

# Zurich Individual Golfers Insurance

## Target Market Determination

Date of Target Market Determination:  
5 October 2021

Product: Zurich Individual Golfers Insurance PDS  
Preparation Date: 11 August 2021  
Effective Date: 5 October 2021  
Product Reference: ITRN-017385-2021



### About this Target Market Determination

This Target Market Determination (TMD) is prepared by Zurich Australian Insurance Limited (Zurich), ABN 13 000 296 640, AFS Licence Number 232507. In this document, Zurich may also be expressed as 'Zurich', 'we', 'us' or 'our'.

The purpose of this TMD is to provide information about the target market for which this product has been designed.

This TMD is not intended as a consumer-facing disclosure document and does not provide personal advice or form part of the terms and conditions of the product.

Zurich recommends that customers contact their broker or distribution partner and read the relevant Product Disclosure Statement for full details on cover to determine whether the product is appropriate for their objectives, financial situation and needs.

### Target Market for Zurich Individual Golfers Insurance

#### Who is this product intended for?

The product is designed for non-professional golfers who are looking for a range of covers to mitigate financial loss in relation to one or more of the following:

- loss or damage to golf equipment such as playing clubs, golf bags and non-motorised buggies
- legal liability for bodily injury or death to someone other than you or your family member, and legal liability for loss or damage to property owned or controlled by someone other than you, whilst on golf club grounds
- injuries (as set out in Section 3 of the PDS) sustained by a customer as a result of certain accidents occurring whilst the customer is on golf club grounds
- Hole in One Cover where a customer is playing in an official 9 or 18 hole competition
- damage to the customer's registered motor vehicle caused by a golf ball, falling tree or falling branch whilst it is parked within golf club grounds
- loss of or damage to the customer's motorised golf cart whilst on the golf club grounds

The product contains different cover benefits depending on the selected cover type and has a range of specified covers as well as optional covers that may be available to customers at a varied cost.

#### Who is this product not intended for?

This product, despite the comments above, is not intended for customers who wish to cover:

- themselves being professional golfers
- themselves being members of golf clubs not participating in golfing activities like playing golf or officiating golf

Where a customer falls outside the target market for this product, Zurich recommends the customer speaks to their broker or distribution partner to assist them with determining whether this product meets their objectives, financial situation and needs.

## How is this product distributed?

This product is distributed through brokers and through distribution partners in the One Underwriting Pty Ltd, ABN 50 006 767 540, AFS Licence Number 236653 (One Underwriting) network. It is made available to brokers through One Underwriting, a licensed financial service provider.

Brokers and distribution partners work with us to ensure that the product is distributed to customers in accordance with this TMD. Distribution through brokers and distribution partners via One Underwriting ensures customers have a broking contact they can work with to understand the product, assess it against their objectives, financial situation and needs and select the appropriate range of covers and options.

In distributing this product, brokers and distribution partners are required to provide us with information and take reasonable steps to ensure that the product is distributed to customers in compliance with the distribution requirements for this product such that customers are likely to meet their objectives, financial situation and needs.

Conditions and restrictions that may impact the distribution of this class of product include:

- those imposed from time to time under Zurich's underwriting criteria and portfolio management activities
- regulatory requirements and obligations

## Review of this TMD

To keep this TMD up to date, this TMD may be reviewed at any time, including when specific events or circumstances arise that suggest the TMD is no longer appropriate and trigger a review.

Such events and circumstances that may trigger a review include:

- changes to laws, industry standards or guidance from regulators or industry bodies
- changes to Zurich's product governance framework
- changes to Zurich's underwriting guidelines, portfolio objectives, pricing, or reinsurance requirements
- changes to the product
- changes to how we transact or distribute the product
- adverse customer experience and feedback about the product
- adverse claims experience of this product
- changes to our broker or distribution partner arrangements
- where a significant dealing has occurred

## Timeframes of reviews of this TMD

Other than when a review is triggered as above, this TMD will be first reviewed within 12 months of the Date of Determination of this TMD.

After that initial review, it will be reviewed at least every two years thereafter.

Zurich reviews data and feedback on an ongoing basis and obtains data and feedback from brokers and distribution partners to ensure that this TMD is consistent with the target market. Zurich reviews any significant dealing that is inconsistent with this TMD.

Brokers and distribution partners must report the following information and feedback to us in accordance with the specified timeframes:

|                                                                                                                                        |                                                    |
|----------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|
| Complaints (or customer feedback) including the nature of complaints and number of complaints                                          | Quarterly                                          |
| Relevant claims data and sales information Zurich reasonably requests about the product                                                | Quarterly                                          |
| Breach of distribution conditions                                                                                                      | As soon as practicable but within 10 business days |
| Significant dealing that is inconsistent with the TMD                                                                                  | As soon as practicable but within 10 business days |
| Information, such as that from an industry body or regulator, indicating that the product may not be appropriate for the target market | As soon as practicable but within 10 business days |

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