



Cruise Travel Insurance

Target Market Determination

This Target Market Determination is current as at 31st of July 2024.

We might review this TMD at any time.

INSUREANDGO CRUISE TRAVEL INSURANCE

TARGET MARKET DETERMINATION

This target market determination (TMD) document has been designed to help our customers, distributors and our staff understand who the InsureandGo Cruise Travel Insurance is most suitable for (target market). This TMD is current as at 31st July 2024. We may review this TMD at any time.

This TMD also describes:

- Who our products are not suitable for;
- How the product can be distributed to our customers;
- How often we will review this TMD and when the next review will be;
- The events and circumstances that could mean we need to review whether this TMD is still appropriate;
- The information we would need in order to decide that this TMD is no longer appropriate;
- How we record information related to the InsureandGo Cruise Travel Insurance and how this information is reported.

If you are considering whether to purchase InsureandGo Cruise Travel Insurance please refer to the Product Disclosure Statement (PDS), to decide whether the product is right for you.

1. Our product

This document explains the target market for InsureandGo Cruise Travel Insurance. InsureandGo Cruise Travel Insurance can provide insurance for losses associated with incidents and accidents that occur relating to your scheduled cruise travel before or during your trip.

2. Who is the target market for this product

InsureandGo Cruise Travel Insurance has been designed for people who require insurance for a range of accidents and incidents that can happen prior to or whilst travelling on a cruise. Full details of coverage and limits should be reviewed when purchasing the product, but coverage can include (amongst others);

- Unexpected medical and hospital expenses that occur overseas or on-board a cruise;
- Loss, theft and damage to belongings and baggage owned by the customer;
- Travel disruptions to scheduled itineraries. This includes cancellations, delays and rescheduling;

InsureandGo Cruise Travel Insurance has been designed as a Bare Essentials policy, a Silver policy and a Gold policy to allow you to purchase cover that is best suited to their your needs.

Please note, the Bare Essentials policy option is not available within the top destination bracket (Worldwide Including).

This product is suitable:

- If you are up to the age of 79 years.
- If you wish to travel on a cruise and return to Australia.

- If you are a citizen or permanent resident of Australia.
- If you are a non-permanent resident of Australia and you have a valid Medicare, Private Health Fund or Overseas Student Travel Insurance in Australia.
- If you are up to the age of 64 years and wish to travel on one trip for up to 365 days.
- If you are over the age of 65 years and wish to travel on one trip for up to 90 days.
- If you wish to protect yourself from unexpected natural disasters disrupting your travel and are happy to purchase the relevant add-on benefit.
- If you intend to participate in specific winter sports, business or golf trips, you want protection for those activities and you are happy to purchase the relevant add-on benefit.
- If you have a medical condition or have had a medical condition in the past 5 years and you are happy to have a medical assessment.
- If you have the ability to pay the premiums and excesses (in the event of a claim) associated with InsureandGo Cruise Travel Insurance.

This product is not suitable:

- If you are over the age of 79 years.
- If you are not a citizen or permanent resident of Australia or you are a non-permanent resident of Australia and you do not have a valid Medicare, Private Health Fund or Overseas Student Travel Insurance in Australia.
- If you wish to travel by land within Australia for more than 48 hours after boarding your first cruise.
- If you wish to travel by land within Australia for more than 72 hours before boarding your first cruise.
- If you are already on-board or overseas when purchasing the product or who wish to travel to Australia from another country and return to another country.
- If you wish to travel on one trip for longer than 365 days.
- If you are over the age of 65 years and wish to travel on one trip for more than 90 days.
- If you are intending your start date for your trip to be more than 365 days in advance.
- If you are over the age of 75 and intending the start date for your trip to be more than 120 days in advance.
- If you are travelling to Afghanistan, Belarus, Chad, Crimea, Cuba, Democratic Republic of Congo, East Timor, Haiti, Iran, Iraq, Lebanon, Liberia, Myanmar, North Korea, Pakistan, Russia, Somalia, Sudan, Syria, Uganda, Venezuela, Yemen and Zimbabwe or through a country or area designated as "Do Not Travel" by SmartTraveller.gov.au (provided by the Australian Government's Department of Foreign Affairs and Trade)
- If you wish to travel without going on a commercial cruise for longer than 2 hours.
- If you wish to purchase insurance for multiple international trips.
- If you are under the age of 16 years and are not supervised by an adult during the trip.
- If you are or will be more than 30 weeks pregnant and carry one child before or during the trip.
- If you are or will be more than 20 weeks pregnant and carrying more than one child before or during the trip.
- If you have a medical condition and are not happy to disclose this to us.
- If you are receiving or waiting for hospital tests or treatment for any condition or set of symptoms that have not been diagnosed.
- If you are proposing to travel against the advice of a medical practitioner or you know you will need medical treatment during their trip or you are travelling to get medical treatment.
- If you have been told about a condition that will cause your death and the terminal prognosis is expected prior to the trip end date.

- If you have suffered from or received medical advice, treatment or medication for medical conditions in the last 5 years and you are not happy to have a medical assessment.
- If you have been referred to or seen a medical professional or required inpatient hospital treatment in the last 12 months and you are not happy to have a medical assessment
- If you wish to travel or stay with someone who has had the type of medical issues referred to above.
- If you wish to travel for the purposes of manual labour, missionary or humanitarian work or working with animals.
- If you are planning to participate in any sporting competition or tournament or participate on a professional basis during your trip.
- If you are intending to rent a two or three-wheeled motor vehicle or commercial vehicle, bus, minibus, truck, full size van mounted on truck chassis, camper, trailer, or limousine and require the policy to cover any associated rental car excess waiver cover costs.
- If you wish to cover the risk that Covid-19 causes government travel bans, “Do not travel” warnings; government directed border closure; mandatory quarantine or self-isolation requirements related to cross border, region or territory travel; or any other Covid-19 related risk that does not relate to you, your travelling companion or close relative being infected with Covid-19. (Please refer to the PDS for full coverage terms related to Covid-19 expenses)

3. Distributing this product

We have designed InsureandGo Cruise Travel Insurance so it can be distributed by Europ Assistance Australia Pty Ltd ABN 71 140 219 594 trading as InsureandGo Travel Insurance (AFSL Number 552106) (**Europ Assistance**). Europ Assistance holds binding authority from the insurer to issue this insurance on its behalf and as the insurer’s agent. We have chosen them to distribute InsureandGo Cruise Travel Insurance because of their skill, knowledge and experience in this area. Europ Assistance will distribute InsureandGo Cruise Travel Insurance product using the below channels:

- <https://www.insureandgo.com.au/>
- 1300 401 177

4. Reviewing our target market

It is important that we review this TMD to make sure it is appropriate for the needs of our potential and existing customers. When we review this TMD, we will consider information collected by Europ Assistance. This information covers:

- Eligibility for cover;
- Sales information;
- Customer information;
- Claims information;
- Feedback and complaints;
- Renewals and cancellations.

Each year, we will review this TMD to ensure it is still appropriate. The next review will take place on 30th July 2025.

Certain events and circumstances taking place could mean that a review should take place earlier than the annual review. This is because the TMD could no longer be appropriate. These events and circumstances are called **review triggers**. Below is a list of review triggers for this TMD:

- We make a significant change to the eligibility criteria for InsureandGo Cruise Travel Insurance;
- We make a significant change to InsureandGo Cruise Travel Insurance, including the cover provided;
- We make a significant change to the way InsureandGo Cruise Travel Insurance can be distributed by Europ Assistance;
- We receive a significant number of complaints;
- We receive a significant number of claims;
- We identify that we or Europ Assistance have been offering and selling InsureandGo Cruise Travel Insurance to people outside of the target market or in a way that does not meet the distribution conditions for the TMD.

Europ Assistance also consider whether a review trigger has taken place. If they think an event or occurrence is a review trigger, they must tell us within 10 business days.

If we decide we have enough information to require a review trigger, we will review this TMD within 10 business days of our decision.

5. Records

We will keep records of any actions we take to make sure this product is distributed only to customers who fit this TMD. We will also keep records of any decisions and reasons for:

- The TMD for InsureandGo Cruise Travel Insurance;
- How we set review triggers;
- How we decide if a review trigger has taken place;
- How often we review this TMD;
- The general information in this TMD.

6. Reporting

We record all complaints that we receive about InsureandGo Cruise Travel Insurance. Europ Assistance must also record any complaints related to InsureandGo Cruise Travel Insurance. They must report these complaints to us every 6 months.

If Europ Assistance believes that InsureandGo Cruise Travel Insurance has been sold to person who does not fit with this TMD, they must report this to us within 10 business days.