

Chubb Target Market Determination

Chubb Strata Insurance

CHUBB®

Target Market Determination

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 issuers Chubb Insurance Australia Limited (**Chubb**) AFSL 239687, ABN 23 001 642 020. Please note, this TMD addresses the sections of the product that provide cover for retail clients within the meaning of the *Corporations Act 2001*.

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 [Chubb Strata Insurance](#).

Target Market Determination

1. Details

Product Name/s:	Chubb Strata Insurance (ChubbSTRATA01PDS0224) Section 1 Property Damage and Section 10 Voluntary Workers (the Product)
Publication Date of TMD:	Originally published February 2024.
Initial Review Date:	February 2026 (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 provides insurance for buildings and common contents/property of residential, commercial and mix use properties that are strata titled, company titled, or registered as community or neighbourhood associations. It also provides certain cover for Bodily Injury suffered during the Period of Insurance by a Covered Person engaging in voluntary work on behalf of the Insured.

Key covers/attributes

Building types covered by the Product:

- ✓ residential strata (or similar) buildings (such as townhouses, apartment complexes);
- ✓ commercial strata (or similar) buildings that have commercial occupancy such as office and retail;
- ✓ mixed residential and commercial strata (or similar) buildings.

The Product provides cover for the following risks (subject to the full terms and conditions, as set out in the Policy):

- ✓ Property (Building) Insurance for Damage to Property Insured;
- ✓ Voluntary Workers cover for Accidental Death or Injury;

Key exclusions

This Product excludes claims arising from (among other things):

- ✗ flood or action by sea (this cover is optional);
- ✗ lot owners' contents;
- ✗ stratum/volumetric/individual lot owners and/or tenants' own property;
- ✗ Pre-Existing Medical Conditions;
- ✗ Self-injury;
- ✗ asbestos;

- × faulty or defective workmanship, design or material;
- × damage to Insured Property caused by any alterations or additions to the Insured Property when the contract value of work exceeds 10% of the Sum Insured or \$1,000,000 whichever is the lesser;
- × Communicable Diseases, such as COVID19 (except for: measles, meningococcal, gastroenteritis, legionnaires, salmonella and Escherichia Coli);
- × cyber and data loss (with respect to certain coverages and in certain circumstances);
- × prior claims and circumstances.

Customers the Product was designed for

This Product was designed for customers who are:

- ✓ a Body Corporate/Owners Corporation (or similar entity such as community or neighbourhood associations), who represent the collective owners of residential Strata Title, Community Title or similar buildings/properties such as apartments, townhouses, driveways, swimming pools, tennis courts.

Classes of Customers

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

- ✓ Body Corporate/Owners Corporation of residential buildings and common property;
- ✓ community and neighbourhood associations for residential buildings and common property;
- ✓ a company with company title units in a residential building, requiring cover for the building and common property but **not** Management Committee Liability or Professional and Appeal Expenses for the company or its directors.

Customer's likely objectives, financial situation, and needs

Objectives	The likely objectives of customers in this target market is to limit their financial exposure to losses associated with: <ul style="list-style-type: none"> • damage to building and common property/contents; • injury to Covered Persons when engaging in voluntary work.
Financial situation	The likely financial situation for customers in this target market is that the Owners Corporation (or similar body) have a positive cashflow, enough equity to manage and maintain the property and to cover the cost of the insurance premium and any applicable excesses.
Needs	The likely needs for customers in this target market are to have insurance coverage for property damage and injury to Covered Persons when performing voluntary work.

Customers the Product was not designed for

This Product is not suitable for those customers who have the following characteristics:

- × non-strata (or similar) titled property;

- × buildings predominately used for industrial purposes;
- × lot owners seeking to cover personal or business contents within an individual lot of a strata titled property;
- × company titled property where there is a requirement to insure the company directors and/or the Management Committee Liability or Professional and Appeal Expenses of the company.

Why the Product is consistent with the Target Market

Chubb views that the Product is consistent with the target market as the target market comprises Body Corporates and the Product provides insurances that are designed to meet the requirements of strata bodies. 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 (Distributors).
Underwriting criteria	The Distributors are required to distribute the Product in accordance with Chubb's underwriting criteria.
Promotional Material	Any promotional material which is used by the Distributors 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 customer's objectives, financial situation and needs.

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 regard should be had to:</p> <ul style="list-style-type: none"> the proportion of consumers purchasing the product who are not in the target market; the actual or potential harm to those consumers; the nature and extent of the inconsistency of distribution with the TMD; and current ASIC guidelines when determining what may constitute a significant dealing. 	<p>Within 1 business day of becoming aware of the significant dealing.</p> <p>Send data to:</p> <p>aus.incidentreporting@chubb.com</p>

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 considered 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 retail 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 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.

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