

TARGET MARKET DETERMINATION

Gallagher SmartProtect Home Contents Transit

Product Name	Gallagher SmartProtect Home Contents Transit PDS NTI298(05/04/2021)
Validity	This TMD is effective from 5 October 2021 and remains valid until replaced or withdrawn.
Issuer	NTI Limited ABN 84 000 746 109 AFSL 237246
What is a target market determination (TMD)?	<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">• who is the Target Market for the product described above,• who the product is not designed for,• review periods and events which may trigger a review,• any distribution conditions for this product,• reporting obligations of our distributors.
Mandatory Customer Requirements	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.

Home Contents in Transit

Class of customers description

Home Contents Transit Insurance is intended for owners of Home Contents that will be transported anywhere within Australia, to or from Australia, or anywhere outside Australia.

Insurance is required to be arranged with an Arthur J. Gallagher insurance broker who has an AFSL and a current agreement with NTI.

The customer's 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 their goods in transit.

Product Description and Key Attributes

The policy has two coverage options available to protect the Home Contents:

1. Accidental Damage available when transported by a professional carrier;
2. Listed Events cover available for when you move the goods yourself or by a professional.

- ✔ Policy provides cover for goods while being moved and associated storage periods before the goods reach their final destination. Any storage requested by you needs to be declared and agreed prior to it going into storage.
- ✘ Some individual content items with high values would require verification of value and method of transit. High value items may not always be acceptable.
- ✘ Not all Home Contents risks may be acceptable and cover is subject to underwriting guidelines (which change from time to time).

The Product Disclosure Statement contains the detailed policy cover, terms, conditions, additional benefits and exclusions.

Distribution Obligations

How this product is to be distributed:

This product is designed to be distributed by Arthur J. Gallagher & Co (AUS) Limited Insurance Brokers and their Authorised Representatives who are duly licensed by APRA, and 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.

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. 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

Complaints	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.
Policy Data	We will review sales, customer and claims data quarterly to ensure the TMD remains appropriate.
Significant Dealings	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.
Review Period:	<p>This TMD will be reviewed within 24 months of the effective date noted above. We will also review this TMD if any of the following occur:</p> <ul style="list-style-type: none">• The product cover, design or acceptance criteria guidelines are altered from those which this TMD is based upon.• If a material defect is discovered in the PDS for the product.• Where significant dealings are reported, or complaints, claim issues or feedback are received, which suggests the TMD is no longer appropriate, we will initiate an immediate review.• This feedback may come from (but is not limited to):<ul style="list-style-type: none">- Distributors- Customers- Regulators