

# TARGET MARKET DETERMINATION

## Bus and Coach Plus

<b>Product Name</b>	Bus and Coach Plus PDS NTI435 (08/12/2024)
<b>Validity</b>	This TMD is effective from 8 December 2024 and remains valid until replaced or withdrawn.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 with vehicles operating within the States and Territories of Australia, who have an appointed Australian Financial Services licensee and their Authorised Representative, that is part of the Arthur J. Gallagher group, who are authorised by NTI to distribute this Product on behalf of NTI. They are able to distribute this product face-to-face with the customer or via various electronic methods.

## Bus and Coach Plus

### Class of customers description

This insurance is designed for the Bus and Coach industry within Australia. The targeted operators are school route services, general route services, charters, tours and community groups, with particular focus on Country School bus operations.

This insurance is unsuitable for Self Drive/Hire operators and Tour Operators who travel outside a 450km radius from their base of operation.

Their likely needs, objectives and financial situation, are aligned with the product and its key attributes and would like to be covered for:

- financial loss resulting from destruction, loss or damage to Motor Vehicles with a carrying capacity over 2 tonnes, Trailer(s) that attach to these Motor Vehicle(s), Bus(es) or Mobile Plant asset(s); and/or
- financial loss resulting from legal liability for a claim relating to the damage to someone else's property through the use of their road registered insured property.

### Product Description and Key Attributes

#### Cover is provided for:

Most types of Loss to Insured Property within Australia during the Period of Insurance. Where your Insured Property is road registered the cover will extend to include financial loss resulting from legal liability for a claim relating to the damage to someone else's property

## Key eligibility criteria

- ✓ The schedule of cover must have a minimum of 60% Motor Vehicles over 2 tonnes carrying capacity, Trailers, Buses or Mobile Plant items. Noting that no more than 40% of the insured vehicles can be cars, motorcycles, caravans, utilities and 4WD, unless agreed by NTI.
- ✓ It is expected that the policyholder and their employee(s) will be driving/operating the Insured property.
- ✗ No cover is provided for any form of mechanical breakdown, or damage caused by a lack of maintenance, or wear and tear.
- ✗ Not all Motor Vehicles over 2 tonnes carrying capacity, Trailers, Buses or Mobile Plant items may be acceptable and cover is subject to underwriting guidelines (which change from time to time).

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.

## 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	No
Ability to potentially vary your premium by choosing your excess	Yes	Yes
Ability to choose to pay your premium Annually or by Instalment	No	No

## 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 by Arthur J. Gallagher & Co (AUS) Limited licensed insurance brokers and their authorised representatives who are currently authorised by NTI Limited to distribute this product.

Cover can only be issued to people 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 and our third party distributors 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 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 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 reviewed and adjudicated on 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>• 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>• 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>• Where significant dealings are reported, or complaints, or claim issues are received, which suggest the TMD is no longer appropriate, we will instigate 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>