

# Accelerated Protection Child's Critical Illness Insurance Plan Target Market Determination (TMD)

<b>Product:</b>	Accelerated Protection – Child's Critical Illness Insurance Plan ( <b>the product</b> ), offered in the Combined Product Disclosure Statement and Policy Document ( <b>PDS</b> ) with issue date 8 September 2023.
<b>Issuer:</b>	TAL Life Limited ABN 70 050 109 450 AFSL 237848 ( <b>TAL Life</b> )
<b>Date of this TMD:</b>	6 September 2024
<b>Version:</b>	2
<b>Next TMD review date:</b>	By 6 September 2026

## Important information

This TMD sets out the product description and key attributes, target market, distribution conditions, review periods and review triggers for the product. This TMD forms part of the product design and distribution arrangements of the product.

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 product are set out in the PDS, along with any Policy Schedule (if applicable). Consumers interested in acquiring this product should carefully read those documents before deciding to purchase, or to continue to hold the product. The PDS can be obtained from [www.tal.com.au](http://www.tal.com.au).

There are a number of terms in this TMD which have a particular meaning. Where a defined term is used in this TMD, the first letter of each word is capitalised (e.g. 'Policy Owner'). These terms are defined in the PDS.

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

Accelerated Protection is an insurance Policy, under which consumers can select a number of Plans comprising of Life Insurance, Total and Permanent Disability Insurance, Critical Illness Insurance, Child's Critical Illness Insurance and Income Protection. This TMD relates to the Child's Critical Illness Insurance Plan.

**The product is an insurance Policy, not a savings plan, which means no financial benefit is payable from the Policy unless claim eligibility conditions are met.**

Accelerated Protection may be acquired via various distributors with or without personal advice. Not all options, benefits and sum insured limits may be available from a distributor. A distributor can inform consumers of any features (such as options, benefits or sum insured limits) that are not available.

## Product description and key attributes

<b>Product description</b>	Provides a lump sum Benefit Amount in the event the Child Insured suffers a specified Child's Critical Illness Event of specified severity, such as heart conditions, neurological conditions, permanent conditions, cancer, organ disorder, aplastic anaemia, death, and Terminal Illness.
<b>Eligibility criteria</b>	<ul style="list-style-type: none"><li>• Entry age for level premiums: 2 – 18 (age next birthday).</li><li>• Subject to TAL Life's Underwriting assessment including relating to health and medical history, lifestyle, pastimes and current and past insurance.</li></ul>
<b>Maximum Benefit Amount</b>	Up to \$200,000.
<b>Expiry age</b>	On the Policy anniversary before the Child Insured's 23rd birthday.
<b>Key exclusions and limitations</b>	<ul style="list-style-type: none"><li>• No payment will be made if the Child's Critical Illness Event arises directly or indirectly because of an intentional act of a person who stands to derive a benefit from the claim payment.</li><li>• A three month qualifying period applies from when the Plan started, cover was increased (but only in respect of the increased portion) or reinstated with respect to certain specified Child's Critical Illness Events. This means a Benefit Amount is not paid for those Child's Critical Illness Events that occur during that qualifying period.</li><li>• Special conditions determined and agreed to during Underwriting. If applicable, the special condition will be shown in the Policy Schedule.</li></ul>
<b>Premium structures</b>	<p>Premiums are structured on a level basis.</p> <p>Level premiums are based on the Life Insured's age at the Plan start date.</p> <p>Level premiums are not guaranteed to remain the same each year. Premiums and the amount consumers pay will change if:</p> <ul style="list-style-type: none"><li>• the Policy Owner varies the Policy, for example when the Policy Owner adds a new Plan or benefit option;</li><li>• there is a change in the Life Insured's Benefit Amount, for example when the Life Insured's Benefit Amount increases;</li><li>• a discount no longer applies or changes because the Policy Owner varied their Policy, or another policy held with us;</li><li>• government duties or charges change; or</li><li>• TAL Life changes its premium rates or Policy fees.</li></ul> <p>If premiums are not paid when due, the Policy will end (subject to the required notice periods), and the Life Insured will no longer be covered and cannot claim for events occurring after the Policy ends.</p>
<b>Insurance through superannuation</b>	The product cannot be held through superannuation.

## Target market

<b>Eligibility of consumers in the target market</b>	<p>The target market for the product comprises of parents or legal guardians whose child:</p> <ul style="list-style-type: none"><li>• is aged 2 – 18 (next birthday) for level premiums; and</li><li>• meets TAL Life's Underwriting assessment, including relating to health and medical history, lifestyle, pastimes and current and past insurance.</li></ul>
<b>Objective of consumers in the target market</b>	<p>The target market comprises of parents or legal guardians who are looking for cover that provides a lump sum Benefit Amount in the event the Child Insured suffers a specified Child's Critical Illness Event of specified severity.</p>
<b>Financial situation of consumers in the target market</b>	<p>The target market comprises of parents or legal guardians who have the financial capacity to fund the costs of cover, in accordance with the level premium structure (level premiums which are based on the Child Insured's age at the Plan start date – level premiums are not guaranteed to remain the same each year), over the period they intend to hold the cover.</p> <p>Parents and legal guardians will be required to form their own assessment of their capacity to fund premiums.</p>
<b>Needs of consumers in the target market</b>	<p>The target market comprises of parents or legal guardians who have a need, or may in the future need, to pay for outstanding financial commitments in the event the Child Insured suffers a specified Child's Critical Illness Event of specified severity.</p>
<b>Appropriateness of the product for the target market</b>	<p>The target market comprises of parents or legal guardians who have or expect to have outstanding financial commitments, that will not be satisfied in the event the Child Insured suffers a specified Child's Critical Illness Event of specified severity. The target market also comprises of parents or legal guardians who have the financial capacity to fund the costs of cover in accordance with the level premium structure, over the period they intend to hold cover.</p> <p>As the product pays a lump sum Benefit Amount in the event the Child Insured suffers a specified Child's Critical Illness Event of specified severity, is only available for those parents or legal guardians whose child meets the eligibility criteria, and who have the financial capacity to fund the costs of cover (having formed their own assessment of such capacity), the product is therefore likely to be consistent with the likely objectives, financial situation and needs of consumers in the target market.</p>
<b>Consumers who are outside of the target market</b>	<p>The target market does not include parents or legal guardians:</p> <ul style="list-style-type: none"><li>• whose child is under 1 year of age;</li><li>• whose child is 18 years of age or older;</li><li>• whose child does not meet TAL Life's Underwriting assessment;</li><li>• who do not have the financial capacity to fund the costs of cover, in accordance with the level premium structure, over the period they intend to hold the cover; or</li><li>• who have the capacity to, and are willing to pay for outstanding financial commitments without the cover under this product.</li></ul>

## Distribution conditions

<b>Distribution conditions: Personal advice</b>	Distribution conditions do not apply with respect to the provision of personal advice or to arranging for a consumer to apply for or acquire the product for the purpose of implementing personal advice. This is because regulated persons who provide personal advice have statutory and general law duties with respect to the provision of personal advice which apply instead of the distribution conditions.
<b>Distribution conditions: General advice</b>	<p>The following distribution conditions apply with respect to the provision of general advice:</p> <ul style="list-style-type: none"><li>• Distributors must be authorised by TAL Life to distribute the product;</li><li>• Distributors must obtain information required to determine whether the consumer is eligible for the product and must not permit a consumer to be issued the product if the consumer does not meet the eligibility criteria (provided that the consumer has provided all relevant information honestly and completely);</li><li>• Distributors must draw the consumer's attention to the key features of the product, including an estimate of the applicable premium (based on the consumer's requested product benefits) to enable the consumer to determine if the product is likely to be consistent with their objectives, financial situation and needs;</li><li>• Distributors must have in place processes in relation to call scripts, training, monitoring and quality assurance designed to ensure the appropriate distribution of the product (call centres only); and</li><li>• Distributors must make the PDS of the product available to consumers.</li></ul>
<b>Referrers</b>	Referrers are distributors who may engage in retail product distribution conduct (such as general advice on a website) but have limited or no contact with the consumer. In these circumstances, the referrers may refer the consumer to TAL Life or another distributor who must comply with the distribution conditions as outlined above.
<b>Appropriateness of the distribution conditions: General advice</b>	<p>The distribution conditions, will result in the product being issued to consumers who are likely to be in the target market because:</p> <ul style="list-style-type: none"><li>• the requirement for distributors to determine whether a consumer is eligible for the product and not permit consumers to be issued the product if they do not satisfy the eligibility criteria means the product cannot be issued to consumers who are not eligible for the product; and</li><li>• the requirement for distributors to draw the consumer's attention to the key features of the product including an estimate of the applicable premium based on the consumer's requested product benefits, is likely to prompt a consumer to either proceed or not to proceed with an application based on their financial capacity to afford the applicable premiums and determination of whether the product is consistent with their likely objectives, financial situation and needs.</li></ul>

## Review period and review triggers

<b>Review periods</b>	<p><b>Initial review period:</b> Must be completed within 1 year from the original date of this TMD, subject to any intervening review triggers. The initial review was completed on 6 September 2024.</p> <p><b>Ongoing review period:</b> Must be completed every 2 years from the initial review, subject to any intervening review triggers.</p>
<b>Review trigger 1</b>	<p><b>Description:</b> 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.</p> <p><b>Reporting information:</b></p> <ul style="list-style-type: none"><li>• Changes to relevant regulation, legislation and instruments.</li></ul> <p><b>Reporting period and review obligation:</b></p> <ul style="list-style-type: none"><li>• TAL Life must monitor and consider any significant relevant change in law that materially affects the design or distribution of the product.</li></ul>
<b>Review trigger 2</b>	<p><b>Description:</b> Product performance is materially inconsistent with TAL Life's expectations of the appropriateness of the product for consumers having regard to:</p> <ul style="list-style-type: none"><li>• claim ratios by cover type;</li><li>• the number of admitted, declined and withdrawn claims;</li><li>• the number of policies sold;</li><li>• policy lapse rates; and</li><li>• the number of applications not accepted.</li></ul> <p><b>Reporting information:</b></p> <ul style="list-style-type: none"><li>• Claims ratio by cover type;</li><li>• Number of admitted, declined and withdrawn claims;</li><li>• Number of policies sold;</li><li>• Policy lapse rates; and</li><li>• Number of applications not accepted.</li></ul> <p><b>Reporting period and review obligation:</b></p> <ul style="list-style-type: none"><li>• TAL Life must collect the reporting information and review these factors twice a year at the end of March and September.</li></ul>
<b>Review trigger 3</b>	<p><b>Description:</b> 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.</p> <p><b>Reporting information:</b></p> <ul style="list-style-type: none"><li>• The nature of complaints and the total number of complaints received in relation to the product within the reporting period.</li></ul> <p><b>Reporting period and review obligation:</b></p> <ul style="list-style-type: none"><li>• TAL Life must review and consider the nature of complaints and the total number of complaints twice a year at the end of March and September.</li><li>• Distributors must report the complaints and the total number of complaints to TAL Life, with reports required within 10 business days of the end of March and September.</li></ul>

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**Review trigger 4**

**Description:** Significant change to the design or distribution of the product which TAL Life considers could result in a change to:

- whether the product is likely to be consistent with the likely objectives, financial situation or needs of the target market; or
- the distribution conditions required to ensure that the product is likely to be issued to consumers who are within the target market.

**Reporting information:**

- Any significant changes to the design or distribution of the product.

**Reporting period and review obligation:**

- TAL Life must monitor and consider any significant change to the design or distribution of the product.
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**Review trigger 5**

**Description:** TAL Life determines that a significant dealing in the product outside the target market (except for an excluded dealing) has occurred.

**Reporting information:**

- Any dealing in the product which the regulated person becomes aware of that is not consistent with this TMD.

**Reporting period and review obligation:**

- TAL Life must promptly review and consider any significant dealing reported to it;
  - TAL Life must also consider any dealing it considers to be a significant dealing in the product outside the target market; and
  - Any dealing outside the target market must be reported by distributors to TAL Life as soon as practicable, and in any case within 10 business days of the distributor becoming aware of the significant dealing.
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**Review trigger 6**

**Description:** The use of a product intervention power under the law in relation to the distribution or design of this product where TAL Life considers this to be a reasonable indication that this TMD is no longer appropriate.

**Reporting information:**

- The making of any applicable product intervention order which affects the distribution or design of the product.

**Reporting period and review obligation:**

- TAL Life must promptly consider any product intervention order which affects the product.
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