

Target Market Determination

Names of products

Medibank Pet Insurance - Essential Pet Care
Medibank Pet Insurance - Emergency Pet Care
Medibank Pet Insurance - Ultimate Pet Care
Product Disclosure Statement (PDS) dated 5 October 2021

What is a Target Market Determination

This Target Market Determination (TMD) sets out the class of customers that each product has been designed for and is suitable for. It sets out the target market for the product, conditions and restrictions placed on their distribution, events and circumstances that would reasonably suggest that the TMD is no longer appropriate and review periods and reporting obligations for the TMD.

This TMD does not provide any financial product advice on the product and does not take into consideration the objectives, financial situation and needs of individual customers.

The terms and conditions of each product are set out in the PDS. This TMD does not form part of the insurance contract and is not a summary of the product's terms and conditions. Customers should review the PDS before making any decision in relation to the products.

Any terms used in this TMD that are defined in the Corporations Act 2001 (Cth) have the same meaning as in that Act.

This TMD is available to any person at <https://www.medibank.com.au/pet-insurance/useful-documents/>

Effective date of this TMD: 30 August 2023

Issuer

This TMD is made by The Hollard Insurance Company Pty Ltd ABN 78 090 584 473 AFSL 241436 (Hollard). PetSure (Australia) Pty Ltd (ABN 95 075 949 923, AFSL 420183) (PetSure) acts for Hollard under a binding authority. In this document the terms, "we", "us" or "our" refer to Hollard in its own right or via PetSure.

Product description and key attributes

The products have been designed for people who want different choices of cover towards eligible veterinary expenses. The product has three levels of cover. These are briefly described below:

| | Essential Pet Care | Emergency Pet Care | Ultimate Pet Care |
|-----------------------------|---|---|--|
| Cover type | Cover for both specified accidental injuries and illnesses excluding: patella luxation, elbow dysplasia, fractured teeth, stenotic-nares, soft palate resection and intervertebral disc disease | Cover for specified accidental injuries and specified illnesses | Cover for specified accidental injuries and illnesses |
| Benefit percentage | Up to 70% of eligible veterinary bills | Up to 80% of eligible veterinary bills | Up to 80% of eligible veterinary bills |
| Annual benefit limit | Up to \$4,000 per year | Up to \$8,000 per year | Up to \$15,000 per year |
| Sub-limits | Some condition related sub-limits apply to conditions like tick paralysis and cruciate ligament conditions | Some condition related sub-limits apply to conditions like hip dysplasia, tick paralysis and cruciate ligament conditions | Some condition related sub-limits apply to conditions like tick paralysis and cruciate ligament conditions |
| Excesses | Excess options can be selected | Excess options can be selected | Excess options can be selected |

Other key attributes of these products include:

- it does not provide comprehensive cover for preventative care costs and general pet maintenance costs like grooming and pet food; and
- cover is subject to annual limits, sub-limits (which can increase from time to time to help keep pace with the costs of veterinary care), terms, conditions and exclusions. Examples of key exclusions include waiting periods at the inception of a new policy and coverage exclusions for chronic pre-existing conditions.

Likely objectives, financial situation and needs of customers in the target market

The likely objectives, financial situation and needs of customers in the target market is a contribution towards eligible veterinary expenses that they incur, to help ensure their pet can receive appropriate treatment, and to reduce (and not cover in full) the cost to the customer of that treatment.

Customers in the target market will be able to afford to pay:

- premiums for the product, which will increase from year to year;
- the full amount for treatment upfront to the veterinary before seeking claims reimbursement for the eligible expenses, unless using the GapOnly® claims payment platform (in which case, customers need to be able to pay upfront the ‘gap’ payment - the ‘gap’ means the difference between the vet’s invoice for eligible expenses and the claim benefit calculated under the policy terms and conditions, if any); and
- any vet expenses above the accepted claim amount, including:
 - > the excess (where applicable);
 - > costs above the applicable benefit percentage (up to 70% or 80% of eligible veterinary expenses or 60% once the pet exceeds 8 years of age if selected by the customer);
 - > costs above the applicable annual benefit limit (up to \$4,000, or \$8,000, or \$15,000 per year depending on the selection chosen); and
 - > costs above the applicable sub-limits.

Target market for the product

| Who this product may be suitable for | Who this product may not be suitable for |
|--|---|
| <p>A person is in the target market for the products if they:</p> <ul style="list-style-type: none"> • are 18 years of age or over; • have a domestic dog or cat that is legally available in Australia; • want cover towards the costs associated with specified accidental injuries that their pet may experience, such as injury suffered as a result of a motor vehicle accident, burn or electrocution and traumatic ligament or tendon injury; and • can afford to pay the applicable premium, upfront vet expenses before submitting a claim (unless GapOnly® is used), and veterinary expenses that are above the accepted claim amount. | <p>A person will not be in the target market for the products if they:</p> <ul style="list-style-type: none"> • have a pet which has sustained chronic pre-existing conditions which are likely to require ongoing veterinary treatment and want cover for those treatment costs; • want to cover the costs of treatment for illnesses or accidents not covered by this policy, or other maintenance costs associated with pet ownership; and/or • cannot afford to pay the applicable premium, upfront vet expenses before submitting a claim (unless GapOnly® is used), and/or veterinary expenses that are above the accepted claim amount. |

Target market for each level of cover

In addition to the overall target market, these additional parameters apply based on the level of cover selected.

Essential Pet Care (Specified accidental injury & illness)

| Who this level of cover may be suitable for | Who this level of cover may not be suitable for |
|---|--|
| <p>A person is in the target market for this level of cover if they want:</p> <ul style="list-style-type: none">cover towards the costs associated with treating a range of illnesses, such as cancer treatments and other temporary and chronic conditions; andup to 70% of their eligible veterinary expenses covered up to \$4,000 per policy period. | <p>A person will not be in the target market for this level of cover if they:</p> <ul style="list-style-type: none">do not want sub-limits or want different sub-limits to apply for treatment for tick paralysis or cruciate ligament conditions. |

Emergency Pet Care (Specified accidental injury & specified illness)

| Who this level of cover may be suitable for | Who this level of cover may not be suitable for |
|---|---|
| <p>A person is in the target market for this level of cover if they want:</p> <ul style="list-style-type: none">cover towards the costs associated with treating specified illnesses, such as cancer treatments; andup to 80% of their eligible veterinary expenses covered up to \$8,000 per policy period. | <p>A person will not be in the target market for this level of cover if they:</p> <ul style="list-style-type: none">do not want sub-limits or want different sub-limits to apply for treatment for cancer, hip dysplasia, tick paralysis or cruciate ligament conditions. |

Ultimate Pet Care (Specified accidental injury & illness with optional routine care)

| Who this level of cover may be suitable for | Who this level of cover may not be suitable for |
|--|--|
| <p>A person is in the target market for this level of cover if they want:</p> <ul style="list-style-type: none">cover towards the costs associated with treating a range of illnesses, such as cancer treatments and other temporary and chronic conditions; andup to 80% of their eligible veterinary expenses covered up to \$15,000 per policy period. | <p>A person will not be in the target market for this level of cover if they:</p> <ul style="list-style-type: none">do not want sub-limits or want different sub-limits to apply to contributions towards treatment for tick paralysis and cruciate ligament conditions. |

Consistency between the product and target market

This product will likely meet the likely objectives, financial situation and needs of the target market because it addresses the needs of customers in the target market to reduce the costs of eligible veterinary expenses.

Distribution conditions

Medibank Pet Insurance - Emergency Pet Care is only available to renewing customers who first purchased their policy prior to 1 February 2023.

Medibank Pet Insurance - Essential Pet Care and Ultimate Pet Care are only available to renewing customers who first purchased their policy prior to 30 August 2023.

Hollard has arrangements in place with PetSure with appropriate terms to ensure the product is distributed to the customers that fall within the target market. Hollard will monitor whether customers are in the target market, pursuant to the criteria in this TMD.

If Hollard identifies the customer is no longer in the target market, PetSure, under its arrangement with Hollard will contact the customer.

Medibank pet insurance is promoted and distributed by Medibank Private Limited (ABN 47 080 890 259, AR no 286089). We also have arrangements in place with Medibank Private Limited with appropriate terms for ensuring that it only distributes the product to customers that fall within the target market.

Reviewing this document

Periodic review

Each issuer will review this TMD within 24 months from its commencement date and subsequently every 24 months thereafter.

Review triggers

Each issuer will also review this TMD, insofar as it relates to the products issued by them, if there are events or circumstances that reasonably suggest that the TMD is no longer appropriate. The triggers for this review may arise from:

- any material changes being made to the product coverage, pricing methodology, underwriting or eligibility criteria or its method of claims assessment and settlement;
- any material changes to methods of distribution;
- changes in law or regulatory guidance or industry code which may materially affect the terms of cover or distribution or regulatory feedback or concerns raised to suggest the TMD may no longer be appropriate;
- identification of systemic issues and findings, produced from quality assurance or governance processes, that may indicate an issue with the product or the appropriateness of the TMD;
- any occurrence of a significant dealing outside of the target market;
- compliance incidents and breaches that may indicate an issue with the product and the appropriateness of the TMD; or
- material deviations developing in the customer value metrics that track:
 - > financial performance of the product;
 - > product desirability;
 - > benefit attained from the product by customers;
 - > overall claims experience;
 - > number and type of complaints received; and
 - > customer feedback received.

Reporting

Distributors of this product are required to report the following information to us within the time specified below:

| Information | Reporting period |
|---|--|
| Actual or potential significant dealings of the product outside of the target market | As soon as practicable and in any event within 10 business days of first becoming aware. |
| Actual or potential issue of the product in breach of distribution conditions or outside of the target market | As soon as practicable and in any event within 10 business days of first becoming aware. |
| Number and details of all complaints received | Within 10 business days of the end of each quarter. |
| Sales and marketing data including but not limited to quotes and sales made, promotions applied, cancellation of cover information | Within 10 business days of the end of each quarter. |
| Any data that we do not hold and is requested by us in writing that allows us to monitor customer value metrics as described in "Reviewing this document" | Within 10 business days of the end of each month. |