point INSURANCE
next gen ACCIDENT & SICKNESS

Target Market Determination
V.I.P Home Services Group Personal Accident and Sickness Insurance

Important Information

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

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

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. It also sets out the reporting obligations of Chubb's distributors.

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 before deciding whether to purchase the product. 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.

In this document the terms "We", "us" or "Our" refers to Chubb Insurance Australia Limited, 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.

1. Details	
Product Name/s:	**Point Insurance V.I.P Home Services Group Personal Accident & Sickness Insurance** (the **Product**)
Date TMD made:	28 October 2026
Frequency of TMD Reviews	An initial review will occur within one (1) year of the Date TMD made, subject to intervening review triggers as outlined in section 4 of this TMD. Subsequent periodic reviews will occur every two (2) years from the date of initial review or the date of last review, subject to intervening triggers as outlined in section 4 of this TMD.

V.I.P Group Personal Accident & Sickness Insurance

PDS Reference: POINT-VIPPA-PDS-1026

2. Product Target Market

What is the Product?

This Product provides insurance coverage for Accident and Sickness cover such as lump sum payments for certain Injuries for eligible individuals (Insured Persons) of the V.I.P. Home Services franchisee (Policyholder).

Key covers/attributes

- ✓ Accidental Death and Accidental Capital (lump sum) Benefits caused due to an Accident
- ✓ Weekly Injury Benefit
- ✓ Weekly Sickness Benefit

Additional coverage options include (but are not limited to):

- ✓ Injury resulting in a broken bone benefit
- ✓ Rehabilitation & Return to Work Assistance
- ✓ Household Help and Student Tutorial Benefit
- ✓ Out-of-pocket Expenses

*Cover is only available if selected and an amount is shown on the Policy Schedule and Product Disclosure Statement (PDS)

Key exclusions

- ☒ Lump sum benefits resulting from a Sickness
- ☒ Losses arising from Pre-Existing Conditions, unless agreed by Us
- ☒ 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.

Customers the Product was designed for

The Product has been designed specifically for Australian-based V.I.P Home Services franchisees and businesses (the Policyholder) that wish to provide themselves and eligible individuals working in their V.I.P Home Services business (Insured Persons) with group personal accident and sickness insurance cover. This product is designed to provide cover for loss of earnings caused by an Insured Person's Temporary Total Disablement or Temporary Partial Disablement resulting from Injury or Sickness, as well as lump sum benefits for Injury resulting from an Accident.

The key benefits of this product are set out below.

Classes of Customers

The class of customers that are likely to be within this Product's target market are:

- ✓ Australian-based V.I.P. Home Services franchisees who want Accident and Sickness cover for themselves and eligible individuals working in their V.I.P. Home Services businesses.

Customer's likely objectives, financial situation, and needs	
Objectives	The likely objectives for customers in this target market are that they are seeking to limit their exposure to lost income in the event of an Injury or a Sickness.
Financial situation	The likely financial situation for customers in this target market is that they have the financial means to pay the premium and can bear any applicable excesses in the event of a claim.
Needs	The likely needs of customers in this target market are that they will be looking to obtain an insurance product which can offer cover for themselves and their employees for loss of earnings caused by their Temporary Partial Disablement or Temporary Total Disablement arising from Injury or Sickness as well as lump sum payments for accidental Injury.

Customers the Product was <u>not</u> designed for

This Product is not suitable for customers seeking coverage for:

- Individuals who are not associated with the Policyholder's group or activity;
- Pre-Existing Conditions;
- Employees or members that exceed the age limits as set out in the PDS and / or Policy Schedule (unless agreed to by Us)
- Lump sum benefits resulting from a Sickness.

Why the Product is consistent with the Target Market

Chubb views that the Product is consistent with the Target market as the target market comprises Australian-based VIP Home Services franchisees and businesses (Policyholders) that wish to provide group personal accident and sickness cover for themselves and eligible individuals working in their VIP Home Services business (Insured Persons). It is therefore likely that the Product will meet the needs, or go towards meeting the needs, of those in the target market.

Conditions/Restrictions on Product Distribution

3. Conditions/Restrictions on product Distribution	
Restriction/ Condition	**Description**
Method of distribution	This Product may be distributed by Point Underwriting Agency Pty Ltd (ABN 53 605 479 070, AFSL 477471) (**Distributor**): Chubb has authorised the Distributor to distribute the Product on its behalf pursuant to a binding authority. The Distributor acts under its own Australian Financial Services Licence. Distributor contact details: Phone (02) 9970 7378 Website www.pointinsurance.com.au Email: enquiries@pointinsurance.com.au In distributing this Product the Distributor is permitted to provide general product advice but not personal advice. A licenced insurance broker will act on behalf of any customer which purchases the Product via the Distributor. Any such broker will be approved by the Distributor.

	The Distributor has a range of monitoring procedures in place and provides training and support regarding the process to follow for obtaining quotes for this Product and administering the policies once purchased. When completing a quote, the collection of information from a series of questions will help to determine if the group of individuals is within the target market for this Product. The Distributor will make risk-based decisions to determine its acceptance criteria about insurance cover that can be offered to the group. Some of the key acceptance criteria relating to this target market determination may include: Occupational profiles of the individuals within the group • Age of individuals within the group • Benefit limits and sub-limits
Underwriting criteria	The Distributor is required to distribute the product in accordance with Chubb's underwriting criteria.
Promotional Material	Any promotional material which is used by the Distributor in relation to the Product must be pre-approved by Chubb and must contain an electronic link to this TMD.
Distribution in accordance with TMD	The Product must only be distributed in accordance with this TMD and the contractual arrangements in place between Chubb and the Distributor, and the Distributor and any approved licenced insurance broker.
Explanation	
Customers that obtain the Product in accordance with the distribution conditions set out above are more likely to be in the target market for this product because a licenced insurance broker is acting on their behalf and can assess the customers objectives, financial situation and needs.	

4. Product Review	
Initial review period:	An initial review will occur within one (1) year of the date the TMD was made, subject to intervening review triggers (see below).
Subsequent review periods:	Subsequent periodic reviews of the TMD will occur at least every two (2) years from the date of last review subject to intervening review triggers (see below).
Review triggers: Review triggers are events and circumstances that suggest the TMD may no longer be appropriate and may trigger a review **prior** to the periodic reviews as set out above. The review triggers for this product are set out below.	

- We make a material change to the Product, including a change to the PDS.
- A change in our 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,
- Any determination of or feedback from regulators, the Australian Financial Complaints Authority, a court or tribunal, systemic complaints and / or claims issues which indicate that the target market may no longer be appropriate (including the use of Product Intervention Powers),
- Changes to relevant laws, regulatory guidance, or industry codes,
- Material and relevant reductions in our key Product suitability metrics such as:
- Customer satisfaction,

- Product acceptance,
- Financial performance,
- Benefits to customers,
- Product value and affordability, and
- We identify that there has been a significant dealing in the Product that is not consistent with the TMD.

5. Reporting Obligations

The Distributor and any approved licenced insurance broker must report the following information to Chubb.

Reporting Obligations

Type of Report	Description	Reporting Period
Complaints	As the Distributor acts under a binding authority from Chubb, the Distributor must provide complaints data and information in accordance with the existing contractual terms as agreed to between the parties. Where an approved licenced broker is facilitating the sale of the product only (on behalf of the customer), they must provide the following complaints data if received by them: • The number of complaints received regarding the Product during the Reporting Period and the nature and details of the complaints. Complaint is defined in the Australian Securities and Investment Commission (ASIC) Regulatory Guide RG 271 Internal dispute resolution.	**Quarterly** (10 business days after the quarter has closed) Send data to: complaints.AU@chubb.com
Significant dealings	A significant dealing in the Product which is not consistent with this TMD must be notified to Chubb. What amounts to a "significant dealing" will be determined by the circumstances of each case but generally: • regard should be had to the proportion of consumers purchasing the product who are not in the target market, the actual or potential harm to those consumers and	Within **ten (10) business days** of becoming aware of the significant dealing. Send data to: aus.incidentreporting@chubb.com

	the nature and extent of the inconsistency of distribution with the TMD; • the Distributor and any approved licenced insurance broker should also have regard to current ASIC guidelines when determining what may constitute a significant dealing; and • If in doubt, the Distributor and any approved licenced insurance broker must report the dealing to Chubb, so that Chubb can undertake the necessary assessments.	
Sales information	The number of sales of the Product (only if Distributor has binding authority)	In accordance with existing contractual arrangements.

6. Appropriateness

Chubb has assessed the Product's key attributes and formed the view that it is likely to be consistent with the likely objectives, financial situation and needs of consumers in the target market as described within this TMD.