

Target Market Determination



Product	Member Overseas Travel Insurance
<p>What is a Target Market Determination (TMD)</p>	<p>We're required to have Target Market Determinations under the Corporations Act 2001.</p> <p>A Target Market Determination is designed to outline the target market for a product by describing:</p> <ul style="list-style-type: none"> • who the product is designed for and their likely objectives, financial situation and needs • who the product is not designed for • distribution conditions for the product • reporting criteria, and • review conditions for this product.
<p>Date from which this Target Market Determination is effective</p>	<p>This Target Market Determination applies for policies issued for this product with a policy effective date on or after 08 April 2026. This Target Market Determination continues until replaced.</p>
<p>Disclaimer</p>	<p>In this document the terms “we” and “our” refer to Zurich Australian Insurance Limited ABN 13 000 296 640, AFSL 232507.</p> <p>The TMD does not form part of the terms of the cover. The examples of who the product is not designed for and who may fall outside the target market are not exhaustive.</p> <p>If you use, activate or purchase this product and it is not designed for your circumstances, you may not get:</p> <ul style="list-style-type: none"> • the value from it that you expected, or • any value from the product at all. <p>For more help in deciding if this product is right for you and for additional details on the product benefits and features please refer to the Product Disclosure Statement (PDS) and Information Booklet.</p>

1. Who is this product designed for, and what are the likely objectives, financial situation, and needs, of customers in this target market?

The Member Overseas Travel Insurance provides insurances for members of the QANTAS Aircrew Club (QACC) with a current and valid membership status. The product includes a range of common covers subject to the travel insurance plan and policy. The travel insurance product is designed for travellers who want the flexibility to choose optional upgrades to vary their cover. The ability to select the travel insurance plan and policy allows customers to choose cover most relevant to their needs and objectives. The ability to select the travel insurance plan and policy allows the cost and protection of the product to accommodate the financial situation of customers within certain limits. Additional criteria relevant to each insurance plan and policy available are set out on the following pages.

This Target Market Determination (TMD) sets out the target market for the Member Overseas Travel Insurance:

- Overseas Medical and Overseas Travel Policy
- Domestic Travel Policy
- Upgrades



Overseas Medical and Overseas Travel Policy

2. Who is the product designed for?

This product is a group policy between the insurer and QACC. The Overseas Medical and Overseas Travel Policy provides travel insurance coverage to eligible QACC members as beneficiaries of the group policy. The cover is provided as a benefit of their QACC membership when that membership is current and valid.

This product with an Overseas Medical and Overseas Travel Policy has been designed for individuals who a) have an **overseas trip**, b) need to reduce some unforeseen costs associated with overseas travel and c) want to be covered against financial loss caused by certain unforeseen incidents involving leisure travel where the loss suffered may be material if there is no cover ("customers").

These customers are willing to select appropriate benefits and level of cover relevant to their own circumstances. These customers can bear the excess, or an equivalent reduction in claim payments, in the event of a covered claim. Customers may need to bear the cost of upfront payments for incurred losses before being reimbursed where we don't cover losses upfront. Circumstances where we don't make upfront payments include if we have not agreed that the customer is covered. Limits, exclusions and conditions apply which also affect the amount of any claim payment.

Additional benefits can be obtained by choosing the Optional - Upgraded Benefits plan and policy.

		This product is designed for people who:	This product would not be suitable for people who:
Overseas Medical and Overseas Travel Policy	Person who is an eligible member	<ul style="list-style-type: none"> ✓ Live in Australia and are travelling overseas ✓ Are under 80 years of age ✓ Are eligible QACC members (including a nominated Group A or Group C Staff Travel Beneficiary who is travelling with the QACC member for at least one leg of the journey) who have a leisure trip overseas and want to be covered against financial loss caused by certain unforeseen incidents involving leisure travel 	<ul style="list-style-type: none"> ✗ Are not eligible QACC members ✗ Require travel insurance with the intention of making a claim for something that has already happened that affects their travel plans and/or leads them to incur costs or suffer a financial loss ✗ Are travelling for a period of more than 12 months ✗ Are travelling to a sanctioned country
	Health related attributes	<ul style="list-style-type: none"> ✓ Require cover for automatically included existing medical condition(s) (as specified in the relevant PDS) and do not have any existing medical conditions that are outside this list or that do not meet the acceptance criteria ✓ Require cover for emergency medical expenses overseas for a medical condition or injury presenting during the period of insurance ✓ May be less than 24 weeks pregnant while travelling, have a low risk pregnancy and only require cover for unexpected, serious pregnancy complications e.g. miscarriage 	<ul style="list-style-type: none"> ✗ Are having a medical condition investigated or have signs or symptoms of a medical condition but have not seen a doctor yet ✗ Are travelling to have routine, continuing, cosmetic or elective medical or dental procedures or treatment ✗ Require cover for childbirth or medical care for a newborn
	Trip cancellation related attributes	<ul style="list-style-type: none"> ✓ May want cover for prepaid travel and accommodation costs that would not be refunded if the trip is cancelled or amended in certain scenarios 	<ul style="list-style-type: none"> ✗ Require cover for circumstances known or foreseen at the time of purchasing the policy that could lead to the trip being delayed, abandoned or cancelled. This could include a location or situational event that has been publicly identified e.g. reported weather events such as a cyclone
	Activities	<ul style="list-style-type: none"> ✓ May be travelling on a permitted multi-night cruise. 	<ul style="list-style-type: none"> ✗ Require cover for participating in sports activities on the trip in a professional capacity ✗ Require cover for participating in high risk activities such as motorcycle riding (above 50cc), quadbike riding and winter sports ✗ Require cover for high risk activities that are excluded in the PDS.

This product is subject to acceptance criteria.

This TMD was prepared 18 February 2026.

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Upgrades

2. Who is the product designed for?

This product with an Optional - Upgraded benefits policy has been designed for individuals who a) have **an overseas trip**, b) need to reduce some unforeseen costs associated with overseas travel and c) want to be covered against financial loss caused by certain unforeseen incidents involving leisure travel where the loss suffered may be material if there is no cover ("customers").

These customers are willing to select appropriate benefits and level of cover relevant to their own circumstances. These customers can pay the premium and bear the excess, or an equivalent reduction in claim payments, in the event of a covered claim. Customers may need to bear the cost of upfront payments for incurred losses before being reimbursed where we don't cover losses upfront. Circumstances where we don't make upfront payments include if we have not agreed that you are covered. Limits, exclusions and conditions apply which also affect the amount of any claim payment.

	This product is designed for people who:	This product would not be suitable for people who:
Upgrades	Eligible people <ul style="list-style-type: none"> ✓ Live in Australia and are travelling overseas ✓ Meet the target market criteria for Overseas Medical and Overseas Travel Policy (or if 80 years of age and over they apply for an Upgrade and if accepted, an additional premium applies) ✓ Are eligible QACC members (including a nominated Group A or Group C Staff Travel Beneficiary who is travelling with the QACC member for at least one leg of the journey) 	<ul style="list-style-type: none"> ✗ Are not eligible QACC members ✗ Require travel insurance with the intention of making a claim for something that has already happened that affects their travel plans and/or leads them to incur costs or suffer a financial loss ✗ Are travelling for a period of more than 12 months ✗ Are travelling to a sanctioned country
	Health related attributes <ul style="list-style-type: none"> ✓ May have an existing medical condition(s) and wish to apply for an Upgrade of coverage and if accepted, pay an additional premium ✓ Require cover for emergency medical expenses overseas for a medical condition or injury presenting during the period of insurance ✓ May be less 24 weeks pregnant while travelling, have a higher risk pregnancy (e.g. complications with this pregnancy or a previous pregnancy, a multiple pregnancy or the conception was medically assisted) and only require cover for unexpected, serious pregnancy complications (e.g. miscarriage) and wish to apply for an Upgrade of coverage and if accepted, pay an additional premium 	<ul style="list-style-type: none"> ✗ Are having a medical condition investigated or have signs or symptoms of a medical condition but have not seen a doctor yet ✗ Are travelling to have routine, continuing, cosmetic or elective medical or dental procedures or treatment ✗ Require cover for childbirth or medical care for a newborn
	Activities <ul style="list-style-type: none"> ✓ May be travelling on a permitted multi-night cruise and wish to buy the Cruise Extras benefits (an additional premium applies to ocean or sea going cruises) ✓ May be participating in high risk activities such as motorcycle riding (above 50cc), quadbike riding and winter sports and wish to apply for the relevant Upgrade and pay additional premium. 	<ul style="list-style-type: none"> ✗ Require cover for participating in sports activities on the trip in a professional capacity ✗ Require cover for high risk activities that are excluded in the PDS.

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Distribution of the product

3. Who is this product distributed through and are there any conditions of this distribution?

This product is distributed by the policyholder of the group policy (QACC) to their members.

QACC members can Upgrade this product via a direct channel (e.g. on the phone) directly with Cover-More.

QACC is authorised to distribute travel insurance on behalf of Cover-More. Only distributors authorised by Cover-More are able 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. These parties must have measures to promote the relevant acceptance criteria such as staff training and eligibility questions where appropriate, provide advice through an authorised website, advertising material or a call centre and accommodate different options and costs. This helps customers to understand the product, assess it and select the appropriate range of covers and options and makes it more likely that the product will meet the customer's objectives, financial situation and needs

Cover-More and its distributors are required to take reasonable steps to ensure that the product is distributed to a customer in such a way that it is likely to meet the customer's objectives, financial situation and needs.

Conditions and restrictions that may impact the distribution of this product include:

- the type of platforms used to sell the product
- compliance with underwriting criteria, and
- regulatory requirements and obligations.

Reporting

Cover-More ensures that this product is distributed appropriately to customers in accordance with this TMD.

Cover-More is required to report issues to the product issuer in the following circumstances:

	Reportable matter	When must it be reported
Complaints	The number of complaints received by the distributor about the product in the reporting period and the nature of the complaints.	Every 3 months
Significant dealings identified	If there have been any significant dealings by the distributor that are inconsistent with our target market.	As soon as practicable after becoming aware of the matter, and within 10 business days
Claims data	If there have been any significant claims denials where the traveller fell outside our product target market in circumstances where Cover-More provided claims handling and settling services.	Every 3 months + 10 business days

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Review

4. When will we review this document?

This TMD may be reviewed at any time, including when specific events or circumstances occur. To ensure that the TMD continues to be appropriate, it may be reviewed where the following events and circumstances are relevant:

- Adverse customer experience and feedback
- Increase in adverse claims experience of this product
- Changes to the product
- Changes to how this product is distributed or transacted
- Amendments to our product governance framework
- Amendments to our underwriting guidelines, portfolio objectives, pricing or reinsurance requirements
- Changes to our broker or intermediary arrangements
- Amendments to laws, standards or guidance from regulators or industry bodies
- In the event a significant dealing occurs.

Review periods

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



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