

Acer Accidental Damage Insurance and Acer Accidental Damage, Accidental Loss and Theft Insurance

Target Market Determination (TMD)

(5 October 2023)

Target Market Determination (TMD) for the following VSC financial product – Acer Accidental Damage Insurance and Acer Accidental Damage, Accidental Loss and Theft Insurance, as offered through its Product Disclosure Statement (ACER AD&ADLT 0321/002 and ACER RES AD&ADLT 0321/002) prepared 1 March 2021.

A TMD is not intended to provide any financial product advice to you on the cover. We do not consider your personal needs, objectives or financial situation in providing any information in this TMD.

Please note, it is the Product Disclosure Statement that sets out the terms and condition of cover. You must refer to the Product Disclosure Statement before deciding about this insurance.

This TMD is issued by Virginia Surety Company, Inc (VSC) ARBN 080 339 957 AFSL 245579 and applies from 5 October 2023 and will continue to apply until this TMD is withdrawn.

About this document

A Target Market Determination is provided to assist you in determining whether this insurance is suitable for your needs.

Purpose of the insurance

Acer Accidental Damage Insurance and Acer Accidental Damage, Accidental Loss and Theft Insurance has been designed to assist with the repair or replacement of your Acer portable product should it be accidentally damaged, accidentally lost or stolen under certain circumstances.

Target Market

The insurance is designed for purchasers of an Acer portable product who wish to take out cover to protect themselves against some of the financial burden of having to repair or replace the portable product due to it being accidentally damaged through day to day handling of the product, accidentally lost or stolen under certain circumstances.

You have the flexibility of only protecting the Acer portable product against accidental damage or accidental damage, accidental loss and theft.

The insurance is only suitable if:

- you own the Acer product;
- the Acer product is of a portable nature; and
- you and your Acer product meet our eligibility criteria.

The insurance is not designed for:

- Acer products that are not of a portable nature;
- Purchasers who already hold insurance which covers the portable Acer product; and
- Purchasers who are not Australian residents.

When will this TMD be reviewed?

A review of the TMD will occur within 24 months of the applicability date of this document, 5 October 2023 and every 24 months following the last review. Each review will be completed within 90 days.

Events that may cause early reviews of the TMD are:

- If our underwriting criteria is materially altered such that it changes the nature of the insurance.
- If we change the way we distribute the insurance.
- Distribution of the insurance has been found to be flawed in that it is found a significant portion of customers do not match the target market.
- It is discovered that there is a material defect in the Product Disclosure Statement.
- Significant or systemic complaints are received from distributors or our customers on coverage stemming from claims issues, suggesting the TMD is no longer appropriate.
- Information provided by regulators (ASIC or APRA) or the code governance committee indicating the TMD may no longer be appropriate.

Distribution of the insurance

The insurance may only be purchased through VSC authorised representatives licensed under an AFSL holder, utilising VSC approved underwriting conditions.

Cover may only be issued in accordance with the prevailing law.

Where the distributor discovers insurance was issued to a customer: outside of the TMD; outside of the underwriting conditions; by untrained and unauthorised personnel; not in accordance with the prevailing law; or through pressure selling, they are to record the incident and provide the information to VSC as soon as practicable after they became aware of the matter but no later than 10 days from becoming aware.

Complaints reporting by distributors

Distributors are required to inform VSC about complaints in relation to the insurance in accordance to the industry's code of practice. In addition, it is a requirement at law for distributors to record these customer complaints and provide copies of these records to VSC within ten days of the end of each calendar month.