

Annual Multi-Trip Travel Insurance

Target Market Determination

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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 product and how this information is reported;
- Any other matters relevant to the product's distribution and review

This target market determination (TMD) document has been designed to help our customers and our staff understand who Insure&Go Annual Multi-Trip Travel Insurance is suitable for (the Target Market for the product). This TMD is current at 1 April 2026. We may review this TMD at any time.

Insure&Go Annual Multi-Trip Travel Insurance is issued by Europ Assistance Australia Pty Ltd ABN 71 140 219 594, AFSL 552106 (referred to in this document as 'we', 'us' and 'our'). Any advice in this document is general in nature and does not take into account your financial situation, objectives or needs. Please read the Product Disclosure Statement ([PDS](#)) when considering whether Insure&Go Travel Insurance is right for you. Any capitalised terms in this TMD which are not defined have the same meaning given in the [PDS](#).

Our product

Insure&Go Annual Multi-Trip Travel Insurance can provide insurance for losses associated with incidents and accidents that occur relating to your scheduled travel before or during your trip.

Insure&Go Annual Multi-Trip Travel Insurance offers **International Annual Multi-Trip** – covers multiple Trips for a 12-month period up to the maximum

trip duration selected. Benefits depend on the plan selected.

Please refer to the [PDS](#) for full details of the product and limits.

Who is the Target Market for this product

Insure&Go Annual Multi-trip 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 overseas. 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 (International policies only);
- Loss, theft and damage to belongings and baggage owned by the customer;
- Travel disruptions to scheduled itineraries. This includes cancellations, delays and rescheduling; and
- Excesses charged by rental car companies (not available on Bare Essentials cover).

When considering whether to purchase this travel insurance product, it's important to understand how it provides value to you. This product is designed to offer insurance coverage for a range of travel-related risks, such as medical emergencies, trip cancellations, and lost baggage. The extent to which this product meets your needs depends on its ability to cover these risks effectively, relative to its cost. By ensuring that the coverage aligns with your travel plans and potential risks, you can determine whether the product delivers significant benefits in relation to your individual circumstances. We recommend reviewing the policy details to see how well it addresses your specific travel needs and whether it offers meaningful protection for your journey.

You can find the limits for each plan in the Table of Benefits contained in the [PDS](#).

Policy type suitable for people who:

Policy type not suitable for people who:

International Multi-trip policies

International Multi-trip policies

Bare Essential, Silver and Gold plans available.

Bare Essential, Silver and Gold plans available.

- are proposing to take multiple Trips overseas and within Australia during a 12 month period for maximum trip durations of 30, 45 or 60 days each, depending on the option selected.
 - are not older than 79 years at the policy start date on the Bare Essentials policy.
 - are not older than 100 years at the policy start date on the Silver and Gold policies.
 - are a citizen or permanent resident of Australia; or
 - are a non-permanent resident of Australia and you have a valid Medicare, Private Health Fund or Overseas Student travel insurance in Australia.
 - have the ability to pay the premiums and any applicable excesses (in the event of a claim) associated with Insure&Go Travel Insurance.
 - want automatic cover for cruising
 - want financial protection for trip costs from unexpected natural disasters disrupting travel and are willing to purchase the relevant add-on benefit.
 - intend to participate in specific winter sports, want protection for those activities and are willing to purchase the relevant policy upgrade.
 - require additional protection for business trips and are willing to purchase the relevant policy upgrade.
 - require cover for their Pre-existing Medical Conditions (as defined), are willing to complete a medical assessment, and have the financial capacity to pay any applicable additional premium where the insurer agrees to cover them.
- 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.
 - are seeking medical cover within Australia.
 - want to travel in Australia only.
 - are travelling for longer than the maximum trip durations available.
 - want cover for activities excluded by the product e.g excluded sports and activities such as skydiving alone and other high risk activities or participation in professional sports.
 - want to travel for the purposes of manual labour, missionary or humanitarian work or working with animals.
 - are seeking to claim for events that have already occurred or that are foreseeable and that have or will lead to financial loss.
 - are seeking cover for border closures, war, nuclear events or other situations excluded by the product.
 - require cover that is subject to any sanctions, restrictions or prohibitions under applicable laws or regulations
 - are subject to any sanctions, restrictions, or prohibitions under applicable laws or regulations.
 - are travelling to a sanctioned country.
 - are unsupervised minors.
 - want to travel on any one trip for longer than 60 days.
 - are over the age of 80 years and want to travel for longer than 30 days within the Worldwide excluding or Worldwide including travel plans.
 - are intending your start date for your trip to be more than 365 days in advance.
 - require cover for childbirth or medical care for a newborn child.

Options available may also depend on the plan that is selected.

The below shows which options are available based on different plan types, to identify the appropriate Target Market for that product.

Plan type	Bare Essentials	Silver	Gold
Can apply for pre-existing medical condition cover	Yes	Yes	Yes
Winter sports option	Yes	Yes	Yes
Activities plus option available	Yes	Yes	Yes
Variable excess options	Yes	Yes	Yes
Natural Disaster Cover available	Yes	Yes	Yes
Additional Specified items cover	No	Yes	Yes

Additional premiums apply for these options.

Distributing this product

Insure&Go Annual Multi-Trip Travel Insurance is issued by Europ Assistance Australia Pty Ltd ABN 71 140 219 594, AFSL 552106.

We will distribute Insure&Go Annual Trip Travel Insurance product using the below channels:

Online: <https://www.insure&go.com.au/>

Phone: 1300 401 177

Steps we take

We have conditions in place to ensure that the product is only sold to the customers within the Target Market. These conditions include:

- Ensuring the TMD is made available before purchase.
- We ask pre-purchase questions to confirm eligibility (online and phone sales).
- Parameters are built into our systems where possible, preventing purchases outside of the TMD.
- Disclaimer prior to finalising sale.
- Ongoing monitoring and reporting.
- Training of employees and agents.

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 we have collected. 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 1 April 2027.

Review triggers

Certain events and circumstances taking place could mean that a review should occur 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 this insurance;
- We make a significant change to this insurance, including the cover provided;
- We make a significant change to the way this insurance is distributed;
- There are amendments to any relevant laws affecting the distribution of this insurance;
- We receive a significant number of complaints or pattern of complaints or feedback relating to the appropriateness of this product for the Target Market;

- We receive a significant number of claims or a change to claims experience;
- We identify that we have been offering and selling this insurance to people outside of the Target Market or in a way that does not meet the distribution conditions for the TMD; and
- Any systemic issues which reasonably suggest that the TMD is no longer appropriate.

If we determine an event or occurrence is a review trigger, we will review this TMD within 10 business days of that determination.

Records

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

- The TMD for this 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.

This document was prepared on 1 April 2026.