

RACT Motor Vehicle Insurance Target Market Determination

This Target Market Determination (TMD) sets out the class of customers this product has been designed for, taking into consideration their likely objectives, financial situation, and needs.

The issuer of this product is RACT Insurance Pty Ltd ABN 96 068 167 804 AFS Licence No 229076.

This document provides the necessary information to assist RACT Insurance staff, our Distributors and Customers in understanding the TMD.

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RACT Insurance Motor Vehicle Insurance Products

Motor Vehicle Insurance can provide insurance for cars, caravans, trailers, and special interest vehicles.

This TMD sets out the target market for:

- Comprehensive Car Insurance
- Fire, Theft & Third-Party Liability Car Insurance
- Third Party Liability Car Insurance
- Collectors Car Insurance
- Caravan and Trailer Insurance

This is set out in the Appendix to this statement.

Distribution of this product

All RACT Insurance products are distributed via phone, branch and online.

Our distributors have control frameworks and quality assurance programs in place to support our distribution activity being delivered in alignment with our obligations. We ensure a range of underwriting guidelines are in place and embedded in our sales process to ensure that products provide value to our customers.

RACI Insurance 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 claims and criminal history
- The condition of the vehicle and the degree of accessories and modifications to a vehicle

When distributed in accordance with this TMD and acceptance criteria it is likely that customers will obtain value from this product and its key attributes.

Reviewing this document

A review of the TMD will occur at least every 2 years following the first review period. 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:

- If a material change to the cover provided by the product is made.
- a change in acceptability criteria results in the suitability of the product for the target market.
- material changes are made to the way the product is distributed.
- the discovery of a material defect in the PDS for the product.
- significant or systemic complaints or claims issues are apparent that indicate that the suitability of the product to the target market has changed.
- Poor or significantly deteriorating key product suitability metrics, including:
 - Complaints monitoring
 - Net Promoter metrics
 - Product value metrics
 - Financial performance metrics
- feedback from a regulator, the Code Governance Committee (CGC) or Australian Financial Complaints Authority (AFCA) which suggest this TMD is no longer appropriate.

Reporting

Timeframes are in place for both RACT Insurance and its distributors in regard to the reporting and recording of all complaints received in relation to insurance products. These timeframes align to requirements specified in the General Insurance Code of Practice.

Our distributors and authorised representatives, including Royal Automobile Club of Tasmania are required to report to RACT Insurance 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.

Record keeping

RACI Insurance and its distributors will maintain records of the reasonable steps taken to ensure that this product is sold in a manner consistent with this TMD.

As part of these records we will ensure complete and accurate records of our decisions, and the reasons for those decisions, in relation to:

- The creation and alteration of TMDs
- The identification and monitoring of review triggers
- The outcomes of periodic reviews
- The matters documented in this TMD

RACT Motor Vehicle Insurance Target Market Determination Appendix

Comprehensive Car Insurance

The Comprehensive Car Insurance product has been designed for people who want to be covered against financial loss caused by a collision involving their Motor Vehicle or other incidents as outlined in the PDS and are willing to select an appropriate level of cover relevant to their own circumstances



This product is suitable for people who:

- Own a motor car, light goods vehicle or campervan for private use primarily in Tasmania ,
- Are looking for a product that provides cover for their own vehicle for an agreed value and their liability for damage to other property,
- Want to select policy options to customize the cover to their situation.

This product is not suitable for:

- Any vehicle individually imported to Australia, or is a bus or truck, or has a carrying capacity of more than 2 tonnes,
- Anyone looking for a product that provides coverage for their business liability or business contents while driving their vehicle,
- Those unwilling to accept the additional imposition of an age , special, or unnamed driver excess if an at-fault claim occurs,
- Unregistered or unroadworthy vehicles,
- Any motor vehicles permanently located outside of Tasmania.

The RACTI Comprehensive Car Insurance product is subject to a range of detailed acceptance criteria.

Fire, Theft & Third-Party Liability Insurance

The Fire, Theft & Third-Party Liability Insurance product has been designed for people who want to be covered against their financial liability caused by a collision involving their Motor Vehicle or damage caused to their Motor Vehicle caused by fire, theft, attempted theft or an uninsured driver and are willing to select an appropriate level of cover relevant to their own circumstances.



This product is suitable for people who:

- Own a motor car, light goods vehicle or campervan for private use primarily in Tasmania,
- Are looking for a product that provides cover for their liability for damage to other property and damage caused to their car caused by fire, theft, attempted theft or an uninsured driver up to the lesser of the vehicles market value or \$5000.

This product is not suitable for:

- Anyone looking for a product that provides cover for loss or damage to their own vehicle for anything other than fire, theft or an unregistered driver,
- Any vehicle individually imported to Australia, or is a bus or truck, or has a carrying capacity of more than 2 tonnes,
- Unregistered or unroadworthy vehicles,
- Any motor vehicles permanently located outside of Tasmania.

The Fire, Theft & Third-Party Liability Insurance product is subject to a range of detailed acceptance criteria.

Third Party Liability Insurance

The Third Party Liability Insurance product has been designed for people who want to be covered against their financial liability caused by a collision involving their Motor Vehicle or damage caused to their Motor Vehicle by an uninsured driver and are willing to select an appropriate level of cover relevant to their own circumstances.



This product is suitable for people who:

- Own a motor car, light goods vehicle or campervan for private use primarily in Tasmania,
- Are looking for a product that provides cover for their liability for damage to other property and damage caused to their car caused by an uninsured driver up to the lesser of the vehicles market value or \$5000.

This product is not suitable for:

- Anyone looking for a product that provides cover for loss or damage to their own vehicle,
- Any vehicle individually imported to Australia, or is a bus or truck, or has a carrying capacity of more than 2 tonnes,
- Unregistered or unroadworthy vehicles,
- Any motor vehicles permanently located outside of Tasmania.

The Third Party Liability Insurance product is subject to a range of detailed acceptance criteria

Collectors Car Insurance

The Collectors Car Insurance product has been designed for people who want to be covered against financial loss caused by a collision involving their Collectors Vehicle or other situations as outlined in the PDS and are willing to select an appropriate level of cover relevant to their own circumstances.



This product is suitable for people who:

- Own a special interest vehicle, vintage motor vehicle or street rod for private use primarily in Tasmania,
- Are looking for a product that provides cover for their own vehicle for an agreed value and their liability for damage to other property.

This product is not suitable for:

- Any vehicles that were manufactured less than 30 years ago
- Any motor vehicles permanently located outside of Tasmania.

The Collectors Car Insurance product is subject to a range of detailed acceptance criteria

Caravan and Trailer Insurance

The Caravan and Trailer Insurance product has been designed for people who want to be covered against financial loss caused by a collision or impact involving their Caravan or Trailer or other situations as outlined in the PDS and are willing to select an appropriate level of cover relevant to their own circumstances.



This product is suitable for people who:

- Own a caravan, horse float, plant and machinery (non self-propelled) for private use primarily in Tasmania,
- Are looking for a product that provides cover for their own vehicle for an agreed value and their liability for damage to other property.



This product is not suitable for:

- Any caravan or trailer not made by a professional and registered caravan or trailer builder,
- Any caravan or trailer utilised for business usage,
- Any caravan or trailer utilized as an ongoing residence,
- Any caravans or trailers permanently located outside of Tasmania.

The Caravan and Trailer Insurance product is subject a range of detailed acceptance criteria.