



# Target Market Determination **VAU Personal Accident and Sickness Scheme**

## What is a Target Market Determination?

This Target Market Determination (TMD) is required under section 994B of the Corporations Act 2001 (Cth) and has been prepared by Chubb Insurance Australia Limited (AFSL 239687, ABN 23 001 642 020) (Chubb).

This TMD is designed to provide customers and distributors with appropriate information to understand who this product has been designed for and who it is not suitable for.

This TMD is not a Product Disclosure Statement (PDS) and is not a summary of the product terms and conditions. Any advice provided in this document is general advice only. It has been prepared without taking into account any person's particular objectives, financial situations or needs. Always read the PDS, the policy wording and any other applicable documents that accompany the policy to ensure that this policy is appropriate for you. Whether you are purchasing this policy for the first time or if you have already purchased this product, you should review the information we have provided you whenever your circumstances change.

The TMD identifies triggers for us to review the target market and sets out the conditions and restrictions on distribution of the product described below.

In this document the terms "We", "Us" or "Our" refers to Chubb Insurance Australia Limited (ABN 23 001 642 020 AFSL: 239687), acting through its agent Point Underwriting Agency Pty Ltd, ABN 53 605 479 070.

Where a word is capitalised in this TMD and not otherwise defined, the definition of the word can be found in the Policy Wording & PDS.

## **VAU Personal Accident & Sickness Insurance Scheme**

PDS Reference: POINT-VAU02-PDS-0126

The VAU Personal Accident & Insurance Scheme is insurance designed to cover individuals who are employed by Ambulance Victoria and who are members of the Victorian Ambulance Union Inc (VAU) and who want to be covered against loss of earnings caused by their Temporary Total Disablement or Temporary Partial Disablement resulting from Bodily Injury or Sickness as well as lump sum benefits for Accidental Bodily Injury.

This Target Market Determination (TMD) sets out the target market for our VAU Personal Accident & Sickness Insurance Scheme which is set out in the [Appendix](#) to this statement.

## Distribution Conditions of this Product

This product is issued by Point Insurance on behalf of the insurer, Chubb. The insurance has been arranged by Police Financial Services Limited (trading as BankVic) (ABN 33 087 651 661 | AFSL 240293) for the benefit of the individuals who are employed by Ambulance Victoria and who are members of the VAU. Bank Vic does not act on behalf of Point Insurance or Chubb.

Only Point Insurance is authorised by us to issue this Product as it understands the market this product has been designed for.

Point Insurance has a range of monitoring procedures and provides training and support regarding the process to follow for getting quotes for this Product.

When completing a quote, the collection of information from a series of questions will help to determine if the applicant is within the target market for this Product. The customer should always answer these questions accurately and check with Police Financial Services Limited (trading as BankVic) or their insurance intermediary if they are not sure what a question means.

## Reviewing this document

We will review this TMD within 12 months from the effective date to ensure it remains appropriate and in compliance with the objectives, financial situations and needs of the customer.

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

- When we make a material change to the cover provided by the Product,
- A change in the acceptance criteria (underwriting guidelines) 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 / or 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, and
  - Product value and affordability.
- Point identifies that there has been a significant dealing in the Product that is not consistent with the TMD.

We will review this TMD within 10 business days of the occurrence of any review trigger.

## Reporting

Point Insurance records and reviews all complaints received about this Product on a quarterly basis (Complaints Reporting Period). Point Insurance is required to provide us with written details of any complaints that they have received about the product within 10 business days of the end of each quarter.

Point Insurance is also required to report to us if they become aware of significant dealing in this Product which is not consistent with this TMD within 10 business days of becoming aware of such dealing.

If 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.

## Record keeping

We, together with Point Insurance, will maintain records of the reasonable steps taken to ensure that this Product is sold in a manner consistent with this TMD.

They will also prepare and maintain complete and accurate records of their decisions, and the reasons for those decisions, in relation to:

- All Target Market Determinations (TMD's) for this Product,
- Identifying and tracking review triggers,
- Setting review periods, and
- Any other matters documented in this TMD.

## Questions

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

Issuer: Point Underwriting Agency Pty Ltd as agent for Chubb Insurance Australia Limited  
AFSL: 477471  
Effective Date: 14 January 2026

# Appendix

## VAU Personal Accident & Sickness Insurance Scheme Suitability

The VAU Personal Accident & Sickness Insurance Scheme is insurance designed to cover Australian domiciled individuals who are employed by Ambulance Victoria and who are members of the VAU and who want to be covered against loss of earnings caused by their Temporary Total Disablement or Temporary Partial Disablement resulting from Bodily Injury or Sickness as well as lump sum benefits for Accidental Bodily Injury.

The VAU Personal Accident & Sickness Insurance Scheme is subject to the acceptance criteria. A summary of the key benefits and policy exclusions is detailed below. To review the complete schedule of benefits and exclusions it is important that you refer to the PDS and Policy Wording.

### Who is this product suitable for?

Individuals domiciled in Australia as their primary place of residence and who are:

- ✓ aged between 16 to 75 years (or any age limits as agreed by Us) who are financial members of the VAU and who are actively employed by Ambulance Victoria
- ✓ seeking coverage for lost income for an unforeseen Sickness and / or Bodily Injury as a result of an Accident as well as lump sum benefits for Accidental Bodily Injury.

### Who is the Product not suitable for?

This Product is not suitable for any individual who is:

- ✗ not a financial member of the VAU and not employed by Ambulance Victoria
- ✗ seeking coverage for death or permanent disablement due to illness
- ✗ aged under 16 or over 75 years of age (unless agreed to by Us)

## Key Benefits – what is insured?\*

- ✓ Accidental Death and Accidental capital (lump sum) benefits caused due to an Accident
- ✓ Weekly Bodily Injury Benefit
- ✓ Weekly Sickness Benefit
- ✓ 24-hour worldwide coverage
- ✓ Cover for amateur codes of football
- ✓ Cover for motorcycling riding (except motor sports)
- ✓ Funeral Expenses
- ✓ Bodily Injury resulting in a Broken Bone Benefit
- ✓ Rehabilitation Benefit
- ✓ HIV Benefit (during working hours)

\* These items are only insured if selected and are shown on the Policy Schedule and Product Disclosure Statement (PDS) for an insured amount.

## Key Exclusions / Limitations – what is not insured?\*\*

- ✗ Lump sum benefits resulting from a Sickness
- ✗ Any injury / illness due to the individual participating in some hazardous sports (see exclusion 5 in the PDS for details)
- ✗ Any claim arising from training or participation in professional sport
- ✗ Air Travel unless as a passenger in a licensed commercial air carrier
- ✗ No Benefit shall be payable where providing such payment would result in Us contravening the Private
- ✗ Health Insurance Act 2007 (Cth), the Health Insurance Act 1973 (Cth), the National Health Act 1953 (Cth) or any applicable legislation.

\*\* This product is not suitable for persons seeking coverage for losses arising from these policy exclusions listed above.