

ALLIANZ GLOBAL ASSISTANCE – Singapore Airlines Integrated Travel Insurance

Target Market Determination (TMD)

Effective Date: 1 April 2024

About this document

This TMD applies to the Singapore Airlines Integrated Travel Insurance described in the Product Disclosure Statements listed in Appendix 1 (**PDSs**) that have been issued by Allianz Australia Insurance Limited ABN 15 000 122 850, AFS Licence No. 234708 (**the Issuer**) through its underwriting agent AWP Australia Pty Ltd trading as Allianz Global Assistance ABN 52 097 227 177 and AFS Licence No. 245631 (**AGA**).

The purpose of this TMD is to describe the class of customers for which the products described in the PDSs have been designed, having regard to the likely needs, objectives and financial situation of that class of customers. Examples used in this TMD are illustrative only, and are not intended to be exhaustive.

This TMD is not intended to provide any financial product advice, and does not consider any individual customer's personal needs, objectives or financial situation.

This TMD does not replace the terms and conditions, and disclosures made, in the PDSs. A customer should refer to the applicable PDS before making a decision about this product.

A customer may fall within the target market described in this TMD, but may not meet the Issuer's underwriting criteria on application.

For further information on the Issuer's approach to the distribution and development of products for appropriate target markets, go to <https://www.allianz.com.au>.

A. Target Market



Product description (including key attributes)

Main cover(s):	Singapore Airlines Integrated Travel Insurance:
	This cover provides protection for International Travel Insurance when booking international travel arrangements through singaporeair.com.
International Travel Insurance Benefits:	<ul style="list-style-type: none"> Overseas Emergency Assistance Overseas Medical & Hospital Expenses Accidental Death Permanent Disability Cancellation Additional Expenses Travel Delay Expenses Alternative Transport Expenses Luggage, Personal Effects & Valuables Luggage & Personal Effects Delay Expenses Travel Documents, Transaction Cards & Travellers Cheques Theft of Cash Rental Vehicle Excess Personal Liability
Optional cover(s):	N/A
Key eligibility criteria:	<p>A Policy can only be purchased for international travel arrangements made through singaporeair.com and must include all travellers on the flight booking to a maximum of 9 travellers. All travellers must be named on the Certificate of Insurance. At least one traveller must be aged 18 years or older.</p> <p>Insured person(s) must:</p> <ul style="list-style-type: none"> • be under the age of 75 years at the time the Certificate of Insurance is issued; and • have a permanent home in Australia: and <ul style="list-style-type: none"> ◦ be a permanent resident of Australia; or ◦ hold a current Australian visa (but not a tourist or working holiday visa) that will remain valid after the journey ends and allow them an unrestricted right of re-entry into Australia; or ◦ hold a valid Australian Medicare card. <p>The journey must:</p> <ul style="list-style-type: none"> • have not yet started; and • begin and end in Australia; and • be a single journey; and • be to Countries and/or regions outside Australia accepted by us and set out in the Certificate of Insurance; and • not exceed the duration limit of 12 months. <p>If a journey has commenced, the Duration of your cover may be extended by applying for cover prior to the expiry of the original policy. Please note that acceptance is not guaranteed and may be subject to certain underwriting requirements. If accepted, additional premium will apply. The period of cover cannot exceed 12 months from the original start date shown on your Certificate of Insurance. Extending the Duration of your cover is subject to the following eligibility criteria:</p> <ul style="list-style-type: none"> (a) the application for extension is made prior to the expiry of the original policy; and (b) all insured persons are under 75 years at the date of the extension.

Key exclusions:	<p>In addition to any exclusions listed under each benefit, the policy also lists things that, to the extent permitted by law, the Issuer won't cover under any benefit of the policy unless the policy specifically allows it, as well as a list of things that the Issuer will never cover. Please refer to the general exclusions, together with the other sections of the PDS, so that you are aware of the limitations and extent of the cover the policy provides. In particular, please consider Our Definitions. Key exclusions are summarised below.</p> <p>Key exclusions that apply to the International Travel Insurance Benefits are:</p> <ul style="list-style-type: none"> • pre-existing medical conditions; and • the cost of medication an insured person was taking before their journey began or the cost for maintaining a course of treatment that the insured person was on prior to the start of the journey; and • participation in any activity not listed in the "Activities included in this Product" section; and • riding a quad bike; and • driving or riding a vehicle as the driver without the appropriate class of licence (excluding learner's licences) in Australia for that vehicle, or a licence valid for the country you are travelling in if their Australian licence is not recognised in that country; and • pregnancy once it is 24 weeks or more gestation; and • at the time of purchasing the Plan, an insured person was aware, or should have been aware, of an event or circumstances that may result in a claim; and • insured persons did not follow relevant travel advice or warnings issued by the Australian government; and • insured persons not taking all reasonable precautions to safeguard luggage and personal effects or valuables; and • epidemics or pandemics – The epidemic and pandemic exclusion does not exclude claims under the Travel Insurance Benefits set out below if an insured person or their travelling companion is positively diagnosed as suffering a sickness recognised as an epidemic or pandemic, such as COVID-19 (please note: other key exclusions may continue to apply): <ul style="list-style-type: none"> ◦ Overseas Emergency Assistance ◦ Overseas Medical & Hospital Expenses ◦ Cancellation ◦ Additional Expenses.
Limitations:	<p>Claims Settlement – Claims are subject to single item and aggregate limits (as specified in the PDS and Certificate of Insurance).</p> <p>Fulfilment – Claims may be settled either by assistance services provided, reimbursement or payment of incurred expenses or by a cash settlement payment depending on the circumstances.</p> <p>Other claims limitations and conditions are specified in the PDS.</p>
Excess:	Claims may be subject to the payment of an excess as specified in the PDS and Certificate of Insurance.
Premiums:	Cover under the plan is subject to payment of premiums, as specified in the PDS and the Certificate of Insurance.

Likely needs, objectives and financial situation

Singapore Airlines Integrated Travel Insurance is designed for:

	<p>Likely needs and objectives</p> <p>Persons who are booking international travel arrangements through singaporeair.com for a return journey outside Australia and want to insure themselves and their travelling companions against certain unexpected costs, expenses and personal liability arising on their journey; or for unexpected cancellations costs that arise before or on their journey.</p> <p>Persons who do not require cover for pre-existing medical conditions.</p> <p>Persons who require cancellation cover up to \$50,000 per individual.</p>	<p>Likely financial situation</p> <p>Persons who:</p> <ul style="list-style-type: none"> - can afford to pay premiums in accordance with the chosen premium structure, and - can afford to pay any excess in the event of a claim in accordance with the chosen excess option, and - can afford to incur travel or medical expenses that exceed the applicable benefit limit (as specified in the PDS and Certificate of Insurance), and - are satisfied with the method by which we settle claims as outlined in the policy documents (the applicable PDS and any applicable SPDs and the Certificate of Insurance) and claims settlement section above.
	<p>Based on our assessment of the key benefits, terms, features and attributes, the Singapore Airlines Integrated Travel Insurance is likely to be consistent with the needs, objectives and financial situation of customers in the target market.</p>	

B. Ineligible Persons

Singapore Airlines Integrated Travel Insurance is not designed for persons:



- who are not purchasing international travel arrangements through singaporeair.com; and
- who do not have a permanent home in Australia: and
 - are not a permanent resident of Australia; or
 - do not hold a current Australian visa (but not a tourist or working holiday visa) that will remain valid after the journey ends and allow them an unrestricted right of re-entry into Australia; or
 - do not hold a valid Australian Medicare card; or
- whose journey has already commenced; or
- who are not travelling outside Australia; or
- who are taking more than one journey; or
- whose journey is longer than 12 months; or
- who are unable to pay expenses (such as medical or travel expenses) upfront before seeking reimbursement; or
- whose journey does not begin and end in Australia; or
- who are over the age of 75 at the time the Certificate of Insurance is issued; or
- who are under 18 years and not travelling with a companion who is at least 18 years; or
- who are seeking cover for pre-existing medical conditions for themselves or any travelling companion; or
- who may want to tailor cover to be more suited to their insurance needs for their planned travels by increasing or specifying cancellation and/or luggage and personal effects limits; or
- who are not satisfied with the method by which we settle claims as outlined in the policy documents (the applicable PDS and any applicable SPDs and the Certificate of Insurance) and claims settlement section above.

C. Distribution

Distribution conditions and restrictions

Products under this TMD can only be issued to customers that are eligible for that cover in accordance with the application and/or extension criteria that has been approved in writing by the Issuer and which complies with the law (**Application Process**).

The Application Process has been tailored towards the Target Market described in this TMD. The Application Process will ensure customers are eligible for the Products covered in this TMD. The suitability of the Products covered under this TMD will be determined by the use of the Application Process that will include risk-based (underwriting) questions and assessed against acceptance criteria. Some acceptance criteria relevant to the Application Process and this TMD may include:

- Your age;
- The destination;
- The period of cover;
- The number of people to be insured, and their ages.

Products under this TMD can be distributed directly by AGA and by distributors approved by AGA and the Issuer (**Approved Distributors**). Approved Distributors and their systems and processes are assessed and monitored by AGA (on behalf of the Issuer), and would therefore make it more likely that the Approved Distributor will comply with the terms of this TMD.

Distribution channels

Products under this TMD may be distributed through any of the following means:

- via a direct integrated channel on singaporeair.com when purchasing international travel arrangements or through the Manage Booking facility after international travel has been purchased.
- general advice model.

All of these channels are monitored by AGA (on behalf of the Issuer) and staffed by persons who have been trained in the distribution of the Products covered by this TMD and the Application Process. Staff will also receive appropriate accreditation and monitoring. Regular reviews will take place to ensure compliance with the Application Process. The Application Process may require staff to follow a call script (including specific underwriting questions).

Distribution information

We require distributors to provide the following information in relation to their distribution of products covered by this TMD:

Complaints	AGA must supply all complaints data to the Issuer on a quarterly basis unless the Issuer has requested AGA to report more frequently.
Sales data	AGA must supply all sales and customer data to the Issuer on a quarterly basis unless the Issuer has requested AGA to report more frequently.
Significant dealings	notification, to AGA (on behalf of the Issuer) within 10 business days, if they become aware of a significant dealing in relation to this TMD that is inconsistent with this TMD. AGA must immediately notify the Issuer if it receives a notification of a significant dealing.

Other

In addition to the distribution conditions, restrictions and information set out above, the Issuer may include other conditions, restrictions and information on the distribution of products under this TMD.

Any additional conditions and restrictions will be notified (in writing) to an Approved Distributor.

TMD reviews

This TMD shall be reviewed as follows:

First review	Within 12 months from the date of this TMD.
Subsequent reviews	At least every two years after the end of the previous review.
Review triggers	<p>Where an event or circumstance is identified by the Issuer or is notified to the Issuer that would reasonably suggest the TMD is no longer appropriate. This may include (but is not limited to):</p> <ul style="list-style-type: none">• a material change to the design or distribution of a product, including material changes to policy documentation or the PDS;• a material alteration to acceptance criteria or underwriting criteria, and the Application Process;• identified systemic issues in the product or the distribution of the product;• relevant material external events such as relevant litigation or adverse media coverage;• relevant feedback, information or notification received from a distributor, regulator such as ASIC or APRA or other interested parties;• significant changes in metrics. These include sales, policy cancellations, lapses in renewals, claims, complaints and loss ratios; and• any significant dealings that are inconsistent with the TMD, <p>to the extent these events or circumstances reasonably suggest the TMD is no longer appropriate.</p>

Appendix

This TMD applies to the International Travel Insurance described in the Product Disclosure Statements (**PDSs**) listed below and any related Supplementary Product Disclosure Statements when made available to customers on or after the applicable Scheduled Commencement Date:

Scheduled Commencement Date	Product Disclosure Statements
1 April 2024	Singapore Airlines Integrated Travel Insurance