

Target Market Determination

Voluntary Workers Personal Accident Insurance

This Target Market Determination (TMD) is designed to provide customers and CCI staff with information regarding who this product has been designed for and our approach to determining that the product is likely to be consistent with the objectives, financial situations and needs of the customer and the distribution conditions.

In this document the terms “CCI”, “we”, “us” or “our” refer to Catholic Church Insurance Limited, ABN 76 000 005 210, AFSL No. 235425.

This TMD sets out the target market for the CCI Voluntary Workers Personal Accident product.

Voluntary Workers Personal Accident Insurance

The CCI Voluntary Workers Personal Accident product has been designed for church and other not-for-profit organisations who want to provide financial benefits to persons who sustain an injury whilst performing voluntary work for their organisation. The level of cover must be selected by the church or other not-for-profit organisation and it will apply to all voluntary workers covered by the policy.

This product is suitable for people who:

- Operate a church or other not-for-profit organisation that uses the services of voluntary workers
- Are looking for a product that provides cover for their voluntary workers who are injured in an accident whilst performing voluntary work
- Are looking for a product that covers injuries sustained by their voluntary workers regardless of legal liability for that injury.

This product is not suitable for:

- Individual voluntary workers
- Organisations that wish to tailor the cover to individual voluntary worker's own circumstances
- Individuals who require private health insurance
- Organisations looking for cover for legal liability for injuries sustained to their voluntary workers.

The CCI Voluntary Workers Personal Accident product is subject to the acceptance criteria.

Distribution of this product

This product is designed to be distributed via CCI staff.

Only CCI staff are authorised to distribute this product as they understand the market this product has been designed for, have been trained in the relevant acceptance criteria and have the appropriate levels of authority.

CCI will make risk-based decisions to determine its acceptance criteria about insurance cover that can be offered to you. Some of the key acceptance criteria relating to this Target Market Determination may include:

- Your claims history
- The type of business you operate.

Reviewing this document

We will review this TMD within 2 years from the effective date to ensure it remains appropriate.

We will also review this TMD if any event or circumstances (called 'review triggers') occur that would reasonably suggest that the determination is no longer appropriate, such as:

- We make a material change to the cover provided by the product
- A change in our acceptance criteria that impacts on the suitability of the product for the target market
- A material change to the distribution of the product
- The discovery of a relevant and material deficiency in the product's disclosure documentation
- Systemic complaints and claims issues which indicate that the product is no longer suitable for the described target market
- Material and relevant reductions in our key product suitability metrics such as:
 - Client satisfaction
 - Product acceptance
 - Financial performance
 - Benefits to clients
 - Product value and affordability.

We will review this TMD within 10 business days of the occurrence of any review trigger.

Reporting

CCI must record all complaints received about this product.

Record keeping

CCI will maintain records of the reasonable steps it has taken to ensure that this product is sold in a manner consistent with this TMD.

We will also prepare and maintain complete and accurate records of our decisions, and the reasons for those decisions, in relation to:

- All Target Market Determinations for this product
- Identifying and tracking review triggers
- Setting review periods, and
- The matters documented in this TMD.

This TMD was prepared on 18 August 2021 and is effective from 4 October 2021.