

# Life Insurance

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Target Market Determination (TMD)



<b>TMD product:</b>	Suncorp Life Insurance (the <b>product</b> ), offered in combined Product Disclosure Statement ( <b>PDS</b> ) and Financial Services Guide with issue date 1 October 2021.
<b>Issuer of this TMD:</b>	TAL Life Limited ABN 70 050 109 450 AFSL 237848 ( <b>TAL Life</b> )
<b>Date of this TMD:</b>	20 December 2023
<b>TMD version:</b>	2
<b>Last TMD review date:</b>	20 December 2023 (which also constituted the first review of this TMD)
<b>Ongoing review period:</b>	Each subsequent review of this TMD must be completed within 2 years after the completion of the prior review unless a review trigger requires a review to be completed at an earlier date.

## 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.

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 contact TAL Life.

**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.**

### Key attributes – Life Cover

<b>Product description</b>	– Provides a lump sum payment in the event the Life Insured dies or is diagnosed as terminally ill and has a life expectancy of less than 12 months.
<b>Eligibility criteria</b>	<ul style="list-style-type: none"> <li>– Entry age 18 – 65.</li> <li>– An Australian or New Zealand citizen or Australian permanent resident, currently residing in Australia who has received the PDS in Australia. If you are currently residing in Australia, received the PDS/FSG in Australia and are waiting for the outcome of your Australian citizenship or permanent residency application, you will be considered an eligible Australian Resident but only as a Life Insured under the Policy.</li> <li>– Subject to TAL Life's underwriting assessment including relating to residency, height, weight, medical history, past and current health, occupation, and pastimes.</li> </ul>
<b>Maximum Benefit Amount</b>	– Up to \$1,500,000.
<b>Expiry age</b>	– On the Policy Anniversary following the Life Insured's 99th birthday.

## Key attributes – Life Cover

<b>Key exclusions and limitations</b>	<ul style="list-style-type: none"> <li>– No Benefit is payable in the event of intentional self-injury or suicide within 13 months of:               <ul style="list-style-type: none"> <li>– the Cover Commencement Date.</li> <li>– the date of any Benefit Amount increase applied by the Life Insured, including under the Life Events feature, but only in respect to that increase.</li> </ul> </li> <li>– No payments will be made if the event giving rise to the claim occurs while the Life Insured is visiting a country for which the Australian Department of Foreign Affairs and Trade (DFAT) issued a 'Do Not Travel' warning advice prior to the Life Insured's travel to that country, and which continues to be in force during the time of the Life Insured's stay in that country.</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 stepped basis.</p> <p>Stepped premiums are based on the Life Insured's age at each Policy Anniversary. This means the Life Insured's premium will generally increase at each Policy Anniversary.</p> <p>Stepped premiums are not guaranteed to remain the same each year. The amount consumers pay will change when any of the following events occur:</p> <ul style="list-style-type: none"> <li>– the Life Insured's premium will increase each year in accordance with their age and any increase to the benefits, such as Inflation Protection increases in cover amounts.</li> <li>– if the Life Insured makes changes to the Policy.</li> <li>– if the Life Insured's Benefit Amount is increased or decreased.</li> <li>– if the Life Insured adds or removes a cover or option.</li> <li>– if the Life Insured makes changes to the Policy, any discount that applies may change, or cease to apply.</li> <li>– if there are any changes in government duty or taxes and TAL Life chooses to pass on these additional costs.</li> <li>– TAL Life chooses to increase the underlying premium rates on the Suncorp Life Insurance portfolio.</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>

## Key attributes – Optional Illness Covers

<b>Product description</b>	<p>These options are only available in conjunction with Life Cover.</p> <p>The Optional Illness Covers are attached to the Life Insured's Life Cover and any payment under the Optional Illness Covers will reduce the Life Cover by the amount of the payment. Consumers can apply for either or both:</p> <ul style="list-style-type: none"> <li>– Major Illness Cover: Provides a lump sum payment in the event the Life Insured is diagnosed with an insured condition (such as Cancer, Stroke or Heart Attack) of specified severity.</li> <li>– Cancer Cover: Provides a lump sum payment in the event the Life Insured is diagnosed with Cancer of specified severity.</li> </ul>
<b>Eligibility criteria</b>	<ul style="list-style-type: none"> <li>– Entry age: 18 - 55</li> <li>– An Australian or New Zealand citizen or Australian permanent resident, currently residing in Australia who has received the PDS in Australia. If you are currently residing in Australia, received the PDS/FSG in Australia and are waiting for the outcome of your Australian citizenship or permanent residency application, you will be considered an eligible Australian Resident but only as a Life Insured under the Policy.</li> <li>– Subject to TAL Life's underwriting assessment including relating to residency, height, weight, medical history, past and current health, occupation, and pastimes.</li> </ul>
<b>Maximum Benefit Amount</b>	<ul style="list-style-type: none"> <li>– Up to \$250,000.</li> <li>– The benefit payable for Minor Heart Attack is a fixed one-off amount of \$10,000.</li> </ul>
<b>Expiry age</b>	<ul style="list-style-type: none"> <li>– On the Policy Anniversary following the Life Insured's 65th birthday.</li> </ul>
<b>Key exclusions and limitations</b>	<ul style="list-style-type: none"> <li>– No Benefit is payable in any of the following circumstances: <ul style="list-style-type: none"> <li>– An accidental injury which occurred prior to the Cover Commencement Date.</li> <li>– Any intentionally self-inflicted act (including attempted suicide).</li> <li>– The Life Insured's participation in any criminal or unlawful activity.</li> <li>– No payments will be made if the event giving rise to the claim occurs while the Life Insured is visiting a country for which the Australian Department of Foreign Affairs and Trade (DFAT) issued a 'Do Not Travel' warning advice prior to the Life Insured's travel to that country, and which continues to be in force during the time of the Life Insured's stay in that country.</li> <li>– War, hostilities or war-like operations (whether war is declared or not), civil commotion, civil war or rebellion, but not terrorism, outside of Australia or New Zealand.</li> <li>– Any Cancer, Heart Attack, Minor Heart Attack, Stroke or Coronary Artery Bypass Surgery arising during the 90 days following the Cover Commencement Date.</li> </ul> </li> <li>– Special conditions determined and agreed to during underwriting. If applicable the special condition will be shown in the Policy Schedule.</li> <li>– In order for a benefit to be paid, the insured condition must meet the full criteria and specified severity requirements for that condition.</li> </ul>

## Key attributes – Optional Illness Covers

<b>Premium structures</b>	<p>Premiums are structured on a stepped basis.</p> <p>Stepped premiums are based on the Life Insured's age at each Policy Anniversary. This means the Life Insured's premium will generally increase at each Policy Anniversary. Stepped premiums are not guaranteed to remain the same each year. The amount consumers pay will change when any of the following events occur:</p> <ul style="list-style-type: none"> <li>– the Life Insured's premium will increase each year in accordance with their age and any increase to the benefits, such as inflation protection increases in cover amounts.</li> <li>– if the Life Insured makes changes to the Policy.</li> <li>– if the Life Insured's Benefit Amount is increased or decreased.</li> <li>– if the Life Insured adds or removes a cover or option.</li> <li>– if the Life Insured makes changes to the Policy, any discount that applies may change, or cease to apply.</li> <li>– if there are any changes in government duty or taxes and TAL Life chooses to pass on these additional costs.</li> <li>– TAL Life chooses to increase the underlying premium rates on the Suncorp Life Insurance portfolio.</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>
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## Target market – Life Cover

<p>The target market for the product comprises the class of consumers who satisfy each of the following criteria with respect to eligibility, objectives, financial situation and needs.</p>	
<b>Eligibility of consumers in the target market</b>	<p>The target market for the product comprises of consumers who are:</p> <ul style="list-style-type: none"> <li>– aged 18 - 65.</li> <li>– an Australian or New Zealand citizen or Australian permanent resident, currently residing in Australia and who has received the PDS in Australia. If you are currently residing in Australia, received the PDS/FSG in Australia and are waiting for the outcome of your Australian citizenship or permanent residency application, you will be considered an eligible Australian Resident but only as a Life Insured under the Policy.</li> <li>– willing to go through the underwriting process (that is, answer questions about the consumer's health, lifestyle, occupation etc.).</li> </ul> <p>The following consumers are not in the target market for this product, namely consumers:</p> <ul style="list-style-type: none"> <li>– under 18 or over 65 years of age;</li> <li>– who are not an Australian or New Zealand citizen or Australian permanent resident, currently residing in Australia; or consumers who currently reside in Australia but have not applied for Australian permanent residency.</li> </ul>
<b>Objective of consumers in the target market</b>	<p>The target market for the product comprises of consumers who are looking for cover that provides a lump sum payment in the event the Life Insured dies or is diagnosed as terminally ill.</p> <p>Consumers who are not looking for cover that provides a lump sum payment in the event the Life Insured dies or is diagnosed as terminally ill are not part of the target market of the product.</p>

## Target market – Life Cover

<b>Financial situation of consumers in the target market</b>	<p>The target market for the product comprises of consumers who have the financial capacity to fund the costs of cover in accordance with the stepped premium structure, over the period they intend to hold the cover.</p> <p>Consumers who do not have the financial capacity to fund the costs of cover over the period they intend to hold the cover are not part of the target market of the product. Consumers 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 for the product comprises of consumers who have a need, or may in the future have a need, to pay for outstanding financial commitments, or to provide for dependents in the event of death or terminal illness.</p> <p>Consumers who can pay for outstanding financial commitments and provide for dependents in the event of death or terminal illness are not part of the target market of the product.</p>
<b>Appropriateness of the product for the target market</b>	<p>The target market comprises of those who have or expect to have outstanding financial commitments, or a need to provide for dependents, that will not be satisfied in the event of the Life Insured's death or terminal illness.</p> <p>As the product pays a lump sum on death or terminal illness and is only available for those meeting the eligibility criteria set out above, this product is therefore likely to be consistent with the likely objectives, financial situation and needs of consumers in the target market.</p> <p>The target market is also limited to consumers who have the financial capacity to pay premiums, and as a result the product is likely to be consistent with the likely financial situation of consumers in the target market.</p>

## Target market – Optional Illness Cover

<p>The target market for the product comprises the class of consumers who satisfy each of the following criteria with respect to eligibility, objectives, financial situation and needs.</p>	
<b>Eligibility of consumers in the target market</b>	<p>The target market for the product comprises of consumers who are:</p> <ul style="list-style-type: none"> <li>— aged 18 – 55.</li> <li>— an Australian or New Zealand citizen or Australian permanent resident, currently residing in Australia and who has received the PDS in Australia. If you are currently residing in Australia, received the PDS/FSG in Australia and are waiting for the outcome of your Australian citizenship or permanent residency application, you will be considered an eligible Australian Resident but only as a Life Insured under the Policy.</li> <li>— willing to go through the underwriting process (that is, answer questions about the consumer's health, lifestyle, occupation etc.).</li> </ul> <p>The following consumers are not in the target market for this product, namely consumers:</p> <ul style="list-style-type: none"> <li>— under 18 or over 55 years of age;</li> <li>— who are not an Australian or New Zealand citizen or Australian permanent resident, currently residing in Australia; or consumers who currently reside in Australia but have not applied for Australian permanent residency; or</li> <li>— who do not want to be underwritten.</li> </ul>

## Target market – Optional Illness Cover

<b>Objective of consumers in the target market</b>	<p>The target market for the product comprises of consumers who are looking for cover that provides a lump sum payment if the Life Insured is diagnosed with an insured condition of specified severity.</p> <p>Consumers who are not looking for cover that provides a lump sum payment in the event the Life Insured is diagnosed with an insured condition of specified severity are not part of the target market of the product</p>
<b>Financial situation of consumers in the target market</b>	<p>The target market for the product comprises of consumers who have the financial capacity to fund the costs of cover in accordance with the stepped premium structure, over the period they intend to hold the cover.</p> <p>Consumers who do not have the financial capacity to fund the costs of cover over the period they intend to hold the cover are not part of the target market of the product. Consumers 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 for the product comprises of consumers who have a need, or may in the future have a need, to pay for outstanding financial commitments, or to provide for dependents or to cover ongoing living expenses in the event the Life Insured is diagnosed with an insured condition of specified severity.</p> <p>Consumers who can pay for outstanding financial commitments, provide for dependents, or to cover ongoing living expenses in the event the Life Insured is diagnosed with an insured condition of specified severity are not part of the target market of the product.</p>
<b>Appropriateness of the product for the target market</b>	<p>The target market comprises of those who have or expect to have outstanding financial commitments, or a need to provide for dependents, or to cover ongoing living expenses that will not be satisfied in the event the Life Insured is diagnosed with an insured condition of specified severity.</p> <p>As the product pays a lump sum when an insured condition of specified severity is met and is only available for those meeting the eligibility criteria set out above, this product is therefore likely to be consistent with the likely objectives, financial situation and needs of consumers in the target market.</p> <p>The target market is also limited to consumers who have the financial capacity to pay premiums, and as a result the product is likely to be consistent with the likely financial situation of consumers in the target market.</p>

## Distribution conditions

Any regulated person who engages in retail product distribution conduct, other than excluded conduct (such as the provision of personal advice), must comply with the following distribution conditions for the product.

<b>Distribution conditions: Personal advice</b>	<p>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.</p> <p><b>This product is not to be distributed through personal advice.</b></p>
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## Distribution conditions

<p><b>Distribution conditions: General advice – online</b></p>	<p>The following distribution conditions apply to any retail product distribution conduct, other than excluded conduct (such as the provision of personal advice), which occurs through an online channel:</p> <ul style="list-style-type: none"> <li>– The distributor of the online channel must be approved by TAL Life.</li> <li>– The online channel 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>– The online channel 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>– The online channel must make available a PDS of the product to consumers.</li> <li>– If the online channel is licenced, used or white labelled via a distributor who makes accessible the online channel to consumers, that distributor must also be approved by TAL Life.</li> </ul>
<p><b>Appropriateness of the distribution conditions: General advice – online</b></p>	<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 the online channel 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.</li> <li>– the requirement for the online channel to display information on 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>
<p><b>Distribution conditions: General advice – call centre</b></p>	<p>The following distribution conditions apply to any retail product distribution conduct, other than excluded conduct (such as the provision of personal advice), which occurs through a call centre channel:</p> <ul style="list-style-type: none"> <li>– The distributor of the call centre channel must be approved by TAL Life.</li> <li>– The call centre channel must have in place processes in relation to call scripts, training, monitoring and quality assurance designed to ensure the appropriate distribution of the product.</li> <li>– The call centre channel 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>– The call centre channel 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>– The call centre channel must make available a PDS of the product to consumers.</li> </ul>

## Distribution conditions

<p><b>Appropriateness of the distribution conditions:</b> <b>General advice - call centre</b></p>	<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 the call centre channel 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.</li> <li>— the requirement for the call centre channel to provide information on 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>
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## Review triggers

<p><b>Review trigger 1</b></p>	<p><i>Description:</i></p> <ul style="list-style-type: none"> <li>— 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.</li> </ul> <p><i>Reporting information:</i></p> <ul style="list-style-type: none"> <li>— Changes to relevant regulation, legislation and instruments.</li> </ul> <p><i>Reporting period and review obligation:</i></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>
<p><b>Review trigger 2</b></p>	<p><i>Description:</i></p> <ul style="list-style-type: none"> <li>— Product performance is materially inconsistent with TAL Life’s expectations of the appropriateness of the product for consumers having regard to: <ul style="list-style-type: none"> <li>— claim ratios by cover type.</li> <li>— the number of paid, denied and withdrawn claims.</li> <li>— the number of policies sold.</li> <li>— Policy lapse rates.</li> <li>— percentage of applications not accepted.</li> </ul> </li> </ul> <p><i>Reporting information:</i></p> <ul style="list-style-type: none"> <li>— Claims ratio by cover type.</li> <li>— Number of paid, denied and withdrawn claims.</li> <li>— Number of policies sold.</li> <li>— Policy lapse rates.</li> <li>— Percentage of applications not accepted.</li> </ul> <p><i>Reporting period and review obligation:</i></p> <ul style="list-style-type: none"> <li>— TAL Life must collect the reporting information and review these factors every 6 months.</li> </ul>

## Review triggers

<p><b>Review trigger 3</b></p>	<p><i>Description:</i></p> <ul style="list-style-type: none"> <li>— 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.</li> </ul> <p><i>Reporting information:</i></p> <ul style="list-style-type: none"> <li>— The nature of each complaint and the total number of complaints received in relation to the product within the reporting period.</li> </ul> <p><i>Reporting period and review obligation:</i></p> <ul style="list-style-type: none"> <li>— TAL Life must review and consider complaints data every 6 months.</li> <li>— Distributors must report complaints data to TAL Life every 6 months, with reports required within 10 business days of the end of the reporting period.</li> </ul>
<p><b>Review trigger 4</b></p>	<p><i>Description:</i></p> <ul style="list-style-type: none"> <li>— Significant change to the design or distribution of the product which TAL Life considers could result in a change to:             <ul style="list-style-type: none"> <li>— whether the product is likely to be consistent with the likely objectives, financial situation or needs of the target market.</li> <li>— the distribution conditions required to ensure that the product is likely to be issued to consumers who are within the target market.</li> </ul> </li> </ul> <p><i>Reporting information:</i></p> <ul style="list-style-type: none"> <li>— Any significant changes to the design or distribution of the product.</li> </ul> <p><i>Reporting period and review obligation:</i></p> <ul style="list-style-type: none"> <li>— TAL Life must monitor and consider any significant change to the design or distribution of the product.</li> </ul>
<p><b>Review trigger 5</b></p>	<p><i>Description:</i></p> <ul style="list-style-type: none"> <li>— TAL Life determines that a significant dealing in the product outside the target market (except for an excluded dealing) has occurred.</li> </ul> <p><i>Reporting information:</i></p> <ul style="list-style-type: none"> <li>— Any dealing in the product which the regulated person becomes aware of is not consistent with this TMD.</li> </ul> <p><i>Reporting period and review obligation:</i></p> <ul style="list-style-type: none"> <li>— TAL Life must promptly review and consider any significant dealing reported to it.</li> <li>— TAL Life must also consider any dealing it considers to be a significant dealing in the product outside the target market.</li> <li>— Any dealing outside the target market must be reported by a distributor to TAL Life as soon as practicable, and in any case within 10 business days of the distributor becoming aware of the significant dealing.</li> </ul>

## Review triggers

### Review trigger 6

*Description:*

- The use of a product intervention power 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.