

# Chubb Target Market Determination

## Aon Education Student Personal Accident Insurance

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# Chubb Target Market Determination

## Important Information

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This Target Market Determination (**TMD**) is designed to assist customers, distributors and Chubb Insurance Australia Limited (**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. 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 and Zurich Australia Insurance Limited (Zurich) ABN 13 000 296 640, AFSL No. 232507 (together **the Insurers**).

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.

## Target Market Determination

### 1. Details

<b>Product Name/s:</b>	<b>Aon Education Student Personal Accident Insurance</b>  Applicable PDS Reference codes: <ul style="list-style-type: none"><li>23PDS24EDGP01 - CHUBB-A&amp;HCOREDUCATIONSTUDENTPA-SCTP-EDUSTUPA08-PDS-1123, ITRN-021033-2023, 1 November 2023</li></ul> (the <b>Product</b> )
<b>Publication Date of TMD:</b>	Originally published November 2023.
<b>Next Review Date:</b>	November 2025
<b>Frequency of Product Reviews:</b>	Every 2 years from 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 provides accident cover such as lump sum payments for certain bodily injuries for students enrolled at the Policyholder's school.

#### Key covers/attributes

- ✓ Cover for all students (Covered Person) enrolled at the Policyholder's school.
- ✓ The scope of cover for this Product is 24 hour a day, 7 days a week, unless specified otherwise.
- ✓ 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.
- ✓ Cover for reimbursement of extortion/ransom monies paid in the event the Covered Person is kidnapped.
- ✓ Cover for Trauma Counselling if the Covered Person is the victim or witnesses of certain criminal acts.
- ✓ The Policyholder can select from three levels of cover, Gold, Gold Plus or Platinum with varying levels of benefits.

#### Key exclusions or limitations of cover

- ✗ The Product excludes claims arising from (amongst other things):
  - Sickness;
  - piloting;
  - Professional Sport;
  - intentional self-injury;
  - pregnancy, childbirth or miscarriage;
  - War or Civil War;

- Pre-Existing Medical Conditions, illness or disease (as defined in the Policy Wording).
- ✗ 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 Australian-based schools and other education providers who wish to purchase cover for their students for personal accident.

### Classes of Customers

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

- ✓ primary and secondary schools, who have enrolled students;
- ✓ education providers, (other than primary and secondary schools) on an exception basis.

### Customer's likely objectives, financial situation, and needs

<b>Objectives</b>	The likely objective of customers in this target market is to provide accident cover to their students.
<b>Financial situation</b>	The schools 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. Schools in this target market may be privately, or government funded. Schools in a range of financial situations may seek to provide insurance to their students to insure them for personal accident.
<b>Needs</b>	Customers in this target market will likely need an insurance product which can offer their students lump sum payments for accidental Bodily Injury.

### Customers the Product was not designed for

This Product is not suitable for:

- ✗ schools with no enrolled students;
- ✗ schools that are not based in Australia;
- ✗ schools seeking cover for employees or staff;
- ✗ schools seeking cover for unpaid/voluntary workers;
- ✗ schools seeking cover for only during their employees' or students' journey/commute to or from school;
- ✗ schools seeking to provide cover as a requirement under an Enterprise Bargaining Agreement;
- ✗ individuals; and
- ✗ organisations requiring the following types of insurance for their employees:
  - workers compensation insurance;

- private health insurance;
- income protection insurance; and
- life insurance.

### Why the Product is consistent with the Target Market

The Insurers view that the Product is consistent with the target market as the target market comprises schools with enrolled students and the product provides cover for personal accident of their students . 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
<b>Method of distribution</b>	<p>This Product may be distributed by Aon Risk Services Australia Ltd (ABN 17 000 434 720, AFSL No. 241141) (<b>Distributor</b>).</p> <p>The Distributor is a licenced insurance broker operating throughout Australia, acting under its own Australian Financial Services Licence.</p> <p>Distributor contact details:</p> <p>Level 33 Aon Tower 201 Kent Street Sydney, NSW 2000 Phone 02 9253 7000</p>
<b>Underwriting criteria</b>	The Distributor is required to distribute the product in accordance with Chubb's underwriting criteria which includes specific requirements with regard to eligibility criteria – see “Customers the product was designed for” and “Customers the product was not designed for” (above) for more information.
<b>Promotional Material</b>	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. In approving such promotional material, Chubb will consider the promotional material for consistency with the target market.
<b>Distribution in accordance with TMD</b>	The Product must only be distributed in accordance with this TMD and the contractual arrangements in place between the Insurers 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. 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, financial situation and needs.

### 4. Product Review

<b>Periods of review:</b>	Mandatory periodic reviews of the TMD will occur at least every <b>2 years</b> 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

The Distributor must report the following information to Chubb.

### Distributor Reporting Obligations

Type of Report	Description	Reporting Period
<b>Complaints</b>	<p>Complaints are received by Chubb pursuant to the Complaints and Dispute Resolution Process set out in the Product Disclosure Statement.</p> <p>As AON Risk Services Australia Limited acts under a binding authority from Chubb, AON Risk Services Australia Limited must provide complaints data and information in accordance with the existing contractual terms as agreed to between Chubb and AON Risk Services.</p> <p>Complaint is defined in the Australian Securities and Investment Commission (<b>ASIC</b>) Regulatory Guide RG 271.</p>	<p><b>Quarterly</b> (10 business days after the quarter has closed)</p> <p>Send data to:</p> <p><a href="mailto:DisputeResolution.AU@chubb.com">DisputeResolution.AU@chubb.com</a></p>
<b>Significant dealings</b>	<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"><li>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.</li></ul>	<p>Within <b>1 business day</b> of becoming aware of the significant dealing.</p> <p>Send data to:</p> <p><a href="mailto:aus.incidentreporting@chubb.com">aus.incidentreporting@chubb.com</a></p>

- 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 the Insurers, so that the Insurers 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.

## 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

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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](http://www.chubb.com/au).

## Contact Us

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