

Target Market Determination

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This TMD also describes:

- Who our products are not suitable for;
- How the product can be distributed to our customers;
- How often we will review this TMD and when the next review will be;
- The events and circumstances that could mean we need to review whether this TMD is still appropriate;
- The information we would need in order to decide that this TMD is no longer appropriate;
- How we record information related to the product and how this information is reported;
- Any other matters relevant to the product's distribution and review

This target market determination (TMD) document has been designed to help our customers, distributors and our staff understand who Flight Centre Travel Insurance is suitable for (the Target Market for the product). This TMD is current at 9 October 2024. We may review this TMD at any time.

Flight Centre Travel Insurance is issued by Mitsui Sumitomo Insurance Company Limited ABN 49 000 525 637 (MSI) AFSL 240816 (referred to in this document as 'we', 'us' and 'our'). Any advice in this document is general in nature and does not take into account your financial situation, objectives or needs. Please read the Combined Financial Services Guide and Product Disclosure Statement (**Combined FSG/PDS**) when considering whether Flight Centre Travel Insurance is right for you. Any capitalised terms in this TMD which are not defined have the same meaning given in the **Combined FSG/PDS**.

Our product

Flight Centre Travel Insurance can provide insurance for losses associated with incidents and accidents that occur relating to your scheduled travel before or during your trip.

Flight Centre Travel Insurance offers the following types of policies:

- **International single trip** – covers one trip overseas. Benefits depend on the plan selected.
- **Domestic single trip** – covers one trip within Australia. Benefits depend on the plan selected.
- **Annual Multi-Trip** – covers multiple trips for a 12-month period up to the maximum trip duration selected. Benefits depend on the plan selected.

Please refer to the **Combined FSG/PDS** for full details of the product and limits.

9 October 2024

Who is the Target Market for this product

This product is designed for Australian residents, who currently live in Australia and hold a valid Australian Medicare card or visa with unrestricted right of entry into Australia, allowing them to live, work or study in Australia and access medical care in Australia.

This product has been designed for travellers who are seeking protection from a range of travel incidents including:

- Unexpected medical and hospital expenses that occur overseas (International policies only);
- Loss, theft and damage to belongings and baggage owned by the customer;
- Travel disruptions to scheduled itineraries. This includes cancellations, delays and rescheduling;
- Excesses charged by rental car companies.

When considering this travel insurance product, it's important to understand how it provides value to you. This product is designed to offer protection against a range of travel-related risks, such as medical emergencies, trip cancellations, and lost baggage. The extent to which this product meets your needs depends on its ability to cover these risks effectively, relative to its cost. By ensuring that the coverage aligns with your travel plans and potential risks, you can determine whether the product delivers significant benefits in relation to your individual circumstances. We recommend reviewing the policy details to see how well it addresses your specific travel needs and whether it offers meaningful protection for your journey.

You can find the limits for each plan in the Table of Benefits contained in the [Combined FSG/PDS](#).

Policy type suitable for people who:

International policies	Domestic policies	Annual Multi-Trip policies
Bronze, Silver or Gold plans available.	Bronze, Silver or Gold plans available.	Silver and Gold plans available.
<ul style="list-style-type: none">• are taking one (single) return trip overseas for a maximum trip duration of 365 days.• are seeking to purchase up to 365 days before the travel start date.• are not older than 100 years of age at the time of the travel start date.• are in a position to pay any applicable excess in event of a claim.• are able to pay the applicable premium.• do not wish to have cover for their pre-existing medical conditions (as defined) where they are not automatically covered by the policy; or	<ul style="list-style-type: none">• are taking one (single) return trip within Australia for a maximum trip duration of 365 days.• are seeking to purchase insurance up to 365 days before the travel start date.• are not older than 100 years of age at the time of the travel start date.• are in a position to pay any applicable excess in event of a claim.• are able to pay the applicable premium.• do not wish to have cover for their pre-existing medical conditions (as defined) where they are not automatically covered; or	<ul style="list-style-type: none">• are proposing to take multiple trips overseas and within Australia during a 12 month period for maximum trip durations of 30, 45 or 60 days each, depending on option selected.• are seeking to purchase insurance up to 180 days before the policy start date.• are not older than 79 years at the policy start date.• are in a position to pay any applicable excess in event of a claim.• are able to pay the applicable premium.• do not wish to have cover for their pre-existing medical conditions (as defined) where they are not automatically covered; or

Policy type suitable for people who cont'd:

International policies	Domestic policies	Annual Multi-Trip policies
Bronze, Silver or Gold plans available.	Bronze, Silver or Gold plans available.	Silver and Gold plans available.
<ul style="list-style-type: none"> require cover for their pre-existing medical conditions (as defined) and has the financial capacity to pay any applicable additional premium where the insurer agrees cover them. 	<ul style="list-style-type: none"> require cover for their pre-existing medical conditions (as defined) and has the financial capacity pay any applicable additional premium where the insurer agrees cover them. 	<ul style="list-style-type: none"> require cover for their pre-existing medical conditions (as defined) and has the financial capacity pay any applicable additional premium where the insurer agrees cover them.

Policy type not suitable for people who:

International policies	Domestic policies	Annual Multi-Trip policies
Bronze, Silver or Gold plans available.	Bronze, Silver or Gold plans available.	Silver and Gold plans available.
<ul style="list-style-type: none"> are not Australian residents, or who do not have access to long term medical care in Australia. are taking multiple trips. are travelling within or seeking medical cover within Australia. want cover for activities that are excluded by the product. e.g. excluded sports and activities such as skydiving and other high risk activities, or participation in professional sports. are seeking to claim for events that have already occurred or that are foreseeable and that have or will lead to financial loss. are seeking cover for border closures, war, nuclear events or other situations excluded by the product. wish to be covered for travel to a destination that is sanctioned or has been declared 'Do Not Travel' by the Australian Government. 	<ul style="list-style-type: none"> are not Australian residents, or who do not have access to long term medical care in Australia. are taking multiple trips. are travelling internationally. are seeking medical cover within Australia. want cover for activities that are excluded by the product. e.g. excluded sports and activities such as skydiving and other high risk activities, or participation in professional sports. are seeking to claim for events that have already occurred or that are foreseeable and that have or will lead to financial loss; are seeking cover for border closures, war, nuclear events or other situations excluded by the product. wish to be covered for travel to a destination that is sanctioned or has been declared 'Do Not Travel' by the Australian Government. 	<ul style="list-style-type: none"> are not Australian residents, or who do not have access to long term medical care in Australia. are seeking medical cover within Australia. are travelling for longer than the maximum trip durations available. want cover for activities that are excluded by the product. e.g. excluded sports and activities such as skydiving and other high risk activities, or participation in professional sports. are seeking to claim for events that have already occurred or that are foreseeable and that have or will lead to financial loss; are seeking cover for border closures, war, nuclear events or other situations excluded by the product. wish to be covered for travel to a destination that is sanctioned or has been declared 'Do Not Travel' by the Australian Government.

Policy type not suitable for people who cont'd:

International policies	Domestic policies	Annual Multi-Trip policies
Bronze, Silver or Gold plans available.	Bronze, Silver or Gold plans available.	Silver and Gold plans available.
<ul style="list-style-type: none"> wish to have cover for trips that will be longer than 365 days. wish to purchase cover more than 365 days in advance of their planned travel. are unsupervised minors. are subject to any sanctions, restrictions, or prohibitions under applicable laws or regulations. require cover for childbirth or medical care for a newborn child. 	<ul style="list-style-type: none"> wish to have cover for trips that will be longer than 365 days. wish to purchase cover more than 365 days in advance of their planned travel. are unsupervised minors. are subject to any sanctions, restrictions, or prohibitions under applicable laws or regulations. require cover for childbirth or medical care for a newborn child. 	<ul style="list-style-type: none"> wish to purchase cover more than 180 days in advance of their planned travel. are unsupervised minors. are subject to any sanctions, restrictions, or prohibitions under applicable laws or regulations. require cover for childbirth or medical care for a newborn child.

Options available may also depend on the plan that is selected.

The below shows which options are available based on different plan types, to identify the appropriate Target Market for that product. For example, as the

cruise option is not available on the Bronze plan, that plan is not suitable for a person who is taking a cruise:

Plan type	Bronze	Silver	Gold
Can apply for pre-existing medical condition cover	Yes	Yes	Yes
Cruise option	No	Yes	Yes
Winter sports option	No	Yes	Yes
Variable cancellation limits	No	Yes	Yes
Variable excess options	No	Yes	Yes
Increased luggage item sub-limit	No	Yes	Yes

Additional premiums apply for these options.

Distributing this product

Flight Centre Travel Insurance is underwritten by the insurer, Mitsui Sumitomo Insurance Company Limited ABN 49 000 525 637, AFSL 240816. Europ Assistance Australia Pty Ltd (EAA) ABN 71 140 219 594, AFSL 552106 holds a binding authority from the insurer, MSI to issue contracts of insurance and to deal with or settle claims on MSI's behalf and as MSI's agent. Flight Centre Travel Group Limited ACN 003 377 188 AR No 228097 (Flight Centre) and their sales representatives have

been appointed as authorised representatives or general insurance distributors of EAA to distribute and sell this product.

MSI have designed Flight Centre Travel Insurance so that it can be distributed by Flight Centre and its sales representatives through the below channels:

- <https://www.flightcentre.com.au>
- In person via the Flight Centre retail network
- By calling 02 9333 3972

Steps we take

We have conditions in place to ensure that the product is only sold to the customers within the Target Market. These conditions include:

- Ensuring the TMD is made available before purchase.
- We ask pre-purchase questions to confirm eligibility (online and face to face sales).
- Parameters are built into our systems where possible, preventing purchases outside of the TMD.
- Disclaimer prior to finalising sale.
- Ongoing monitoring and reporting.
- Training of employees and agents.

Reviewing our Target Market

It is important that we review this TMD to make sure it is appropriate for the needs of our potential and existing customers. When we review this TMD, we will consider information collected by Flight Centre and EAA. This information covers:

- Eligibility for cover;
- Sales information;
- Customer information;
- Claims information;
- Feedback and complaints;
- Renewals and cancellations.

Each year, we will review this TMD to ensure it is still appropriate. The next review will take place on 9 October 2025.

Review triggers

Certain events and circumstances taking place could mean that a review should occur earlier than the annual review. This is because the TMD could no longer be appropriate. These events and circumstances are called review triggers. Below is a list of review triggers for this TMD:

- We make a significant change to the eligibility criteria for this insurance;
- We make a significant change to this insurance, including the cover provided;
- We make a significant change to the way this insurance can be distributed by EAA and Flight Centre;

- There are amendments to any relevant laws affecting the distribution of this agreement;
- We receive a significant number of complaints or pattern of complaints or feedback relating to the appropriateness of this product for the target market;
- We receive a significant number of claims or a change to claims experience;
- We identify that we, EAA or Flight Centre have been offering and selling this insurance to people outside of the target market or in a way that does not meet the distribution conditions for the TMD;
- Any systemic issues which reasonably suggest that the TMD is no longer appropriate.

EAA will also consider whether a review trigger has taken place. If they think an event or occurrence is a review trigger, they must tell us within 10 business days. If we decide we have enough information to require a review trigger, we will review this TMD within 10 business days of our decision.

Records

We will keep records of any actions we take to make sure this product is distributed only to customers who fit the Target Market. We will also keep records of any decisions and reasons relating to:

- The TMD for this insurance;
- How we set review triggers;
- How we decide if a review trigger has taken place;
- How often we review this TMD;
- The general information in this TMD.

Reporting

We record all complaints that we receive about Flight Centre Travel Insurance which will be reviewed at least on a monthly basis. EAA must also record any complaints related to this insurance and report these complaints to us every 6 months. If EAA believe that this insurance has been sold to person who does not fit with this TMD, or a 'significant dealing' has otherwise occurred, they must report this to us as soon as practicable and no later 10 business days after becoming aware.

This document was prepared on 9 October 2024.