

Medibank Starter Life Insurance Target Market Determination

1. Important Information

Issuer of this TMD: Swiss Re Life & Health Australia Limited (Swiss Re) ABN 74 000 218 306, AFSL 324908

Date of TMD: 27 September 2021

TMD Version: 1

In this TMD, some words or expressions have a special meaning. They normally begin with capital letters and their meaning is explained in the Glossary of Medibank Starter Life Insurance Product Disclosure Statement (PDS), found at www.medibank.com.au/life-insurance

References to 'you', 'your' and 'yours' means the person who is the Policyowner, Life Insured, Partner Life Insured, as the context requires. 'We', 'us, and 'our' means Swiss Re.

Legal disclaimer for issued TMDs

This Target Market Determination (TMD) is required under section 994B of the Corporations Act 2001 (Cth). It sets out the target market for the product, triggers to review the target market and certain other information. It forms part of Swiss Re's design and distribution framework for the product.

This document is not a product disclosure statement, and is not a summary of the product features or terms of the product. This document does not take into account any person's individual objectives, financial situation or needs. Persons interested in acquiring this product should carefully read the [PDS](#) for Medibank Starter Life Insurance before making a decision whether to buy this product.

Appropriateness explanation

Broadly, you may be in the target market for Medibank Starter Life Insurance if you have, or expect to have, outstanding financial commitments that will not be satisfied in the event of your:

- death;
- Terminal Illness, with a life expectancy of less than 12 months.

It's important to note that the premiums charged for this product generally increase each year, so you will need to have the capacity to pay for these premiums on an ongoing basis.

Please refer to the current PDS for detailed information on what each type of cover provides and how premiums are calculated.

2. Description of Product

Medibank Starter Life Insurance provides a benefit amount in the event you:

- die; or
- are diagnosed with a Terminal Illness

in accordance with the terms and conditions outlined in the PDS.

Key attributes

Key attributes of Medibank Starter Life Insurance include:

- the payment of premiums – if premiums are not paid when due, the policy will end (subject to the required notice periods), in which case you would no longer be covered and cannot make a claim.
- premium structure – premiums will generally increase with your age each year the policy is held.
- eligibility criteria – you may be ineligible for cover if you do not meet the eligibility criteria for this product. Eligibility criteria includes:
 - age; and
 - residency status.
- there are exclusions as follows:
 - if you die or have a Terminal Illness as a result of a self-inflicted injury within 13 months of the policy commencing, the policy increasing, or the policy recommencing after it was cancelled.

The underwriting process can also impact the price of your premium and the terms and conditions of the insurance policy, and in some cases may result in us declining to offer you cover.

Please refer to the PDS for further information about what Medibank Starter Life Insurance does and doesn't cover.

3. Description of Target Market

Your objective may be to reduce your exposure to outstanding financial commitments (including to dependents such as spouse or children) that will not be satisfied by your estate in the event of your death, terminal illness or accidental injury, such as:

- mortgage and other debt servicing costs;
- final expenses;
- medical costs;
- transportation and accommodation costs; and/or
- personal and palliative care.

The premium structure of Medibank Starter Life Insurance is called a stepped premium. This means that it will generally increase each year as you age. As such, you will need to have the capacity to pay current and future premiums.

Demographic and eligibility requirements

The information below shows the demographic and eligibility requirements of the target market for Medibank Starter Life Insurance.

To apply for Medibank Starter Life Insurance you need to be:

- an Australian Resident;
- aged between 18-45; and
- be within the acceptable range of our health and lifestyle requirements.

You can apply for a minimum Life Benefit Amount of \$50,000 and maximum Life Benefit Amount of \$250,000.

For example the following groups are outside the target market for this product:

- age: over 45
- residency status: not an Australian Resident

4. Distribution Requirements

In accordance with the obligations outlined under Part 7.8A of the Corporations Act (product design and distribution obligations):

- this product is authorised for distribution only by Greenstone Financial Services Pty Ltd (GFS) Medibank Private Limited acting as GFS's authorised representative. This product cannot be purchased from Swiss Re.
- this product is distributed by GFS and Medibank Private Limited to consumers pursuant to the provision of general financial product advice. No personal advice is to be provided to a consumer at any point in the distribution process by GFS or Medibank Private Limited.
- GFS should take reasonable steps to ensure the cover is sold to those within the demographic and eligibility requirements of the target market.
- GFS must provide a customer with a copy of the Product Disclosure Statement.

These distribution conditions and restrictions make it more likely that the consumers who acquire the product are in the target market:

- GFS will adhere to minimum standards of conduct when providing general explanations to consumers, about product features, eligibility requirements, and how they can purchase the product.
- consumers must undergo the application process and satisfy our underwriting criteria.

5. Target Market Determination Review and Triggers

It is our obligation to review the TMD to aid you make the decision whether Medibank Starter Life Insurance is suitable. Some triggers that can cause a review of the TMD are:

Review Trigger 1: The commencement of a significant change in law, or a significant court ruling, that materially affects the product design and or distribution of the product, or class of products, that includes this product.

Review Trigger 2: Product performance is materially inconsistent with the product issuer's expectations of the appropriateness of the product to consumers having regard to:

- a. product claim ratios;
- b. the number of paid, denied and withdrawn claims;
- c. the number of policies sold; and
- d. policy lapse or cancellation rates.

Review Trigger 3: Significant or unexpectedly high number of complaints regarding product design, product availability, claims, and distribution conditions, that would reasonably suggest that the TMD is no longer appropriate.

Review Trigger 4: The product issuer determines that a significant dealing in the product outside the target market (except for an excluded dealing) has occurred.

Review Trigger 5: The use of Product Intervention Powers, regulator orders or directions in relation to the distribution of this product where the product issuer considers this reasonably suggests that this TMD is no longer appropriate.

Aside from the triggers listed above, the TMD will also be reviewed at least every 3 years.

GFS must report to Swiss Re any complaints relating to the product within 10 business days of the end of the reporting period. Starting from the TMD issue date, the reporting period is 6 months.

Things you should know: Any advice provided is general only and doesn't consider your objectives, financial situation or needs. You should carefully read the relevant Product Disclosure Statement (which sets out the product terms, conditions and exclusions), Target Market Determination and Financial Services Guide available at medibank.com.au/life to ensure the product is right for you. Medibank life insurance products are issued by the insurer, Swiss Re Life & Health Australia Limited ABN 74 000 218 306, AFSL 324908, distributed by Greenstone Financial Services Pty Ltd ABN 53 128 692 884, AFSL 343079 (GFS) and promoted by Medibank Private Limited ABN 47 080 890 259, AR 286089 (Medibank Private). Medibank Private is an authorised representative of GFS.