

ALLIANZ COMPREHENSIVE CAR INSURANCE

Target Market Determination (TMD)

Effective Date: 5 October 2021

About this document

This TMD applies to the **comprehensive car cover** described in the Product Disclosure Statements (**PDSs**) listed in Appendix 1, that have been issued by Allianz Australia Insurance Limited ABN 15 000 122 850 AFS Licence No. 234708 (the **Issuer**).

The purpose of this TMD is to describe the class of customers for which the products described in the PDSs have been designed, having regard to the likely needs, objectives and financial situation of that class of customers. Examples used in this TMD are illustrative only, and are not intended to be exhaustive.

This TMD is not intended to provide any financial product advice, and does not consider any individual customer's personal needs, objectives or financial situation.

This TMD does not replace the terms and conditions, and disclosures made, in the PDSs. A customer should refer to the applicable PDS before making a decision about a product.

A customer may fall within the target market described in this TMD, but may not meet the Issuer's underwriting criteria on application.

For further information on the Issuer's approach to the distribution and development of products for appropriate target markets go to <https://www.allianz.com.au>.

A. Target Market – Comprehensive Car Cover

This cover provides protection for:

- (a) the cost of the repairs to, or replacement of, the car to be insured arising from accidental loss or damage including theft; and
- (b) persons that drive or are passengers in the car, to cover their liability for loss or damage to another person's property arising from their use of the car.

Key eligibility criteria:

Car is:

- registered with the relevant transport authority in Australia;
- roadworthy, safe to drive and with no existing damage, except for minor wear and tear;
- used for private purposes unless a business use has been accepted by the Issuer and shown in the policy details document;
- not used for carshare, rideshare or to carry passengers for hire, fare or reward;
- not used to carry goods, including food, for payment; and
- of a make or model, including its modifications, accepted by the Issuer.

Key exclusions:

The PDS for this cover has specific coverage and exclusions, including:

- (a) at the time of the accident:
 - driver was unlicensed, or not following licence conditions;
 - driver was under the influence or exceeded the legal limit of drugs or alcohol, or refused a test for drugs or alcohol; or
 - car was used for an illegal or non-permitted use. For example, a non-permitted business use or for car sports, trials, testing or demonstration purposes.
- (b) loss, damage or liability in connection with:
 - depreciation; and wear and tear;
 - mechanical, structural or electrical repairs or breakdowns;
 - deliberate, malicious or criminal acts by the policyholder, persons listed in the policy details document or persons acting with the consent of the policyholder;
 - incidents covered by another policy entered into by a third party or should have been covered by another policy required by law; or
 - consequential loss (such as loss of use), or aggravated, exemplary or punitive damages or penalties.

Limitations:

Insured Value – Claims are subject to an agreed value limit (as selected by the insured within a given range, and specified on the policy details document). Other claims limitations and conditions are specified in the PDS and policy details document.

Liability Limit – Claims for legal liability are subject to a cap of \$20,000,000 per event.

Fulfilment options – Claims may be fulfilled either by repair, replacement (where applicable) or by a cash settlement payment depending on the circumstances and subject to the terms and conditions in the PDS.

Excess:

Claims are subject to the payment of premium and excess as specified in the policy details document. Excess can be adjusted by the policyholder within a prescribed range.

**Likely needs and objectives**

Persons that want to:

- protect themselves against the financial detriment or burden resulting from accidental loss or damage to, or theft of, their car; and
- protect themselves (and the driver of, and passengers in, their car) against liabilities for accidental loss or damage to another person's property arising from the use of their car.

**Likely financial situation**

Persons who are able to pay premiums in accordance with the chosen premium structure, and any excess in the event of a claim in accordance with the chosen excess option.

**Ineligible persons**

Persons:

- whose car is not registered with the relevant transport authority in Australia;
- whose car is unsafe or not roadworthy;
- whose car is of a make or model, or with modifications, that is not accepted by the Issuer;
- that use their car for business use that has not been accepted by the Issuer;
- that use their car for carshare, rideshare or to carry passengers for hire, fare or reward; or
- that use their car to carry goods, including food, for payment.

Based on our assessment of the key terms, features and attributes, comprehensive cover is likely to be consistent with the needs, objectives and financial situation of customers in the target market.

B. Distribution

Distribution channels

Products under this TMD may be distributed directly by the Issuer through any of the following means:

- online through relevant Issuer websites
- by calling Issuer contact centres
- with general advice

All of these channels are monitored by the Issuer and staffed by persons who have been trained in the distribution of the Products covered by this TMD and the Application Process.

Distribution conditions and restrictions

Products under this TMD can only be issued to customers that are eligible for that cover in accordance with the application and/or renewal criteria that has been approved in writing by the Issuer and which complies with the law (**Application Process**).

The Application Process has been tailored to identify the Target Market described in this TMD as part of the eligibility criteria for the Products covered by this TMD, and the use of the Application Process would make it more likely that a Product covered by this TMD will be acquired by persons in the Target Market.

Products under this TMD are distributed directly by the Issuer, and Issuer's systems and processes are assessed and monitored, and therefore direct distribution by the Issuer will comply with the terms of this TMD.

Distribution information

We capture the following information in relation to the distribution of products covered by this TMD:

Complaints	all complaints in relation to this TMD on a quarterly basis. This will include written details of the complaints.
Sales data	report relevant sales and customer data in relation to this TMD on a quarterly basis.
Significant dealings	notification if we become aware of a significant dealing in relation to this TMD that is inconsistent with this TMD within 10 business days.

Other

In addition to the distribution conditions, restrictions and information set out above, the Issuer may implement other conditions, restrictions and information on the distribution of products under this TMD.

TMD reviews

This TMD shall be reviewed as follows:

First review	Within 12 months from the date of this TMD.
Subsequent reviews	At least every three years after the end of the previous review.
Review triggers	<p>Where an event or circumstance is identified by the Issuer or is notified to the Issuer that would reasonably suggest the TMD is no longer appropriate. This may include (but not limited to):</p> <ul style="list-style-type: none">• a material change to the design or distribution of a product, including material changes to policy documentation or the PDS;• a material alteration to acceptance criteria or underwriting criteria, and the Application Process;• identified systemic issues in the product or the distribution of the product;• relevant material external events such as relevant litigation or adverse media coverage;• relevant feedback, information or notification received from a distributor, regulator such as ASIC or APRA or other interested parties;• significant changes in metrics. These include sales, policy cancellations, lapses in renewals, claims, complaints and loss ratios; and• any significant dealings that are inconsistent with the TMD, <p>to the extent these events or circumstances reasonably suggest the TMD is no longer appropriate.</p>

Appendix

This TMD applies to the products described in the Product Disclosure Statements (**PDSs**) listed below and any related Supplementary Product Disclosure Statements:

- Allianz Comprehensive Car Insurance Policy (POL1327DIR 08/21)