

# HOME BUILDING AND HOME CONTENTS INSURANCE

## Target Market Determination (TMD)

Effective Date: 30 June 2022

### About this document

This TMD applies to the **home building cover** and the **home contents cover** described in the Product Disclosure Statements listed in Appendix 1 (**PDSs**) that have been issued by Allianz Australia Insurance Limited ABN 15 000 122 850 AFS Licence No. 234708 (the **Issuer**).

The purpose of this TMD is to describe the class of customers for which the products described in the PDSs have been designed, having regard to the likely needs, objectives and financial situation of that class of customers. Examples used in this TMD are illustrative only, and are not intended to be exhaustive.

This TMD is not intended to provide any financial product advice, and does not consider any individual customer's personal needs, objectives or financial situation.

This TMD does not replace the terms and conditions, and disclosures made, in the PDSs. A customer should refer to the applicable PDS before making a decision about a product.

A customer may fall within the target market described in this TMD, but may not meet the Issuer's underwriting criteria on application.

For further information on the Issuer's approach to the distribution and development of products for appropriate target markets go to <https://www.allianz.com.au>.

## A. Target Market

### Product description (including key attributes)

| Main cover(s):            | Home building cover:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Home contents cover:                                                                                                                                                                                                                                                                                                                                                |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                           | <p>This cover provides protection for persons that own and occupy a home building for:</p> <ul style="list-style-type: none"> <li>- the cost of repairing or rebuilding their home building if it is damaged or destroyed by certain insured events including flood; and</li> <li>- certain legal liability incurred as an owner of that home building.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <p>This cover provides protection for persons who occupy a home building for:</p> <ul style="list-style-type: none"> <li>- the cost of repairing or replacing their home contents if they are stolen, damaged or destroyed by certain insured events including flood; and</li> <li>- certain legal liability incurred as an owner of that home contents.</li> </ul> |
|                           | The home building cover and the home contents cover may be purchased together or separately.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                     |
| Insured events:           | <p>The home building cover and the home contents cover provide protection against certain unexpected events, including:</p> <ul style="list-style-type: none"> <li>• fire and smoke (including bushfires and grassfires);</li> <li>• flood;</li> <li>• storm, cyclone, rainwater or run-off;</li> <li>• water or other liquid damage;</li> <li>• theft and burglary;</li> <li>• explosion;</li> <li>• accidental breakage of certain glass or ceramic items (such as window, cooking surface, sink or toilet);</li> <li>• impact damage;</li> <li>• vandalism or malicious damage;</li> <li>• lightning;</li> <li>• earthquake or tsunami; and</li> <li>• riot and civil commotion.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                     |
| Optional cover(s):        | <p>Not all unexpected events are covered by the home building and home contents cover. If applicable, the following optional cover(s) may be added to the main cover(s) by a customer:</p> <p><b>Accidental damage</b> – extends insured events to include accidental damage occurring at the home building and anywhere in Australia for up to 90 continuous days, which includes the motor burnout optional cover set out below.</p> <p><b>Motor burnout</b> – extends insured events to include an electrical current that causes damage to domestic household motors under 10 years old.</p> <p><b>Portable contents</b> – extends the home contents cover to certain home contents when outside the home building in Australia and, for up to a maximum of 120 consecutive days, outside Australia.</p> <p><b>Domestic workers compensation</b> – extends the legal liability covered by the home contents cover and home building cover to include liability for domestic workers whilst working at the home building, such as a cleaner, gardener or childcare/babysitting. This optional cover is only available if home building is located in ACT, WA and TAS.</p> <p>Optional covers are subject to the limitations and exclusions set out in the PDS.</p> |                                                                                                                                                                                                                                                                                                                                                                     |
| Key eligibility criteria: | Home building cover:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Home contents cover:                                                                                                                                                                                                                                                                                                                                                |
|                           | <p><b>Insured:</b></p> <ul style="list-style-type: none"> <li>- owns and occupies the home building.</li> </ul> <p><b>Building is:</b></p> <ul style="list-style-type: none"> <li>- permanently occupied unless agreed by the Issuer; and</li> <li>- well-maintained, watertight, and structurally sound and secure.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <p><b>Insured:</b></p> <ul style="list-style-type: none"> <li>- occupies the home building.</li> </ul> <p><b>Building is:</b></p> <ul style="list-style-type: none"> <li>- permanently occupied unless agreed by the Issuer; and</li> <li>- well-maintained, watertight, and structurally sound and secure.</li> </ul>                                              |

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| Key exclusions:  | <p>The home building cover and home contents cover have specific coverage and exclusions, including:</p> <ul style="list-style-type: none"> <li>- no cover for events that are not insured events. For example, storm surge and actions of the sea, coal seam gas, nuclear radiation, terrorism and war;</li> <li>- wear and tear and inherent defects;</li> <li>- loss or damage caused by a gradual escape of water or other liquid over time. For example, water from a shower or repair or the replacement of any defective parts causing damage or to any broken main or pipes; and</li> <li>- liability in connection with a business, trade or profession.</li> </ul> <p>See also Limitations and Ineligible Persons below.</p> |
| Limitations:     | <p>Claims are subject to sums insured limits, as specified in the PDS and policy schedule. These limits can be adjusted (within a prescribed range) by a customer.</p> <p>Claims for legal liability are subject to a per event cap.</p> <p>Other claims limitations and conditions are specified in the PDS and policy schedule.</p> <p>Claims may be fulfilled either by repair, replacement (where applicable) or by a cash settlement payment depending on the circumstances and are subject to the terms and conditions of the PDS.</p>                                                                                                                                                                                           |
| Excess:          | <p>Claims are subject to the payment of premium and excess, as specified in the PDS and policy schedule.</p> <p>Excess can be adjusted (within a prescribed range) by a customer.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Other key terms: | <p><b>Exclusion periods</b> – loss or damage caused by cyclone, flood, grassfires and bushfires may be subject to an exclusion period of 72 hours.</p> <p><b>Strata</b> – home contents cover provides protection for persons that both own and occupy a home building that forms part of a strata title. This protection is for certain legal liability they incur as owner of the home building and for loss or damage to fixtures, fittings and structural improvements that cannot be covered by the body corporate strata insurance.</p>                                                                                                                                                                                          |

## Likely needs, objectives and financial situation

### Home building cover is designed for:

|                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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|  | <p><b>Likely needs and objectives</b></p> <p>Persons that own and occupy their home building that want to protect themselves against:</p> <ul style="list-style-type: none"> <li>- the financial detriment or burden resulting from loss or damage to their home building caused by certain unexpected insured events, such as flood, fire and theft; and</li> <li>- legal liability resulting from their ownership of the home building.</li> </ul> |
|  | <p><b>Likely financial situation</b></p> <p>Persons who are able to pay premiums in accordance with the chosen premium structure, and any excess in the event of a claim in accordance with the chosen excess option.</p> <p>Based on our assessment of the key terms, features and attributes, the home building cover is likely to be consistent with the needs, objectives and financial situation of customer's in the target market.</p>        |

### Home contents cover is designed for:

|                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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|  | <p><b>Likely needs and objectives</b></p> <p>Persons that occupy a home building that want to protect themselves against:</p> <ul style="list-style-type: none"> <li>- the financial detriment or burden resulting from the loss or damage of their home contents from an unexpected insured event, such as flood, fire, theft; and</li> <li>- legal liability resulting from ownership of their home contents.</li> </ul>                    |
|  | <p><b>Likely financial situation</b></p> <p>Persons who are able to pay premiums in accordance with the chosen premium structure, and any excess in the event of a claim in accordance with the chosen excess option.</p> <p>Based on our assessment of the key terms, features and attributes, the home contents cover is likely to be consistent with the needs, objectives and financial situation of customer's in the target market.</p> |

# B. Ineligible Persons

## Home building cover is not designed for persons:

|                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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|  | <ul style="list-style-type: none"><li>• that own a residential flat, home unit, terrace or townhouse that forms part of an active strata title or similar development, or a guesthouse, boarding house, hotel, motel, hostel, nursing home, home caravan or mobile home unless accepted by the Issuer;</li><li>• that lease or rent out their building on a commercial basis;</li><li>• that operate a business, trade or profession (other than home office) from their home building unless that use is accepted by the Issuer;</li><li>• whose home building is located on a farm or hobby farm unless accepted by the Issuer;</li><li>• that are demolishing their home building;</li><li>• that are constructing a new home building, or making significant repairs or improvements to their home building, unless accepted by the Issuer; or</li><li>• whose home buildings are not well-maintained, watertight, structurally sound or secure.</li></ul> |
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## Home contents cover is not designed for persons:

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|  | <ul style="list-style-type: none"><li>• that want cover for items that are not typically used for domestic purposes and kept in or around a home building, such as aircraft, boats and farm vehicles and equipment;</li><li>• that lease or rent out their building on a commercial basis;</li><li>• that operate a business, trade or profession (other than home office) from their home building unless that use is accepted by the Issuer;</li><li>• whose home building is located on a farm or hobby farm unless accepted by the Issuer;</li><li>• whose home building is under demolition;</li><li>• that are constructing a new home building, or making significant repairs or improvements to their home building, unless accepted by the Issuer; or</li><li>• whose home contents are located in a home building that is not well-maintained, nor watertight, structurally sound or secure.</li></ul> |
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# C. Distribution

## Distribution channels

Products under this TMD may be distributed through any of the following means:

- online through relevant websites
- in-store branches and agencies
- by calling our contact centres
- other third-party distributors
- general advice, limited personal advice or personal advice model

All of these channels are monitored by the Issuer and staffed by persons who have been trained in the distribution of the Products covered by this TMD and the Application Process.

## Distribution conditions and restrictions

Products under this TMD can only be issued to customers that are eligible for that cover in accordance with the application and/or renewal criteria that has been approved in writing by the Issuer and which complies with the law (**Application Process**).

The Application Process has been tailored to identify the Target Market described in this TMD as part of the eligibility criteria for the Products covered by this TMD, and the use of the Application Process would make it more likely that a Product covered by this TMD will be acquired by persons in the Target Market.

Products under this TMD can be distributed either directly by the Issuer, or by distributors approved by the Issuer (**Approved Distributors**). Approved Distributors and their systems and processes are assessed and monitored by the Issuer, and therefore either the direct distribution by the Issuer or distribution by Approved Distributors would make it more likely that the Approved Distributor will comply with the terms of this TMD.

## Distribution information

We require distributors to provide the following information in relation to their distribution of products covered by this TMD:

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|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Complaints           | all complaints in relation to this TMD on a quarterly basis to the Issuer unless the Issuer has requested a distributor to report more frequently. This will include written details of the complaints. |
| Sales data           | report relevant sales and customer data in relation to this TMD on a quarterly basis to the Issuer unless the Issuer has requested a distributor to report more frequently.                             |
| Significant dealings | notification, within 10 business days, if they become aware of a significant dealing in relation to this TMD that is inconsistent with this TMD.                                                        |

## Other

In addition to the distribution conditions, restrictions and information set out above, the Issuer may include other conditions, restrictions and information on the distribution of products under this TMD.

Any additional conditions and restrictions will be notified (in writing) to an Approved Distributor.

# TMD reviews

This TMD shall be reviewed as follows:

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| First review       | Within 12 months from the date of this TMD.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Subsequent reviews | At least every three years after the end of the previous review.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Review triggers    | <div><div>Where an event or circumstance is identified by us or is notified to us that would reasonably suggest the TMD is no longer appropriate. This may include (but is not limited to):</div><div><ul style="list-style-type: none"><li>• a material change to the design or distribution of a product, including material changes to policy documentation or the PDS;</li><li>• a material alteration to acceptance criteria or underwriting criteria, and the Application Process;</li><li>• identified systemic issues in the product or the distribution of the product;</li><li>• relevant material external events such as relevant litigation or adverse media coverage;</li><li>• relevant feedback, information or notification received from a distributor, regulator such as ASIC or APRA or other interested parties;</li><li>• significant changes in metrics. These include sales, policy cancellations, lapses in renewals, claims, complaints and loss ratios; and</li><li>• any significant dealings that are inconsistent with the TMD,</li></ul></div><div>to the extent these events or circumstances reasonably suggest the TMD is no longer appropriate.</div></div> |

## Appendix

This TMD applies to the **home building cover** and the **home contents cover** described in the Product Disclosure Statements (**PDSs**) listed below and any related Supplementary Product Disclosure Statements:

- Bank of Melbourne Home and Contents Insurance (BOMHC1000)
- BankSA Home and Contents Insurance (BSAHC1000)
- RAMS Home and Contents Insurance (RAMSHC1000)
- St. George Home and Contents Insurance (STGHC1000)
- Westpac Home and Contents Insurance (WBCHC1000)