

Target Market Determination (TMD)

Leasexpress Motor Fleet

Issuer: QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239 545

Product Disclosure Statement (PDS) this TMD relates to	Leasexpress Motor Fleet (QM7968)
TMD applies to policies commencing or renewing effective from	17.01.2025
First publication date of this TMD	05.10.2021

Information included in this TMD

This TMD describes:

- the product and its key attributes
- who this product is suitable for (the target market) and who it is unsuitable for (outside the target market)
- how this product must be distributed, including any conditions and restrictions
- reporting obligations for distributors
- when this TMD will be reviewed.

The TMD doesn't consider a customer's personal needs, objectives, and financial situation. Customers should refer to the Leasexpress Motor Fleet PDS, and any Supplementary PDS to ensure the product is right for them.

Product Description

This product has been designed to provide the following cover for leased vehicles:

It offers

- Comprehensive cover

Before making a decision about the product, customers should read the PDS. It provides complete information about the insurance coverage, exclusions, excesses, restrictions and conditions, claims processes and the rights and obligations of the customer.

Cover: Comprehensive

Target Market

This cover is suitable for customers who:

✓	<p>own:</p> <ul style="list-style-type: none">• a passenger vehicle such as a sedan, hatchback, wagon, 4WD, SUV, utility or van not exceeding 2 tonne carrying capacity;• motorcycle. <p><i>This TMD relates to vehicle types that fall within the definition of a 'motor vehicle' (and are therefore considered to be part of an insurance product provided to a person as a 'retail client') under the Corporations Act 2001 (Cth) and Corporations Regulations 2001 (Cth). Other vehicle types that are not considered to be part of an insurance product provided to a person as a retail client may be accepted under this cover.</i></p>
✓	<p>use their vehicles for:</p> <ul style="list-style-type: none">• private use;• executive use;• business use (other than one of the usage types excluded below in the section 'Customers NOT in the Target Market'); or• car sharing provided that any fares charged do not involve commercial use for profit.

This cover is only suitable for customers where **all** the above apply.

This cover is **NOT** suitable for customers who:

✗	<p>want cover for vehicles that are:</p> <ul style="list-style-type: none">• watercraft of any kind;• experimental or prototype vehicles; or• aerial devices of any kind
✗	<p>want cover for vehicles used in relation to (but not limited to):</p> <ul style="list-style-type: none">• racing or speed trials;• operating airside (within the airport); or• carrying passengers for hire, fare or reward.
✗	<p>want financial protection for third party legal liability if their vehicles are unregistered.</p>
✗	<p>want cover for vehicles are not located in Australia.</p>
✗	<p>require cover for Compulsory Third-Party insurance (CTP) for bodily injury cover as a result of a car accident. This cover is only available under a CTP policy.</p>

This cover is not suitable for customers where **any** of the above apply.

Likely Needs, Objectives and Financial Situation and Needs of Customers in the Target Market and consistency with the product's key attributes

Likely need and objectives of customers in the target market	Key Product Attributes consistent with likely needs and objectives of the target market
Cover for damage to or theft of their motor vehicle to reduce the unexpected financial costs to repair or replace their vehicle when it is accidentally or maliciously damaged or stolen.	Provides cover for the cost to repair or replace the customer's vehicle if it is accidentally lost or damaged due to incidents such as collision or impact, theft or attempted theft, weather events (such as hail, flood or storm), or malicious damage.
Cover for damage caused to another person's vehicle or property by the use of their vehicle, to reduce the unexpected financial costs they are liable to pay.	Provides cover for loss or damage to another person's vehicle or property the customer is liable to pay arising from the use of the customer's vehicle.

Likely financial situation of customers in the target market	Key Product Attributes consistent with the likely financial situation of the target market
<ul style="list-style-type: none"> Pay the premiums which may increase from year to year; or Meet payment commitments by paying premium in instalments. 	The premium will be remitted to QBE from customer's lease payment on a monthly basis.
Pay the standard excess selected and any additional excesses.	<p>A standard excess applies to all claims.</p> <p>Customers can choose to:</p> <ul style="list-style-type: none"> pay more premium to pay less at the time of the claim where an excess would apply; or pay less premium, to pay more at the time of a claim where an excess would apply. <p>Additional excesses that may apply are:</p> <ul style="list-style-type: none"> Age or Inexperienced driver excess; Off Road Excess.
Bear 100% of the costs that exceed policy limits and/or the value of the customer's vehicle which they have insured.	Customers may be faced with bearing all of the costs and/or loss where the additional benefits limits or amount they have insured their vehicle for have been exhausted.
Pay 100% of the costs upfront prior to being reimbursed for certain Additional and/or Optional benefits.	<p>Customers will need to pay the costs upfront for certain additional benefits before being reimbursed, when a claim is accepted such as:</p> <ul style="list-style-type: none"> Emergency Repairs; Returning the vehicle after stolen; Hire car costs following theft or accident; Travelling and accommodation expenses; Funeral expenses.
In the event of a total loss and the premium is paid by instalments, we will deduct any outstanding premium from the Total Loss settlement.	

Based on QBE's assessment of the key terms, attributes and eligibility criteria, the insurance cover for Comprehensive is likely to be consistent with the needs, objectives and financial situation of customers in the target market.

Other Key Product Attributes

Key Limits	
Sum Insured	Damage to the vehicle: <ul style="list-style-type: none"> we'll pay up to its market value, calculated at the time the vehicle is assessed as a total loss.
Legal Liability Limit	\$32,500,000
Other policy limits including additional benefit sub-limits apply	The insurance cover is subject to maximum insured limits and these are set out in the policy schedule. Other claims limitations and conditions are specified in the PDS (and any Supplementary PDS).

Key Exclusions	
Cyber	There is no cover under the product for claims arising from, or in connection with, a cyber incident.
Driver	The product does not cover any loss or damage, if the vehicle was being driven by someone: <ul style="list-style-type: none"> who does not hold a legal driving licence to drive the vehicle in Australia; whose faculties are impaired by any drug or intoxicating liquor; whose blood alcohol reading exceeds the legal limit (unless there is a law that says otherwise); who following an accident, refuses to provide or allow the taking of a sample of breath, blood or urine for testing or analysis as required by the law of any State or Territory in which the accident occurred.
Use of Vehicle	There is no cover under the product for: <ul style="list-style-type: none"> loss or damage if it is let on hire, used to carry passengers for payment, other than private pooling arrangements, or to carry other people's goods for payment; liability if the vehicle is not registered for use on a public road.
Reasonable Care	There is no cover under the product for: <ul style="list-style-type: none"> loss of or damage if reasonable steps to protect or safeguard the motor vehicle have not been taken; loss of or damage when it is used in an unsafe condition, and the customer knew or should have known that it was unsafe to use; any loss damage or liability arising out of a deliberate act by the customer or anyone acting with their permission except when it is to avoid or reduce damage which would otherwise happen; or any loss damage or liability arising out of any intentional criminal or dishonest act by the customer or any person acting with their consent.
Condition of the vehicle	There is no cover under the product for: <ul style="list-style-type: none"> loss or damage caused by depreciation, wear, tear, rust or corrosion; or loss or damage due to failure or breakdown of a structural, electrical, mechanical or electronic nature.
Consequential loss	There is no cover under the product for financial or non-financial consequential loss related to damage to a customer's motor vehicle (for example, lost profits or income because the vehicle can't be used).

Key Exclusions

Claims

The customer must not authorise repairs to a customer's vehicle without QBE's prior consent.

However, they may authorise:

- the fitting of an identical replacement windscreen or window glass;
- repairs up to \$500 (over and above any applicable excesses) if the customer is more than 150 kilometres from the normal nightly parked address and they are necessary to enable the customer to continue their journey. If the vehicle is a Ute or van and is registered for business use, the maximum amount payable is increased to \$2,000.

Death or injury

There is no cover under the policy for death or injury.

[Other policy exclusions apply](#). Please refer to the PDS (and any Supplementary PDS) for a complete list of policy exclusions.

Distribution

This product has been appropriately designed to be distributed through Lease Express Pty Ltd (Lease Express). The product and the systems it is distributed through have been designed for a customer seeking insurance through Lease Express. Lease Express has taken reasonable steps to understand the key product attributes and align distribution to customers in the target market.

Distribution Restrictions	Leasexpress Motor Fleet (QM9087) can only be sold by Lease Express Pty Ltd, ABN 53 098 169 665. Lease Express is a distributor of Marsh Advantage Insurance Pty Ltd (Marsh), ABN 31 081 358 303, AFSL 238369.
Distribution Conditions	<p>Leasexpress Motor Fleet (QM9087) can only be sold to persons that are eligible for cover in accordance with the application and/or renewal criteria that has been approved in writing by QBE and which complies with the law (Application Process).</p> <p>The Application Process has been tailored to identify the target market described in this TMD as part of the eligibility criteria. The use of this Application Process will make it more likely that the product will be acquired by persons within the target market.</p> <p>The application process is comprised of the following:</p> <ul style="list-style-type: none"> • Internal underwriting accreditation or delegated authority program; • QBE staff monitoring program; • Underwriting guidelines. <p>Lease Express must make this TMD available free of charge on request.</p>
Distribution Method	<p>Leasexpress Motor Fleet (QM9087) can be sold via direct contact between the customer and Lease Express.</p> <p>Leasexpress Motor Fleet (QM9087) is not available online for customers to purchase directly.</p>

Reporting Obligations

Dealings outside the target market	Marsh and QBE	<p>Lease Express will report to QBE if it becomes aware of a dealing outside of the target market that is inconsistent with the TMD and which QBE has not already approved.</p> <p>QBE will report to the regulator any significant dealing outside the target that is inconsistent with the TMD.</p>	<ul style="list-style-type: none"> the date (or date range) the dealing occurred; details about the dealing(s); any steps or actions taken to mitigate this dealing; and any steps or actions taken to stop or prevent any further dealings outside the target market from occurring. 	As soon as practicable and, by no later than 10 business days after the date Lease Express or QBE becomes aware of the dealing.
Complaints and feedback	Marsh and QBE	<p>Lease Express will report to QBE complaint and feedback information received about the product.</p> <p>QBE will report any complaint or feedback information received about the product.</p>	<ul style="list-style-type: none"> the number of complaints received about this product during the reporting period; and a brief summary about the nature of every complaint received and any steps taken to address the complaint. 	Every 3 months
Orders, direction or feedback from Regulator, Code Governance Committee or AFCA	Marsh and QBE	Any order, direction or feedback from a regulator, Code Governance Committee or AFCA related to the product or how it is distributed.		As soon as practicable and, by no later than 10 business days after the date the the feedback, direction or order was received.
Periodic Product Reviews Outcomes	QBE	Outcomes from the Periodic Product Reviews conducted.	<ul style="list-style-type: none"> Data reviewed; Data analysis outcomes; Review outcome decisions. 	Every 2 years or sooner if the review was conducted prior.

TMD Review

TMD Reviews	Information QBE will use to review the TMD
Review Period	This TMD will be reviewed 12 months after the date it is first published, and it will be periodically reviewed once every 2 years thereafter.
What may trigger a review prior to periodic review	<p>The events or circumstances that may trigger a review prior to a scheduled periodic review date include QBE becoming aware of:</p> <ul style="list-style-type: none"> • the nature or numbers of complaints or feedback provided about the product's design or distribution that indicate significant or systemic issues, reasonably suggesting the TMD is no longer appropriate; • a material change to the product (including the PDS and the Application Process) or distribution conditions, or to the information or the assumptions which the target market is based on, which reasonably suggests the TMD is no longer appropriate; • a material incident in relation to the product's design and distribution which reasonably suggests the TMD is no longer appropriate; • any: <ul style="list-style-type: none"> ○ change of relevant legislation, regulations or regulatory guidance; or ○ direction or order from a regulator, the Code Governance Committee or AFCA related to the design of the product or its distribution, that reasonably suggests the TMD is no longer appropriate; • a significant dealing outside the TMD occurring that reasonably suggests the TMD is no longer appropriate. <p>Relevant thresholds indicating possible adverse outcomes are stored within QBE's internal retail Product Governance arrangements.</p>