



battleface

TARGET MARKET DETERMINATION

for Scoot Travel Insurance

TARGET MARKET DETERMINATION FOR SCOOT TRAVEL INSURANCE

This Target Market Determination (TMD) is effective from 1 April 2024, and relates to the Scoot Travel Insurance Product Disclosure Statement (BF11/INT/042024).

ABOUT THIS DOCUMENT

This Target Market Determination (TMD) is made by battleface Insurance Services on behalf of Pacific International Insurance. It is designed to help customers and distributors understand the target market for Scoot Travel Insurance.

This TMD is not a Product Disclosure Statement (PDS) and is not a complete summary of the product features. It is not intended to constitute financial product advice. A customer should read the PDS for the product available at <https://www.flyscoot.com/en> and consider whether it meets their own needs, objectives, and financial situation before proceeding to purchase the product.

Who is the insurer and distributor?

Pacific International Insurance Pty Ltd ABN 83 169 311 193, AFSL No 523921 (the insurer).

Wise & Silent (ABN 27 654 979 781, AR 001301320) distributes Travel Insurance as an authorised representative of battleface Insurance Services Pty Ltd (ABN 28 650 606 045, AFSL 536280) ('battleface'). battleface is authorised via a binding authority with the insurer to issue, vary, renew, or cancel your insurance on their behalf and handle and settle any claims you make.

What is Scoot Travel Insurance and its key features?

Scoot International Travel Insurance includes a range of features and benefits that may provide cover for financial loss related to your overseas travel. See the section below for an outline of key features and benefits.

Who is Scoot Travel Insurance suitable for?

This product has been designed for Australian residents up to the age of 69 who have an overseas trip and want to be covered against financial loss caused by certain unforeseen incidents involving leisure travel.

Customers in the target market will be able to:

- Afford to purchase this insurance;
- In the event of an accepted claim, cover any costs above the applicable policy limits and sub-limits; and
- Fund any costs that are required to be paid upfront, before seeking reimbursement under the policy for eligible benefits.

- ✔ indicates the plan is designed for a customer with the specified objectives or needs.
- ✘ indicates the plan is not designed for a customer with the specified objectives or needs.

| Customer's Objectives and Needs | Scoot Travel Insurance |
|---|------------------------|
| <p>Seek protection from financial loss as the result of unforeseen events, that may be incurred prior to or whilst travelling. For example, this plan can protect a consumer against financial loss for:</p> <ul style="list-style-type: none"> • overseas medical expenses incurred because of unexpected injury or illness • certain defined trip cancellation and interruption events, before and while they travel, including a clinically diagnosed Covid-19 infection • travel delay due to weather events • accidental loss, theft or damage to luggage and personal effects • pregnancy related complications (up to 24 weeks gestation, or 19 weeks if pregnant with multiple children) | ✔ |
| <p>May want access to assistance during their trip for guidance, support (even when losses may not be covered by the policy) and general policy and coverage information, as they would not likely have specialist resources readily available to them</p> | ✔ |
| <p>May want to increase the excess to reduce the cost of the policy</p> | ✘ |
| <p>May want to include rental vehicle excess cover to cover rental vehicle insurance excesses</p> | ✘ |
| <p>May want to tailor cover to be more suited to their insurance needs for their planned travels. For example, by:</p> <ul style="list-style-type: none"> • increasing the cancellation limit so trips of higher value can be adequately covered • adding cover for loss arising from participation in snow sports, motorcycle / moped activities, or multi-night cruises | ✘ |

Refer to the Product Disclosure Statements for details of specific benefits, conditions, and exclusions.

Who is Scoot Travel Insurance not designed for?

The product is not designed for customers who:

- Are over 69 years of age; or
- Only want to be covered whilst travelling within Australia; or
- Have already departed from Australia; or
- Want cover for a trip longer than 6 months duration; or
- Want cover for travel arrangements before and/or after the travel dates within the Scoot Airlines booking where this product is offered; or
- Want cover for multiple trips under a single policy; or
- Want cover for loss arising from activities excluded in the PDS; or
- Want cover for things that have already happened or are foreseeable at time of purchase; or
- Require cover that would cause us to be in breach of any restriction under United Nations resolutions or any sanctions, laws or regulations of Australia; or
- Want cover for excluded losses relating to an epidemic or pandemic or associated travel restrictions; or

- May want cover for an existing medical condition(s) that does not meet the criteria for automatic cover (See definition of Pre-existing Medical Condition in PDS); or
- Are travelling against medical advice; or
- Are travelling for the sole purpose of medical treatment; or
- Will be at, or greater than, 24 weeks pregnant with a single child whilst travelling, or 19 weeks pregnant with two or multiple children; or
- May be travelling with valuable baggage items.

Why is the product consistent with the objectives, financial situation and needs of the target market?

The product is likely to be consistent with the objectives, financial situation and needs of the target market as it has been designed to reflect the inclusions and limitations contained within this document. As this product is designed to cover a single trip, the time between purchasing the product and relying on the coverage provided is likely to be low. This reduces the likelihood of the product being inconsistent with the objectives, financial situation and needs of the target market.

How is the product distributed?

The product can be purchased online via a sales process approved by battleface.

battleface has procedures to ensure customers are in the target market. These include who battleface choose to partner with, how the products are displayed and sold, and how questions and information gathered within the sales process determine product availability and suitability.

The Scoot website also provides information about product features.

When will battleface review this Target Market Determination?

| | |
|--|---|
| Initial review | 12 months from the date of this document |
| Periodic reviews | Every 12 months following the last review |
| <p>Review triggers or events which might suggest this TMD is no longer appropriate</p> <p>We will review this TMD if a review trigger or event occurs.</p> | <ul style="list-style-type: none"> • Significant restriction or relaxation of the product design • Systemic complaints received from customers in relation to the product. • A significant number of complaints regarding product design, product availability, claims experience or distribution conditions. • Significant amount of feedback from customers that the product is not suitable for them. • Information provided by regulators (eg. ASIC or ACCC) that indicate this Target Market Determination may no longer be appropriate. • A Significant Dealing has occurred. |

How will battleface monitor distribution under this Target Market Determination?

battleface will collect the following information to monitor distribution of Scoot Travel Insurance and to help determine whether a review trigger or event has occurred.

| Type of information | Reporting period to the insurer |
|--|---|
| Change in product terms, regulation, legislation, or regulatory policy | As soon as details of the change are made available |
| Expected and actual: <ul style="list-style-type: none"> • claims ratios; • number, nature & magnitude of paid and denied claims; • number of policies issued and penetration rates; and • policy cancellation rates. | On a monthly basis unless required earlier |
| Complaints | On a monthly basis unless required earlier |
| Significant Dealing | As soon as practicable and within 10 business days after becoming aware |



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Insurance is underwritten by Pacific International Insurance Pty Ltd (ABN 83 169 311 19, AFSL No 523921)