

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 Home Duties Income Protection, and**
- **Protection Plans Home Duties Income Protection Plus.**

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 monthly benefit to cover costs (such as those outlined under 'Needs, objectives and financial situation' below) if the insured person is severely disabled because of sickness or injury and is unable to perform the defined normal household duties,
- the product is only available for a maximum benefit period of 2 years,
- policy owners can choose to pay premiums by stepped or level premiums for the life of the cover,
- the product is only available outside superannuation,
- the policy may be owned by individuals, non-superannuation trustees or business entities,
- policy owners have a choice of two home duties income protection products, with a number of included benefits, as outlined in the table below,
- this product is only available for alterations and replacements of existing policies.

Key eligibility requirements

The key eligibility requirements to purchase this product are:

- the insured person must be aged 17 – 59 at the commencement of the cover or aged 17 – 99 for any replacement or reinstatement,
- 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 remain at home and not be working in a regular occupation, including part-time and/or voluntary work, for income,
- the insured person must not be an undischarged bankrupt.

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
Agreed value	Means the amount of the Severe Disability Benefit is the insured monthly benefit amount and will not reduce when the insured person is disabled because their monthly earnings have reduced since taking out the insurance, provided income details were correctly disclosed at that time.

The product is available as a Home Duties Income Protection or Home Duties Income Protection Plus, as outlined in the table below:

Product type	Definitions	Cover Amounts Available
Home Duties Income Protection	<p>Pays an agreed monthly benefit if the insured person becomes severely disabled because of sickness or injury and is unable to perform the defined normal household duties.</p> <ul style="list-style-type: none"> Provides four included benefits. 	<ul style="list-style-type: none"> Minimum cover when applying for cover is \$1,000 per month Maximum cover when applying for cover is \$5,000 per month
Home Duties Income Protection Plus	<p>Pays an agreed monthly benefit if the insured person becomes severely disabled because of sickness or injury and is unable to perform the defined normal household duties.</p> <ul style="list-style-type: none"> Provides the four included benefits as for Home Duties Income Protection with the addition of a Crisis Benefit. 	<ul style="list-style-type: none"> Minimum cover when applying for cover is \$1,000 per month Maximum cover when applying for cover is \$5,000 per month

Exclusions

Exclusions apply if the sickness or injury giving rise to a claim is caused by an act of war (this exclusion does not apply to the Death Benefit where the insured person dies on war service); by intentional self-inflicted injury or attempted suicide; or by normal and uncomplicated pregnancy and childbirth.

Exclusions 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 who need a monthly benefit of between \$1,000 and \$5,000 per month if the insured person is severely disabled and unable to perform the defined normal household duties.

Needs, objectives and financial situation

This product provides insurance cover for the following personal financial costs due to the insured person suffering a severe disability:

- regular household and family expenses (e.g., groceries, mortgage repayments, regular utilities), or
- the costs of hiring a housekeeper to replace work done by the homemaker.

The policy owner 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 and insured persons:

- if, when first taking out cover:
 - the insured person is aged 60 or over, or
 - the insured person is an undischarged bankrupt, or
 - the insured person is not an Australian citizen, a permanent resident of Australia or holder of an eligible spouse/partner or work visa.
- whose main reason for cover is for a pre-existing condition of the insured person, or
- where the insured person is not a homemaker or is working in a regular occupation (including part-time

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and/or voluntary work) for income, or

- who need a monthly benefit of less than \$1,000, or
- who need a monthly benefit of more than \$5,000, or
- who need cover for an insured person aged 16 or under, or
- where there is a need for more than five policy owners, or
- who need cover for death, terminal illness, TPD, trauma insurance or business expenses insurance, 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 following circumstances:

- the policy owner, insured person or super fund member meet the relevant eligibility criteria for the product, and
- distribution to 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.

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 last review.
Review triggers	The specific review triggers (that reasonably suggest the TMD is no longer appropriate) that may result in an earlier review of the TMD are:

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	<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.
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Distribution information

We will collect the following information from our distributors directly or indirectly 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 TMD that is inconsistent with the TMD within 10 business days.