



# MEDIPACK M/S SUPER PLUS MEDICAL EXPENSES INSURANCE TARGET MARKET DETERMINATION

This target market determination (**TMD**) document has been designed to help our customers, representatives and our staff understand who Medipack M/S Medical Expenses (**Medipack**) Super Plus insurance is most suitable for (**target market**). This TMD is effective from 5 October 2023. We may review this TMD at any time.

This TMD also describes:

- Who our products are not suitable for;
- How the product can be distributed to our customers;
- How often we will review this TMD and when the next review will be;
- The events and circumstances that could mean we need to review whether this TMD is still appropriate;
- The information we would need in order to decide that this TMD is no longer appropriate;
- How we record information related to Medipack Super Plus insurance and how this information is reported.

If you are considering whether to purchase Medipack Super Plus insurance, please refer to the Product Disclosure Statement (**PDS**) to decide whether the product is right for you.

## 1. Our product

This document explains the target market for Medipack Super Plus insurance which can provide insurance for medical expenses including hospital and ancillary benefits following an injury or sickness and personal accident benefits for an individual, spouse and other dependents living with the individual. It also provides additional benefits including funeral expenses benefit if an insured person dies, travel costs relating to airfares to the insured person to return to Australia following illness or sickness, consultations for Chinese herbal medicines, home assistance benefits, hospital accommodation, costs of a medical interpreter.

## 2. Who is the target market for this product

The Medipack Super Plus insurance has been designed for people who would like insurance for medical expenses which can include general expenses, hospital, maternity care, ambulance services, dental and other general medical expenses.

The insurance is only available for foreign nationals who are not permanent residents or citizens of Australia and are working in Australia or are employed by companies that are headquartered in Japan or overseas. It is designed for those people who may not have access to government benefits (i.e. Medicare) and/or wish to have insurance to the costs of medical and health treatment in Australia. It also designed for the family of the person who is working in Australia with an appropriate work visa.

### 2.1 This product is suitable for:

- People who are not permanent residents or citizens of Australia and are in Australia for work purposes with an appropriate work visa.
- People under 65 years old.
- People who would also like cover for their spouse, child or parent.
- People who would like cover for their existing medical conditions (and are happy to declare these on their application form for approval).
- People who would like cover for their spouse's existing medical conditions (and are happy to purchase couple cover).
- People who would like cover for their child's or parent's existing medical conditions (and are happy to purchase family cover).



- People who would like cover for expenses relating to pregnancy and childbirth (and are happy to purchase family cover).

## 2.2 This product is not suitable for:

- People who are permanent residents or citizens of Australia.
- People over 65 years old.
- People who would like cover for their spouse, child or parent's existing medical conditions (and are not happy to purchase additional cover).
- People who would like cover for expenses relating to cosmetic, elective or plastic surgery (that is not reconstructive).
- People who would like cover for expenses relating to professional sport.

## 3. Distributing this product

We have designed Medipack Super Plus insurance so it can only be distributed by our chosen representatives. We have chosen the Japan Insurance Services Division within Aon Risk Services Australia Limited as the insurance intermediary who can distribute Medipack Super Plus insurance because of their skill, knowledge and experience and specialisation in servicing the target market. In distributing this product, the representatives may use knockout questions, checklists or other tools to ensure the product is distributed to the target market.

## 4. Reviewing our target market

It is important that we review this TMD to make sure it is appropriate for the needs of our potential and existing customers. When we review this TMD, we will consider information collected by our representatives. This information covers:

- Eligibility for cover;
- Sales information;
- Customer information;
- Claims information;
- Feedback and complaints;
- Renewals and cancellations.

We will review this TMD when a review trigger occurs as outlined below.

We will also review this TMD within one year from the first publication date and every year thereafter to ensure it is still appropriate. The next review will take place on 5 October 2024.

## 5. Review triggers

Certain events and circumstances taking place could mean that a review should take place earlier than the annual review. This is because the TMD could no longer be appropriate. These events and circumstances are called **review triggers**. Below is a list of review triggers for this TMD:

- We make a significant change to the eligibility criteria for Medipack Super Plus insurance;
- We make a significant change to Medipack Super Plus insurance, including the cover provided;
- We make a significant change to the way Medipack Super Plus insurance can be distributed by our representatives;
- We receive a significant number of complaints;
- We receive a significant number of claims lodged, denied or withdrawn;
- We receive a significant number of policy cancellations;
- We identify that we or our representatives have been offering and selling Medipack Super Plus insurance outside of the target market or in a way that does not meet the distribution conditions for the TMD.



Our representatives also consider whether a review trigger has taken place. If they think an event or occurrence is a review trigger, they must tell us within 10 business days.

If we decide we have enough information to identify that a review trigger has occurred, we will review this TMD within 10 business days of our decision.

## **6. Records**

We will keep records of any actions we take to make sure this product is distributed only to customers who fit this TMD. We will also keep records of any decisions and reasons for:

- The TMD for Medipack Super Plus insurance;
- How we set review triggers;
- How we decide if a review trigger has taken place;
- How often we review this TMD;
- The general information in this TMD.

## **7. Reporting**

We record all complaints that we receive about Medipack Super Plus insurance. Our representatives must also record any complaints related to Medipack Super Plus insurance and report the information to us at least every three months.

If our representatives believe that Medipack Super Plus insurance has been sold to a person who does not fit with this TMD, they must report this to us within 10 business days.

Medipack M/S Medical Expenses Super Plus insurance is issued by Mitsui Sumitomo Insurance Company Limited ABN 49 000 525 637 AFSL 240816. Please read the Product Disclosure Statement before considering whether Medipack M/S Medical Expenses Super Plus insurance is right for you.