

# Zurich Business Travel Insurance

## Target Market Determination

Date of Target Market Determination:  
1 February 2024

Product: Zurich Business Travel Insurance PDS  
Preparation Date: 1 February 2024  
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### About this Target Market Determination

This Target Market Determination (TMD) is prepared by Zurich Australian Insurance Limited (Zurich), ABN 13 000 296 640, AFS Licence Number 232507. In this document, Zurich may also be expressed as 'Zurich', 'we', 'us' or 'our'.

The purpose of this TMD is to provide information about the target market for which this product has been designed.

This TMD is not intended as a consumer-facing disclosure document and does not provide personal advice or form part of the terms and conditions of the product.

Zurich recommends that customers contact their broker or distribution partner and read the relevant Product Disclosure Statement for full details on cover to determine whether the product is appropriate for their objectives, financial situation and needs.

### Target Market for Zurich Business Travel Insurance

#### Who is this product intended for?

The product is intended to provide travel insurance cover to small to medium size Australian based businesses to make travel insurance benefits available to its employees, directors and others specified as insured persons as beneficiaries of the customer's policy. It is designed for customers who need to be covered against financial loss caused by certain unforeseen incidents involving business travel where the financial loss suffered may be material if there is no cover.

Cover is available for insured persons travelling at least 50 kilometres away from home for work in Australia or overseas throughout the year.

The product is intended to provide a range of insurance covers to mitigate financial loss incurred in connection with the customer's insured persons travelling for work on behalf of the customer, including accidental death, injury and/or sickness, cancellation or amendment of travel plans, lost or stolen baggage and legal liability for costs which insured persons are legally responsible for due to injury or damage they have caused to others, their vehicles or property.

Customers are expected to be able to pay the premium, including through premium funding, and bear the excess, or an equivalent reduction in claim payments, in the event of a covered claim. Customers may need to bear the cost of upfront payments for incurred losses before being reimbursed. Circumstances where we don't make upfront payments include payments for excluded medical expenses or if we have not agreed that you are covered. Limits, exclusions and conditions apply which also affect the amount of any claim payment.

The product is designed for customers to choose the appropriate cover type and options relevant to their own circumstances.

The product contains different cover benefits depending on the selected cover type and has a range of optional covers that may be available to customers at a varied cost.

The product includes a range of common covers subject to the cover type and provides the ability to select the cover type and options and negotiate terms, which allows customers to obtain cover most relevant to their needs and objectives. The ability to select cover types and negotiate terms allows the cost and protection of the product to accommodate the financial situation of customers.

Customers are intended to arrange cover through licensed insurance brokers or advisors.

## Who is this product not intended for?

This product, despite the comments above, is not intended for customers who wish to cover insured persons, who:

- undertake travel purely for leisure (holiday) purposes
- seek cover for something that has already happened, known or foreseen that affects their travel plans and/or leads them to incur costs or suffer a financial loss
- undertake a trip exceeding 180 days in duration
- seek comprehensive cover to mitigate losses associated with COVID-19
- travel to have routine, continuing, cosmetic or elective medical or dental procedures or treatment
- seek cover for childbirth or medical care for a new-born
- undertake a business trip that includes carrying out more than 20% manual labour

Where a customer falls outside the target market for this product, Zurich recommends that the customer speaks to their broker to assist them with determining whether this product meets their objectives, financial situation and needs.

## How is this product distributed?

This product must be exclusively distributed through brokers with whom Zurich has established a relationship and who are licensed to the extent required by law.

Brokers work with us to ensure that the product is distributed to customers in accordance with this TMD. Distribution through brokers ensures customers have a broking contact they can work with to understand the product, assess it against their objectives, financial situation and needs and select the appropriate range of covers and options. Brokers will provide advice and negotiate terms unless it is not required by the customer.

In distributing this product, brokers are required to provide us with information and take reasonable steps to ensure that the product is distributed to customers in compliance with the distribution requirements for this product such that customers are likely to meet their objectives, financial situation and needs.

Conditions and restrictions that may impact the distribution of this class of product include:

- those imposed from time to time under Zurich's underwriting criteria and portfolio management activities
- regulatory requirements and obligations

## Review of this TMD

To keep this TMD up to date, this TMD may be reviewed at any time, including when specific events or circumstances arise that suggest the TMD is no longer appropriate and trigger a review.

Such events and circumstances that may trigger a review include relevant:

- changes to laws, industry standards or guidance from regulators or industry bodies
- changes to Zurich's product governance framework
- changes to Zurich's underwriting guidelines, portfolio objectives, pricing, or reinsurance requirements
- changes to the product
- changes to how we transact or distribute the product
- adverse customer experience and feedback about the product
- increases in adverse claims experience of this product (eg higher decline rates)
- changes to our broker or distribution partner arrangements
- significant dealings as they occur

## Timeframes of reviews of this TMD

Other than when a review is triggered as above, this TMD will be first reviewed within 12 months of the Date of Determination of this TMD.

After that initial review, it will be reviewed at least every two years thereafter.

Zurich reviews data and feedback on an ongoing basis and obtains data and feedback from brokers and distribution partners to ensure that this TMD is consistent with the target market. Zurich reviews any significant dealing that is inconsistent with this TMD.

Brokers and distribution partners must report the following information and feedback to us in accordance with the specified timeframes:

Complaints (or customer feedback) including the nature of complaints and number of complaints	Quarterly
Breach of distribution conditions	As soon as practicable but within 10 business days
Significant dealing that is inconsistent with the TMD	As soon as practicable but within 10 business days
Information, such as that from an industry body or regulator, indicating that the product may not be appropriate for the target market	As soon as practicable but within 10 business days