

## Target Market Determination (TMD)

**Product:** Commercial Motor Vehicle Insurance (the **Product**)

**Publication Date of TMD:** 2 April 2026

**Issuer:** Tokio Marine & Nichido Fire Insurance Co., Ltd. (ABN 80 000 438 291 AFSL 246548) (**Tokio Marine**) is the insurer and issuer of this Product. Tokio Marine Management (Australasia) Pty Ltd (ABN 69 001 488 455, AR 1313066) (**TMMA**) is Tokio Marine's managing agent and corporate authorised representative acting on Tokio Marine's behalf to provide policies and handle and settle claims in relation to those policies, subject to the terms of the authority.

### About this document

This TMD is effective from the publication date and applies to the Product described in the 'Commercial Motor Vehicle Insurance Product Disclosure Statement (PDS) & Policy' (**PDS**) issued by Tokio Marine and purchased on or after 2 April 2026. In this document, Tokio Marine may also be expressed as 'we', 'us' or 'our'.

The main purpose of this TMD is to describe the class of customers that the Product has been designed and is suitable for, having regard to their likely needs, objectives and financial situation. The TMD also sets out the conditions and restrictions that are placed on the distribution of the Product, the circumstances that will trigger a review of this TMD and the review periods, and the type of information that the distributors are required to provide in their reporting and reporting frequency.

This TMD does not replace the full terms and conditions that are contained in the PDS. Customers should refer to the PDS to understand the precise scope of the insurance cover before making any decision about whether to purchase the Product.

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

### Target market for this TMD

This Product is not marketed to the general public. The Product is designed for and only available to Australian-based businesses or organisations that meet our underwriting criteria, and whose likely insurance needs are consistent with the cover described in the PDS and summarised in this TMD.

The Product provides cover for loss or damage to the eligible motor vehicle, or legal liability for third-party injury, death or property damage caused by the insured motor vehicle.

The insurance cover for the loss or damage to the motor vehicle is based on the market value of the insured motor vehicle, which includes the manufacturer's standard accessories, tools and spare parts (such as spare tyres and tools) fitted to each motor vehicle and the additional accessories, tools and spares that we have agreed to cover and are specified on the policy schedule.

### Key attributes and appropriateness of the Product for the target market\*

Key eligibility criteria	✓ The Product is appropriate for	☒ The Product is not appropriate for
The type of motor vehicle the insured owns	Vehicles such as: <ul style="list-style-type: none"> <li>• passenger vehicles including sedans, wagons, SUVs, utilities, and people carriers; or</li> <li>• light trailers or caravans being towed by the insured motor vehicle.</li> </ul>	<ul style="list-style-type: none"> <li>• vehicles running on rails.</li> <li>• any vehicle not designed to run on terra firma.</li> </ul>
How the insured uses their motor vehicle	Vehicles used for: <ul style="list-style-type: none"> <li>• social, domestic and pleasure purposes; or</li> <li>• business use in connection with their usual occupation or business.</li> </ul>	Any vehicle used for or engaged in: <ul style="list-style-type: none"> <li>• driving instructors;</li> <li>• excavating, digging, grading, drilling, lifting, pumping, vacuuming or any other mechanical work;</li> <li>• transportation or cartage of dangerous goods such as explosives, gas, flammable solids;</li> <li>• conveyance of passengers or goods for hire, fare, or reward;</li> <li>• racing, pace-making, reliability trials, speed trials, hill climbing tests or being tested in preparation for such activities;</li> <li>• taxi or hire car or share car where the insured receives a fare, fee, or monetary reward; or</li> <li>• airside at airports or on airfields.</li> </ul>
The condition of the motor vehicle	Vehicles that are: <ul style="list-style-type: none"> <li>• well-maintained and kept in good condition; and</li> <li>• registered in accordance with applicable state or territory legislation.</li> </ul>	Vehicles that are: <ul style="list-style-type: none"> <li>• not in good repair or condition; or</li> <li>• unregistered.</li> </ul>

\*Note that terms, conditions, limits and exclusions apply. Refer to PDS for details.

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

Likely needs and objectives	Key Product features or attributes
Requires cover for damage to their motor vehicle	<ul style="list-style-type: none"> <li>Provides comprehensive cover for own-vehicle damage.</li> </ul>
Requires cover for legal liability for third-party property damage as a result of a motor vehicle accident	<ul style="list-style-type: none"> <li>Provides up to \$20,000,000 per incident.</li> </ul>
Requires protection for legal liability for death or injury caused by a motor vehicle accident	<ul style="list-style-type: none"> <li>Provides cover for death or injury to third-parties in excess of the amount covered by statutory compulsory third party insurance or motor accident compensation scheme under relevant state or territory government.</li> </ul>
Requires automatic inclusion of additional benefits, such as: <ul style="list-style-type: none"> <li>towing costs after an accident</li> <li>emergency expenses</li> <li>hire vehicle following theft</li> <li>personal effects</li> <li>principal's legal liability arising from vehicle used in connection with the policyholder's business</li> <li>removal of debris from accident</li> <li>recovery cost for return of stolen vehicle</li> <li>general average or salvage cost where the motor vehicle needs to be transported by sea within Australia</li> </ul>	<ul style="list-style-type: none"> <li>Automatically provides additional benefits as set out in the PDS.</li> </ul>
Requires additional cover for additional motor vehicle purchased or leased by the policyholder during the period of insurance	<ul style="list-style-type: none"> <li>Provides cover for additional motor vehicle purchased by the policyholder during the period of insurance, if the policy insures more than ten motor vehicles.</li> </ul>
Choice of repairer	<ul style="list-style-type: none"> <li>Insured can obtain quotes from a repairer of their choosing.</li> </ul>

\*Note that terms, conditions, limits and exclusions apply. Refer to PDS for details.

### Likely financial situation

This Product is designed for customers who are able to pay premiums in accordance with their chosen policy structure, and any other amounts payable under the policy terms and conditions, as and when they become payable (for example, an excess shown in the policy schedule, at the time of a claim).

## Distribution

### **Distribution conditions**

Tokio Marine has taken reasonable steps that will, or are reasonable likely to, result in distribution being consistent with this TMD. Customers can receive the Product through brokers.

These conditions apply to the Product distribution:

- the Product must only be distributed under general advice and in accordance with this TMD;
- the Product must not be marketed to the general public, and must only be distributed to Australian-based businesses or organisations that meet our underwriting criteria;
- distribution of the Product must comply with any specific channel distribution requirements;
- the Product will not be distributed where the TMD is not up to date; and
- the TMD must be current and not subject to any ASIC action or other circumstances that might reasonably suggest that the TMD is no longer appropriate.

### **Reporting and monitoring this TMD**

Tokio Marine monitors and collects the following information:

- aggregated reports for all complaints in relation to the Product on a quarterly 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;
- any relevant sales and customer data in relation to the Product on a quarterly basis;
- where relevant, all claims data in relation to the Product on a quarterly basis; and
- any significant dealing in the Product that is inconsistent with the TMD, as soon as practicable and within 10 business days of being made aware of such inconsistency.

## Review of the TMD

This TMD shall be reviewed within one year of the publication date, and then a further review once every two years of the last review date.

This TMD will also be reviewed if any of the following events or circumstances occur that suggest that the TMD is no longer appropriate:

- there is a material change to the terms and conditions of the Product or to the underwriting criteria or application process;
- there is a material change to how the Product is distributed;
- changes in the law or regulatory guidance or industry code that materially affect the terms of cover, or the receipt of feedback from distributors, regulators, the General Insurance Code Governance Committee or the Australian Financial Complaints Authority that suggests that the TMD is no longer appropriate;
- the occurrence of a significant dealing of the Product outside of the target market;
- there are significant changes in customer metrics that track sales, policy cancellations, claims, complaints, customer feedback and loss ratios;
- the identification of any systemic issues produced from internal quality assurance and product governance processes; or
- relevant external events such as relevant court proceedings, political and global events or adverse media coverage.