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AWARD WINNING TRAVEL INSURANCE

**Go Unlimited Pty Ltd**
ABN 74 149 217 925
AFS Licence No. 404782
Trading as Go Insurance

# TARGET MARKET DETERMINATION

## For Inbound Travel Insurance

This Target Market Determination is designed to provide customers, distributors and Go Unlimited Pty Ltd staff with appropriate information to understand who this product has been designed for and our approach to determining that the product is likely to be consistent with the objectives, financial situations and needs of the customer and the distribution conditions.

In this document, the terms "we", "us" or "our" refer to Go Unlimited Pty Ltd ABN 74 149 217 925, AFSL No. 404782 on behalf of Certain Underwriters at Lloyd's led by Brit Insurance, Syndicate 2987.

Go Unlimited Pty Ltd is an underwriting agency that is authorised by the Australian Securities and Investments Commission to issue, deal in and provide general advice on general insurance products. Go Unlimited Pty Ltd issues this insurance product under a binding authority with Certain Underwriters at Lloyd's.

### Go Insurance Inbound Travel Insurance

This Inbound travel insurance product provides insurance for travellers who are visiting Australia on a temporary basis. It provides cover for a range of risks associated with travel including trip cancellation, loss or damage to personal property and the cost of emergency medical treatment.

This Target Market Determination (TMD) sets out the target market for:

**Go Insurance Inbound Travel Insurance PDS V3.1IBD 082026**

This is set out in the Appendix to this Statement.

### Distribution of this product

This product is issued by Go Unlimited Pty Ltd AFSL 404782 on behalf of Certain Underwriters at Lloyd's and designed to be distributed via:

- Go Insurance's website - www.goinsurance.com.au
- Go Insurance's call centre - telephone 1300 819 888
- Travel agencies that have a Distribution Agreement with Go Unlimited Pty Ltd
- Insurance brokers and their representatives that hold an Australian Financial Services Licence and have been approved by Go Unlimited Pty Ltd

Only these entities are authorised to distribute this product as they understand the market this product has been designed for.

Travellers aged over 75 years cannot purchase this product online. They must contact Go Insurance directly or an authorised distributor to determine whether Go Insurance is able to offer cover on a discretionary basis. This distribution control ensures correct eligibility assessment and aligns with the PDS requirement for Go Insurance to agree to insure travellers over 75 before the policy is issued.

Go Unlimited Pty Ltd will make risk-based decisions to determine its acceptance criteria about insurance cover that can be offered to you. Some of the key acceptance criteria relating to this target market determination may include:

- Your Country of Residence
- The length of time you will be travelling

- Your age
- Your pre-existing medical condition(s)
- For travelled aged over 75 years, acceptance is subject to Go Insurance's discretion in accordance with the PDS. Assessment must be completed and approval granted before the policy can be issued.

## Reviewing this document

We will review this TMD within one year from the effective date to ensure it remains appropriate and in compliance with the objectives, financial situations and needs of the customer.

Furthermore, we will also review this TMD if any event or circumstances (called 'review triggers') occur that would reasonably suggest that the determination is no longer appropriate, such as:

- We make a material change to the cover provided by the product,
- A change in our acceptance criteria that impacts on the suitability of the product for the target market,
- A material change to the distribution of the product,
- The discovery of a relevant and material deficiency in the product's disclosure documentation,
- Systemic complaints and claims issues which indicate that the product is no longer suitable for the described target market,
- Material and relevant reductions in our key product suitability metrics such as customer satisfaction, product acceptance, financial performance, benefits to customers and product value and affordability,
- A material change to the eligibility or acceptance process for travellers aged over 75 years, or the introduction of new or expanded distribution pathways for this group, will constitute a review trigger for this TMD.

We will review this TMD within 10 business days of the occurrence of any review trigger.

## Reporting

We record all complaints received about this product on a quarterly basis (Complaints Reporting Period). Our distributors are required to provide us written details of any complaints about the product they have received during the Complaints Reporting Period within 10 business days of the end of the period.

Our distributors are also required to report to us if they become aware of a significant dealing in this product which is not consistent with this TMD within 10 business days of becoming aware of such dealing.

If the complaints are systemic and indicate that this product is no longer suitable for the described target market, we will review and update the TMD within the timeframe indicated above.

## Record keeping

We will maintain records of the reasonable steps that we and our authorised distributors have taken to ensure that this product is sold in a manner consistent with this TMD.

We will also prepare and maintain complete and accurate records of our decisions, and the reasons for those decisions, in relation to:

- All target market determinations for this product,
- Identifying and tracking review triggers,
- Setting review periods, and
- Any other matters documented in this TMD.

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# APPENDIX

## Go Unlimited Pty Ltd

### Go Insurance Inbound Travel Insurance Suitability

This Go Insurance Inbound travel insurance product has been designed for overseas residents who want to be covered against risks associated with travelling to Australia (eg trip cancellation, loss or damage to baggage and overseas medical expenses).

The Go Insurance Inbound travel insurance product provides certain flexibility for the traveller to remove unwanted cover options, add optional covers such as snow sports, and choose an excess that suits their requirements.

Travellers aged over 75 years are not part of the standard eligibility criteria described in the PDS. However, Go Insurance may agree to insure travellers over 75 on a discretionary basis following assessment. Where approval is granted, these travellers may fall within the target market when purchasing through assisted channels.

| This product is suitable for: | This product is not suitable for: |
|---|---|
| ✓ Overseas residents who are travelling to and within Australia on a temporary basis | ✗ Travellers who are a resident in Australia or have been living in Australia for at least 3 months |
| ✓ Travellers aged 75 years or under at the time of travel, and travellers over 75 years of age approved for cover by Go Insurance following assessment prior to purchase (see Note 1) | ✗ Travellers over 75 years of age who have not been approved for cover by Go Insurance prior to purchase |
| ✓ Travellers who will be travelling for a period not exceeding 18 months | ✗ Travellers who will be travelling for more than 18 months |
| ✓ Travellers whose trip departs and/or ends in their Normal Country of Residence and involves travel to and/or within Australia (see Note 2) | ✗ Travellers who are travelling between two international points (ie no part of the trip will involve Australia) |
| ✓ Travellers who are seeking cover for the cost of emergency medical/dental treatment and ambulance transfers whilst in Australia | ✗ Travellers who are seeking cover for the cost of non-emergency medical treatment or treatment which can reasonably be delayed until the traveller returns home |
| ✓ Travellers whose pre-existing medical conditions are either automatically covered under the PDS, or are declared to and accepted by Go Insurance following medical screening (noting that pre-existing medical condition assessment applies to travellers of all ages) | ✗ Travellers of any age whose pre-existing medical conditions cannot be covered under Go Insurance's medical screening process, or who are travelling against medical advice |
| ✓ Travellers who are planning to participate in recreational or amateur sport and leisure activities while travelling | ✗ Travellers who are planning to undertake hazardous work or participate in extreme sports while travelling |
| ✓ Travellers who are seeking cover for sudden, unforeseen and unexpected travel risks | ✗ Travellers who are seeking to obtain cover for a known event/loss |

- ✓ Travellers who are seeking medical expenses cover if they contract COVID-19 while they are travelling overseas
- ✓ Unaccompanied travellers aged 16 or 17 (and, in some cases, younger unaccompanied travellers accepted on application) (see Note 3)
- ✗ Travellers who are seeking cover for trip cancellation due to government border closure orders relating to COVID-19 risks

### Notes

**Note 1 - Older travellers.**

Travellers aged over 75 years at the date of travel are not part of the standard eligibility criteria in the PDS. Go Insurance may, at its discretion, agree to insure travellers over 75 following assessment and before the policy is issued. Where cover is approved, these travellers fall within the target market. Travellers over 75 cannot purchase online and must deal with Go Insurance directly or through an authorised distributor so that eligibility can be assessed.

**Note 2 – Geographical limits.**

This product is designed to cover travel to Australia, travel within Australia and the return journey to the traveller's Normal Country of Residence. The trip must depart and/or end in the traveller's Normal Country of Residence and must involve travel to and/or within Australia. The product is not available to cover only the return journey to the Normal Country of Residence and is not suitable for travel between two international points where no part of the trip involves Australia.

**Note 3 – Children and unaccompanied minors.**

Dependent children are covered free of charge when travelling with an insured adult. Unaccompanied travellers aged 16 or 17 are eligible for cover (premium applies), and in some cases Go Insurance can offer cover to younger unaccompanied travellers on application. These travellers fall within the target market where accepted in accordance with the PDS.

A summary of the key benefits and policy exclusions is detailed below. To review the complete schedule of benefits and exclusions please refer to the PDS.

## Key Benefits (What IS insured)

This product provides the following key benefits:

- Compensation for the cost of medical treatment if the traveller suffers an injury or illness whilst travelling in Australia
- Repatriation to the traveller's home country if medically necessary during the trip
- Cover for non-refundable travel costs if the trip is cancelled before departure, cut short or re-arranged
- Compensation for medical and additional accommodation expenses incurred overseas if the traveller contracts COVID-19, is ordered into quarantine or denied boarding due to having contracted or been exposed to COVID-19

- Reimbursement of forfeited travel costs if the traveller or their travelling companion is unable to travel because they contracted COVID-19 before departure
- Compensation for loss, theft or damage to the traveller's personal property and money
- Reimbursement of costs incurred to purchase immediate necessities if the traveller's luggage is lost or delayed in transit
- Lump sum benefits for accidental death, total and permanent disablement or loss of sight
- Compensation for missed connections, flight delays and disruption to scheduled public transport services
- Reimbursement of additional travel costs incurred to attend special events where pre-booked travel services are delayed or cancelled
- Compensation for loss of pre-booked travel arrangements due to insolvency of travel service providers such as airlines, cruise and rail companies
- Cover for legal liability if the traveller is held responsible for accidental death or injury to another person or the accidental loss or damage to someone else's property
- Reimbursement of costs incurred to replace travel documents (eg passports and visas) following loss or damage
- Reimbursement of legal costs if the traveller suffers physical injury while travelling and they wish to seek compensation
- Compensation for the excess charged by a rental company if the traveller hires a car while travelling and it is involved in an accident or stolen
- Cover for the traveller's participation in various amateur and recreational sport and leisure activities

## Exclusions (What is NOT insured)

This product is not suitable for travellers seeking coverage for losses arising from these policy exclusions:

- Pre-existing medical conditions which are not automatically covered by the policy (or declared to and accepted by us prior to purchase)
- Non-emergency medical treatment or treatment which can reasonably be delayed until the traveller returns home
- Loss or theft of valuable items which have been left unattended in a public place, outside the traveller's control and/or transported in their checked-in luggage
- Legal liability arising from the use of firearms, mechanically propelled vehicle or animals
- Participation in extreme sports (eg BASE jumping, motor racing, hang gliding, hunting, high diving or mountaineering involving the use of ropes and climbing equipment)
- Use of mopeds or motorcycles where the traveller is not appropriately licensed and wearing appropriate safety equipment
- Errors or omissions in the traveller's booking arrangements including failure to obtain required travel documentation or denial of entry to the country where they intend to travel
- Circumstances which manifest between the date the traveller booked their trip and purchased the policy
- Cancellation or curtailment of pre-booked travel due to government enforced hard border closures in response to the threat or perceived threat of COVID-19 at the trip destination.