

# TrueCover Car Insurance

## Target Market Determination

This target market determination (TMD) seeks to offer consumers, distributors and staff with an understanding of the class of consumers for which this product has been designed, having regard to the objectives, financial situation and needs of the target market. It also describes product distribution conditions and how this document is reviewed. The Insurer of TrueCover Car Insurance (the Product), is Pacific International Insurance Pty Ltd (ABN 83 169 311 193).

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. A consumer must refer to the Combined Product Disclosure Statement (PDS) and Financial Services Guide (FSG) and any supplementary documents which outline the relevant terms and conditions under the product, when deciding if the product is right for them. This TMD was prepared on 1 December 2024 and applies to new customers with quotes originating from this date.

## Key Attributes of TrueCover Car Insurance

The Product offers two levels of cover: Comprehensive and Third Party Property Damage.

The table below provides a broad overview of the product coverage. Before making any decisions about the Product, you should read the Combined PDS and FSG. It provides complete information about the insurance, including coverage, exclusions, excesses, limits, special terms and your rights and obligations.

Insured Event	Level of Cover	
	Comprehensive	Third Party Property Damage
Loss to your vehicle from accidental damage, theft, fire, natural events and malicious damage	✓	✗
Legal liability for accidental loss or damage to other people's property, caused by your vehicle	✓	✓

You can choose between the two levels of car insurance cover, according to your individual needs or circumstances. Each level of car insurance cover includes various additional benefits which are included at no additional cost. You may also include various optional covers which attract an additional cost.

## Target Market for TrueCover Car Insurance

This Product has been designed for consumers whose likely objectives, financial situation and needs are aligned with the Product's key attributes. The Product is designed for those consumers who own a motor vehicle that is roadworthy and registered for use on Australian roads, with a Gross Vehicle Mass (GVM) of up to 3,500kg. The Product is suitable for private usage or limited business purposes. The Product is only suitable for drivers who hold a licence that is valid in Australia and are permitted to drive, and who have had:

- no criminal convictions in the past 10 years
- no more than 5 motor vehicle claims in the past 5 years
- no driver's licence suspension, cancellation, disqualification or good behaviour condition in the past 5 years
- no declared bankruptcy or defaulted on a loan or credit card in the past 5 years.

## Customers Outside the Target Market

The Product is not suitable for:

- caravans, motorhomes, motorcycles, heavy commercial vehicles or vehicles with GVM over 3,500kg
- unregistered or unroadworthy vehicles
- unlicensed drivers
- customers seeking bodily injury cover for a car accident. This cover is available under a Compulsory Third Party (CTP) policy.
- customers who use their vehicle to deliver food or goods, carry passengers for income, car sharing and racing.
- customers requiring protection against flood, storm or bushfire in the first 72 hours of the new policy
- vehicles with a market value exceeding \$70,000
- vehicles outside of TrueCover's underwriting criteria
- vehicles, drivers or uses that are otherwise excluded as per the PDS.

## Target Market for Additional Options

### **Car Contents Cover**

Car Contents Cover is an optional cover available with Comprehensive policies. It is for customers who wish to protect against the financial burden that may result from loss of various contents whilst in their vehicle. Eligible contents include child safety seats, prams, clothing, groceries, medical equipment, sporting goods and other personal belongings, up to a limit of \$2,000 for any claim and in any one insurance period. Please refer to the PDS which provides complete information about the option, including coverage, exclusions, excesses, limits, special terms and your rights and obligations.

### **Windscreen Cover**

Windscreen Cover is an optional cover available with Comprehensive policies. It is for customers who wish to protect against the financial burden that may result from damage to their vehicle's front windscreen and it is the only damage claimed. This cover provides one windscreen replacement and unlimited windscreen repairs during one insurance period, with a limit of \$1,000 per claim. Please refer to the PDS which provides complete information about the option, including coverage, exclusions, excesses, limits, special terms and your rights and obligations.

### **Hire Car Cover**

Hire Car Cover is an optional cover available with Comprehensive policies. Cover for hire car after theft is included with all comprehensive policies. This optional Hire Car Cover contributes to the cost of hiring a replacement car after other insured events, such as a car accident, natural event or fire. It is for customers who wish to reduce the financial burden that may result from needing a replacement car after an insured event. The cover contributes up to \$50 per day for a maximum of 14 days. It may not cover the full daily cost of hiring a car and may not cover the full period a hire car is required. Please refer to the PDS which provides complete information about the option, including coverage, exclusions, excesses, limits, special terms and your rights and obligations.

### **Fire and Theft Cover**

Fire and Theft Cover is an optional cover available with Third Party Property Damage policies. The availability of this option is subject to TrueCover's underwriting criteria, including the vehicle not being used as security for a loan or other forms of finance and the market value of the vehicle being under \$15,000. It is for customers who wish to protect against the financial burden that may result from loss or damage to their vehicle due to fire, theft or attempted theft. Please refer to the PDS which provides complete information about the option, including coverage, exclusions, excesses, limits, special terms and your rights and obligations.

## **Distribution Conditions**

TrueCover Car Insurance can only be purchased from the TrueCover website or contact centre. TrueCover employees can only sell the Product through the contact centre if they have received adequate training from us and they must follow any guidance we give them (such as product-specific sales scripting and application processes). Any advice given to customers will be general advice only. When completing a quote, the TrueCover website and sales processes includes a number of questions that help to determine if the applicant is within the target market for this product, if we will insure them and their vehicle and for what price and excess. The customer should always answer these questions accurately and check with TrueCover if they are not sure what a question means. These conditions make it likely that TrueCover Car Insurance will only be distributed to customers within the target

market for this product because TrueCover staff have knowledge of the policy terms and conditions and TrueCover processes are designed to identify instances where a policy is not suitable for the applicant. All customers will be informed of whether they are eligible to purchase the product as part of the application process.

## Reporting

TrueCover is required to report the following information to the insurer, at the following times:

Reportable Matter	Reporting Timeframe
The Product is issued in breach of the distribution conditions, or to a customer outside the target market	As soon as practicable after becoming aware of the information and within 10 business days
The number and nature of complaints received about the Product	On a monthly basis
Any significant dealings that are inconsistent with the TMD	As soon as practicable after becoming aware of the information and within 10 business days
Compliance incident or breaches relating to the Product or its distribution	As soon as practicable after becoming aware of the information and within 10 business days

## Reviewing this TMD

We collect information and prepare reports regarding sales activity, performance, complaints and any occasions where this product has been sold contrary to the TMD, on at least a quarterly basis, to help improve the Product and service.

We will review this TMD if:

- there are amendments to the PDS that change the cover provided;
- material changes are made to the underwriting criteria;
- we introduce other ways in which this product can be sold;
- a change of relevant law, industry code or regulatory guidance which has a material effect on the terms or distribution of the Product;
- we receive a significant number of complaints regarding the design or distribution of this product based on monthly reporting;
- the business performance and value provided by this Product indicate the TMD is no longer appropriate, having regard to appropriate data such as claims ratios and policy sales and cancellation rates; or
- we identify that there has been a significant dealing in the Product that is not consistent with the TMD.

The review will occur within 10 business days of any of the above events occurring. In any other event, a review of this TMD will be completed no later than two years from the publication date of this TMD and subsequently at two-yearly intervals.