

AIA AUSTRALIA'S SAFECARE GROUP SALARY CONTINUANCE

1 April 2024



HEALTHIER, LONGER,
BETTER LIVES

This Target Market Determination (TMD) is for AIA Australia's SafeCare Group Salary Continuance product. It sets out the target market, triggers to review the target market and certain other information. It forms part of the design and distribution framework for this product.

This document is not a Product Disclosure Statement (PDS) and is not a summary of the product features or terms of AIA Australia's SafeCare Group Salary Continuance. This document does not consider any person's individual objectives, financial situation or needs. Persons interested in acquiring this product should carefully read the PDS for AIA Australia's SafeCare Group Salary Continuance before deciding whether to apply for this product.

This Target Market Determination (TMD) is issued by AIA Australia Limited (ABN 79 004 837 861, AFSL 230043) ('AIA Australia' or 'us').

Target Market Determination (TMD)

Distribution of this product

This is an intermediated product which must be sold to employers (either the Policy Owner or the Life Insured) by Marsh Pty Ltd, as the Australian Financial Services Licensee and their Representatives (the Distributors), via general advice.

The Distributor must ensure:

- The Employer's employees meet the eligibility requirements
- Must provide a copy of the PDS to the Employer

Employers that acquire the product are more likely to be in the target market where the Distributor has met the distribution conditions because they satisfy the eligibility requirements in the TMD and have been provided a PDS. Distributors who distribute via general advice must keep accurate and complete records of the steps they have taken to ensure distribution is in accordance with this TMD.

Reviewing this TMD

This TMD will be reviewed at least every 3 years. The first review will be completed by 31 March 2027. This TMD may be reviewed more frequently if a Review Trigger occurs.

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- Review triggers include:**
- The commencement of a significant change in law that materially affects the product design or distribution of the product or class of products that includes this product.
 - If we make a material change to the cover, product features or the distribution of the product.
 - A change in our acceptance criteria that impacts the product target market.
 - Consumer complaints which indicate that the product is no longer suitable for the target market.
 - Material and relevant changes in our:
 - claims ratios;
 - number or rate of paid, denied and withdrawn claims;
 - number of policies sold;
 - Policy lapse or cancellation rates; or
 - percentage of applications not accepted.
 - The use of Product Intervention Powers in relation to the distribution or design of this product that reasonably suggests that this TMD is no longer appropriate.
 - A significant dealing in the product outside the target market occurring.
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Reviews arising due to a Review Trigger will be completed within 10 business days of the Review Trigger being identified. AIA Australia will notify Distributors that a review is underway and to cease distribution of this product until the review has been completed.

Reporting and monitoring

For us to monitor these Review Triggers, Distributors are required to provide us with the following key information:

- All complaints involving this product, submitted half yearly. Complaints are to be submitted within 10 business days of the end of the calendar half year. Submissions shall include details the nature of the complaints regarding product design, product availability, claims and distribution conditions.
- Any significant dealing in this product (that is not consistent with this TMD) within 10 business of becoming are of the dealing.

The following information is also needed by us for Review Triggers and to determine when this TMD is no longer appropriate:

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- Required information:**
- Relevant regulation, legislation and/or ASIC instruments relating to the change in law.
 - Complaint data and the nature of the complaints regarding product design, product availability, claims and distribution conditions.

During the Review Periods, the expected and actual number of:

- Product claims ratio.
 - The number or rate of paid, denied, and withdrawn claims.
 - The number of policies sold.
 - Policy lapse or cancellation rates.
 - Percentage of applications not accepted.
 - Relevant Product Intervention order.
 - Information from internal product governance/incident management process which determines that a significant dealing has occurred.
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SafeCare Group Salary Continuance

SafeCare Group Salary Continuance replaces a portion of an employee's pre-disability income, in accordance with the terms and conditions outlined in the Product Disclosure Statement (PDS).

Target market

This cover is suitable when:

- The Policy Owner is a client of Marsh Pty Ltd.
- The Policy Owner is an Australian entity.
- The employees to be insured are aged 15-64.
- The employees to be insured are employed by the Policy Owner (or a related entity).
- The employees to be insured are Australian Residents or holders of a Visa that allows them to be gainfully employed in Australia; or Residents or New Zealand Visa holders in New Zealand in certain circumstances.
- The Policy Owner held SafeCare Group Life Cover with the previous insurer immediately prior to being issued a SafeCare Group Life Policy by AIA Australia.

This product would not be appropriate for employers where:

- The Policy Owner is not a client of Marsh Pty Ltd.
- The Policy Owner is not an Australian entity.

Needs and objectives of the target market

The objective of employers in the target market is to reduce their exposure in case in future their employees may have a need to replace income they are unable to earn (or are only able to earn a lower income) due to an event which causes them to be unable to earn their pre-disability income, due to Illness or Injury.

Appropriateness for the target market

The target market is employers who have employees that they wish to cover in the event of the above outlined scenario; who are employed and earning an income from the Policy Owner; and where the employer can pay the premiums (which may vary from time to time). As the product pays a regular income benefit it is likely to meet the needs, or go towards meeting the needs, of employers in the target market.

SafeCare Group Salary Continuance features and attributes

Built-in benefits:

- The product provides Salary Continuance cover for eligible employees of a small to medium business.
- Premium structure – age or unit rates.
- Eligibility criteria – certain employees of the Policy Owner may be ineligible for cover if they do not meet the eligibility criteria for this product. Eligibility criteria could include:
 - Age;
 - Residency; and
 - Employment type – as determined by the Policy Owner.
- Automatic cover - cover usually provided to eligible employees automatically with no underwriting.
- Interim Accident Cover – cover provided when an Eligible Person applies for cover or an Insured Person applies for additional cover.
- Cover whilst on unpaid leave and employment overseas cover.
- Extended Cover – for 60 days following cessation of employment.

Customisable benefits:

- Benefit percentage.
- Benefit Period.
- Waiting Period.
- Some eligibility terms e.g. categories of employee to be insured.
- Insured Income definition.
- Automatic Acceptance for cover.
- Benefit Ceasing Age.
- Benefit escalation.
- Total Disability definition.
- Specified Injury Benefit, Crisis Events, Bed Confinement Care and Continuation Option are optional.
- Cover/increased cover for individuals may be available via underwriting.

Exclusions:

No payment of any type will be made if the claim is either caused, or contributed to, by:

- An intentional self-inflicted injury;
- An uncomplicated pregnancy or childbirth;
- War;
- Active deployment in the armed forces in a War or police action situation (reserve service in non-combat and disaster relief activities is not excluded); or
- Other specific exclusions or restrictions as advised by us in writing in relation to cover that is subject to Takeover Terms and/or our underwriting assessment.

We're here to help.

Check out [aia.com.au](https://www.aia.com.au)

For more information about AIA Australia and our products.

Connect with us

For assistance with customer service and claims enquiries, please contact us on the below details:

Phone: 1800 333 613