

TARGET MARKET DETERMINATION

Shipping Delivery Insurance

Product Name	Shipping Delivery Insurance PDS NTI327A (01/11/2023)
Validity	This TMD is effective from 8 December 2024 and remains valid until replaced or withdrawn.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 customers requiring cover for their goods whilst in Transit, who have elected to obtain insurance cover direct with NTI or through a distributor/Referrer. NTI distributes this Product directly to the customer electronically via the online Quote and Purchase platform located on the NTI Website or via the NTI-approved distributor's website.

Goods in Transit

Class of customers description

Shipping and Delivery Single Transit product is intended for owners of Goods or senders or receivers who have an insurable interest in the Goods that are accidentally lost or damaged during the Insured Transit whilst being transported by a professional carrier within Australia.

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 provides Accidental Damage cover insurance on the goods for both new and used goods whilst being transported by a professional carrier within Australia.

Key eligibility criteria

- ✘ When insuring your goods in transit, some goods cannot be covered and are an exclusion under this policy. The Product Disclosure Statement lists items that cannot be covered under the "Excluded Items" list; the same list is provided during the online quote process.
- ✘ An additional Excess is applicable to goods delivered to unattended destinations. Refer to the Policy Wording for full details.

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.

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.

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	Shipping Delivery Insurance
Ability to potentially vary your premium by considering different levels of cover	No
Ability to potentially vary your premium by choosing your excess	Yes
Ability to choose to pay your premium Annually or by Instalment	No

Distribution Obligations

How this product is to be distributed:

This product is designed to be distributed electronically Direct to the customer via the online Quote and Purchase tool in the NTI website or through a Referrer/distributor.

Cover can only be issued to businesses 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 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 Referrer/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 Referrer/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 and Review Triggers:	<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">• 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.• 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.• 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.• Distribution conditions are no longer appropriate• Complaints or feedback received from customers, distributors or regulators that may suggest this TMD is no longer appropriate.