



# **TARGET MARKET DETERMINATION**

For battleface Domestic Cancellation Travel Insurance

# CONTENTS

Target Market Determination for battleface Domestic Cancellation Travel Insurance .....	3
About this document .....	3
Who is the issuer? .....	3
Who is battleface? .....	3
What is battleface Domestic Cancellation Travel Insurance and its key features? .....	3
Who is battleface Domestic Cancellation Travel Insurance suitable for? .....	3
Who is battleface Domestic Cancellation Travel Insurance not designed for? .....	5
Why is the product consistent with the objectives, financial situation and needs of the target market? .....	5
How is the product distributed? .....	5
When will battleface review this Target Market Determination? .....	6
How will battleface monitor distribution under this Target Market Determination? .....	6

# TARGET MARKET DETERMINATION FOR BATTLEFACE DOMESTIC CANCELLATION TRAVEL INSURANCE

**PDS effective 15 September 2023**

**TMD prepared on 15 September 2023**

## ABOUT THIS DOCUMENT

This Target Market Determination (**TMD**) is made by battleface Insurance Services on behalf of Pacific International Insurance. It is designed to help customers and distributors understand the target market for battleface Domestic Cancellation Travel Insurance.

This TMD is not a Product Disclosure Statement (**PDS**) and is not a complete summary of the product features. It is not intended to constitute financial product advice. A customer should read the PDS for the product available at [www.battleface.com.au](http://www.battleface.com.au) and consider whether it meets their own needs, objectives, and financial situation before proceeding to purchase the product.

## Who is the issuer?

Pacific International Insurance Pty Ltd ABN 83 169 311 193, AFSL No 523921 (the insurer).

## Who is battleface?

battleface Insurance Services Pty Limited ABN 28 650 606 045 AFSL 536280 is authorised via a binding authority with Pacific International Insurance Pty Ltd to issue, vary, renew or cancel your insurance on their behalf and handle and settle any claims you make.

## What is battleface Domestic Cancellation Travel Insurance and its key features?

Battleface Domestic Cancellation Travel Insurance includes a range of features and benefits that may provide cover for financial loss related to your travel. See section below for an outline of key features and benefits.

## Who is battleface Domestic Cancellation Travel Insurance suitable for?

This product has been designed for Australian residents up to the age of 99 who have a domestic trip and want to be covered against financial loss caused by certain unforeseen incidents involving leisure travel.

Customers in the target market will be able to:

- Afford to purchase this insurance;

- In the event of an accepted claim, cover any costs above the applicable policy limits and sub-limits; and
- Fund any costs that are required to be paid upfront, before seeking reimbursement under the policy for eligible benefits.

- ✔ indicates the plan is designed for a customer with the specified objectives or needs.
- ✘ indicates the plan is not designed for a customer with the specified objectives or needs.

Customer's Objectives and Needs	battleface Domestic Cancellation Travel Insurance
Seek protection from financial loss as the result of unforeseen events, that may be incurred prior to travelling. For example, this plan can protect a consumer against financial loss for: <ul style="list-style-type: none"> <li>• defined events, before they travel, including a clinically diagnosed Covid-19 infection</li> </ul>	✔
Seek protection from financial loss as the result of unforeseen events, that may be incurred whilst travelling	✘
Want access to assistance during their trip for guidance, support (even when losses may not be covered by the policy) and general policy and coverage information, as they would not likely have specialist resources readily available to them	✔
May want to increase the excess to reduce the cost of the policy	✘
May want a comprehensive style product that includes cover for baggage items, travel delay, and personal liability	✘
May want to tailor cover to be more suited to their insurance needs for their planned travels. For example, increasing the cancellation limit so trips of higher value can be adequately covered	✘

Refer to the Product Disclosure Statements for details of specific benefits, conditions, and exclusions.

## Who is battleface Domestic Cancellation Travel Insurance not designed for?

The product is not designed for customers who:

- Want to be covered whilst travelling; or
- Are non-residents of Australia; or
- Want cover for a trip longer than 12 months duration; or
- Want cover for multiple trips under a single policy; or
- Want cover for loss arising from activities excluded in the PDS; or
- Want cover for things that have already happened or are foreseeable at time of purchase; or
- Require cover that would cause us to be in breach of any restriction under United Nations resolutions or any sanctions, laws or regulations of Australia; or
- Want cover for excluded losses relating to an epidemic or pandemic or associated travel restrictions; or
- May want cover for an existing medical condition(s) that does not meet the criteria for automatic cover (See definition of Pre-existing Medical Condition in PDS); or
- Will be at, or greater than, 24 weeks pregnant whilst travelling or 19 weeks pregnant with two or multiple children.

## Why is the product consistent with the objectives, financial situation and needs of the target market?

The product is likely to be consistent with the objectives, financial situation and needs of the target market as it has been designed to reflect the inclusions and limitations contained within this document. As this product is designed to cover a single trip, the time between purchasing the product and relying on the coverage provided is likely to be low. This reduces the likelihood of the product being inconsistent with the objectives, financial situation and needs of the target market.

## How is the product distributed?

The product can be purchased: online only.

battleface has procedures to ensure customers are in the target market. These include who battleface choose to partner with, how the products are displayed and sold, and how questions and information gathered within the sales process determine product availability and suitability.

The battleface and partner websites also provide information about product features, including its cost.

## When will battleface review this Target Market Determination?

Initial review	12 months from the date of this document
Periodic reviews	Every 12 months following the last review
<p>Review triggers or events which might suggest this TMD is no longer appropriate</p> <p>We will review this TMD if a review trigger or event occurs.</p>	<ul style="list-style-type: none"> <li>• Significant restriction or relaxation of the product design</li> <li>• Systemic complaints received from customers in relation to the product.</li> <li>• Significant number of complaints regarding product design, product availability, claims experience or distribution conditions.</li> <li>• Significant amount of feedback from customers that the product is not suitable for them.</li> <li>• Information provided by regulators (eg. ASIC or ACCC) that indicate this Target Market Determination may no longer be appropriate.</li> <li>• A Significant Dealing has occurred.</li> </ul>

## How will battleface monitor distribution under this Target Market Determination?

battleface will collect the following information to monitor distribution of battleface Travel Insurance and to help determine whether a review trigger or event has occurred.

Type of information	Reporting period to the insurer
Change in product terms, regulation, legislation, or regulatory policy	As soon as details of the change are made available
<p>Expected and actual:</p> <ul style="list-style-type: none"> <li>• claims ratios;</li> <li>• number, nature &amp; magnitude of paid and denied claims;</li> <li>• number of policies issued and penetration rates; and</li> <li>• policy cancellation rates.</li> </ul>	On a monthly basis unless required earlier
Complaints	On a monthly basis unless required earlier
Significant Dealing	As soon as practicable and within 10 business days after becoming aware

**battleface**<sup>®</sup>

**battleface Insurance Services Pty Ltd**

ABN 28 650 606 045, AFSL 536280

Level 11, 66 Clarence Street, Sydney NSW 2000

**t:** +61 (2) 8880 5820

**e:** [anz@battleface.com](mailto:anz@battleface.com)

Insurance is underwritten by Pacific International Insurance Pty Ltd (ABN 83 169 311 193)