



Target Market Determination

For Commercial Strata (Mixed Tenancy Residential / Commercial)

This Target Market Determination (TMD) is effective from 01 February and relates to the **Axis Commercial Strata Insurance Policy & PDS (Axis Comm Strata Policy AXL v1.2024)**.

Axis Underwriting Services Pty Ltd (ABN 51 090 508 142) acts under a binding authority as agent for the insurer XL Insurance Company SE, Australia Branch (ABN 36 083 570 441) of this product.

This TMD provides Axis Underwriting distributors and customers information about:

- Which customers this product is suitable for (the target market) and which customers this product is not suitable for;
- any distribution conditions for the product;
- the reporting obligations of our distributors;
- the review period(s) and events that may trigger a review.

This TMD lists the customers within our target market. This TMD does NOT consider a customer's personal needs, objectives and financial situation.

A customer may fall within the target market described in this TMD but may not meet the underwriting criteria of the issuer and /or Axis.

Customers should always refer to the Product Disclosure Statement (PDS), and any SPDS that may apply, to ensure the product is suitable for their needs.

This product has seven (7) sections of cover as set out below and has been designed for consumers in the target market to provide financial protection for loss or damage to a predominately residential strata property as follows:

- Section 1 – Buildings; Section 2 – Public or Legal Liability; Section 3 – Personal Accident; Section 4 – Fidelity Guarantee; Section 5 – Machinery Breakdown; Section 6 – Office Bearers Legal Liability; Section 7 – Government Audit Costs & Legal Expenses

The product offers options to enable customers to tailor the product to suit their individual needs including Catastrophe Cover.

Who is within the Target Market?	
Customers within the Target Market (Customers are within the target market if all the following conditions apply)	
✓	Owners Corporations/ Body Corporates as defined by the respective state strata legislation where the strata property is of mixed residential and commercial tenancy defined as “retail clients” under <i>the Corporation Act 2001</i> who require financial protection against loss or damage to a building and the contents of common areas
✓	Owners Corporation/ Body Corporate premises that require cover and are primarily used for residential purposes but also occupied by commercial tenants including showrooms, retail shops, offices or commercial operations such as fitness gyms, hairdressers, newsagents and the similar tenants.
Customers NOT within the Target Market (Customers are not within the target market if any of the following conditions apply)	
✗	Persons or entities that are not an Owners Corporation or Body Corporate as defined by each respective States Strata legislation and laws
✗	Owners Corporation or Body Corporate of mixed commercial tenancy buildings that do not meet the definition of “retail client” under the <i>Corporation Act 2001</i> .
✗	Owners Corporation/ Body Corporate premises of mixed residential and commercial tenancy which include businesses that are involved in any illegal, unlawful, nefarious or include tenants or tenancies involved in similar activities
✗	Individual owners, occupiers or tenants of Strata Title Units

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Distribution Conditions

The application process has been designed to guide customers directly to the product most likely to meet their needs and objectives based on their responses to our questions.

Axis Underwriting staff have been adequately trained in the product, the customer(s) it is intended for and the underwriting criteria.

Distribution Restrictions	<ul style="list-style-type: none"> Is only offered to/ via licensed insurance brokers Is not available directly to the public Is not available on any on-line platforms
Distribution Conditions	<ul style="list-style-type: none"> A formal quote request is required from a broker to obtain a quotation from Axis An update request may be required prior to Renewal terms being issued Only available to customers that are within the target market
Distribution Method	<ul style="list-style-type: none"> via licensed insurance brokers not available on-line

Reporting Obligations

Distributors of this product are required to provide Axis Underwriting with complaints information via the agreed complaints submission process including:

- the number of complaints the distributor has received about this product during the reporting period;
- a short summary of the nature of the complaint raised and any steps taken to address the complaint; and
- any general feedback on this product

Distributors should include sufficient details about the complaint that would allow Axis Underwriting to identify whether the TMD may no longer be appropriate to the class of customers.

Reporting Period: 6 monthly and no later than 10 business days after the agreed complaints reporting date.

Significant Dealings

If an actual or possible significant dealing outside of the target market is identified, Axis Underwriting requires information such as the date (or date range) the dealing occurred, details about the dealing(s) and any steps or actions taken to mitigate.

Distributors should have regard to current ASIC guidelines when determining what may constitute a significant dealing.

Axis Underwriting will notify its insurers (XL Insurance Company SE, Australia Branch (ABN 36 083 570 441)) of any significant dealing in the Product that is not consistent with the TMD as soon as practicable (within 10 business days). This includes but is not limited to a consideration of the nature and degree of harm resulting from the issue of this Product to a retail customer.

TMD Reviews

Review Period	The initial review of this TMD will occur no later than 24 months from the date this TMD is first published, or within 10 business days if an event or circumstance (Review Trigger) occurs which would reasonably suggest that the TMD is no longer appropriate.
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	<p>This TMD will then be reviewed at least every 24 months agreed otherwise with Axis Underwriting.</p>
<p>Examples of Review Triggers that would reasonably suggest that the TMD is no longer appropriate</p>	<p>The events or circumstances that may suggest the product is no longer suitable to the target class of customers and would trigger a review (prior to the scheduled periodic review date) include, but are not limited to, us becoming aware of:</p> <ul style="list-style-type: none"> • significant increase in the number of complaints relating to the product received by us or reported by distributors; • a material change to the product including Product Disclosure Statement, information or assumptions upon which the target market was formulated; • change of relevant law, regulatory guidance or industry code which has a material effect on the terms or distribution of the product; • the product is being distributed and purchased in a way that is significantly inconsistent with this TMD; • adverse trends in policy and claims data indicating the product is not performing as expected by the customer.