggest that the TMD is no longer appropriate.

## Reviewing our target market

It is important that we review this TMD to make sure it appropriately describes the class of consumers that comprises the target market for this Product.

When we review this TMD, we will consider information collected by our representatives. This information covers:

- Eligibility for cover.
- Sales information.
- Customer information.
- Claims information.
- Feedback and complaints.
- Renewals and cancellations.

We will review this TMD as outlined below. We will also review this TMD within one year from the first publication date and at least every three (3) years thereafter to ensure it is still appropriate.

## Reviewing this Target Market Determination

We will review this Target Market Determination when a review trigger occurs and also 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"> <li>• A significant or material change to the design or distribution of the insurance cover, including related documentation.</li> <li>• We make a significant alteration in acceptance criteria or underwriting criteria including the cover provided.</li> <li>• We make a significant change to the eligibility criteria for UniLodge Group Contents Insurance.</li> <li>• Systemic issues across the Product lifecycle.</li> <li>• We have determined that a significant dealing has occurred, that is, where we identify that we or our representatives have been offering and selling insurance outside of the target market or in a way that does not meet the distribution conditions for the TMD.</li> <li>• Where applicable, feedback from Brokers and their customers or we make a significant change to the way insurance can be distributed by our representatives.</li> <li>• External events such as adverse media coverage or regulatory attention.</li> <li>• Significant changes in metrics including claims, complaints (including claims lodged, denied or withdrawn), policy cancellations and loss ratios.</li> </ul>

Certain events and circumstances taking place could mean that a review should take place earlier than the annual review. This is because the TMD may no longer be appropriate. These events and circumstances are called review triggers. Where a review trigger has been identified either by us or our representatives, this Target Market Determination will be reviewed within 10 business days.

## Record Keeping, Reporting and monitoring this Target Market Determination

We will collect the following information including from distributors 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 not consistent with the TMD within 10 business days, that is, if a substantial amount of distribution is occurring outside the target market or if distribution outside the target market is causing significant consumer harm.
Distribution	All policy information, which will be held on file from the point that the policy is issued.

We will keep and maintain complete and accurate records of:

- a) Any actions we take to make sure this Product is distributed only to customers who fit this TMD.
- b) Decisions and reasons for:
  - The TMD for the UniLodge Group Contents Insurance.
  - How we set review triggers.
  - How we decide if a review trigger has taken place.
  - How often we review this TMD.
  - The general information in this TMD.
- c) Information regarding how this Product is distributed.

## Reporting

We record all complaints that we receive about UniLodge Group Contents Insurance. Our representatives must also record any complaints related to UniLodge Group Contents Insurance and report the information to us at least every [# timing]. If our representatives believes that UniLodge Group Contents Insurance has been sold to a person who does not fit with this TMD, they must report this to us within 10 business days. If we become aware that this Product has been sold to a person who does not fit within this TMD, we will notify ASIC as soon as practicable but in any event within 10 Business Days of that awareness.

## PDS to which this Target Market Determination applies

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

UniLodge Group Contents Insurance is issued by AFS Licence No. 451 134. Please read the Product Disclosure Statement before considering whether UniLodge Group Contents Insurance is right for you.

Contact Details:

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

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