



TOKIO MARINE  
NICHIDO

## **Target Market Determination**

**Product:** Home Protection Insurance Policy

**Publication Date of TMD:** 5 October 2021

**Issuer:** Tokio Marine & Nichido Fire Insurance Co., Ltd. (Tokio Marine) ABN 80 000 438 291

**AFSL:** 246548

### **Designing of the TMD**

#### **What is a Target Market Determination (TMD)?**

A TMD is a determination that Tokio Marine has prepared to describe the class of customers which this product has been designed for and comprises of matters relevant to the distribution and review of this product.

This document provides the necessary information to assist Tokio Marine staff, their Distributors and Customers in understanding the TMD.

#### **Product/s TMD applies**

This TMD applies to the Home Protection Insurance Policy - Product Disclosure Statement (PDS) date 5 April 2021.

#### **Target Market for this TMD**

Australian residents and temporary residents, over the age of 18.

This product is not marketed to the public. It is limited to eligible current and former Tokio Marine related group company employees and their families. The product is also available to current staff of Tokio Marine's corporate group affiliated clients who are Australian residents and temporary residents including expatriates.

This product is designed to provide cover for Home Building and Home Contents for the target market as per the coverage details prescribed in the PDS and policy wording.

This product is targeted to individuals wanting to insure their home building, home contents, their legal liability and/or their Specified Portable Valuables.

The Home Protection Insurance product is based on the value of the individuals building and/or contents. It provides individuals with Home Protection Insurance cover or Home Contents cover or both if selected. Legal Liability is included when purchasing either building and/or contents coverage.

If an individual wanted to include Specified Portable Valuables within their coverage of their Household Protection Insurance, this may be included as an add-on feature for an additional premium, when Home Contents coverage is purchased.

Key eligibility criteria for Home Insurance	This product is appropriate for	This product is not appropriate for
The type of Home Building the insured owns	Providing cover for a private residential building, including the fixtures and fittings of a: <ul style="list-style-type: none"> <li>• Free standing house</li> <li>• Townhouse, villa or duplex</li> <li>• Semi-detached house or terrace</li> <li>• Apartment and unit</li> </ul>	Buildings which are, but not limited to: <ul style="list-style-type: none"> <li>• Under registered body corporate</li> <li>• Houseboats</li> <li>• On-site caravans or tiny homes</li> </ul>
How the insured uses the Home Building they own	A private residential building that is the insured's: <ul style="list-style-type: none"> <li>• Primary residence,</li> <li>• Holiday home, or</li> <li>• Rented out to tenants</li> </ul>	The Home Building is a business, including but not limited to: <ul style="list-style-type: none"> <li>• Hotels, motels, or hostels</li> <li>• Nursing home</li> <li>• Retirement village</li> <li>• Boarding houses</li> <li>• For the purposes of an exhibition or display</li> <li>• Used predominantly for commercial or business reasons</li> </ul>
The condition of the insureds Home Building	The Home Building meets the acceptable dwelling criteria: <ul style="list-style-type: none"> <li>• Secure</li> <li>• Watertight</li> <li>• Structurally sound and</li> <li>• Well maintained</li> </ul>	The Home Building fails the acceptable dwelling criteria: <ul style="list-style-type: none"> <li>• Under initial construction</li> <li>• Under renovations that costs more than specified in the PDS</li> </ul>

Key eligibility criteria for Home Contents Insurance	This product is appropriate for	This product is not appropriate for
The type of Home Building the insured lives in as the owner or as a tenant	Home Contents the insured owns within a private residence that is a: <ul style="list-style-type: none"> <li>• Free standing house</li> <li>• Townhouse, villa or duplex</li> <li>• Unit, flat or apartment</li> <li>• Semi-detached house or terrace</li> <li>• Retirement village or aged care facility</li> <li>• Strata Titled property</li> </ul>	Home Contents the insured owns within, but not limited to: <ul style="list-style-type: none"> <li>• Rental properties that the insured owns and rents out to tenants</li> <li>• Commercial farm homes</li> <li>• Houseboats</li> <li>• Caravans, on-site caravans or tiny Homes</li> <li>• Motor Homes</li> </ul>
The type of Home Contents	Items owned by the insured or the insured's family which are not permanently attached or fixed to the structure of the Home Building, and includes: <ul style="list-style-type: none"> <li>• Domestic and antique furniture and furnishings</li> <li>• Drapes, interior blinds, rugs and carpets</li> <li>• Moveable swimming pools, saunas and spas</li> <li>• Household goods, clothing and other personal effects</li> <li>• Cash, stamps and negotiable instruments</li> <li>• Bicycles, surfboards, surf skis, and sailboards</li> <li>• Computer equipment and licensed software</li> <li>• Tools and lawn mowers used only for domestic purposes</li> </ul>	Home Contents does not include: <ul style="list-style-type: none"> <li>• Motor vehicles, motorcycles, trailers, caravans, aircraft, unmanned aerial vehicle, drone, watercraft or any accessories related to these items</li> <li>• Building materials</li> <li>• Plants, trees, shrubs, grass, rocks, landscaping or soil</li> <li>• Pets or animals</li> <li>• Goods kept for sale, distribution or on consignment</li> <li>• Stock or tools used in any trade, business or profession such as professional lawn mowers, power tools or non-powered tools</li> <li>• Illegal items, illegal firearms or illegally stored firearms.</li> </ul>

The type of Home Building the insured lives in as the owner or as a tenant	Home Contents the insured owns within a private residence that is a: <ul style="list-style-type: none"> <li>• Free standing house</li> <li>• Townhouse, villa or duplex</li> <li>• Unit, flat or apartment</li> <li>• Semi-detached house or terrace</li> <li>• Retirement village or aged care facility</li> <li>• Strata titled property</li> </ul>	Home Contents the insured owns within, but not limited to: <ul style="list-style-type: none"> <li>• Rental properties that the insured owns and rents out to tenants</li> <li>• Commercial farm homes</li> <li>• Houseboats</li> <li>• Caravans, on-site caravans or tiny Homes</li> <li>• Motor Homes</li> </ul>
How the insured uses the Home Building they live in as the owner or as a tenant	A private residential building that is the insured's: <ul style="list-style-type: none"> <li>• Primary residence, or</li> <li>• Holiday home</li> </ul>	The Home Building is a business, including but not limited to: <ul style="list-style-type: none"> <li>• Hotels, motels, or hostels</li> <li>• For the purposes of an exhibition or display</li> <li>• Used predominantly for commercial or business reasons</li> </ul>
The condition of the Home Building the insured lives in as the owner or as a tenant	The Home Building meets the acceptable dwelling criteria: <ul style="list-style-type: none"> <li>• Secure</li> <li>• Watertight</li> <li>• Structurally sound, and</li> <li>• Well maintained</li> </ul>	The Home Building fails the acceptable dwelling criteria, including being: <ul style="list-style-type: none"> <li>• Under initial construction</li> <li>• Under renovation</li> </ul>

Needs and objectives	Home
Seeking cover for damage to the Home Buildings and/or Home Contents	Cover for Insured Events with additional benefits
Location of where cover is provided if Home Contents cover is chosen	<ul style="list-style-type: none"> <li>• Inside the Home Building</li> <li>• In the open air at the Home Building</li> <li>• Away from the Home Building inside another building in Australia for up to 60 days</li> </ul>
Are seeking Legal Liability cover - as the property owner or occupier of the property	✓
Are seeking cover for Flood	x
Are seeking optional covers	x
Are seeking rent default cover	x
Are seeking loss of rent during repairs cover (only for Home Buildings insurance)	✓

## Review of the TMD

Tokio Marine will review this document in the following periods:

- First review period:** Following the commencement of the TMD, an initial review of the determination will occur no later than 24 months after that date
- Ongoing review periods:** A review of the TMD will occur at least every two (2) years following the first review period.
- Immediate Reviews:** Outside of the identified review period timeframes this document may be reviewed more regularly if circumstances arise to trigger a review. This may include but is not limited to:
  - Any material changes to the design of the product;

- Any material changes to the distribution of the product (including if existing distribution conditions are no longer appropriate);
- Any material changes to acceptance or underwriting criteria;
- If there is a significant dealing outside of the defined target market;
- An occurrence of an external event including political and global events, regulatory attention or adverse media coverage;
- Discovery of a material defect in the PDS for the product;
- Significant number of complaints or feedback from customers;
- Significant changes to indicators including complaints, claims and loss ratios;
- Feedback from a regulator, the Code Governance Committee (CGC) or Australian Financial Complaints Authority (AFCA) strongly suggest this TMD is no longer appropriate;
- Distribution of the product would cease if it were misaligned with this TMD.

## **Distribution of the Product**

### **Distribution Conditions**

These conditions will be applied to this product when it is being distributed:

- This product is designed to be distributed by Tokio Marine through Tokio Marine's corporate group affiliated clients and eligible current and former Tokio Marine related group company employees and their families;
- This product must only be distributed in accordance with this TMD;
- Distribution of this product must comply with any specific channel distribution requirements;
- This product will not be distributed where the TMD is not up to date;
- The TMD must be current and not subject to any ASIC action that might suggest that the TMD is no longer appropriate.

### **Reporting and Monitoring this TMD**

Tokio Marine will collect the following information in relation to this TMD:

All complaints in relation to this product on a monthly basis. This will include, but is not limited to, the nature and number of complaints, complaints relating to claims, complaints relating to sales service, complaints regarding the product

All relevant sales and customer data in relation to this product on a monthly basis.

Where relevant, all claims' data in relation to this product on a monthly basis.

Tokio Marine will report, when made aware, of a significant dealing relating to the product that is inconsistent with the TMD within 10 business days.

### **Financial Suitability**

This product is suitable for a person who is able to pay the premium in accordance with the chosen premium structure, excess, fees and government charges, including any add-on feature selected, with that individual having regard to their own personal circumstances and vulnerability or hardship considerations.