

Target Market Determination for On-Road Motorcycle Insurance products

Effective 30 April, 2023

About this document

This Target Market Determination (TMD) describes the class of consumers that comprises the target market for our On-Road Motorcycle Insurance products (the **Products**) and certain matters relevant to their distribution and review.

This TMD does not form part of the terms of the Products and any information or examples given in it are not a complete list of eligibility. Product features, benefits, terms, conditions and exclusions are set out in the relevant Product Disclosure Statement (PDS) and any other policy documents issued to you.

Read the relevant PDS before deciding whether to purchase or renew a Product.

This TMD applies to

| Product | PDS |
|--|--------------------------|
| National Motorcycle Insurance | Effective 30 April, 2023 |
| Honda Motorcycle Insurance | Effective 30 April, 2023 |
| Kawasaki Insurances Motorcycle Insurance | Effective 30 April, 2023 |
| Suzuki Motorcycle Insurance | Effective 30 April, 2023 |

Product purpose and description

The Products are intended to provide motorcycle insurance cover for an Australian individual or domiciled business that owns and operates an on-road motorcycle solely for private, personal, domestic or household use.

An on-road motorcycle is a motorcycle designed to be used on normal roads and includes certain fitted accessories and modifications that we have agreed to insure (a **Motorcycle**).

The Products provide three types of cover so Motorcycle owners can select the type of cover that best suits their objectives, financial situation and needs.

Comprehensive Cover:

This provides cover for:

- Loss or damage to a Motorcycle as a result of an accident, malicious acts, storm, flood, fire or theft;
- Accidental loss or damage to a Motorcycle while being transported in a trailer; and
- Liability to third parties for accidental loss or damage to their property when using a Motorcycle.

A Motorcycle can be insured on an agreed or market value, subject to agreement and our standard underwriting criteria.

There is also an option to purchase Lay Up Cover.

Third Party, Fire and Theft Cover:

This provides cover for:

- Loss or damage to a Motorcycle caused by fire or theft; and
- Liability to third parties for accidental loss or damage to their property when using a Motorcycle.

A Motorcycle can be insured on an agreed or market value, subject to agreement and our standard underwriting criteria.

Third Party Liability Cover only:

This provides cover for liability to third parties for accidental loss or damage to their property when using a Motorcycle.

In addition to the comments above:

The Products are designed for someone who:

- Wants cover for a factory produced Motorcycle used in Australia;
- Is an Australian resident or Australian domiciled business;
- If an individual, is at least 18 years old;
- Is the registered owner of their Motorcycle and appropriately licensed to ride it;
- Keeps their Motorcycle in a good, well maintained condition;
- Uses their Motorcycle for private purposes;
- Meets the registration requirements in their state or territory.

The Products are not designed for someone who:

- Wants cover for an off-road motorcycle;
- Wants cover for a Motorcycle valued at more than \$75,000;
- Wants cover for a Motorcycle more than 30 years old;
- Stores their Motorcycle on any street, footpath or nature strip;
- Wants cover for off road, racing or sporting activities;
- Wants cover for a Motorcycle with pre-existing damage or a manufacturer's defect;
- Uses their Motorcycle for business or commercial purposes eg food delivery, couriering, hire services or rider instruction.

Distribution Conditions and Restrictions

The following Conditions and Restrictions apply to the distribution of the Products.

The Products can only be arranged or sold by:

- NM Insurance by telephone or through one of its branded websites;
- Entities appointed by NM Insurance as corporate authorised representatives;
- Motorcycle dealers and/or finance brokers appointed by NM Insurance as general insurance distributors;
- General insurance brokers operating under their own Australian financial services licence or authorisation.

The Products can only be provided to a person if it is reasonable to conclude that:

- They are in the Target Market; and
- They are eligible for a Product in accordance with its standard acceptance criteria.

Review Triggers

The following events and circumstances may indicate that this TMD is no longer appropriate:

- Changes in the Products or the underwriting guidelines or standard acceptance criteria;
- Changes in Product pricing or reinsurance arrangements;
- Changes in the Insurer's internal policies and processes relevant to the Products;
- Changes in the way the Product are distributed;
- Changes in relevant laws, regulations, regulatory guidance or industry codes;

- Dealings in the Products that are inconsistent with this TMD;
- Adverse claims experience of the Products;
- Negative feedback from customers, staff, distributors, regulators and/or other industry bodies.

Maximum review periods

Other than when a review is triggered as above, this TMD will be reviewed at least every two years.

The Insurer reviews data and feedback on an ongoing basis and obtains data and feedback from its brokers and distribution partners to ensure that distribution of the Products is consistent with this TMD. The Insurer reviews any significant dealings that are inconsistent with this TMD.

Reporting

Product distributors including NM Insurance must report the following to the Insurer to identify events or circumstances that may mean this TMD is no longer appropriate.

Requirement

Timeframe

Complaints including the nature of complaints and number of complaints.

Every month.

Relevant claims data and sales information we reasonably request about each Product/s.

Quarterly.

Significant dealings in the Products:

- In breach of the Distribution Conditions and Restrictions; or
- To a person outside the Target Market; or
- That are otherwise inconsistent with this TMD.

Within 24 hours of identification.

Information that would reasonably suggest that this TMD is no longer appropriate, such as communication from regulator relating to the appropriateness of the Products.

Within 24 hours of identification.

This TMD was prepared in consultation with NM Insurance Pty Ltd ABN 34 100 633 038 AFSL 227186 (**NM Insurance**) by the insurer, Zurich Australian Insurance Limited (**ZAIL**), ABN 13 000 296 640, AFSL 232507, (the **Insurer, we, us, our**). NM Insurance issues the Product under a binding authority from ZAIL. Any advice in this TMD is general and does not take into account an individual's objectives, financial situation or needs. Anyone considering purchasing or renewing the Product should read the PDS before doing so.