

# Target Market Determination

## Motor Vehicle Cover

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 Motor Vehicle Cover product.

### Motor Vehicle Cover

The CCI Motor Vehicle Cover product has been designed for church and other not-for-profit organisations and persons associated with those organisations who want to obtain cover for loss or damage to their motor vehicles and legal liability for damage to vehicles and other property owned by others.

This product is suitable for people who:

- Operate a church or other not-for-profit organisation that own motor vehicles
- Are associated with Church or other not-for-profit organisations such as priests who own vehicles or employees who use their own vehicle for the business of the organisation
- Are looking for a product that allows the cover to be tailored to the level they require (Comprehensive, Restricted or Third Party Only)

This product is not suitable for:

- For-profit organisations and persons associated with for-profit organisations
- Organisations that require cover for personal injury arising out of the use of a motor vehicle (Compulsory Third Party insurance is required).

The CCI Motor Vehicle Cover 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 vehicle/s you own
- The level of cover you require
- 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 19 August 2021 and is effective from 4 October 2021.