

## TARGET MARKET DETERMINATION

## ATC “Medical Travel Shield” Insurance

This target market determination is designed to provide customers, distributors and ATC 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 “ATC”, “we”, “us” or “our” refer to ATC Insurance Solutions Pty Ltd.

### ATC “Medical Travel Shield Australia” Insurance Product

The ATC “Medical Travel Shield Australia” Insurance Product provides travel insurance for individuals and their accompanying companions travelling overseas for medical treatment.

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

- MTSA PDS & Policy Wording (Fertility)
- MTSA PDS & Policy Wording (Cosmetic, Dental & Elective)

Please refer to the ‘ATC “Medical Travel Shield Australia” Insurance Target Market Determination Appendix’ at the end of this document to ensure this product is suitable for you.

### Distribution of this product

This product is designed to be distributed by our underwriters via:

- the product’s website [www.medicaltravelshield.com.au](http://www.medicaltravelshield.com.au)
- ATC’s main contact number by calling 03 9258 1777
- select third parties
- Medical Travel Shield UK and Australia partners.

Only underwriters are authorised to distribute this product as they understand the market this product has been designed for, have been trained in the relevant acceptance criteria and have the appropriate levels of authority.

ATC 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:

- type of surgery being undertaken
- destination of travel
- length of trip
- cover required for pre-existing medical conditions
- the age of any travellers
- country of residence
- number of companions

### 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:
  - customer satisfaction
  - product acceptance
  - financial performance
  - product value and affordability.

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

### Reporting

ATC must record all complaints received about this product on a quarterly basis (Complaints Reporting Period). Underwriters are required to provide to ATC Compliance Committee the written details of any complaints about the product they have received during the Complaints Reporting Period within 10 business days of the end of the period.

Underwriters are required to provide regular and incident-based reporting on key metrics (see the heading "Reviewing this document") to allow us to review this TMD.

Underwriters are also required to report to ATC Compliance Committee if they become aware of significant dealing in this product which is not consistent with this TMD within 5 business days of becoming aware of such dealing.

ATC Operations Manager must report sales data including number of policies issued, renewed and cancelled on a monthly basis. This report will be made available within the first week of every month for the previous reporting month and shared with all underwriters and ATC Compliance Committee.

### Record keeping

ATC will maintain records of the reasonable steps they have taken to ensure that this product is sold in a manner consistent with this TMD.

We will also prepare and maintain complete and accurate records of our decisions, and the reasons for those decisions, in relation to:

- all target market determinations for this product
- identifying and tracking review triggers
- setting review periods
- the matters documented in this TMD.

## ATC “Medical Travel Shield Australia” Insurance Target Market Determination Appendix

### “Medical Travel Shield Australia (Cosmetic, Dental & Elective)”

The “Medical Travel Shield Australia (Cosmetic, Dental & Elective)” Insurance product has been designed for people who want to be covered whilst travelling overseas for the primary purpose of having cosmetic, dental or elective treatment.

This product is suitable for people who:	This product is not suitable for:
<ul style="list-style-type: none"> <li>• are travelling overseas for cosmetic, dental or elective treatment</li> <li>• require cover for any of the following:               <ul style="list-style-type: none"> <li>- overseas medical costs</li> <li>- cancellation and curtailment</li> <li>- journey continuation</li> <li>- travel delay</li> <li>- personal liability</li> <li>- personal accident</li> <li>- hospital benefit</li> <li>- property and money</li> <li>- loss of passport</li> <li>- specified sports and leisure activities</li> <li>- travel and accommodation over the normal recovery period</li> <li>- further medical consultations following discharge from hospital after treatment</li> <li>- additional return trip required within 12 months of original surgery for further treatment</li> </ul> </li> <li>• are Australia residents</li> <li>• want to include accompanying companions under the same policy.</li> </ul>	<ul style="list-style-type: none"> <li>• non-residents of Australia</li> <li>• travel to the USA, Canada, The Caribbean or their territories</li> <li>• travel to or through excluded territories, as defined in the policy</li> <li>• people travelling for medically essential procedures</li> <li>• any travel against medical advice.</li> <li>• travel for surgery not undertaken by a regulated hospital or clinic</li> <li>• patients requiring cover for dissatisfaction of results following surgery</li> <li>• people planning to undertake hazardous pursuits or activities (as defined in our policy).</li> <li>• people who want cover for pre-existing conditions</li> <li>• people who want cover for complications as a result of surgery.</li> <li>• patients under the age of 18</li> <li>• patients undertaking any other treatment other than cosmetic, dental or elective treatment.</li> </ul>

This product is subject to the acceptance criteria.

**“Medical Travel Shield Australia (Fertility)”**

The “Medical Travel Shield Australia (Fertility)” Insurance product has been designed for people or businesses who want to be covered whilst travelling overseas for the primary purpose of having cosmetic, dental or elective treatment.

This product is suitable for people who:	This product is not suitable for:
<ul style="list-style-type: none"> <li>• are travelling overseas for fertility treatment</li> <li>• require cover for any of the following:               <ul style="list-style-type: none"> <li>- overseas medical costs</li> <li>- cancellation and curtailment</li> <li>- journey continuation</li> <li>- travel delay</li> <li>- personal liability</li> <li>- personal accident</li> <li>- hospital benefit</li> <li>- property and money</li> <li>- loss of passport</li> <li>- specified sports and leisure activities</li> <li>- travel and accommodation over the normal recovery period</li> <li>- further medical consultations following discharge from hospital after treatment</li> </ul> </li> <li>• are Australia residents</li> <li>• want to include accompanying companions under the same policy.</li> </ul>	<ul style="list-style-type: none"> <li>• non-residents of Australia</li> <li>• travel to or through excluded territories, as defined in the policy</li> <li>• people travelling for medically essential procedures</li> <li>• any travel against medical advice</li> <li>• travel for surgery not undertaken by a regulated hospital or clinic</li> <li>• patients requiring cover for dissatisfaction of results following surgery</li> <li>• people planning to undertake hazardous pursuits or activities (as defined in our policy).</li> <li>• people who want cover for pre-existing conditions</li> <li>• people who want cover for complications as a result of surgery</li> <li>• patients under the age of 18</li> <li>• patients undertaking any other treatment other than fertility treatment.</li> </ul>

This product is subject to the acceptance criteria.