



TARGET MARKET DETERMINATION

Aon Vertex Expatriate Medical & Emergency Evacuation Insurance

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1. Product Disclosure Statement to which this TMD applies

This Target Market Determination (**TMD**) applies to the Aon Vertex Expatriate Medical & Emergency Evacuation Insurance Policy (**Product**) issued and insured by Liberty Mutual Insurance Company, Australia Branch (ABN 61 086 083 605; AFSL No. 530842 (for claims handling and settling services only)) a company incorporated under the laws of Massachusetts USA (the liability of members is limited) (referred to as **Liberty, we, us** or **our** in this document

- *Expatriate Medical & Emergency Evacuation Insurance Vertex PDS & Policy Wording 2110, available from the Aon broker who issued the Product to you*

2. Date from which this TMD is effective

28 March 2026 (**effective date**)

3. About this TMD

The purpose of this TMD is to describe:

- the type of consumer (**retail consumer**) the Product is designed for;
- how it is distributed so it reaches retail consumers in the target market; and
- the Product review process, and reporting and monitoring arrangements, to ensure the Product remains relevant and is not being acquired outside the target market.

This TMD has been prepared in accordance with the Part 7.8A of the Corporations Act 2001 (Cth) and ASIC Regulatory Guide 274.

It is not intended to be a summary of the Product's features, terms and conditions and is not intended to convey financial product advice. Retail consumers should refer to the PDS and any supplementary documents which outline the relevant terms and conditions of the Product when making a decision about this Product.

4. Class of retail consumers that fall within the target market

The Product has been designed for businesses, entities, organisations and facilities who wish to provide their employees and other eligible persons with medical assistance and repatriation cover in respect of medical and additional expenses incurred overseas, arising out of a medical condition, whilst such employees or other eligible persons are seconded overseas for business purposes (or if on home leave), subject to the terms of the Product including the Product's eligibility criteria

5. Class of retail consumers who do not fall within the target market

This Product is not designed for retail consumers whose employees and other eligible persons do not meet the Product's underwriting criteria or claims criteria, including those who:

- do not travel overseas;
- ordinarily reside in Cuba, Iran, Sudan, Syria or North Korea;
- engage or take part in naval, military or air force activities;
- train for or participate in professional sport (as defined in the PDS) of any kind (unless agreed by us);
- do not hold an applicable visa to enter a particular country for business purposes;
- have a pre-existing condition (as defined in the PDS);
- are above the maximum age limits set out in the PDS;
- travel against the advice of their medical specialist, or
- undergo elective surgery overseas.

Additionally, the Product will be inappropriate for retail consumers who will otherwise derive lesser benefits from the Product, such as retail consumers who:

- are already insured by another insurance policy covering substantially the same risks, but only to the extent both policies cover the same events and risks.

The Product's target market does not include businesses, entities, organisations and facilities that are unable to pay the excess when required and to financially contribute where their claim is for an amount which is greater than the aggregate limits or sub-limits.

6. Product description and key attributes

The following section sets out the key eligibility requirements and attributes of the Product.

The Product provides dedicated assistance to those insureds whose employees and other eligible persons incur medical expenses overseas in respect of those items noted in the Table of Benefits in the PDS arising from a medical condition provided the Product's eligibility criteria are satisfied.

Some of the covers to which employees and other eligible persons may be entitled include:

- *Evacuation and repatriation expenses;*
- *Funeral expenses;*
- *Public & Private Hospital expenses;*
- *Emergency transport expenses;*
- *Doctor and proceduralist services;*
- *Pregnancy & home nursing services;*
- *Parental accommodation;*
- *X-ray and laboratory examinations;*
- *Anaesthesia services, and*
- *Ancillary benefits cover including dental and optical.*

7. Likely objectives, financial situation and needs of retail consumers in the target market

Retail consumers in the target market for the Product will be businesses, entities, organisations and facilities that likely want and need to manage financial risks associated with the bodily injury and sickness of employees and other eligible persons.

Retail consumers in the target market will therefore have the likely objective of transferring a significant proportion of that financial risk through insurance protection of the type provided by this Product.

Retail consumers in the target market will have a likely financial situation that enables them to pay the premiums for the Product, pay any excess that applies to a claim and financially contribute to any amounts for loss, damage or liability that are not covered by the Product.

8. Consistency between target market and the Product

The Product is likely to be consistent with the likely objectives, financial situation and needs of the class of retail consumers in the target market. This determination of consistency is based on an analysis of the key terms, features and attributes of the Product and our view that these are consistent with the identified class of retail consumers.

9. How this Product is to be distributed

Distribution channels

The Product is only distributed through insurance brokers with appropriate authorisation levels and licensing approvals, including in respect of the provision of financial product advice. Through such channels, the retail consumer must meet appropriate eligibility requirements, which include the elements of the target market set out in section 4 above. The insurance brokers are required to submit application forms completed by or on behalf of their consumer clients which include relevant eligibility questions. The Product is only issued to retail consumers where the answers to the eligibility questions establish that they fall within the target market.

Distribution conditions

This Product will only be distributed under the following circumstances: to businesses, entities, organisations and facilities that meet Policy eligibility requirements.

Adequacy of distribution conditions and restrictions

Liberty is confident that the distribution conditions and restrictions will make it likely that retail consumers who purchase the Product are in the class of retail consumers who fall within the target market. This is because those conditions and restrictions provide for offers and sales only to be made to retail consumers who have confirmed their eligibility, including with respect to elements of the target market set out in section 4 above, and that Liberty has adequate arrangements in place with appropriately authorised insurance brokers to oversee that that occurs in practice.

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10. Reviewing this TMD

We will review this TMD in accordance with the cadence set out below:

Initial review	Within the first 12 months of the effective date.
Periodic reviews	At least every 2 years from the initial review.
Review triggers or events	<p>Any event or circumstance that would suggest the TMD is no longer appropriate. This may include (but is not limited to):</p> <ul style="list-style-type: none">• a material change to the terms, design or distribution of the Product;• communications from regulators or AFCA in relation to the Product;• a Significant dealing in the Product;• external events such as adverse media coverage or regulatory attention;• the discovery of a relevant and material deficiency in the Product's disclosure documentation;• complaints and claims issues, including claims denials or withdrawals, which indicate that the Product is no longer suitable for the described target market, and• material and relevant reductions in our key Product suitability metrics such as: consumer satisfaction, financial performance, benefits to consumers, Product value and affordability.

Where a review trigger has occurred, this TMD will be reviewed within 10 business days by our Legal, Risk and Governance functions and our key Accident & Health insurance practitioners.

11. Reporting and monitoring this TMD

We may collect the following information from our Distributors in relation to this TMD.

Complaints	Insurance brokers will report all complaints in relation to the Product covered by this TMD on a monthly basis, in accordance with the contractual obligations they owe to Liberty. This will include written details of the complaints.
Significant dealings	Insurance brokers will report to us if they become aware of a Significant dealing in relation to this TMD as soon as practicable and in any event within 10 business days.
Other information required	Liberty and its authorised brokers will maintain records of the reasonable steps they have taken to ensure that the Product is sold in a manner consistent with this TMD, including transaction data and outcomes from sale practices monitoring.

12. The meaning of certain words

Significant dealing

The term 'Significant dealing' is not defined in the Corporations Act. However, in RG 274, ASIC articulate a list of non- exhaustive factors that it expects will be relevant for issuers when determining whether a Significant dealing has occurred, including:

- (a) the proportion of consumers who acquire the product who are not in the target market;
- (b) the actual or potential harm to consumers acquiring the product who are not in the target market, and
- (c) the nature and extent of the inconsistency of distribution with the TMD.

Target market refers to the class of retail consumers for whom this product has been designed.