



# Target Market Determination

## For Axis **Business Insurance (Mixed Tenancy Residential / Commercial)**

This Target Market Determination (**TMD**) is effective from 06 September 2024 and relates to cover within the **Axis Product Disclosure Statement Business Insurance Policy and Axis Product Disclosure Statement Combined General and Products Liability Policy**.

Axis Underwriting Services Pty Ltd (ABN 51 090 508 142 & AFSL 236650) acts under a binding authority as agent for the insurers (Certain Underwriters at Lloyd's, HDI Global Specialty SE – Australia and Lancashire Underwriting Australia Pty Ltd) of these products.

This TMD provides Certain Underwriters at Lloyd's and HDI Global Specialty – Australia and Lancashire Underwriting Australia Pty Ltd, 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.

### **Business Insurance Policy**

This product has eleven (11) sections of cover (set out below) and has been designed for consumers in the target market to provide financial protection for loss or damage to a predominately mixed residential and commercial property as follows:

- Section 1 – Fire & Perils; Section 2 – Profits (Loss of income); Section 3 – Accidental Damage; Section 4 – Burglary; Section 5 – Glass; Section 6 – Money; Section 7 – Engineering; Section 8 – Electronics; Section 9 – Employee Theft; Section 10 – Portable Items; Section 11 - Transit

The product offers options to enable customers to tailor the product to suit their individual needs including Claims preparation costs and cost of collecting debts for loss of income, Accidental Damage and Worldwide cover on Portable Items, Accidental Damage and cost of resending on Goods in Transit.

### **Combined General and Products Liability Policy.**

This product has eleven (3) sections of cover (set out below) and has been designed for consumers in the target market to provide financial protection for loss or damage to a predominately mixed residential and commercial property as follows:

- Section 2.1 - Your Legal Liability for Personal Injury, Property Damage and / or Advertising Injury;
- Section 2.2 - Defence Costs and Supplementary payments;
- Section 2.4 - Additional Benefit Claim Preparation Costs

In addition to this, under some Sections of the Policy there are further optional covers or limits that You can select subject to Axis Underwriting agreeing to provide those covers.

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## Who is within the Target Market?

<b>Customers within the Target Market</b> (Customers are within the target market if all the following conditions apply)	
✓	Property Owners of mixed residential and commercial tenancy buildings defined as “retail clients” under the <i>Corporation Act 2001</i> who require financial protection against loss or damage to a building and the contents of common areas
✓	Property Owners of 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.

<b>Customers NOT within the Target Market</b> (Customers are not within the target market if any of the following conditions apply)	
✗	Property Owners of mixed commercial tenancy buildings that do not meet the definition of “retail client” under the <i>Corporation Act 2001</i> .
✗	Property Owners of mixed residential and commercial tenancy buildings which include businesses that are involved in any illegal, unlawful, nefarious or include tenants or tenancies involved in similar activities
✗	Individual occupiers/tenants of Units or Shops within the building

## 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.

<b>Distribution Restrictions</b>	<ul style="list-style-type: none"> <li>Is only offered to/ via licensed insurance brokers and their authorised representatives</li> <li>Is not available directly to the public</li> <li>Is not available on any on-line platforms</li> </ul>
<b>Distribution Conditions</b>	<ul style="list-style-type: none"> <li>A formal quote request is required from a broker to obtain a quotation from Axis</li> <li>An update request may be required prior to Renewal terms being issued</li> <li>Only available to customers that are within the target market</li> <li>It can be sold to customers within the target market without the customer being provided with any financial product advice or with general or personal advice.</li> </ul>
<b>Distribution Method</b>	<ul style="list-style-type: none"> <li>via licensed insurance brokers and their authorised representatives</li> <li>not available on-line</li> </ul>

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## 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 brief summary of the nature of the complaint raised and any steps taken to address the complaint; and
- any general feedback you have received about 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 (Certain Underwriters at Lloyd's, HDI Global Specialty SE – Australia and Lancashire Underwriting Australia Pty Ltd) 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

<p><b>Review Period</b></p>	<p>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.</p> <p>This TMD will then be reviewed at least every 24 months agreed otherwise with Axis Underwriting.</p>
<p><b>Examples of Review Triggers that would reasonably suggest that the TMD is no longer appropriate</b></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"> <li>• significant increase in the number of complaints relating to the product received by us or reported by distributors;</li> <li>• a material change to the product including Product Disclosure Statement, information or assumptions upon which the target market was formulated;</li> <li>• change of relevant law, regulatory guidance or industry code which has a material effect on the terms or distribution of the product;</li> <li>• the product is being distributed and purchased in a way that is significantly inconsistent with this TMD;</li> <li>• adverse trends in policy and claims data indicating the product is not performing as expected by the customer.</li> </ul>