

# TARGET MARKET DETERMINATION



## Millennium Underwriting Landlord Shared Accommodation

### 1. ISSUER OF THIS DOCUMENT

Product issued by Millennium Underwriting Agencies Pty Ltd (AFS License number 246721) under a binding agreement held with and on behalf of certain underwriters at Lloyd's, Tokio Marine Kiln Syndicates Limited (TMK).

### 2. PURPOSE OF THIS DOCUMENT

This Target Market Determination (TMD) seeks to offer customers and distributors an understanding of the class of consumers for which this product has been designed, catering to the objectives, financial situation, interests and needs of the target market.

This document is not to be treated as a full summary of the product's terms, conditions or exclusions and is not intended to provide any form of financial advice. Customers must refer to the Product Disclosure Statement (PDS), the policy wording and any supplementary documents which outline the relevant terms, conditions and exclusions when deciding to purchase this insurance product.

### 3. DATE FROM WHICH THIS TARGET MARKET DETERMINATION IS EFFECTIVE

23<sup>rd</sup> November 2023

### 4. OBJECTIVES OF THE PRODUCT & KEY ATTRIBUTES

The objective of this product is to provide indemnity to Landlords for losses incurred due to the listed specified perils:

- Accidental loss of or damage to the insured Buildings
- Accidental loss of or damage to the insured Contents
- Damage caused by tenants
- Loss of rent as a result of loss or damage to the insured building
- Legal liability the insured and certain other persons incur for accidental death or bodily injury to certain other persons or accidental damage to certain other person's property. This cover is only available if the insured has opted for Buildings and/or Contents cover

### 5. CLASS OF CUSTOMERS THAT FALL WITHIN THIS TARGET MARKET

Landlord Shared Accommodation is designed for Landlords who own shared accommodation properties located in Australia. For the purposes of this TMD, 'Landlord' means a Small Business defined as a person, partnership or small company (a company which employs fewer than 20 staff).

## 6. FINANCIAL SITUATION

A customer able to pay premiums in accordance with the chosen premium structure, excess, fees, and government charges, having regard to personal circumstances and vulnerability or hardship considerations.

Relevant financial situation considerations:

- Ability to potentially vary your premium by considering different levels of cover/options
- Ability to potentially vary your premium level by choosing your excess

A customer may consider purchasing additional optional coverages although these may be subject to specific sub-limits, conditions and exclusions which differ from those provided under the core cover.

## CONSISTENCY WITH THE TARGET MARKET

Based on our assessment of the key terms, features and attributes, the insurance product is likely to be consistent with the objectives, financial situation and needs of the class of customers in the target market, as we consider that it provides the required type of insurance cover for that class of customers. This has been determined based on an assessment of the insurance product including its key attributes. A customer will need to consider whether this insurance product meets their specific objectives, financial situation and needs.

## 7. KEY ATTRIBUTES OF THE PRODUCT

THIS PRODUCT IS SUITABLE FOR:	THIS PRODUCT IS NOT SUITABLE FOR:
<p>Providing cover for a residential building, including the fixtures and fittings, such as a:</p> <ul style="list-style-type: none"> <li>• Free standing house</li> <li>• Townhouse, villa, or duplex</li> <li>• Semi-detached house or terrace</li> </ul> <p>A private residential building that:</p> <ul style="list-style-type: none"> <li>• Is rented to multiple tenants using the dwelling as shared accommodation, and</li> <li>• Has a rental agreement and fire safety compliance that meets acceptance criteria</li> </ul> <p>The Property meets the acceptable dwelling criteria, including being:</p> <ul style="list-style-type: none"> <li>• Secure</li> <li>• Watertight</li> <li>• Structurally sound, and</li> <li>• Well maintained</li> </ul>	<ul style="list-style-type: none"> <li>• Tenant Rental Defaults</li> <li>• No more than 50 tenants in any individual building</li> <li>• Bed and Breakfast accommodations</li> <li>• Guest Houses</li> <li>• Motels</li> <li>• Boarding Houses</li> <li>• Strata Buildings</li> <li>• Display homes</li> <li>• Buildings not compliant with Fire Safety Requirements</li> <li>• Owner Occupied Properties</li> <li>• Flood cover</li> </ul>

## 8. CONSISTENCY BETWEEN TARGET MARKET & THE PRODUCT

This insurance product including its key attributes is likely to be consistent with the likely objectives, financial situation and needs of the class of customers in the target market, as we consider that it provides the required type of insurance cover for that class of customers. This has been determined based on an assessment of the insurance product including its key attributes. Consumers will need to consider whether this insurance product meets their specific objectives, financial situation and needs.

## 9. HOW IS THE PRODUCT TO BE DISTRIBUTED & MONITORED?

### DISTRIBUTION CHANNELS

Millennium Underwriting Agencies Pty Ltd distributes products exclusively through MGA Insurance Brokers Pty Ltd (ABN 29 008 096 277, AFS License No. 244601).

### DISTRIBUTION CONDITIONS

- This product is designed to be distributed by us or our distributors.
- This product can only be issued to people where they are eligible for that cover in accordance with the application and/or acceptance/renewal criteria that has been approved in writing by the issuer and which complies with relevant laws. For the purpose of this product, eligible customers are Landlords who own shared accommodation properties located in Australia and meet the definition of a 'Small Business'.
- This product can only be distributed by us or distributors where we or our distributors have received training and relevant accreditation (if required) and have met compliance reviews.

The distribution conditions will make it likely that customers who acquire the insurance product are in the target market, as we consider that the distribution conditions are appropriate and will enable us and our distributors to direct the insurance product to the class of customers who fall within the target market set out above. This has been determined based on an assessment of the distribution conditions and the target market.

### REPORTING PERIODS FOR COMPLAINTS

Upon receipt of a Complaint against Underwriters, Millennium must notify TMK Complaints Team immediately using the Notification Template located at: [www.lloyds.com/complaintshandling](http://www.lloyds.com/complaintshandling) and sending to [complaints@tokiomarinekiln.com](mailto:complaints@tokiomarinekiln.com).

Complaints to be acknowledged by Millennium within 1 business day of receipt of the complaint.

TMK must investigate and take all reasonable steps required to resolve the Complaint to the Complainant's satisfaction within 10 business days of receipt of the Complaint providing a resolution letter.

Where complaints resolution to the complainant's satisfaction is not possible within 10 business days, TMK must escalate the complaint to Lloyd's Australia and provide Lloyd's Australia with the full file within 2 business days. Millennium must not issue a stage 1 decision letter.

Complaints registers to be submitted monthly.

## OTHER REPORTING REQUIREMENTS

- Millennium submit monthly bordereaux, incorporating all mandatory reporting fields so that we can monitor both business bound and claims.
- Millennium must report if they become aware of any significant dealing in relation to the product that is inconsistent with the TMD within 10 business days.

## REVIEW REQUIREMENTS

The triggers stated below will be reviewed annually to ascertain whether the product remains consistent with the objectives, financial situation and needs of the retail client.

		REVIEW TRIGGERS
Review Date	November 2023	<p>Any event or circumstances that arises that would suggest the TMD is no longer appropriate, may result in the distribution being ceased pending further review. This may include (but not limited to):</p> <ul style="list-style-type: none"> <li>- A material change to the design or distribution of the insurance cover, including related documentation.</li> <li>- An alteration to the acceptance criteria or underwriting criteria.</li> <li>- Systemic issued across the product lifecycle.</li> <li>- External events such as adverse media coverage or regulatory attention.</li> <li>- Significant changes in metrics including:               <ul style="list-style-type: none"> <li>○ Renewal rates</li> <li>○ Cancellation rates</li> <li>○ Claims Loss ratios</li> <li>○ Complaint’s ratios</li> </ul> </li> </ul>
Next Review Date	November 2024	
Review Frequency	Annually	