

Target Market Determination (TMD)

Product: Home Building & Contents Insurance (the **Product**)

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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 'Home Building & Contents 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, 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

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

The Product is based on the advised value of the customer's building and/or contents. It provides customers with home building cover, or home contents cover, or both. Legal liability cover is included when purchasing the home building cover for liability arising as an owner/occupier at the insured address, and under the home contents cover for liability arising anywhere within Australia excluding the insured address.

Insurance cover for specified portable valuables may be included as an optional add-on feature for an additional premium when the home contents cover is purchased. Specified portable valuables cannot be covered if the home contents cover is not purchased.

Key attributes and appropriateness of the Product for the target market

The following table provides a summary of the key benefits and important exclusions to be aware of under each section of the PDS. It's important that you read the PDS to understand the full extent of the cover, including policy conditions, limitations and exclusions.

Key attributes*

HOME BUILDING

- ✓ Provides cover for the home building for 10 specified insured events.
- ✓ Provides additional benefits, such as:
 - exploratory costs, removal of debris and fees associated with rebuilding (reasonable costs);
 - temporary repairs and protection (reasonable costs to prevent further loss);
 - costs of temporary accommodation (for owner/occupiers) – up to 20% of the sum insured;
 - landlord’s loss of rent (during repairs if the home building is tenanted) – up to 20% of the sum insured; and
 - rekeying or replacing locks – up to \$1,000.
- ✓ Provides legal liability cover which arises at the home address during the period of insurance.
- ✗ Does not provide cover for all incidents or events that might eventuate.
- ✗ Does not provide cover for flood.
- ✗ Does not provide cover for certain events when the home building has been unoccupied for more than 60 consecutive days.
- ✗ Does not provide legal liability cover away from the insured address.
- ✗ Some limits apply to the home building cover, such as:
 - motor burnout – up to \$1,000.

HOME CONTENTS

- ✓ Provides cover for home contents for the 10 specified insured events.
- ✓ Provides additional benefits, such as:
 - temporary repairs and protection (reasonable costs to prevent further loss);
 - costs of temporary accommodation – up to 20% of the sum insured;
 - temporary removal of the home contents – up to \$1,000 any one item, or up to 20% of the sum insured per claim;
 - rekeying or replacing locks – up to \$1,000;
 - office equipment – up to 20% of the sum insured or \$10,000 (whichever is less);
 - food spoilage – up to \$500;
 - visitors’ effects – up to \$500; and
 - unauthorised use of credit cards that are stolen from the home building – up to \$1,000.
- ✓ The insured can specify contents and select an appropriate sum insured for each item.
- ✓ Provides legal liability cover which arises during the period of insurance, anywhere within Australia.
- ✗ Does not provide cover for all incidents or events that might eventuate.
- ✗ Does not provide cover for flood.
- ✗ Does not provide legal liability cover while travelling outside of Australia.
- ✗ Unless specified, some limits apply to the home contents cover, such as:
 - pictures, works of art, jewellery etc. – up to \$1,000 any one item, or up to 20% of the sum insured per claim;
 - cash or negotiable instruments – up to \$500;
 - theft of contents in the open air – up to \$1,000; and
 - loss, damage, or destruction to contents as a result of motor burnout – up to 2% of the sum insured or \$1,000 (whichever is less).

SPECIFIED PORTABLE VALUABLES

- ✓ Optional cover only if home contents are insured.
- ✓ Provides cover for accidental damage or loss of specified items anywhere in Australia, up to the sum insured for each item.
- ✗ Does not provide cover while travelling outside of Australia.

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

Appropriateness of the Product for the target market*

Home Building Insurance - Key eligibility criteria	✓ 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 home building, including the fixtures and fittings, such as: <ul style="list-style-type: none"> • free standing house; • townhouse, villa, or duplex; • semi-detached house or terrace; or • apartment or unit. 	Buildings which are not a private residential home building, such as: <ul style="list-style-type: none"> • properties under a registered body corporate; • houseboats; • on-site caravans or tiny homes; or • mobile homes.
How the insured uses the home building they own	A private, residential building that is the insured person's: <ul style="list-style-type: none"> • primary residence; • holiday home; or • investment property that is leased to tenants; provided the building is not unoccupied for more than 60 consecutive days.	Buildings used predominantly for commercial or business purposes, including but not limited to: <ul style="list-style-type: none"> • hotels, motels, or hostels; • nursing homes; • retirement villages; • boarding houses; or • buildings used for storage, sales, exhibitions or display.
The condition of the insured's home building	Home buildings meeting the acceptable dwelling criteria, including but not limited to being: <ul style="list-style-type: none"> • secure; • watertight; • structurally sound; and • well-maintained. 	<ul style="list-style-type: none"> • home buildings failing the acceptable dwelling criteria; or • buildings under construction; or • buildings undergoing renovations that exceed the value specified in the PDS.

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

Home Contents Insurance - Key eligibility criteria	✓ 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"> • free standing house; • townhouse, villa or duplex; • unit, flat or apartment; • semi-detached house or terrace; • retirement village or aged care facility; or • strata titled property. 	Home contents the insured owns within, but not limited to: <ul style="list-style-type: none"> • rental properties that the Insured owns and rents out to tenants; • commercial farm homes; • houseboats; • caravans, on-site caravans, or tiny homes; or • motor homes.
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, including but not limited to: <ul style="list-style-type: none"> • domestic and antique furniture and furnishings; • drapes, interior blinds, rugs and carpets; • moveable swimming pools, saunas and spas; • general household goods, clothing and other personal effects; • sash, stamps and negotiable instruments; • bicycles, surfboards, surf skis and other sporting equipment; • computer equipment and licensed software; or • tools and lawn mowers used only for domestic purposes. 	Home contents do not include: <ul style="list-style-type: none"> • motor vehicles, motorcycles, trailers, caravans, aircraft, aerial vehicles, drones, watercraft or any accessories related to these items; • building materials; • plants, trees, shrubs, grass, rocks, landscaping, or soil; • pets or animals; • goods kept for sale, distribution or on consignment; • stock or tools used in any trade, business or profession such as professional lawn mowers, power tools or non-powered tools; or • illegal items, illegal firearms, or illegally stored firearms.
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"> • free standing house; • townhouse, villa, or duplex; • unit, flat, or apartment; • semi-detached house or terrace; • retirement village or aged care facility; or • strata titled property. 	Home contents the insured owns within, but not limited to: <ul style="list-style-type: none"> • rental properties that the Insured owns and rents out to tenants; • commercial farm homes; • houseboats; • caravans, on-site caravans, or tiny homes; or • motor homes.
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"> • primary residence; or • holiday home; as long as the building is not unoccupied for more than 60 consecutive days.	Buildings used predominantly for commercial or business purposes, including but not limited to: <ul style="list-style-type: none"> • hotels, motels, or hostels; • nursing homes; • retirement villages; • boarding houses; or • buildings used for storage, sales, exhibitions or display.

Home Contents Insurance - Key eligibility criteria	✓ This product is appropriate for	✗ This product is not appropriate for
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, including but not limited to being: <ul style="list-style-type: none"> • secure; • watertight; • structurally sound; and • well-maintained. 	Home buildings failing the acceptable dwelling criteria, or: <ul style="list-style-type: none"> • buildings under construction; or • buildings undergoing renovations that exceed the value specified in the PDS.

*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

The Product is made up of different components, which a customer can select for cover, depending on the customer's needs and objectives, such as:

1. home building with legal liability for incidents occurring at the insured address;
2. home contents with legal liability for incidents occurring anywhere in Australia; and
3. optional specified portable valuables when the customer selects home contents cover.

Likely financial situation

The 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 an individual or 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 reasonably suggest that the TMD is no longer appropriate.

Reporting and monitoring this TMD

Tokio Marine monitors and collects the following information:

- aggregated reports of 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 two years 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.