

Chubb Target Market Determination

Business Travel Insurance

CHUBB®

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Important Information

This Target Market Determination (**TMD**) is required under section 994B of the Corporations Act 2001 (Cth) and has been prepared by the product issuer Chubb Insurance Australia Limited (**Chubb**) AFSL 239687 ABN 23 001 642 020. The TMD is designed to assist customers, distributors and Chubb staff to understand who this product has been designed for and who it is not suitable for. The TMD identifies triggers for Chubb to review the target market and sets out the conditions and restrictions on distribution of the product described below. It also sets out the reporting obligations of Chubb's distributors. This document is not a Product Disclosure Statement (**PDS**) and is not a summary of the product features or terms of the product. This document does not take into account any person's individual objectives, financial situation or needs and is not intended to constitute personal advice. Persons interested in acquiring this product should carefully read the PDS before deciding whether to purchase this product.

This TMD is effective from the date of publication until its replacement or withdrawal.

Where a word is capitalised in this TMD and not otherwise defined, the definition of the word can be found in the policy wording/PDS.

The PDS for the product can be found here [Business Travel Insurance](#).

Target Market Determination

1. Details

Product Name/s:	Business Travel Accident Insurance (PDS reference code 21PDSBTA01) (the Product)
Publication Date of TMD:	Originally published August 2021. Revised: June 2022
Initial Review Date:	August 2023 (2 years from date of original publication)
Frequency of Product Reviews:	Every 2 years from date of publication, subject to intervening review triggers as outlined in section 4 of this TMD

2. Product Target Market

What is the Product?

This Product offers business travel insurance that covers employees (and their accompanying spouse and dependent children) of the employer (the Policyholder) when travelling domestically within Australia or overseas.

Key covers/attributes

- ✓ Lump sum payments up to a specified amount for certain bodily injuries sustained by a Covered Person such as permanent loss of fingers, toes, eye/s or limbs and accidental death.
- ✓ Weekly Benefits are payable where an employee suffers temporary total disablement or temporary partial disablement following sickness or bodily injury as defined in the policy terms.
- ✓ Reimbursement of costs incurred in the event of unforeseen circumstances causing the cancellation or curtailment of a trip.
- ✓ Reimbursement for loss of, theft of or damage to certain items of baggage or business property whilst on a trip.
- ✓ Reimbursement of medical expenses incurred outside of Australia (within Policy limits).
- ✓ 24/7 emergency assistance to help in the event of a medical emergency, natural disaster or security incident.
- ✓ Cover can be tailored (to vary sums insured and types of additional benefits) to suit the needs of the employer and their employees.
- ✓ The Product may extend in certain circumstances to cover eligible types of employees while undertaking private travel, subject to Policy terms and limitations.

Key exclusions

- ✗ This Product excludes claims arising from (amongst other things):
 - piloting;
 - Professional Sport;
 - intentional self-injury;
 - medical expenses incurred within Australia;

- Pre-Existing Medical Conditions, illness or disease for which treatment, medication or advice has been received or prescribed by a Doctor or Dentist in the three (3) years prior to the Period of Insurance;
 - normal commuting between the Covered Person’s usual place of residence and business.
- ✗ While there is no age limit, this Product has reduced cover for Covered Persons over the age of seventy-five (75) years and those under the age of nineteen (19).
 - ✗ There is no cover under the Policy for any loss, damage, liability, Event, Bodily Injury or Sickness which is covered under any other insurance policy, health or medical scheme or Act of Parliament or is payable by any other source.

Customers the Product was designed for

- ✓ This Product is targeted at organisations/businesses whose employees travel for business purposes either domestically (within Australia) or internationally.

Classes of Customers

The class of customers for who this Product is targeted can be categorised as:

- ✓ small to large sized employers or organisations (including, for example, universities, charities, any not-for-profits, government entities) whose employees or members undertake low-risk business travel (for example office-based travel, visiting clients, attending conferences as opposed to high-risk business travel such as site inspections of high-risk workplaces, such as mines.)

Customer's likely objectives, financial situation, and needs

Objectives	The likely objectives of customers in this target market are to provide insurance cover for themselves and their travelling employees, from a range of potential travel-related risks, including: <ul style="list-style-type: none"> • unforeseen cancellation and disruption; • loss of baggage; and • medical expenses.
Financial situation	The likely financial situation for customers in this target market is broad. Employers in a range of financial positions may seek to protect themselves and their employees against the losses and liabilities covered by this Product.
Needs	The target market includes organisations/ businesses that likely need coverage for the employer’s and their employees’ business travel-related exposures.

Customers the Product was not designed for

This Product is not suitable for:

- ✗ organisations who do not send employees on business trips;
- ✗ organisations seeking a leisure travel policy for their employees;
- ✗ organisations seeking cover for medical expenses within Australia;
- ✗ professional sport teams and professional athletes;

- × pilots;
- × individuals;
- × organisations who do not have a registered business entity in Australia;
- × organisations who have employees that travel long distances as part of their day-to-day employment, i.e. truck drivers;
- × organisations seeking cover for only during their employees' journey/commute to or from work;
- × organisations requiring the following types of insurance for their employees:
 - workers compensation insurance;
 - private health insurance;
 - income protection insurance; and
 - life insurance.

Why Product is consistent with the Target Market

Chubb views that this Product is consistent with the target market as the target market comprises employers whose employees undertake business travel and the product provides cover for the losses that are likely to occur when travelling for business. It is therefore likely that the Product will meet the needs, or go towards meeting the needs, of those in the target market.

3. Conditions/Restrictions on product Distribution

Restriction/Condition	Description
Method of distribution	This product may be distributed by Chubb's approved network of licenced insurance brokers (Distributor)
Underwriting criteria	The Distributor is required to distribute the product in accordance with Chubb's underwriting criteria.
Promotional Material	Any promotional material which is used by the Distributor in relation to the Product must be pre-approved by Chubb and must contain an electronic link to this TMD.
Distribution in accordance with TMD	The Product must only be distributed in accordance with this TMD and the contractual arrangements in place between Chubb and the Distributors.

Explanation

Customers that obtain the Product in accordance with the distribution conditions set out above are more likely to be in the target market for this product because a qualified insurance broker is acting on their behalf and can assess the customers objectives and financial situation.

4. Product Review

Periods of review:	Mandatory periodic reviews of the TMD will occur at least every 2 years subject to intervening review triggers (see below).
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Review triggers:

Review triggers are events that suggest the TMD may no longer be appropriate and may trigger a review **prior** to periodic review as set out above. The review triggers for this product are set out below.

1.	Any material change to the Product, including a change to the PDS.
2.	Changes to relevant laws, regulatory guidance, or industry codes.
3.	Any determination of or feedback from regulators, the Australian Financial Complaints Authority, a court or a tribunal suggesting that the target market may no longer be appropriate (including the use of Product Intervention Powers).
4.	The nature of feedback regarding the Product, including whether complaints have increased significantly from consumers or distributors.
5.	Distribution or purchasing of the Product in a manner significantly inconsistent with the TMD.

5. Reporting Obligations

Chubb's third-party distributors must report the following information to Chubb.

Distributor Reporting Obligations

Type of Report	Description	Reporting Period
Complaints	<p>If the Distributor acts under a binding authority from Chubb, or as an Authorised Representative of Chubb, the Distributor must provide complaints data and information in accordance with the existing contractual terms as agreed to between the parties.</p> <p>If the Distributor acts as a broker (agent for the consumer), the Distributor must provide the following complaints data:</p> <ul style="list-style-type: none"> The number of complaints received regarding the Product during the Reporting Period and the nature and details of the complaints. <p>Complaint is defined in the Australian Securities and Investment Commission (ASIC) Regulatory Guide RG 271.</p>	<p>Quarterly (10 business days after the quarter has closed)</p> <p>Send data to:</p> <p>DisputeResolution.AU@chubb.com</p>

Significant dealings	<p>A significant dealing in the Product which is not consistent with this TMD must be notified to ASIC. What amounts to a "significant dealing" will be determined by the circumstances of each case but generally:</p> <ul style="list-style-type: none"> • regard should be had to the proportion of customers purchasing the product who are not in the target market, the actual or potential harm to those customers, and the nature and extent of the inconsistency of distribution with the TMD. • distributors should have regard to current ASIC guidelines when determining what may constitute a significant dealing. • if in doubt, Distributors must report the dealing to Chubb, so that Chubb can undertake the necessary assessments. <p>The report must include:</p> <ul style="list-style-type: none"> • date(s) of the significant dealing; • description of the significant dealing; • why the dealing is significant; • how the significant dealing was identified; • what steps, if any, have been taken in relation to persons affected by the significant dealing; • steps which have been, or will be, taken to ensure that the significant dealing does not occur again. 	<p>Within 1 business day of becoming aware of the significant dealing.</p> <p>Send data to:</p> <p>aus.incidentreporting@chubb.com</p>
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6. Appropriateness

The issuer has assessed the Product's key attributes and formed the view that it is likely to be consistent with the likely objectives, financial situation and needs of consumers in the target market as described within this TMD.

About Chubb in Australia

Chubb is the world's largest publicly traded property and casualty insurer. Chubb, via acquisitions by its predecessor companies, has been present in Australia for 100 years. Its operation in Australia (Chubb Insurance Australia Limited) provides specialised and customised coverages including Business Package, Marine, Property, Liability, Energy, Professional Indemnity, Directors & Officers, Financial Lines, Utilities as well as Accident & Health, to a broad client base, including many of the country's largest companies. Chubb also serves successful individuals with substantial assets to insure and consumers purchasing travel insurance.

More information can be found at www.chubb.com/au.

Contact Us

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