

TAL Target Market Determination



TAL

Issue date: 23 September 2024

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| Target Market Determination (TMD): | TAL Legacy products, offered in the Life Insurance through TAL Super Product Disclosure Statement dated 1 December 2020: TAL Legacy products: <ul style="list-style-type: none"> • Accelerated Protection Policy • Tower Protection Policy • Partner Insurance Portfolio • Lumley Life |
| Issuer of this TMD: | TAL Life Limited (TAL Life) / Mercer Superannuation (Australia) Limited (MSAL) |
| Issuer ABN: | 70 050 109 450 / 79 004 717 533 |
| AFSL: | 237848 / 235906 |
| Date of TMD: | 23 September 2024 |
| TMD version number: | 2 |
| Next review date: | No later than 22 September 2026 (unless a review trigger occurs prior, in which case the review trigger will trigger an earlier review of this TMD). |

TAL is the issuer of the life insurance product structured through TAL Super but is not responsible for TAL Super and does not issue, underwrite or guarantee the superannuation interest described in this TMD. MSAL is the Trustee (the Trustee) of TAL Super and is not responsible for the life insurance product or the payments to be made under the life insurance product.

This Target Market Determination (**TMD**) sets out the target market for the products listed above, triggers to review the target market and certain other information. This TMD forms part of the product design and distribution arrangements for the products listed above.

This document is **not** a Product Disclosure Statement, and is **not** a summary of the conditions, features or terms of the product. The terms and conditions of cover provided under the products are set out in the relevant PDS and Policy Document, along with any policy schedule (if applicable) and persons interested in acquiring this product should carefully read those documents before deciding to purchase, or to continue to hold the relevant product.

This document does not take into account any person's individual objectives, financial situation or needs. If a person has any questions about the products, please speak with a financial adviser or contact us.

Where insurance is structured through TAL Super, a member's interest in TAL Super is governed by the Master Deed of the Mercer Super Trust and designated rules of the Retail Division. TAL Super provides members with access to insurance through superannuation.

Contributions and rollovers made to TAL Super are only used for the purposes of paying insurance premiums. Insurance structured through TAL Super is not a savings plan and therefore members do not have an account balance in TAL Super and therefore there is no investment component.

This product is only available for consumers who are reinstating, replacing or repurchasing (e.g. under a buy back or continuation), as approved by TAL Life.

| | Life Insurance | Income Protection/Business Expenses | Total and Permanent Disablement |
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| <p>Product description</p> <p>For full details regarding the product description and terms and conditions of this product, refer to the Product Disclosure Statement (PDS).</p> | <p>Life Insurance provides a lump sum payment in the event of death or terminal illness.</p> | <p>Income Protection may replace a portion of income in the event an insured person is unable to work due to sickness or injury.</p> <p>Business Expenses may replace a proportion of your business expenses in the event an insured person is unable to work due to sickness or injury.</p> <p>Benefit payments start after the waiting period and may continue for the period the insured person remains unable to work, up to the end of the chosen Benefit Period.</p> | <p>TPD provides a lump sum payment in the event of sickness or injury that results in permanent inability to work (as set out in the PDS in relation to the definition of TPD).</p> |
| <p>Key attributes</p> <p>For full details on key attributes, refer to the PDS or contact us or your financial adviser for eligibility criteria, terms and conditions. Additional limitations may apply depending on your personal circumstances.</p> | <ul style="list-style-type: none"> • The payment of premiums – if premiums are not paid when due, the policy may lapse in which case the policyowner would no longer be covered and cannot make a claim if the event occurs after the policy lapses. • Premium structure – premiums can change over time. • Superannuation Erosion – this insurance cover is held inside superannuation where superannuation savings, via contributions or rollovers from other superannuation funds, are used to pay premiums. This will reduce the superannuation balance available to consumers in retirement. • This is not an accumulation superannuation account, and will not provide a balance in a member’s superannuation account for retirement. • Eligibility criteria – certain persons may be ineligible for cover if they do not meet the eligibility criteria for this product. Eligibility criteria for the life to be insured can include: <ul style="list-style-type: none"> - the age, - employment status, - residency status (Australian residents) and - product specific exclusions (set out in the PDS). • There may be exclusions and customisable benefits. <p>Our underwriting process could also impact the price of the product, the sum insured and the terms and conditions of the insurance policy.</p> | | |
| <p>Key attributes</p> <p>This product is insurance. It is not a savings product. No refunds are provided when the plan ends, and it does not accumulate a cash value. Like other insurances, the premium you pay provides protection if the insured event happens.</p> | <p>Key attributes include</p> <ul style="list-style-type: none"> • The benefit is payable in the event of death or terminal illness. | <p>Key attributes include</p> <ul style="list-style-type: none"> • In the event of a claim, payments start after completion of the Waiting Period. • Benefits are payable for the duration of the specified Benefit Period while the insured person remains unable to work solely due to sickness or injury. • Multiple claims can be made during the life of the policy, subject to the limits of cover. | <p>Key attributes include</p> <ul style="list-style-type: none"> • The benefit is payable when the applicable Total and Permanent Disablement definition is met. • Cover ends after the benefit is paid. |

| | Life Insurance | Income Protection/Business Expenses | Total and Permanent Disablement |
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| <p>Likely objectives, financial situation and needs of consumers in the target market</p> <p>This product is insurance. It is not a savings product. No refunds are provided when the plan ends, and it does not accumulate a cash value. Like other insurances, the premium you pay provides protection if the insured event happens.</p> | <p>This product is suitable for consumers who have a need, or may in the future have a need, to pay for outstanding financial commitments, or provide for dependants in the event of death or terminal illness.</p> | <p>This product is suitable for consumers who have a need, or may in the future have a need, to replace a portion of their income in the event of being unable to work solely due to sickness or injury.</p> | <p>This product is suitable for consumers who have a need, or may in the future have a need to:</p> <ul style="list-style-type: none"> protect against the permanent loss of future income in the event of being permanently unable to work due to sickness or injury, and/or; ensure outstanding financial commitments, the needs of dependants and ongoing living expenses can be covered in the event of being permanently unable to work due to sickness or injury. |
| <p>Financial situation of consumers in the target market which describes their financial capacity to meet the cost to consumers of retaining the relevant product, including any intention to hold the product cover over an extended period</p> | <p>Products structured through TAL Super are suitable for members who wish to fund their insurance through superannuation and do not intend to use TAL Super to accumulate wealth for retirement or hold investment options as part of their superannuation product. Contributions and rollovers made to TAL Super are only used for the purposes of paying insurance premiums. Products structured through TAL Super are not a savings plan and therefore members do not have an account balance in TAL Super and therefore there is no investment component.</p> <p>This product is suitable for consumers who have the financial capacity to pay premiums at their selected frequency (premiums can and do change) in accordance with the chosen premium structure to retain the product for the period of time it is intended to be held. Income Protection requires that you are in paid employment at the time of application.</p> <p>Consumers in the target market may pay the cost of premiums directly or they may choose to fund the cost of coverage partly or wholly through the consumer's superannuation savings. Where superannuation savings are used to pay premiums this will reduce the superannuation balance available to consumers in retirement.</p> | <p>Products structured through TAL Super are suitable for members who wish to fund their insurance through superannuation and do not intend to use TAL Super to accumulate wealth for retirement or hold investment options as part of their superannuation product. Contributions and rollovers made to TAL Super are only used for the purposes of paying insurance premiums. Products structured through TAL Super are not a savings plan and therefore members do not have an account balance in TAL Super and therefore there is no investment component.</p> <p>This product is suitable for consumers who have the financial capacity to pay premiums at their selected frequency (premiums can and do change) in accordance with the chosen premium structure to retain the product for the period of time it is intended to be held. Income Protection requires that you are in paid employment at the time of application.</p> <p>Consumers in the target market may pay the cost of premiums directly or they may choose to fund the cost of coverage partly or wholly through the consumer's superannuation savings. Where superannuation savings are used to pay premiums this will reduce the superannuation balance available to consumers in retirement.</p> | <p>This product is suitable for consumers who have a need, or may in the future have a need to:</p> <ul style="list-style-type: none"> protect against the permanent loss of future income in the event of being permanently unable to work due to sickness or injury, and/or; ensure outstanding financial commitments, the needs of dependants and ongoing living expenses can be covered in the event of being permanently unable to work due to sickness or injury. |
| <p>Demographic and eligibility requirements</p> <p>For all products, acceptance is not guaranteed, and certain exclusions and limitations may apply following our underwriting process.</p> | <p>This product would be suitable for consumers within the relevant age requirements (in accordance with the PDS) and have the financial capacity to fund the costs of their cover. In addition, for Income Protection this product requires that you are in paid employment at time of application.</p> <p>For Income Protection and Total and Permanent Disablement, redundancy and unemployment are not covered.</p> | <p>This product would be suitable for consumers within the relevant age requirements (in accordance with the PDS) and have the financial capacity to fund the costs of their cover. In addition, for Income Protection this product requires that you are in paid employment at time of application.</p> <p>For Income Protection and Total and Permanent Disablement, redundancy and unemployment are not covered.</p> | <p>This product would be suitable for consumers within the relevant age requirements (in accordance with the PDS) and have the financial capacity to fund the costs of their cover. In addition, for Income Protection this product requires that you are in paid employment at time of application.</p> <p>For Income Protection and Total and Permanent Disablement, redundancy and unemployment are not covered.</p> |
| <p>An explanation of the appropriateness of the product for the target market</p> | <p>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.</p> | <p>Broadly, the target market comprises those who have or expect to have a need to replace their income or business expenses should they be unable to earn an income due to an event which causes them to be unable to earn their pre-disability income, whether due to sickness, illness or accident.</p> | <p>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) total and permanent disablement and who have a capacity to pay potentially variable premiums on an ongoing basis. As the product pays a lump sum on total and permanent disablement it is therefore likely to meet the needs, or go towards meeting the needs, of those in the target market.</p> |

Distribution requirements

Specify any conditions and restrictions on retail product distribution conducted in relation to the product (distribution conditions), other than a condition or restriction imposed by or under another provision.

Distribution of product with personal advice

- Financial advisers are required to consider a customer's personal circumstances, needs and objectives when making a recommendation to purchase or to continue to hold the relevant product.

Distribution of product without personal advice

- The product may be distributed without personal financial product advice (The products listed may be purchased online or over the phone in this manner). For distribution without personal advice, distributors should have in place, where appropriate, processes as applicable, relating to call scripts (e.g. call centres), training, monitoring and quality assurance.
- Certain features of the listed products are not available for certain straight through online purchases.

Why these distribution conditions and restrictions will make it more likely that the consumers who take up the product are in the target market.

Distribution under a personal advice model

- Consumers 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 and consider their personal circumstances when providing personal advice.

Distribution not under personal advice

- Consumers are more likely to be in the target market if distributors distribute the product in alignment with the issuer's distribution conditions relating to the relevant distribution channel, including where applicable and appropriate having processes in place in relation to scripting, training, monitoring and quality assurance.
- Entry criteria for the listed products will broadly control how consumers in the target market may access the product.

Review triggers

Specify events and circumstances (**review triggers**) that would reasonably suggest that the determination is no longer appropriate.

Review trigger 1: The commencement of a significant change in law that materially affects the product design, distribution of the product or class of products that includes this product.

Review trigger 2: Product performance is materially inconsistent with the product issuer's expectations of the appropriateness of the product to consumers having regard to:

- a. product claim ratios
- b. the number of paid, denied and withdrawn claims
- c. the number of policies sold
- d. policy lapse or cancellation rates
- e. the number of applications not accepted
- f. eligibility requirements at inception of policy.

Review trigger 3: Significant or unexpectedly high number of complaints regarding product design, claims and distribution conditions that would reasonably suggest that this TMD is no longer appropriate.

Review trigger 4: The product issuer determines that a significant dealing in the product outside the target market (except for an excluded dealing) has occurred.

Review trigger 5: The use of Product Intervention Powers in relation to the distribution or design of this product where the product issuer considers this to be a reasonable indication that this TMD is no longer appropriate.

Specify the *maximum* period from the start of the day the determination is made to the start of the day the first review of the determination under section 994C is to finish.

Subject to intervening review triggers, no more than 2 years.

Review triggers

Specify the *maximum* period from the start of the day a review of the determination under section 994C is finished to the start of the day the next review of the determination is to finish.

Subject to intervening review triggers, no more than 2 years.

Specify a *reporting period* for reporting information about the number of *complaints* about the product. (See s994F(4)).

Reporting period for complaints is half yearly, with reports required within 10 business days of the reporting period.

Specify the types of information, event or circumstance that may arise and would reasonably suggest to the product issuer of this TMD that the *determination is no longer appropriate*. For each kind of information, specify:

- i. The regulated person/s that are required to report the information to the insurer who made the determination.
- ii. A reporting period for reporting the information under subsection 994F(5).

TAL Life Limited or Mercer Superannuation (Australia) Limited (Issuers)

- Relevant regulation, legislation and/or ASIC instruments relating to the change in law.
- During the review period, the actual measures and, where applicable, the actual relation to the expected measure of:
 - product claims ratio
 - the number of paid, denied and withdrawn claims
 - the number of policies sold
 - policy lapse or cancellation rates
 - the number of applications not accepted.
- Relevant Product Intervention order.

Reporting period (for Issuer)

- Issuer holds this information and may access this when available.

Distributor

- Complaints and the nature of the complaints regarding product design, product availability, claims and distribution conditions (**complaints information**).
- Any dealing in the product which the regulated person becomes aware of is not consistent with the TMD, including dealings which are significant dealings (**Outside TMD dealing**).

Reporting period (for Distributor)

- Complaints information: Six monthly, with reports required within 10 business days of the reporting period.
- Outside TMD dealing: Within 10 business days of becoming aware of any Outside TMD dealing if the distributor becomes aware of any Outside TMD dealing.

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