

BT Protection Plans General Cover Total and Permanent Disablement (TPD)

Target Market Determination Document

Effective date 5 October 2021

TARGET MARKET DETERMINATION (TMD)

This TMD is issued by Westpac Life Insurance Services Limited (WLISL) ABN 31 003 149 157

PRODUCT: This TMD applies to Protection Plans General Cover Total and Permanent Disablement (TPD)

EFFECTIVE DATE: 5 October 2021

TARGET MARKET CLASS OF CONSUMERS

Product description and key attributes

The key product attributes of this product are:

- the product provides a lump sum benefit to cover costs (such as those outlined under 'Needs, objectives and financial situation' below) if the insured person suffers a sickness or injury and is totally and permanently disabled according to a general cover definition,
- the policy may be owned by individuals, trustees (superannuation and non-superannuation) or businesses.

Key eligibility requirements

- the insured person must be aged 15 – 59 at the commencement of the cover or aged 15 – 99 for any replacement or reinstatement:
 - for insured persons aged 15 – 59, policies may be taken with stepped premiums for the life of the cover
 - for insured persons aged 15 – 59, policies may be taken with level premiums until age 65, with stepped premiums thereafter for the life of the cover,
 - for insured persons aged 15 – 49, policies may be taken with level premiums until age 55, with stepped premiums thereafter for the life of the cover,
- the insured person must be an Australian citizen, a permanent resident of Australia or the holder of an eligible spouse/partner or work visa,
- the insured person must not be working in an ineligible occupation (for occupation eligibility please speak to a financial adviser or contact BT Customer Relations).

If the product is being acquired via reinstatement or replacement, the insured person will be eligible for the product if they satisfied the above requirements when cover first commenced.

Benefits and definitions

The product's key benefits are outlined in the table below:

Benefit type	Description	Cover Amounts Available
General cover (outside superannuation)	Pays a lump sum benefit if (in broad terms) an insured person: <ul style="list-style-type: none"> • suffers loss of limbs and/or sight; or • is unable to look after themselves ever again; or • suffers permanent loss of intellectual capacity. 	Minimum cover when first applying is \$25,000 Maximum cover when first applying for cover is \$5 million
General cover (inside)	Pays a lump sum benefit if (in broad terms) an insured person:	Minimum cover when first applying is \$25,000

superannuation)

- suffers loss of limbs and/or sight and unlikely to do a suited occupation ever again; or
 - is unable to look after themselves ever again and unlikely to do a suited occupation ever again; or
 - suffers permanent loss of intellectual capacity and unlikely to do a suited occupation ever again.
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Maximum cover when first applying for cover is \$5 million

Exclusions

Exclusions apply if the sickness or injury giving rise to the claim is caused by intentional self-inflicted injury or attempted suicide.

Exclusions or limits may apply depending on individual circumstances, which will be notified in writing.

Only sicknesses or injuries that occur after policy commencement are covered by the policy.

Refer to the Protection Plans PDS for full terms and conditions, including exclusions and limitations.

Class of consumers

This product is designed for policy owners and super fund members who need a lump-sum benefit between \$25,000 and \$5 million need insurance cover as a result of the insured person suffering a sickness or injury and becoming severely and permanently disabled.

Needs, objectives and financial situation

The product provides insurance to cover the following costs and expenses due to the total and permanent disablement of the insured person:

- personal financial costs (e.g., transportation and accommodation costs, paying for regular household expenses), or
- personal capital requirements (e.g., to allow for home modifications and home care, a full or partial reduction of mortgage and other debt and/or an amount to meet a family's ongoing income needs).

The policy owner or super fund member has financial capacity to pay premiums from time to time in accordance with the chosen sum insured, chosen premium structure, policy fees and government charges; and to be able to continue to pay premiums for the chosen policy term if premiums increase over time.

This product is not designed for policy owners, insured persons and super fund members:

- if, when first taking out cover:
 - the insured person is aged 60 or over, or
 - insured person is not an Australian citizen, a permanent resident of Australia or the holder of an eligible spouse/partner or work visa, or
 - where the insured person is working in an ineligible occupation, or
- whose main reason for cover is for a pre-existing condition of the insured person, or
- who need cover for less than \$25,000, or
- who need cover for more than \$5 million, or
- who need cover for an insured person aged 14 or under, or
- where there is a need for more than five policy owners, or
- who need cover for death, terminal illness, trauma insurance or income protection, or
- who need health insurance.

Alignment to target market

This product is likely to be consistent with the likely objectives, financial situation and needs of the class of consumers in the target market. This is based on an assessment of the key terms, features and attributes of the product and a determination that these are consistent with the identified class of consumers.

DISTRIBUTION CONDITIONS AND RESTRICTIONS**Distribution channels**

This product is designed to be sold via the following means:

- by financial advisers, who hold or operate under an Australian Financial Services Licence, or
- by WLISL.

Distribution conditions and restrictions

This product should only be distributed under the follow circumstances:

- the policy owner, insured person or super fund member meet the relevant eligibility criteria for the product, and
- distribution to new consumers is provided by a financial adviser who is appropriately authorised, trained and qualified to provide financial advice about life insurance products, or
- distribution to consumers other than new consumers is provided by WLISL through its customer contact centre or a financial adviser who is appropriately authorised, trained and qualified to provide financial advice about life insurance products in the following circumstances:
 - the consumer falls within the target market for this product,
 - and either:
 - the consumer previously held this product, or
 - this product is being acquired to replace a product that the consumer holds which had been issued by WLISL.

Although the product may be advertised or compared on third party comparison websites, consumers may only make an application for the product to the issuer through a financial adviser or WLISL as described above.

Westpac Banking Corporation may also refer consumers to WLISL.

Appropriateness of distribution conditions and restrictions

We have assessed that the distribution conditions and restrictions will make it likely that consumers who acquire the product are in the target market. We consider that the distribution conditions and restrictions are appropriate and will facilitate distribution be directed towards the class of consumer for whom the product has been designed.

TMD REVIEWS

We will review this TMD in accordance with the below:

Initial review	Within one year of the effective date.
Periodic reviews	At least every three years from the initial review.
Review triggers or events	<p>The specific review triggers (that reasonably suggest the TMD is no longer appropriate) that may result in an earlier review of the TMD are:</p> <ul style="list-style-type: none"> – significant changes in metrics. These include complaints, sales, policy cancellations, lapses, claims, and loss ratios, – a material change to the design or distribution of the product, including an alteration in acceptance criteria or underwriting criteria, – identified systemic issues across the product lifecycle, – material external events such as adverse media coverage or regulatory attention or change in relevant law, – occurrence of a significant dealing, and – distribution conditions found to be inadequate.

DISTRIBUTION INFORMATION

We will collect the following information from our distributors in relation to this TMD.

Complaints	Distributors will report all complaints in relation to the product(s) covered by this TMD on a 6-monthly basis to WLISL, with distributors reporting complaint volumes within 10 days of the end of each reporting period. This will include written details of the complaints.
Significant dealings	Distributors will report if they become aware of a significant dealing in relation to this product that is inconsistent with the TMD within 10 business days.