

Target Market Determination

Individual Student Pilot Training Fees Insurance

October 2021

WHAT IS A TARGET MARKET DETERMINATION?

This Target Market Determination (TMD) is designed to provide customers, distributors and YourCover 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 YourCover Pty Ltd, ABN 35 169 038 466, AFSL No. 461299 on behalf of Certain Underwriters at Lloyd’s.

YourCover 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. YourCover Pty Ltd issues this insurance product under a binding authority with Certain Underwriters at Lloyd’s.

INDIVIDUAL STUDENT PILOT TRAINING FEES INSURANCE

This Individual Student Pilot Training Fees Insurance provides insurance for Australian citizens or permanent residents who wish to purchase financial protection if an injury or illness prevents completion of their commercial pilot training course or from acting in the capacity that the licence would have permitted. It provides a lump sum capital benefit for unrecoverable training course fees, accommodation, and employment gap expenses.

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

- Individual Student Pilot Training Fees Insurance IPLOT F YCB 07.21

This is set out in the **Appendix** to this Statement.

DISTRIBUTION OF THIS PRODUCT

This product is issued by YourCover Pty Ltd AFSL 461299 on behalf of Certain Underwriters at Lloyd’s and designed to be distributed via:

- Aircrew Insurance website – www.aircrewinsurance.com.au
- Aircrew Insurance – telephone 1300 089 847
- Insurance brokers and their representatives that hold an Australian Financial Services Licence and have been approved by YourCover Pty Ltd

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

YourCover 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 residential status
- Your age
- Your course duration
- Your training course costs
- Your pre-existing medical condition(s)

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,
 - Product value and affordability.

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 to 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 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.

APPENDIX

Individual Student Pilot Training Fees Insurance Suitability


This Individual Student Pilot Training Fees Insurance has been designed to meet the needs of Australian residents who wish to protect themselves against the possibility of incurring significant debt as a trainee pilot if you are unable to complete your training course and recover your training fees because of an injury or illness.

THIS PRODUCT IS SUITABLE FOR:	THIS PRODUCT IS NOT SUITABLE FOR:
✓ Consumers that are an Australian citizens or permanent resident of Australia.	✗ Consumers who are not an Australian citizens or permanent resident of Australia.
✓ Consumers who are on a training course to obtain a commercial pilot licence or type rating.	✗ Consumers who are not training to obtain a commercial pilot licence or type rating.
✓ Consumers aged 39 years or less.	✗ Consumers aged 40 years or older at inception date of insurance.
✓ Consumers who do not have any pre-existing medical conditions or whose conditions fall within our underwriting guidelines.	✗ Consumers who have pre-existing medical conditions which do not meet our underwriting criteria.

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 Product Disclosure Statement (PDS) and Policy Wording.

KEY BENEFITS (WHAT IS INSURED)

This product provides the following benefits:

	Student Training Fee Benefit
✓	If an injury or illness prevents you from completing the training course that would enable you to obtain a commercial pilot's licence or type rating, up to the amount shown in your certificate of insurance.
	Accommodation Expenses Benefit
✓	If we have agreed to pay your claim for Student Training Fee Benefit, we will also pay the necessary and reasonable accommodation costs incurred by you, up to \$10,000.
	Employment Gap Benefit
✓	An injury or illness which prevents you from acting in the capacity for which the licence or certificate would be held, if you have completed the training course and: <ul style="list-style-type: none"> ▪ a long-term fitness assessment has been issued by the licence issuing authority; or ▪ our medical practitioner considers you are unlikely to regain your licence for a further 36 months. ▪ up to the amount shown in your certificate of insurance.

EXCLUSIONS (WHAT IS NOT INSURED)

This product is not suitable for consumers seeking coverage for loss of training fees arising from these policy exclusions.



- ✘ Death, suicide or intentional self-inflicted injury.
- ✘ Pregnancy or childbirth unless due to complications.
- ✘ Participation in sports and activities, as stated in the policy.
- ✘ War or terrorism.
- ✘ Service in the armed forces.
- ✘ Criminal acts by you.
- ✘ Bodily injury caused by intoxication or drugs unless caused by prescribed drugs and taken as instructed.
- ✘ Pre-existing conditions, unless declared and accepted in writing by us.
- ✘ Suspension from the training course for reasons other than as covered in the policy.
- ✘ Any other exclusion or reason specifically excluded as advised by us.