

# TARGET MARKET DETERMINATION

**For Life Cover under Priority Protection, Priority Protection for Platform Investors Insurance Products, and Professional Insurance Portfolio issued by AIA Australia Limited (ABN 79 004 837 861, AFSL 230043).**



December 2024

## 1. About this document

### When to use this target market determination

This target market determination (TMD) provides customers, distributors, and staff an understanding of the class of customers this product has been designed for, having regard to the likely objectives, financial situation and needs of the target market. Further, it sets out how the product is distributed, review periods and triggers relating to the TMD, and reporting and monitoring of the TMD.

This document is not a summary of the product's terms and conditions and is not intended to provide financial advice. Persons interested in acquiring this product should carefully read the Product Disclosure Statement (PDS) and any applicable Supplementary Product Disclosure Statement(s) which outline the relevant terms and conditions before making a decision whether to buy this product.

### Product disclosure statement to which this target market determination applies

This TMD applies specifically to Life Cover, Term Cover and Accidental Death referred to in the following PDSs:

- AIA Priority Protection and Priority Protection for Platform Investors PDS
- Professional Insurance Portfolio PDS

### Effective date

15 December 2024

### Version

3.0

## 2. Class of customers that fall within this target market

The information below summarises the class of customers that fall within the target market for the insurance covers, and the likely objectives, financial situations and needs that each insurance cover has been designed to meet.

### Class of customers

The customer has (or envisages that in future they will or may have) outstanding financial or financial-in-kind commitments (including financial commitments to dependents such as spouse or children) that will not be satisfied by their estate in the event of their terminal illness or death. These financial or financial-in-kind commitments include but are not limited to:

- mortgage and other debt servicing costs, final expenses, and income replacement
- medical costs, transportation and accommodation costs, and personal palliative care, and/or
- ensuring that their business continues with less financial disruption upon the loss of a key person, or to ensure business succession.

Alternatively a customer who is seeking to reinstate this cover, exercise an option or make an administrative change (under this product or a different product for which AIA Australia is the issuer) that results in a policy being issued ("Existing Customer").

Excluded class of customers

The insurance covers have **not** been designed for customers who:

- are not an Australian Resident<sup>1</sup> or Visa<sup>2</sup> holder residing in Australia at the time of application or,
- are an Australian citizen currently residing overseas for work at the time of application:
  - without an Australian residential address, and
  - without an intention to return to Australia within an agreed time frame accepted by AIA Australia.
- want premiums that can never be amended by an insurer in the future, and/or
- do not meet the eligibility, distribution or underwriting requirements (some underwriting and eligibility requirements may not be applicable to Existing Customers).

Product value, likely needs and objectives

This insurance cover has been designed to provide value to customers who have the following likely needs and objectives:

Life Cover type	Likely needs and objectives
Life Cover and Term Cover	<div>In the event of their terminal illness diagnosis or death (any of):<ul style="list-style-type: none"><li>• want to reduce the burden of financial commitments through the receipt of a lump sum payment</li><li>• want to protect their assets, and limit exposure of liabilities</li><li>• want to leave a financial legacy or inheritance for their family or dependants in the event of their death, and/or</li><li>• want to support ongoing business management and retention strategies.</li></ul></div>
Accidental Death Cover	<div>In the event of their accidental death (any of):<ul style="list-style-type: none"><li>• want to reduce the burden of financial commitments through the receipt of a lump sum payment</li><li>• want to protect their assets, and limit exposure of liabilities</li><li>• want to leave a financial legacy or inheritance for their family or dependants in the event of their death, and/or</li><li>• want to support ongoing business management and retention strategies.</li></ul></div>

Financial situation

This insurance product is likely to be consistent with the likely objectives, financial situation and needs for customers who are employed, have savings or otherwise have financial capacity (e.g. family or other relationships) to pay premiums (which may vary from time to time) in accordance with the chosen premium structure to retain the product for the period of time it is intended to be held.

3. Product design descriptions

This product has been designed for individuals who want cover in the form of an agreed lump sum payment in the event of their death or diagnosis of a terminal illness in accordance with the terms and conditions outlined in the PDS. The product offers three main types of life insurance cover, as follows:

- **Life Cover** (Term Life) provides a lump sum for an eligible claim in the event of terminal illness or death prior to a specified expiry date (either Anniversary before 75 or Anniversary before 100 depending on your plan)
- **Term Cover** (Limited Term Benefit) provides a lump sum for an eligible claim in the event of terminal illness or death on either a five or ten year coverage period, and
- **Accidental Death** provides a lump sum for an eligible claim in the event of death that has solely been as a result of an accident.

1. Australian Resident means:

- a person who is either an Australian citizen or a holder of an Australian Permanent Resident visa; or
- a person who is a New Zealand citizen and is the holder of a Special Category Visa<sup>3</sup> while residing in Australia indefinitely.

2. Visa means a current and valid visa issued in accordance with the Migration Act 1958 (Cth) or any amending or replacing Act which enables a person to work in Australia.

3. Special Category Visa (SCV) means:

As per the guidelines provided under the Department of Immigration and Border Protection, a Special Category visa (subclass 444) is a temporary visa that allows a person to stay and work in Australia as long as that person remains a New Zealand citizen.

For avoidance of doubt, a New Zealand citizen who holds a SCV while residing in Australia and departs temporarily overseas will be treated the same as an Australian Resident. They will be entitled to the same provisions, cover terms and conditions as an Australian Resident under this policy..

## Key attributes

### Eligibility

Customer must be an Australian Resident<sup>1</sup> or Visa<sup>2</sup> holder and not an excluded class of customer as defined above at the time of application. The entry age range depends on the cover type and premium structure selected, please refer to the PDS for the eligible entry age range available.

### Premiums

Payment of premiums – if premiums remain unpaid when due, the policy will lapse in which case the customer would no longer be covered and cannot make a claim.

Premium structure – Premiums may vary from time to time and are dependent on age, sex, medical history, pastimes, smoking status, whether benefit indexation applies, level of insurance cover, and chosen premium option or available under the insurance cover. Premiums can alter based on the chosen premium structure and can change over time.

The main premium structures are:

Premium type	Summary	Suitability
<b>Variable age-stepped premiums</b>	Variable age-stepped premiums increase each year as you get older because your chances of death, illness and injury increase with age. Variable age-stepped premiums increase over time. Variable age-stepped premiums are generally cheaper in the earlier years, compared to other premium structures like 'Variable premiums'.	There is a preference for a lower initial cost or there is uncertainty as to how long cover will be held. In addition, you have capacity to meet increasing premiums over time due to your age increasing.
<b>Variable premiums</b>	Variable premiums don't increase because of age. Variable premiums start higher than Variable age-stepped premiums but don't go up because of your age. Variable premiums are designed to be held over a long period of time. However, the amount of Variable premiums you pay over the life of your policy can sometimes be more than what you'd pay for Variable age-stepped premiums.  The key difference between Variable and Variable age-stepped premiums is that Variable premiums start higher than Variable age-stepped premiums, however, while Variable premiums can increase each year for a number of reasons, they don't increase each year due to your age. Please see below 'Other reasons why premiums can change'.	There is a preference for cover to be held for a long period of time. You should be comfortable with the higher initial cost, particularly in the event you cancel your policy prior to the expiry date.
<b>Optimum premiums</b>	Optimum premiums are an option which combines Variable age-stepped premiums (which start low and increase each year because of your age), with Variable premiums (which can increase each year for a number of reasons but don't increase due to your age). If you select Optimum premiums, this means your premiums are Variable age-stepped type premiums when your cover starts. The premium type typically changes from Variable age-stepped type to Variable type at the policy anniversary when Variable age-stepped premiums become greater than Variable premiums. Your Optimum premiums start higher than a Variable age-stepped premium type.	There is a preference for a lower initial cost, compared to Variable premiums, or there is uncertainty how long cover will be held but you would like the option to hold your cover for a long period of time. In addition, you have capacity to meet increasing premiums during the initial years due to your age increasing where premiums are Variable age-stepped, until premiums change to Variable premiums.

### Learn more

For more information go to [aia.com.au/life](https://aia.com.au/life) and read the premium information under 'Understanding premiums and cover'.

### Other reasons why premiums can change

Regardless of which premium structure is chosen, premiums can change for the following reasons:

1. if you choose benefit indexation, which increases your cover amount to help keep pace with inflation
2. if we change our premium rates for a group of policies due to, amongst other reasons, unanticipated claims increases, or if the economic conditions change
3. changes in stamp duty rates or any other legislative/regulatory requirement
4. due to discounts that end or are reduced, and/or
5. if you make a change to your policy (e.g. a change in the sum insured).

Detailed information on the premium structures available for each insurance cover are set out in the relevant sections of the PDS.

### **Premium discounts**

We offer a range of premium discounts which may be available to customers depending on their circumstances. These include:

- AIA Vitality Discount
- Initial Selection Discount
- Bundled Discount
- Lump Sum Bundled Discount
- Healthier Life Reward
- Large Sum Insured Discount
- Health and Life Discount, and
- other discounts.

Some of these discounts may increase, decrease or cease over time as a result of changes in the customers policy structure (such as adding or removing benefits), AIA Vitality participation and membership status. Below you can find additional information about why AIA Vitality Discount and Initial Selection Discount changes over time. For full details of all the discounts available, qualifying criteria and terms and conditions, please refer to the PDS.

#### *AIA Vitality Discount*

The AIA Vitality Discount is offered as part of AIA Vitality, our science-backed health and wellbeing program. As an AIA Vitality member engages in the program, they can build their status and maintain or access a higher discount on their premiums up to the discount maximum. However, if there is low or no engagement in the program, the AIA Vitality Discount will reduce over time until no discount applies. Learn more at [aiavitality.com.au](https://aiavitality.com.au)

#### *Initial Selection Discount*

Claims experience highlights that individuals are less likely to claim in the initial years after underwriting. If the policy is on Variable age-stepped premiums and you select the Initial Selection Discount, we will pass on the benefit of this improved claims experience to you in the form of a discount. The Initial Selection Discount provides a discount for the first two years of the Policy. The discount will halve on the first policy anniversary and will decrease to zero from the second policy anniversary. For more information go to [aia.com.au/life](https://aia.com.au/life)

### **Exclusions**

- Life Cover or Term Cover benefit will not be payable in the event of suicide within the first 13 months of policy commencement date, reinstatement date or increase in the sum insured, and
- Accidental Death benefit will not be payable in the event of death arising from suicide, intentional and self-inflicted injuries, alcohol, drug abuse, war, aviation activities, professional sports or unlawful activities.

### **Product terms and conditions that may impact your ability to claim**

The following policy terms and conditions may impact your ability to claim:

- if you purchase your policy within superannuation, you'll also need to meet the relevant superannuation law conditions of release before the trustee of the superannuation fund can make a payment of claim proceeds to you, and/or
- the cover expiry date, is the policy anniversary prior to the expiry age as disclosed in the PDS.

Please refer to the PDS for the products terms and conditions.

### **Other information**

Insurance cover can be obtained either inside or outside of the superannuation environment, a personally owned insurance policy can be linked to superannuation-owned insurance policies. Taxation laws apply to the insurance policy and/or premiums. Superannuation-owned policies can be funded from superannuation monies, which may create taxation and cash flow efficiencies, however superannuation law prescribes what benefits are available and the conditions in which claim proceeds can be received. For further information refer to the PDS.

## Appropriateness explanation

Broadly, the target market comprises those who have or expect to have outstanding financial commitments that will not be satisfied in the event of their own or another person's (i.e. the life insured's) death or terminal illness and who have a capacity to pay potentially variable premiums on an ongoing basis. As the product pays a lump sum on death or terminal illness it is therefore likely to meet the needs, or go towards meeting the needs, of those in the target market.

## 6. How this product is to be distributed

### Distribution channels

The insurance cover must only be distributed through the following means:

- **Distribution under a personal advice model** – Australian Financial Services Licence (AFSL) holders authorised by AIA Australia to distribute the product will provide customers with personal advice in relation to the product. Under this model, the AFSL holder can also distribute the product via a platform, where there is a valid agreement between the platform provider and AIA in place.
- **Distribution under general advice** – AFSL holders authorised by AIA Australia to distribute the product under general advice. This includes online and telephone direct channels, including online aggregators. Under this model, the AFSL holder can also distribute the product via a platform, where there is a valid agreement between the platform provider and AIA in place.
- **Distribution directly by AIA Australia** – AIA Australia reinstates or issues the product for Existing Customers through completion of the relevant process and form.

### Distribution conditions

In order to ensure the customer is likely to be in the target market, the insurance cover must only be distributed in the following circumstances.

#### Distribution under Personal Advice:

Distributors must ensure:

- the product is distributed under an appropriate AFSL and authorised by AIA to distribute the product per the terms of a Distribution Agreement
- to provide the customer personal financial advice in relation to the product
- to provide the customer a copy of the current PDS prior to making a decision to purchase the product, and
- the customer meets the product's age, residency and eligibility requirements.

Customers that obtain personal advice are more likely to be in the target market for this product because advisers have a duty to act in their best interest when providing personal advice.

#### Distribution under General Advice:

Distributors must ensure:

- the product is distributed under an appropriate AFSL and the distributor is authorised by AIA to distribute the product per the terms of a Distribution Agreement
- the distributor has authorised scripting, training and/or quality assurance standards
- the customer is provided with a copy of the relevant PDS prior to making a decision to purchase the product
- the customer meets application screening questions, and
- the customer meets the product's age, residency and eligibility requirements.
- the customer is provided with information on the products requested, by way of:
  - the PDS, and
  - a premium estimate

that is likely to prompt the customer to either proceed or not proceed with their purchase based on the product meeting their likely needs and objectives as well as financial capacity to pay ongoing insurance premiums.

Customers are more likely to be in the target market if distributors distribute the product in alignment with the issuer's distribution conditions.

Distribution directly by AIA Australia

AIA Australia must ensure Existing Customers complete the relevant process and form.

Customers are more likely to be in the target market if AIA Australia utilises the relevant process whereby the Existing Customer must either consult an adviser or alternatively the Existing Customer must confirm that the product meets the Existing Customers likely needs.

7. Reviewing this target market determination

We will review this target market determination in accordance with the below:

Initial review	Within 12 months after the effective date.
Periodic reviews	At least every three years from the initial review or in the event of a review trigger, 12 months after the TMD is updated due to the review trigger.
Review triggers or events	<p><b>Review Trigger 1:</b> The commencement of a significant change in law that materially affects the product design and/or distribution of the product or class of products that includes this product.</p> <p><b>Review Trigger 2:</b> Product performance is materially inconsistent with the product issuer’s expectations of the appropriateness of the product to consumers having regard to:</p> <ul style="list-style-type: none"><li>a) Product claims ratio</li><li>b) Claim payment ratios</li><li>c) The number of policies sold</li><li>d) Policy lapse or cancellation rates</li><li>e) Percentage of applications not accepted.</li></ul> <p><b>Review Trigger 3:</b> The use of Product Intervention Powers in relation to the distribution or design of this product where the product issuer considers this reasonably suggests that this TMD is no longer appropriate.</p> <p><b>Review Trigger 4:</b> Significant or unexpectedly high number of complaints regarding product design, product availability, claims, and distribution conditions that would reasonably suggest that the TMD is no longer appropriate.</p> <p><b>Review Trigger 5:</b> The product issuer determines that a significant dealing in the product outside the target market (except for an excluded dealing) has occurred.</p>
Information needed for review triggers or events	<p><b>Issuer:</b></p> <p><b>Review Trigger 1:</b> Relevant regulation, legislation and/or ASIC instruments relating to the change in law.</p> <p><b>Review Trigger 2:</b> During the review period, the expected and actual number of:</p> <ul style="list-style-type: none"><li>a) Product claims ratio</li><li>b) The number or rate of paid, denied, and withdrawn claims</li><li>c) The number of policies sold</li><li>d) Policy lapse or cancellation rates</li><li>e) Percentage of applications not accepted.</li></ul> <p><b>Review Trigger 3:</b> Relevant Product Intervention order.</p> <p><b>Review Trigger 4:</b> Complaint data and the nature of the complaints regarding product design, product availability, claims and distribution conditions.</p> <p><b>Review Trigger 5:</b> The product governance/incident management process determines that a significant dealing has occurred.</p> <p><b>All Distributors:</b></p> <p><b>Review Trigger 4:</b> Reports of complaints and the nature of the complaints regarding product design, product availability, claims, and distribution conditions.</p> <p><b>Review Trigger 5:</b> Reports of significant dealings to the issuer.</p>

Where a review trigger has occurred, this target market determination will be reviewed within 10 business days.

## 8. Reporting and monitoring

We will collect and report on the following information:

<b>Complaints</b>	<p>We will receive reports from the distributors on all complaints in relation to this financial product half-yearly (within 10 business days of the end of March and September). If any such complaints have been received by distributors in the reporting period, we require the number of complaints received.</p> <p>In addition, where complaints are received during the reporting period that relate to product design, product availability, claims or distribution conditions, we require for each complaint:</p> <ul style="list-style-type: none"><li>• the date complaint was received</li><li>• a description of the complaint.</li></ul> <p>AIA may request additional information from the distributor to further understand the underlying complaint issue.</p>
<b>Significant dealings</b>	<p>We will receive reports if our distributors become aware of a significant dealing in the product that is inconsistent with the TMD within 10 business days.</p>