

## NDIS Property Target Market Determination (TMD)

This target market determination is designed to provide customers, distributors and Amazon Underwriting staff with the 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 “we”, “us” or “our” refer to Amazon Underwriting Pty Ltd.

### NDIS Property Product

The NDIS Property Wording – General provides insurance for customers that are:

- a Property Owner of an NDIS dwelling and/or
- a Specialised Disability Accommodation (SDA) provider and/or
- a Supported Independent Living (SIL) Provider

This could include units, apartments, townhouses and houses, and the Contents contained within.

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

- Home Insurance
- Contents Insurance

This is set out in the Appendix to this statement.

### Distribution of this product

This product is designed to be distributed by Australian Financial Services Licenced insurance brokers.

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

We will make risk-based decisions to determine our 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 claims history  
The condition of the dwelling/building  
Business activities

### Reviewing this document

We will review this TMD within 2 years from the effective date to ensure it remains appropriate.

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:

- Client satisfaction,
- Product acceptance,
- Financial performance,
- Benefits to clients,
- Product value and affordability.

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

### **Reporting**

Amazon Underwriting Pty Ltd must record all complaints received about this product on a quarterly basis (Complaints Reporting Period). We will also document incidents in respect of our key metrics (see the heading “Reviewing this document”) to allow us to review this TMD.

Distributors are required to report to Amazon Underwriting Pty Ltd if they become aware of significant dealing in this product which is not consistent with this TMD within 10 business days of becoming aware of such dealing.

### **Effective Date of TMD**

01.05.2025

## Amazon Underwriting NDIS Insurance Target Market Determination Appendix

### Building Insurance

The Amazon Underwriting NDIS Property Insurance product has been designed for people who want to be covered against financial loss caused by an incident involving the NDIS property and are willing to select an appropriate level of cover relevant to their own circumstances.

This product is suitable for:	This product is not suitable for:
Property owners of an SDA enrolled dwelling or,	NDIS dwellings located outside Australia
Property owners of a SIL dwelling not enrolled as an SDA dwelling.	NDIS dwellings located in a cyclone zone
The following types of NDIS dwellings:  <b>Existing</b> dwelling built before 2016 that substantially complies with the requirements of a new build, and must meet the maximum resident requirement (5 residents or less)  <b>New Build</b> built after 2016 and meets all of the requirements under the SDA Rules and NDIS Price Guide  <b>New Build Refurbished</b> A dwelling that was built before 1 April 2016 but has been significantly refurbished since and now meets all of the requirements for a new build in the SDA Rules and NDIS Price Guide  <b>Other Dwellings</b> Dwellings that have been renovated to accommodate NDIS residents	Dwellings that are not used for NDIS purposes
	Dwellings that are under a Body Corporate or Owners Corporation
	Dwellings used for any other purpose than to provide accommodation for NDIS residents
	Dwellings that can accommodate more than 5 residents

The NDIS Insurance product is subject to acceptable criteria.

## Contents Insurance

The NDIS Contents Insurance product has been designed for people who want to be covered against financial loss caused by an incident involving their contents and are willing to select an appropriate level of cover relevant to their own circumstances.

<b>This product is suitable for:</b>	<b>This product is not suitable for:</b>
Contents owned by the Property owner of an SDA enrolled dwelling or SIL dwelling not enrolled as an SDA dwelling	Contents owned by the NDIS Resident
Contents owned by the SDA and/or SIL provider leasing an NDIS dwelling from the property owner of that dwelling	Contents located in a dwelling used for any other purpose than to provide NDIS accommodation
	Contents kept outside Australia
	Contents located in a cyclone zone

The NDIS Insurance product is subject to acceptable criteria.