



# Target Market Determination

## Coast Insurance Pleasure Craft & Personal Water Craft Comprehensive Insurance

This Target Market Determination (TMD) is effective from 1 December 2021 and relates to Pleasure Craft Insurance within the Coast Insurance – Pleasure Craft & Personal Water Craft Insurance Product Disclosure Statement and Policy Wording - CI-PC-1221 (the Product).

Coast Insurance Pty Ltd (Coast) acts under a binding authority as agent for the insurer of this Product.

This TMD provides HDI Global Specialty SE - Australia (ABN 58 129 395 544, AFS Licence Number 458776 (the Product Issuer), registered address Tower 1 Level 33 100 Barangaroo Ave Sydney NSW 2000) distributors and customer's information about:

- the customers for whom this Product is appropriate (being the target market);
- the customers for whom this Product is NOT appropriate;
- any distribution conditions and/or restrictions attaching to the Product;
- the reporting obligations of the distributors;
- the review period(s) and events which may trigger a review.

This TMD identifies the customers within the target market for the Product. This TMD does NOT consider a customer's personal needs, objectives and financial situation.

Terms used in this TMD that are defined for the purpose of Chapter 7 of the Corporations Act, have the same meaning as under the Act. Please note that it is the Product Disclosure Statement that sets out the standard terms and conditions of the cover. This TMD does not form part of the terms of the cover. Customers should always refer to the Coast Insurance - Pleasure Craft Insurance & Personal Water Craft – CI-PC-1221 Product Disclosure Statement (PDS) and any SPDS that may apply, to ensure the Product is suitable for their needs.

This Product has 3 sections of cover as set out below and has been designed for consumers in the target market to provide financial protection as follows:

- **Section 1:** Loss of or damage to your vessel; covering material damage to your vessel (including personal water craft). The definition of vessel also includes motor(s), masts, spars, rigging, sails, trailers, equipment and accessories as well as the hull.
- **Section 2:** Legal Liability Cover which insures the policy holder in the event that damage or injury is caused to a third party and where they are held legally liable (or responsible) for such damage or injury.
- **Section 3:** Cover for You if You suffer bodily injury due to an accident arising out of the use of your vessel that results in death, or temporary or permanent disability.

## Who is within the Target Market for Coast Insurance Pleasure Craft & Personal Water Craft Comprehensive Insurance?

### Customers within the Target Market

(Customers are within the target market if all the following conditions apply)

✓	Customers who require cover for vessels or personal water craft owned by them.
✓	Customers who require cover for vessels used for private or recreational use.
✓	Customers who require cover for vessels operated in Australia or New Zealand.

### Customers NOT within the Target Market

(Customers are not within the target market if any of the following conditions apply)

✗	Customers who require cover for vessels not owned by them.
✗	Customers who require cover for vessels used for financial reward or vessels registered for commercial use.
✗	Customers who require cover for vessels operating outside of Australian or New Zealand waters and the waters located between these 2 countries.
✗	Customers who require cover for vessels under construction (other than being refitted) and prior to being launched.
✗	Structures that are required to be registered or zoned and that are not registered as watercraft (for example, a floating office).
✗	Customers who require cover for vessels used for permanent accommodation unless agreed to and recorded in your schedule.

## Distribution Conditions

The application process has been designed to guide customers directly to the Product most likely to meet their needs and objectives based on their responses to our questions.

Coast staff have been adequately trained in the Product, the customer(s) it is intended for and the underwriting criteria.

<b>Distribution Restrictions</b>	<ul style="list-style-type: none"> <li>- This Product can be sold via an insurance broker.</li> <li>- This Product can be sold direct to the public.</li> </ul> <p>Where the Product is sold via an insurance broker, the agreement between the insurance broker and Coast sets out the obligations on the distributor/ broker to distribute Products only to customers within the TMD, and the ramifications if the Product is distributed to customers outside of the TMD.</p> <p>The insurance Product distributor must;</p> <ul style="list-style-type: none"> <li>- be authorised to distribute the Product and those arrangements must not have been cancelled or suspended;</li> <li>- agree to not distribute the Product where they receive notice from the Product Issuer that this TMD is not up to date and no new TMD has been provided; and</li> <li>- where a new TMD has been provided, agree to distribute in accordance with the new TMD.</li> </ul> <p>The TMD is currently not subject to any ASIC action that might suggest that the TMD is no longer appropriate.</p>
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	Where an insurance broker provides personal advice in relation to the Product it is that broker's responsibility to ensure that acquiring the Product is in the best interests of the customer having regard to the customer's objective, financial situation and needs. Accordingly, when personal advice has been provided in relation to the Product the obligation under this TMD do not apply to the insurance broker or Coast.
<b>Distribution Conditions</b>	<ul style="list-style-type: none"> <li>- Applications for this Product can be made via <a href="http://www.coastins.com.au">www.coastins.com.au</a> with the application to be reviewed by an underwriter who will provide quoted terms via email.</li> <li>- This Product can be sold to customers within the target market with the customer being provided general advice.</li> </ul>
<b>Distribution Method</b>	The distribution method of selling this Product may comprise of: <ul style="list-style-type: none"> <li>- Online quote and bind</li> <li>- Proposal form and email submissions via insurance broker</li> <li>- Email</li> <li>- Phone</li> </ul>

## Reporting Obligations

Distributors of this product are required to provide HDI Global Specialty SE – Australia with information in relation to the product covered by this TMD in the circumstances as set out in the table below.

This information the product issuer needs to identify, or the product distributor needs to provide to enable the product issuer to assess if the TMD is no longer appropriate for this product.

Reportable matter	When
The cover is issued to a customer that was ineligible for cover in accordance with the Application Process.	As soon as practicable after you become aware of the matter, and within 10 business days.
<b>Complaints information</b> <ul style="list-style-type: none"> <li>- The number of complaints the distributor has received about this product in the reporting period.</li> <li>- A short summary of the nature of the complaint raised and any steps taken to address the complaints; and</li> <li>- Any general feedback on this product.</li> </ul> Distributors should include sufficient details about the complaint that would allow HDI Global Specialty SE – Australia to identify whether the TMD may no longer be appropriate to the class of customers.	Monthly and no later than 10 business days after the agreed complaints reporting date ( <i>Complaints Reporting Period</i> ). Notification of the complaint within 2 business days after receipt.
There have been any significant dealings by you that are inconsistent with the TMD.	As soon as practicable after you become aware of the matter, and within 10 business days.
Communication from a regulator in relation to the product or TMD.	Same day

## Significant Dealings

If an actual or possible significant dealing outside of the target market is identified, HDI Global Specialty SE – Australia requires information such as the date (or date range) the dealing occurred, details about the dealing(s) and any steps or actions taken to mitigate.

Distributors should have regard to current ASIC guidelines when determining what may constitute a significant dealing.

Coast will notify HDI Global Specialty SE – Australia of any significant dealing in the Product that is not consistent with the TMD as soon as practicable (within 10 business days). This includes but is not limited to a consideration of the nature and degree of harm resulting from the issue of this Product to a retail customer.

## TMD Reviews

<b>Review Period</b>	<p>The initial review of this TMD will occur no later than 12 months from the date this TMD is first published, or within 10 business days if an event or circumstance (Review Trigger) occurs which would reasonably suggest that the TMD is no longer appropriate.</p> <p>This TMD will then be reviewed at least every 24 months after the end of the previous review or agreed otherwise with HDI Global Specialty SE – Australia.</p>
<b>Examples of Review Triggers that would reasonably suggest that the TMD is no longer appropriate</b>	<p>Outside of the identified review period this TMD may be reviewed more regularly if an event or circumstances are identified that may reasonably suggest that the Product is no longer suitable to the target class of customers and would trigger a review include, but are not limited to, the Product Issuer becoming aware of:</p> <ul style="list-style-type: none"><li>• significant increase in the number of complaints relating to the Product received by us or reported by distributors;</li><li>• adverse trends in policy and claims data indicating the Product is not performing as expected by the customer;</li><li>• a material change to the Product including Product Disclosure Statement, policy wording information or assumptions upon which the target market was formulated;</li><li>• the Product is being distributed and purchased in a way that is significantly inconsistent with this TMD; and</li><li>• change of relevant law, regulatory guidance, industry code, feedback from regulators such as ASIC or other interested parties which has a material effect on the terms or distribution of the Product.</li></ul>