

## I ABOUT THIS DOCUMENT

---

This Target Market Determination (TMD) is designed to provide consumers, insurance brokers, distributors and staff with the appropriate information to understand the intended target market for the Sportscover Sports Injury Insurance product (Player Accident Policy). This TMD sets out the types of people that the Player Accident Policy might suit, information about distribution conditions and how we review this TMD to ensure it remains appropriate.

In this document the terms “SCA”, “we”, “us” or “our” refer to Sportscover Australia Pty Ltd, AFSL No. 230914.

The Player Accident Policy is issued by SCA under authority of Certain Underwriters at Lloyd’s. SCA is an underwriting agency acting on behalf of Certain Underwriters at Lloyd’s under our AFS Licence No. 230914 and pursuant to respective binding agreements. SCA holds authority to quote, issue contracts of insurance and collect premiums on their behalf.

Consumers should refer to the Product Disclosure Statement (PDS) and any supplementary documents which outline the relevant terms and conditions under the product when making a decision about this product.

This TMD applies to the Player Accident Policy referred to in the PDS.

## II ABOUT THE PLAYER ACCIDENT POLICY

---

The following are the key attributes of the Player Accident Policy:

- Provides cover to insured persons who are involved in an accident and are injured whilst playing official matches or participating in organised competition under the auspices of the insured, or are engaged in training or practice (including practice matches) of sport, or travelling to and from these activities, or staying away from the insured person’s home (including overseas travel) or engaged in administrative or organised social activities of the insured;
- Only provides cover up to the benefit limits (and sub-limits) as specified in the PDS;
- Provides cover for Capital Benefits where an insured person has suffered death and or total permanent disability as a result of registered participation in the policy holder’s sport, as per the capital benefits schedule;
- Provides cover for Medical Benefits (Non-Medicare) where an insured person has suffered injury as a result of participation in the policy holder’s sport, as per the medical benefits schedule;
- Provides cover for Weekly Benefits where an insured person has suffered injury as a result of participation in the policy holder’s sport resulting in loss of income and/or costs incurred by non-income earning participants, as per the weekly benefits schedule; and
- Provides cover for Other Benefits for an insured persons’ costs incurred as a result of an injury from participation in the policy holder’s sport, as per the other benefits schedule.

## III TARGET MARKET

---

The Player Accident Policy is designed for participants in sport who may suffer an injury whilst engaged in playing sport (including training, practice matches and social activities) of the insured sport team, club, group, association or company.

We have determined that the Player Accident Policy is likely to be consistent with the likely objectives, financial situation and needs of the target market because:

- It provides consumers with certainty as to the benefits that they may be entitled to if an insured event occurs (being the benefit limits specified in the PDS); and
- It provides additional benefits for circumstances that are likely to arise from an insured event (for example, cover for rehabilitation benefit, bed care benefit, dependent children’s allowance and home renovation benefit) and other events that might cause loss connected with injury.

The following table describes the types of consumers who form the target market for the Player Accident Policy, as well as the consumers who fall outside the target market.

Suitable for:

- People of any age who participate in sport;
- Individuals who are permanent residents of Australia;
- People engaged in full time or part time work;
- People who do not earn an income; and
- People looking to cover expenses related to an injury that may occur as a result of an accident whilst participating in sport.

Unsuitable for:

- Individuals with a pre-existing medical condition;
- People who are seeking to replace other personal or private health cover;
- People who are non-permanent residents of Australia;
- Individuals that require cover for illness;
- People who are looking to cover the Medicare gap or items covered by Medicare; or
- People who are seeking cover for more than the maximum limits shown in the policy schedule.

## IV DISTRIBUTION OF THIS PRODUCT

---

This product is designed to be distributed by Insurance Brokers who hold an Australian Financial Services Licence and their representatives.

We have distribution conditions in place to help ensure this product is only sold to consumers in the target market.

These conditions include measures such as:

- Suitability and eligibility questions on application to determine whether the consumer meets the eligibility requirements for the product;
- Key risk-based acceptance criteria based on:
  - Occupation of the Insured;
  - Previous claims experience for this type of risk;
  - Risk location; and
  - the Sums insured/limits;
- Training of staff to ensure that they are aware of this document and the obligations inherent in the design and distribution framework. All proposals received are able to be evaluated against strict suitability criteria to ensure that the product is only suitable for the target market; and
- Ensuring that all sales and marketing activities in respect of this product are subject to pre-approval by SCA and are suitable for the target market.

## V REVIEWING THIS DOCUMENT

---

We will review this TMD within two years from the effective date to ensure it remains appropriate and subsequently every two years thereafter.

We will also review this TMD if any event or circumstance (called 'review triggers') occurs that would reasonably suggest that the determination is no longer appropriate, such as:

- 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:
  - Customer satisfaction;
  - Product acceptance;
  - Financial performance;
  - Benefits to customers; or
  - Product value and affordability; or
- We identify that there has been a significant dealing in the product that is not consistent with the TMD.

We will review this TMD within 30 business days of the occurrence of any review trigger.

## VI REPORTING

---

SCA and Certain Underwriters at Lloyd's must record all complaints received about this product on a monthly basis (Complaints Reporting Period). Our staff and representatives are required to provide us with details in writing of any complaints about the product they have received during the Complaints Reporting period within ten business days of the end of the period.

Additionally, our staff and representatives are required to provide regular and incident-based reporting on key metrics (see the heading "Reviewing this document") to allow us to review this TMD. Our staff and representatives are also required to report to us if they become aware of a significant dealing in this product which is no consistent with this TMD within ten business of becoming aware of such dealing.

We also review sales data including number of policies issued, renewed and cancelled on a monthly basis.

If however the complaints are systemic and indicate that this product is no longer suitable for the described target market, we will review and update the TMD within the timeframe indicated above.

## QUESTIONS

---

If you have any questions about our products or this TMD, please contact us.

**SPORTSCOVER™**

MELBOURNE • SYDNEY

MELBOURNE

Locked Bag 6003, Wheelers Hill, VIC 3150

T: +61 (0)3 8562 9100

F: +61 (0)3 8562 9111

SYDNEY

Suite 504, 35 Lime Street, Sydney, NSW 2000

T: +61 (0)2 9268 9100

F: +61 (0)2 9268 9111

**Issuer:** Sportscover Australia Pty Ltd as agent from certain Underwriters at Lloyd's

**AFSL:** 230914

**Publication date:** 4 October 2021