Corporate Travel Insurance

Target Market Determination

Product	Corporate Travel Insurance
Issuer	DUAL Australia Pty Limited (AFSL: 280193) on behalf of certain Underwriters at Lloyd's of London
Distributor	Licensed insurance Brokers (and their authorised representatives) holding an AFSL approved by DUAL
Publication Date	16 June 2026
Review Date	Every two years
Distributor's Reporting Requirements	Quarterly unless a complaint concerns a "significant dealing" then immediately

What is a Target Market Determination?

A Target Market Determination (**TMD**) is prepared by the issuer of the product and aims to provide customers and distributors with sufficient information to understand who the product is suitable for. It also details the distribution conditions for this product, how often the TMD will need to be reviewed, along with the distributor's reporting and record keeping requirements.

Background

DUAL Australia Pty Limited (**DUAL**) underwrites insurance on behalf of certain Underwriters at Lloyd's of London. In performing this function, DUAL issues a Corporate Travel Insurance Policy (the **product**) to customers. In general, the product provides travel benefits to employees and other identified persons who suffer an insured event whilst on an authorised journey, provided those consumers meet the underwriting guidelines and claims eligibility criteria. These benefits may include medical expenses overseas, loss of deposits and cancellation costs, and loss, theft or damage of luggage, along with other benefits offered under the policy.

When issuing this product, DUAL acts as agents for the Underwriters and is authorised to provide general financial product advice and factual information about the product. Individual customers will need to consider whether this insurance product meets their specific objectives, financial situation and needs. This product is only distributed to customers who have appointed a licensed insurance Broker (or their authorised representatives) to act on their behalf as their agent.

Target Market Determination

1. Class of consumers comprising the target market for the product

The product is suitable for ('target market')

The product is suitable for corporate customers (such as businesses or organisations) who wish to purchase insurance cover for their employees or other identified persons (**consumers**) (aged 85 and under) against the risks of injury, sickness or insured events during or prior to an authorised journey.

The product is not complex and is appropriate for retail customers who work in occupations and industries that are acceptable to cover under DUAL's underwriting guidelines.

The product is not suitable for ('negative target market')

The product will likely be inappropriate for consumers who fall outside the product's underwriting criteria (due to the type of work they do or their claims history) or claims criteria (that is, they are ineligible to make a claim or a policy exclusion applies). This will include consumers who, for example:

a. are outside the age limit given above;

b. are purchasing the product for a foreseen event;

c. are travelling against doctor's advice or are unfit to travel or have a terminal illness or are travelling overseas for medical treatment or their condition is known to require treatment whilst travelling;

d. require certain limits and benefits for private travel and incidental private travel;

e. are travelling against the Department of Foreign Affairs (DFAT) travel advice (whether or not a travel exemption has been granted).

2. Conditions or restrictions on distribution

A network of Brokers (**the Brokers**) distributes the product to consumers via DUAL's online platform, WebRater. To avoid the product being mis-sold to consumers, the WebRater cannot be accessed by consumers directly; it is only available to our network of Brokers approved by DUAL who have been approved for a login and password. Alternatively, Brokers can contact DUAL directly and provide a proposal form for submission. The Broker will be referred to a DUAL Accident and Health Underwriter who specialises in this area and has the appropriate training for this product.

DUAL has implemented the following distribution conditions whereby Brokers as agents for the Insured are required to confirm the following before they can receive a quotation via WebRater:

a. the category of trips undertaken (white collar, leisure, manual labour etc);

b. the number of trips;

c. the average duration of each trip;

d. sums insured;

e. insured's entity details such as the entity type, business name and ABN (if applicable);

f. destinations of travel;

g. number of charter or unscheduled flights;

h. claims history

i. occupation

j. any hazardous activities to be undertaken for example: underground mining, heli/off piste snow sports, sailing more than 20kms from any land mass, racing other than on foot, hiking or trekking in an altitude in excess of 4,000 metres (eg. Everest base camp), extreme sports, ski diving, base jumping, extreme trekking (eg. Kokoda trail), motorcycle touring.

As a result of these measures, DUAL expects consumers who are unlikely to receive sufficient benefits from this product will be identified before an inappropriate sale is made. If cover is required for more than ten (10) insured persons travelling together, WebRater will automatically refer the Broker to DUAL before they can purchase the product.

It is a condition of the DUAL WebRater Terms of Service, that both the Broker and the customer review the Policy Wording and associated endorsements and are satisfied with not just the benefits of coverage, but also the limitations and restrictions on coverage prior to finalising the sale to the consumer (i.e. binding the risk).

3. Review triggers

DUAL will take into account the following factors in deciding whether a review trigger (a circumstance that reasonably suggests that this determination is no longer appropriate) has arisen and is therefore obligated to report a "significant dealing" to ASIC (under s994G *Corporations Act 2001* (Cth)):

a. whether the product has been sold to a large proportion of consumers outside the target market;

b. whether the nature of the dealing(s) means that consumers have actually suffered, or are likely to suffer, significant harm; and

c. whether the dealing(s) are inconsistent with a material provision of this determination, or there is a pattern of less serious, but numerous, inconsistent dealings.

If a review trigger arises, DUAL will review the product and this determination within ten (10) business days of the date this trigger was known or ought to have reasonably been known by DUAL, taking into account the information set out in section 4 below.

4. Information required to decide when this determination may no longer be appropriate

When reviewing the product and this TMD, DUAL will have regard to all relevant matters, including the following data:

a. complaints about the product or claims made to the Brokers, DUAL, Lloyd's and the Australian Financial Complaints Authority, including the number, receiving party and nature of those complaints;

b. a material change to the product, claims or underwriting criteria, that impacts the suitability of the product for the target market;

c. a material change to the way the product is distributed;

d. a material defect is found in the product PDS; and

e. DUAL's financial product metrics, including product claim ratios; number of policies sold; the rate at which policies are cancelled or are not renewed; the average time taken to finalise claims.

It may also be necessary to evaluate this data with reference to particular distribution channels and product features, in case a potential problem is confined to a particular feature of the product or its distribution rather than the product generally.

DUAL will require the Brokers to provide quarterly reports on this data (to the extent DUAL does not already possess them). DUAL also expects that the Brokers will immediately notify it should it become aware of a "significant dealing" outside the product's target market.

5. Review periods

Assuming no review triggers arise, DUAL will first review the TMD two years after the original TMD publication date. DUAL will then review the TMD every two years, following the first review.

6. When distributors should provide information about the number of complaints about the product

DUAL expects that its network of Brokers will provide quarterly reports about complaints, detailing the volume and types of complaints received. In addition to these periodical reporting requirements, the Brokers will be required to immediately report any complaints which may concern a "significant dealing" outside the product's target market.

Contact details

Should you wish to discuss this TMD, please contact us via the following:

For enquiries: compliance@dualasiapacific.com

For complaints: complaints@dualaustralia.com.au

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This TMD is available to the public on DUAL's website via the following link.

The content in this document is information only, it is not financial advice. It does not take into account any person's own objectives, financial situation or needs. We encourage you to read the full policy wording for a full description of the terms and conditions. We urge you to consult your insurance broker, the Insurance Council of Australia or the Australian Financial Complaints Authority (AFCA) for further information.