

# TARGET MARKET DETERMINATION

## Drive Pack

<b>Product Name</b>	Drive Pack PDS NTI319A (01/11/2023)
<b>Validity</b>	This TMD is effective from 1 November 2023 and remains valid until replaced or withdrawn.
<b>Issuer</b>	NTI Limited ABN 84 000 746 109 AFSL 237246
<b>What is a target market determination (TMD)</b>	<p>A TMD is required by the <i>Corporations Act 2001</i>, to provide NTI Distributors and Customers with information about:</p> <ul style="list-style-type: none"><li>• who is the Target Market for the product described above,</li><li>• who the product is not designed for,</li><li>• review periods and events which may trigger a review,</li><li>• any distribution conditions for this product,</li><li>• reporting obligations of our distributors.</li></ul>
<b>Mandatory Customer Requirements</b>	This Product is designed for distribution to Businesses (including Primary Producers) with vehicles operating within the States and Territories of Australia who have elected to obtain insurance cover direct with NTI or through a distributor/Referrer. NTI distributes this Product directly to the customer electronically via the online Quote and Purchase platform located on the NTI Website or via the NTI approved distributor's website.
<b>Policy Bundle Information</b>	This TMD has been produced in accordance with the regulatory guide 274 for Pt 7.8A of the Corporations Act. There are two Products available in this Policy.

## Product 1 - Commercial Motor

### Class of customers description

The product is designed for customers with an ABN, who own a registered Goods Carrying vehicle with a 3.5t Gross Vehicle mass (GVM) or more used for commercial purposes whose likely needs, objectives and financial situation, are aligned with this product and its key attributes and would like to be covered for:

- financial loss resulting from destruction, loss or damage, and
- be indemnified for financial loss resulting from legal liability for a claim relating to the damage to someone else's property through the use of their registered vehicle.

### Product Description and Key Attributes

The cover available is Comprehensive which covers loss or damage to your goods carrying vehicle, which also incorporates Third Party liability for road registered vehicles.

#### Key eligibility criteria

- ✗ Neither of these covers provide any mechanical breakdown, maintenance cover or wear and tear.
- ✗ When insuring a truck and/or Mobile Plant and Machinery, the policy excludes utilities with a Gross Vehicle Mass (GVM) that is less than 3.5t, sedans, motorcycles, caravans, Motor Homes and buses.
- ✗ Trucks over 30 years of age and all other items over 50 years of age are not eligible for cover.
- ✔ It is a requirement that you or your employee(s) will be driving/operating the Insured item(s).

Eligibility for cover is subject to risk acceptance criteria set by NTI which may change from time to time.

The Product Disclosure Statement contains the detailed policy cover, terms, conditions and exclusions.

Commercial Motor (Product 1) is the primary cover and is the main subject and primary focus of this TMD. Downtime is included only to describe if there is any alteration to the Target Market for Commercial Motor (Product 1) when Downtime is selected.

## Additional Covers

### Product 2 - Downtime

#### Class of customers description

Customers purchasing Commercial Motor (Product 1) automatically receive variable "Downtime" protection when insuring an Asset under the Commercial Motor (Product 1) on this policy.

This insurance cannot be purchased separately and is only available when Commercial Motor (Product 1) is purchased.

Cover is limited to eligible items.

#### Product Description and Key Attributes

Drive Pack Insurance policy provides variable "Downtime" protection. Defined amounts and time periods can be adjusted within the purchasing platform.

Downtime (Product 2) is only claimable when a claim is payable under the Commercial Motor (Product 1).

Downtime (Product 2) is included in this TMD only to describe if there is any alteration to the Target Market for Commercial Motor (Product 1) when this Product is selected.

The Product Disclosure Statement contains the detailed policy cover, terms, conditions and exclusions.

### DrivePack Breakdown Service

#### Class of customers description

Customers purchasing Commercial Motor automatically receive Breakdown Cover when insuring an Asset under the Commercial Motor Product on this policy.

Breakdown cannot be purchased separately and is only available when Commercial Motor is purchased.

#### Product Description and Key Attributes

Breakdown cover and limits are specified in the PDS.

### Financial Situation

This product is suitable for customers who are able to pay the relevant premium having regard to their financial situation and the premium and excess structure.

Relevant financial situation considerations include:

Financial situation considerations	Choice of Cover	
	Comprehensive	Third Party Only (Road Registered items)
Ability to potentially vary your premium by considering different levels of cover	Yes (Via Optional Extensions)	No
Ability to potentially vary your premium by choosing your excess	Yes	Yes
Ability to choose to pay your premium Annually or by Instalment	Yes	Yes

### Consistency with Target Market

The insurance product including its key attributes is likely to be consistent with the likely objectives, financial situation and needs of the class of customers in the target market, as we consider that it provides the required type of insurance cover for that class of customers.

This has been determined based on an assessment of the insurance product including its key attributes. Individual customers will need to consider whether this insurance product meets their specific objectives, financial situation and needs.

## Distribution Obligations

### How this product is to be distributed:

This product is designed to be distributed electronically Direct to the customer via the online Quote and Purchase tool in the NTI website or through a Referrer/distributor.

Cover can only be issued to businesses where they are eligible for that cover in accordance with the application and/or acceptance/renewal criteria that has been approved in writing by the issuer and which complies with relevant laws. This is managed through the use of underwriting 'kick out' questions, training and monitoring.

The distribution conditions will make it likely that customers who acquire the insurance product are in the target market, as we consider that the distribution conditions are appropriate and will enable us to direct the insurance product to the class of customers who fall within the target market set out above. This has been determined based on an assessment of the distribution conditions and the target market.

### Reporting obligations:

Significant Dealings about this product or TMD are to be notified by the Referrer/distributor to NTI within 10 business days of becoming aware that the product is not consistent with the TMD.

Details of any other complaint(s) must be reported at the agreed periodic reporting date or at least on a quarterly basis. . Minimum (but not limited to) information to be provided:

- Dates - i.e. received, responded to, resolved etc.
- Type of Complaint - i.e. policy, claim, acceptance, decline, TMD appropriateness.
- Reason for Complaint - i.e. exclusion, acceptance, denial of claim.
- Details of Complaint - information so NTI can understand and consider the matter further. It is expected that any information relating to the initial enquiry giving rise to the claim will be included.

These reporting requirements do not replace or change the obligations of a Referrer/distributor to report complaints about this Product in accordance with legislative and regulatory requirements.

## Reporting, Monitoring and Reviewing this target market determination

<b>Complaints</b>	All complaints in relation to the Retail Product covered by this TMD will be managed by NTI Internal Complaints procedures in accordance with the timeframes set out under the legislation or by the General Insurance Code of Practice, whichever has the shorter timeframe.
<b>Policy Data</b>	We will review sales, customer and claims data quarterly to ensure the TMD remains appropriate.
<b>Significant Dealings</b>	Within 10 business days we will report to ASIC if we become aware of significant dealing in relation to this product that is inconsistent with the TMD.
<b>Review Period and Review Triggers:</b>	<p>This TMD will be reviewed within 24 months of the effective date and every 24 months from this initial review noted above. We will also review this TMD if any of the following occur:</p> <ul style="list-style-type: none"><li>• Claims loss ratios, the number of claims denied or withdrawn and policy sales data (including cancellation of policies) exceed expected or average results compared to the previous quarter.</li><li>• The product cover, design or acceptance criteria guidelines are altered from those which this TMD is based upon.</li><li>• If a material defect is discovered in the PDS for the product.</li><li>• Where significant dealings are reported, or complaints, claim issues or feedback are received, which suggests the TMD is no longer appropriate, we will initiate an immediate review.</li><li>• Distribution conditions are no longer appropriate.</li><li>• Complaints or feedback received from customers, distributors or regulators that may suggest this TMD is no longer appropriate.</li></ul>

Next TMD review Date - November 2023