

Arch Voluntary Workers Target Market Determination

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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 Voluntary Workers Insurance terms and conditions.

Target Market Determination

Details

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

Product Target Market

Product being offered

The Arch Voluntary Workers Insurance Policy provides cover for volunteers who are performing unpaid work on behalf of the insured.

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 Injury resulting from covered accidents
- Non-Medicare Medical benefits
- Cover for sums insured may be varied to suit the policy holder

Key Exclusions

- No cover for sickness
- No cover outside of the scope of cover
- Intentional acts by a covered person
- Professional sports

Customers product was designed for

- Organisations and businesses who engage volunteers

Classes of customers

- Any organisation or business who engage volunteers, regardless of the size of organisation for business

Customers likely objectives, financial situation and needs

- The likely objectives of customers in this target market are to provide insurance cover for their volunteers should they become injured whilst carrying out volunteer work for the policy holder.
- The likely financial situation for customers in this target market is broad and can span from not for profit to multi-billion dollar companies.

Customers the Product was not designed for

- Organisations or businesses wanting cover for sickness of any kind or who don't engage voluntary workers.
- 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 are targeting organisations who hire volunteers to perform unpaid work on their behalf.

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
Complaints	<p>The complaints data required to be submitted to Arch at the agreed reporting period, would be as follows:</p> <p>The number and reasons for complaints received about our product.</p>	<p>This data will need to be provided after every quarter.</p> <p>The complaints data will need to be sent to: complaints@archinsurance.com.au</p>
Significant Dealings	<p>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.</p> <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>Distributors must provide this report within 10 business days of becoming aware of the 'Significant Dealing'.</p> <p>Send report/findings to: compliance@archinsurance.com.au</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>	
Record Keeping	<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 style="text-align: center;">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.