Chubb Target Market Determination

Medipack Emerald Inpatriate Medical 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 (ABN 23 001 642 020, AFSL 239687) (**Chubb**).

This 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 Policy Wording & 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.

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Target Market Determination

1. Details

Product Name/s:	Medipack Emerald Inpatriate Medical Insurance (PDS Reference CAH-MPE-PDS-1126) (the **Product**)
Date TMD made:	18 November 2026.
Frequency of TMD Reviews:	An initial review will occur within two (2) years of the Date the TMD made, subject to intervening review triggers as outlined in section 4 of this TMD. Subsequent periodic reviews will occur every two (2) years from date of initial review or the date of last review, subject to intervening review triggers as outlined in section 4 of this TMD.

2. Product Target Market

What is the Product?

This Product offers medical insurance for employees of companies domiciled in Japan (other than Australian residents) who require cover for medical expenses while working and residing in Australia on a temporary basis.

Key covers/attributes

- ✓ Reimbursement of medical expenses incurred in Australia.
- ✓ Spouse/Partner and Dependent Children can be covered under the policy.
- ✓ 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.
- ✓ Personal Liability cover for accidental third-party personal injury or property damage.
- ✓ Domestic Travel Insurance (when travelling within Australia).

Key exclusions

- × This Product excludes claims arising or resulting from, or which are attributable to (amongst other things):
  - Piloting;
  - Professional Sport;
  - cosmetic, elective or plastic surgery;
  - intentional self-injury;
  - Pre-Existing Medical Conditions, illness or disease;
  - pregnancy where the Covered Person has been covered under the Policy for less than twelve (12) calendar months from the relevant Covered Person's Effective Date of Coverage (Please refer to the Policy for further details.);
  - psychiatric, rehabilitation and palliative care where the Covered Person has been covered under the Policy for less than two (2) calendar months from the relevant Covered Person's Effective Date of Coverage (Please refer to the Policy for further details.);
  - the operation of a motor vehicle when under the influence of alcohol in excess of legal limits;
  - War or Civil War;

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- assisted reproductive treatments;
- bone marrow or organ transplants;
- treatment or services which are covered by Medicare or by compensation under any applicable Workers' Compensation Act or transport accident laws or by any government sponsored fund, plan, or medical benefit scheme, or any other insurance policy required to be effected by or under a law;
- aggravated, exemplary or punitive damages or the payment of any fine or penalty.

× Claims incurred by or payable to a Covered Person whose Country of Residence is Australia.

× This Product does not provide cover for persons aged sixty-five (65) years or over.

× 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. We will however pay the difference between what is payable under the other insurance policy, health or medical scheme or Act of Parliament or such other source and what the Policyholder or the Covered Person would be otherwise entitled to recover under the Policy, where permissible by law.

Customers the Product was designed for

This Product is designed for:

✓ companies domiciled in Japan who employ non-Australian residents who are working and residing in Australia on a temporary basis and require cover for medical expenses during that time.

Classes of Customers

The class of customers that are likely to be within this Product's target market are:

✓ companies domiciled in Japan, who employ non-Australian residents to work in Australia on a temporary basis.

Customer's likely objectives, financial situation, and needs

Objectives	The likely objective of customers in this target market is to provide cover for medical expenses to non-Australian resident employees (and their accompanying spouse/partner and dependent children) whilst residing in Australia for work.
Financial situation	The organisations/businesses this product is intended for must have the financial means to pay the premium. Covered Persons must have the financial means to bear any relevant excesses and/or waiting periods in the event of a claim, where applicable. Employers/ individuals in a range of financial situations may seek to protect their employees/ themselves against the losses covered by the product.
Needs	The target market includes non-Australian Resident employees assigned to work in Australia that likely need cover for routine and emergency medical expenses incurred while they are on assignment and for the purposes of meeting their visa conditions.

Customers the Product was <u>not</u> designed for

This Product is <u>not</u> suitable for:

× organisations whose country of domicile is not Japan;

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- organisations seeking medical insurance for employees living in Australia who are Australian citizens or Permanent Residents of Australia;
- organisations seeking medical insurance for employees leaving Australia to work and reside in an overseas country on assignment;
- any foreign nationals who have the benefit of reciprocal Medicare arrangements, or similar, with Australia.

Why the Product is consistent with the Target Market

Chubb considers that the Product is consistent with the target market as the target market comprises companies domiciled in Japan that have employees (who are non-Australian residents) working in Australia and the Product provides medical insurance cover for them during that time. As such, the Product is likely to 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 Aon Risk Services Australia Limited t/as Japan Insurance Services (ABN 17 000 434 720, AFSL No. 241141) (**Distributor**). In distributing the Products on behalf of Chubb, the Distributor is only authorised to provide general advice. Distributor contact details: Level 33 Aon Tower 201 Kent Street Sydney, NSW 2000 Phone 02 9253 7000
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 the Product is being distributed by a licenced general insurance broker.

4. TMD Review

Initial review period:	An initial review will occur within two (2) years of the Date TMD made, subject to intervening review triggers (see below).

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Subsequent review periods:	Subsequent periodic reviews of the TMD will occur at least every two (2) years from the date of last review subject to intervening review triggers (see below).

Review triggers:

Review triggers are events and circumstances that suggest the TMD may no longer be appropriate and may trigger a review **prior** to the reviews 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 Policy Wording & 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

The Distributor must report the following information to Chubb.

Distributor Reporting Obligations

Type of Report	Description	Reporting Period
Complaints	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. If the Distributor acts as a broker (agent for the consumer), the Distributor must provide the following complaints data: • The number of complaints received regarding the Product during the Reporting Period and the nature and details of the complaints. Complaint is defined in the Australian Securities and Investment Commission (**ASIC**) Regulatory Guide RG 271 Internal dispute resolution.	**Quarterly** (10 business days after the quarter has closed) Send data to: Complaints.AU@chubb.com
Significant dealings	A significant dealing in the Product which is not consistent with this TMD must be notified to ASIC. What amounts to a "significant dealing"	Within **1 business day** of becoming aware of the significant dealing.

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	will be determined by the circumstances of each case but generally 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; • the nature and extent of the inconsistency of distribution with the TMD; and • 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. The report must include: • 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; and • steps which have been, or will be, taken to ensure that the significant dealing does not occur again.	Send data to: aus.incidentreporting@chubb.com
Sales information	The number of sales of the Product (only if the Distributor has binding authority)	In accordance with existing contractual arrangements.

6. Appropriateness

Chubb 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.

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About Chubb in Australia

Chubb is a world leader in insurance. 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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