

### About this Document

This Target Market Determination is designed to provide customers, distributors and WIP staff with appropriate information to understand who this product has been designed for and our approach to determining that the product is likely to be consistent with the objectives, financial situations and needs of the customer and the distribution conditions.

In this document the terms “WIP”, “we”, “our” or “us” refer to Windsor Income Protection Pty Ltd ACN 147905888 ABN 56104714171 AFSL No 400598 on behalf of Certain Underwriters at Lloyd’s.

### Group Journey Accident Insurance

This product WIPJourney, provides insurance for Australian domiciled individuals who want to be covered against financial loss, as a result of an unforeseen accident if you are injured whilst travelling to and from work (as defined in the policy) that is not covered by Workers Compensation. This product provides Accidental Death and Disability, and Weekly Accident income replacement benefits.

This Target Market Determination (TMD) sets out the target market for:

- WIPJourney 0721GJPW- Group Journey Cover Product Disclosure Statement (PDS) and Policy Wording 30/06/2021

This is set out in the Appendix to this Statement.

### Distribution of this product

This product is issued by Windsor Income Protection Pty Ltd (WIP) ACN 147905888 ABN 56104714171 AFSL No 400598 on behalf of Certain Underwriters at Lloyd’s and designed to be distributed via Insurance Brokers and their representatives that hold an Australian Financial Services Licence.

Only these parties are authorised to distribute this product as they understand the market this product has been designed for.

WIP will make risk-based decisions to determine its acceptance criteria about insurance cover that can be offered to you. Some of the key acceptance criteria relating to this target market determination may include:

- Your occupation
- Location of risk
- Benefit limits and sub-limits
- Your previous claims experience and/or declared medical conditions

### Reviewing this document

We will review this TMD within **one year** from the effective date to ensure it remains appropriate and in compliance with the objectives, financial situations and needs of the customer.

Furthermore, we will also review this TMD if any event or circumstances (called ‘review triggers’) occur that would reasonably suggest that the determination is no longer appropriate, such as:

- We make a material change to the cover provided by the product,
- A change in our acceptance criteria that impacts on the suitability of the product for the target market,
- A material change to the distribution of the product,
- The discovery of a relevant and material deficiency in the product’s disclosure documentation,
- Systemic complaints and claims issues which indicate that the product is no longer suitable for the described target market,
- Material and relevant reductions in our key product suitability metrics such as:
  - Customer Satisfaction,
  - Product acceptance,
  - Financial performance,
  - Benefits to customers, and
  - Product value and affordability.

We will review this TMD within 10 business days of the occurrence of any review trigger.

## Reporting

We record all complaints received about this product on a monthly basis (Complaints Reporting Period). Our distributors, representatives and third-party claims administrators are required to provide to us written details of any complaints that they have received about our product within 5 business days of receipt. WIP will notify the insurer of any such occurrences as soon as practicable and in any event within 5 business days after becoming aware.

Our distributors and representatives are also required to report to us if they become aware of significant dealing in this product which is not consistent with this TMD within 5 business days of becoming aware of such dealing. WIP will notify the insurer of any such occurrences as soon as practicable and in any event within 5 business days after becoming aware.

If the complaints are systemic and indicate that this product is no longer suitable for the described target market, we will review and update the TMD within the timeframe indicated above.

## Record keeping

WIP will maintain records of the reasonable steps it has taken to ensure that this product is sold in a manner consistent with this TMD.

We will also prepare and maintain complete and accurate records of our decisions, and the reasons for those decisions, in relation to:

- All target market determinations for this product,
- Identifying and tracking review triggers,
- Setting review periods, and
- Any other matters documented in this TMD.

## WIPJourney – Group Journey Cover Insurance Suitability

The WIPJourney Group Journey Cover product has been designed for Australian domiciled individuals who want to be covered for Accidental Death and Disability, and Weekly Accident income replacement, as a result of an unforeseen accident whilst on a JOURNEY that is not covered by Workers Compensation.

### This Product is suitable for:

- ✓ Individuals under 70 years of age.
- ✓ Persons who are domiciled within Australia as their primary place of residence
- ✓ Individuals who are engaged in income producing employment.
- ✓ Individuals looking for Weekly Accident with a maximum benefit duration of 104 weeks and a maximum income replacement of no more than 85%.

### This Product is not suitable for:

- ✗ Individuals over 70 years.
- ✗ Persons who are not domiciled within Australia as their primary place of residence.
- ✗ Individuals who are not engaged in income producing employment.

The WIPJourney Group Journey Cover product is subject to the acceptance criteria. A summary of the key benefits and policy exclusions is detailed below. To review the complete schedule of benefits and exclusions please refer to the PDS:

### Key Benefits and Exclusions

#### What is Insured\*

- ✓ Accidental Death and Accidental Capital Benefits
- ✓ Weekly Accident Benefit
- ✓ Injury resulting in broken bones.
- ✓ Rehabilitation Assistance
- ✓ Return to Work Assistance
- ✓ Disappearance
- ✓ Exposure

\*These items are only Insured if selected and shown on the Policy Schedule and Product Disclosure Statement for an insured amount

#### What is not Insured\*\*

- ✗ War, terrorism, invasion or civil war
- ✗ Self-inflicted injuries, suicide attempt, criminal or illegal act
- ✗ Operating an aircraft or aerial device as a pilot or crew member except as a passenger in a properly licensed aircraft
- ✗ Insured Person being under the extreme influence of intoxicating liquor or having taken an illegal drug.
- ✗ Sexually transmitted disease or Acquired Immune Deficiency Syndrome (A.I.D.S.) disease or Human Immunodeficiency Virus (HIV) infection
- ✗ No benefits payable if the benefit of cover results in contravening the Health Insurance Act 1973 (Cth), the Private Health Insurance Act 2007 (Cth) or the National Health Act 1953 (Cth) or any applicable legislation
- ✗ An injury sustained during or after any substantial deviation from the Journey made for any reason unconnected with the Insured Person's attendance at any trade, technical, or other training school
- ✗ An Insured Person participating, training or taking part in Professional Sporting activities of any kind  
Any benefits for bodily Injury or Sickness caused by the use of, or inability to use, any application, software or programme in connection with any electronic device.

\*\*This product is not suitable for persons seeking coverage for losses arising from these policy exclusions listed above

Definition as per the PDS

**JOURNEY** means a trip undertaken to and from an INSURED PERSONS normal place of residence and business and extended to include;

- (a) A trip undertaken by an INSURED PERSON in the course of their employment. Cover shall commence from the time the INSURED PERSON leaves their normal place of residence and TRAVEL DIRECTLY to their normal work location in association with rostered or overtime work. Cover ceases upon arrival at normal work location. Cover will re-commence for the return Journey from the INSURED PERSON'S normal work location to TRAVEL DIRECTLY to their normal place of residence and shall cease upon arrival at normal place of residence. A journey will also extend to include activities undertaken during lunchtimes and meal breaks within business hours
- (b) A trip undertaken by an INSURED PERSON in the course of their employment. Cover shall commence from the time the INSURED PERSON leaves their normal place of residence and TRAVEL DIRECTLY to a nominated destination which is not their normal work location when required to do so by their employer for the performance of rostered or overtime work, training or other work-related activity. Cover ceases upon arrival at the nominated destination. Cover will recommence for the return Journey from the nominated destination to TRAVEL DIRECTLY to their normal place of residence and shall cease upon arrival at normal place of residence