

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

## RACT Collectors Car 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.

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

### RACT Insurance Collectors Car Insurance Product

This TMD sets out the target market for:

- Collectors Car Insurance

### Distribution conditions of this product

The following conditions apply to this product:

- All Distributors must be authorised by us to distribute this product. Distribution of this product must be conducted through our:
  - RACT call centres
  - RACT's website
  - RACT's branch network.
- This product must only be distributed in accordance with this TMD;
- Distribution of this product must comply with all our acceptance criteria; and
- The TMD must be current and not subject to any ASIC action that might suggest that the TMD is no longer appropriate.

These distribution conditions make it likely that individuals who are issued a product are within the target market because they are supported by reasonably appropriate platform controls, training and scripting designed to ensure that the product is distributed to persons within the target market. Where a person falls within our target market, this does not mean that the Product is right for their individual needs, objectives, and financial situation. We do not consider this, and a person needs to consider the PDS and other information provided by us (and/or seek professional advice) before deciding to apply for this Product.

## Reviewing this document

From the date of issue, a review of the TMD will commence within 2 years, and subsequently at every 2 years of the issue date.

## Other circumstances which will trigger a TMD review

The review triggers for this product are:

- If a material change to the terms of cover provided by the product is made.
- If one of more acceptability criteria alters 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:
  - if feedback, such as systemic complaint or claims issues is received, and we consider that this reasonably suggests to us the TMD is no longer appropriate.
  - Product value metrics (including claims acceptance rates, and loss ratios) and we consider that this reasonably suggests to us the TMD is no longer appropriate.
- feedback from a regulator, the Code Governance Committee (CGC) or Australian Financial Complaints Authority (AFCA) which suggest this TMD is no longer appropriate.
- If a change in law, regulation, or regulatory guidance that materially affects the product design or distribution of the product (or class of product that includes this product) where we consider that this reasonably suggests that this TMD is no longer appropriate.
- Where significant dealings outside the TMD occurs, and we consider that this reasonably suggests that this TMD is no longer appropriate.

## Complaints Reporting

Timeframes are in place for both RACT Insurance and its Distributors regarding 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. Distributors are required to report code breaches and complaints within 2 business days. All complaints lodged with us are handled in accordance with RACT's Group Complaints Handling Guide.

## Information to assess TMDs, review triggers and reporting periods

The Table below sets out the kinds of information we need to identify, or those that Distributors who distribute our product need to provide to us, to enable us to ensure that the TMD for this product continues to be appropriate.

| Information                                                                                                                                                                   | Persons required to report | Reporting period                                   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|----------------------------------------------------|
| Complaints feedback including: <ul style="list-style-type: none"> <li>Nature of complaints</li> <li>Number of complaints</li> <li>Product Category</li> </ul>                 | Distributors/Issuer        | Monthly                                            |
| Claims data including: <ul style="list-style-type: none"> <li>Average Claims costs</li> <li>Claims acceptance rates</li> <li>Claims frequency</li> <li>Loss Ratios</li> </ul> | Issuer                     | Half-Yearly                                        |
| Product Review Outcomes                                                                                                                                                       | Issuer                     | Half-Yearly                                        |
| Sales information including: <ul style="list-style-type: none"> <li>Strike rates</li> <li>Cancellation rates</li> </ul>                                                       | Distributors/Issuer        | Monthly                                            |
| Significant Dealings of product outside of TMD                                                                                                                                | Distributors/Issuer        | As soon as practicable but within 10 business Days |
| Any feedback, regulatory orders or directions received from a regulator, CGC or AFCA in respect of the product or its distribution.                                           | Distributors/Issuer        | As soon as practicable but within 10 business Days |

## Record keeping

RACTI 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 Collectors Car Insurance Target Market Determination Appendix

### 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 readily available on the open market,
- Any motor vehicles permanently located outside of Tasmania.

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