

# Arch Journey Personal Accident Target Market Determination

## Introduction

Arch Underwriting at Lloyd's (Australia) Pty Ltd ABN 27 139 250 605 AFSL 42674 ("Arch") is an Australian Financial Services Licensee authorised to deal in and provide general advice on general insurance products, together with handling and settling of claims.

This Target Market Determination (**TMD**) seeks to offer customers, distributors and our own staff with an understanding of the classes of customers the product has been designed for, having regard to the needs, objectives and financial situation of the target market.

This document is not to be treated as a full summary of the product's terms and conditions and is not intended to provide financial advice.

When making a decision about this product, customers must refer to the Product Disclosure Statement (PDS) and any supplementary documents which outline the Journey Personal Accident Insurance terms and conditions.

## Target Market Determination

### Details

<b>Product</b>	Arch Journey Personal Accident Insurance
<b>Last Periodical TMD Review Date</b>	05/02/2025
<b>Next Periodical TMD Review Date</b>	Will always be two years from the date of our last periodical TMD review. <b>Note: The product will only be reviewed prior to this date if we identify any potential review triggers.</b> <b>To know what our Review triggers are please refer to the Product Review section of this TMD.</b>

## Product Target Market

### Product being offered

The Arch Journey Personal Accident Insurance Policy is designed to respond in the event of bodily injury to a covered person travelling to and from their normal place of residence and normal place of work together with sanctioned off-site travel as required by the employer. The cover extends to travel from and to the workplace during authorised meal breaks.

Outlined below will be the key features and exclusions of this product.

### Key Features/Attributes

- Accidental Death
- Quadriplegia/Paraplegia
- Lump sum payments up to a specified amount for certain bodily injuries sustained by a covered person
- Weekly benefits for certain bodily injury(ies) resulting from covered events
- Non-Medicare Medical benefits
- Cover for sums insured may be varied to suit the policy holder

### Key Exclusions

- No cover outside of the operative period of cover
- Intentional acts by a covered person
- Professional sports
- War or Civil War

### Customers product was designed for

- Organisations and businesses who are holders of an Australian Business Number (ABN) who chose to provide cover for their employees travelling to and from work.

### Classes of customers

- Any organisation or business who choose or are required to provide cover for their employees or members, regardless of the size of organisation or business provided their employees or members earn an income and are within the age Limits noted on the policy schedule.

### Customers likely objectives, financial situation and needs

- The likely objectives of customers in this target market are to provide weekly or lump sum benefits for a covered accident to their employees should they become injured whilst travelling to and from work
- The likely financial situation for customers in this target market is broad and encompasses any organisation or business who have the financial means to pay the premium and to provide their employees with cover.
- Covered persons are required to ensure they have the financial means to cover any relevant excesses or additional loss of earnings, not covered under this policy, in the event of a claim where an excess applies.

### Customers the Product was not designed for

- Organisations or business seeking cover for Non-Medicare Medical benefits.
- Organisations or business seeking a life insurance product.
- Organisations or businesses seeking cover for voluntary workers.
- Organisations or businesses seeking cover for sickness
- Organisations or businesses wanting workers compensation insurance.
- Covered persons who fall outside of the age limits noted on the policy schedule.

### Why the Product is consistent with the Target Market

Arch considers our product consistent with the Target Market as the key attributes and exclusions outlined in our policy wording make sure we are targeting organisations who are looking to cover their employees who are travelling to and from their normal place of residence and normal place of work together with sanctioned off-site travel as required by the employer. The Product will respond in the event a Bodily injury is sustained to a Covered Person while they are travelling to or from work.

Therefore, it is reasonable to suggest the product will in all probability meet the needs, objectives and financial situation of customers in the target market.

Product Distribution Conditions and Restrictions	
Distribution Channel	Our product can only be acquired through AFS licenced brokers with whom we have entered into a 'Terms of Business Agreement' ("TOBA") which has been signed by both parties ("Brokers").  The covered persons are third party beneficiaries under the issued policy. We do not enter into the insurance with the covered persons directly.
Distribution Conditions	The Brokers must ensure that our product is distributed in line with our TMD and adhere to the distribution conditions set out in the TOBA.
Distribution Restrictions	The Brokers must ensure our product is distributed in line with our TMD and adhere to the distribution conditions set out in the TOBA.

## Suitability

If a purchaser acquired our Product pursuant to the distribution conditions outlined above, they will, in all likelihood, be in the target market for this product given that they will have an AFS Licenced Broker acting in their interests, and can assess the purchasers needs, objectives and financial situation.

## Product Review

### Review Triggers

Review Triggers are events and circumstances that would reasonably suggest that the TMD is no longer appropriate.

The following events and circumstances would reasonably suggest that the TMD is no longer appropriate:

1.	The products key features are no longer consistent with the likely objectives, financial situation and needs of the consumers/businesses in the target market.
2.	A material change to the coverage terms and conditions of our Product.
3.	Changes/Amendments to applicable legislations, regulatory guidelines and industry codes.
4.	The nature of any type of feedback received from our distributors, consumers, regulatory bodies, external dispute resolution scheme i.e., the Australia Financial Complaints Authority or a court suggesting the Target Market may no longer be appropriate.
5.	The product is not being distributed in accordance with our agreed distribution channels we have outlined in our TMD.
6.	Internal and Distributor Complaints and Claims data which identifies issues that may suggest the product is not in line with the intended Target Market.

### Review Trigger TMD Timeframe

In the event a review trigger transpires, the related TMD will be reviewed no later than 10 business days after identification by our Products Team, Compliance Manager and the relevant line of business Underwriting Manager.

## Reporting Requirements

AFS licenced brokers and ARCH employees must report the following information to ARCH:

Distributor Reporting Requirements		
Types of Information We Require	Description of Requirements	Reporting Period
<b>Complaints</b>	The complaints data required to be submitted to Arch at the agreed reporting period, would be as follows: The number and reasons for complaints received about our product.	This data will need to be provided after every quarter. The complaints data will need to be sent to: <a href="mailto:complaints@archinsurance.com.au">complaints@archinsurance.com.au</a>
<b>Significant Dealings</b>	The term 'significant dealing' is not defined in the Corporations Act. To determine a significant dealing, it will be dependent on the circumstances of each case.	Distributors must provide this report within 10 business days of becoming aware of the ' <b>Significant Dealing</b> '. Send report/findings to: <a href="mailto:compliance@archinsurance.com.au">compliance@archinsurance.com.au</a>

	<p>Generally, the following factors will determine if a significant dealing has taken place:</p> <p>The number of customers who have acquired the product however are not the intended target market.</p> <p>The actual or potential harm to customers who acquired our product</p> <p>The nature and extent of the inconsistency of distribution with the TMD.</p> <p>When reporting a significant dealing a distributor must provide the following (as outlined in Regulatory Guide 274 pg. 58):</p> <p>Date(s) of the significant dealing</p> <p>Description of the significant dealing</p> <p>Why the dealing is significant</p> <p>How the significant dealing was identified</p> <p>What steps, if any, have been, or will be, taken in relation to the significant dealing.</p> <p>Process and Procedures changed to make sure these significant dealing does not occur again.</p>	
<b>Record Keeping</b>	<p>Arch will maintain records of the following information:</p> <p>a product’s target market determination, review triggers, review periods, and other decisions relating to requirements for making target market determinations.</p> <p>and</p> <p>the reasons for those decisions.</p>	

## Appropriateness

Our Products team have assessed the Products Key features and are confident the Target Market is consistent with the expected needs, objectives and financial situation of the customers who are in the target market.