

Target Market Determination

Clover OneHome – Accidental Damage

Occupancy Type: Long Term Rental (Landlord)

Start date: 09/08/2023

About this Target Market Determination (TMD)

This TMD:

- Is a guide to understand the general suitability of this product.
- It does not consider your personal needs, objectives and financial situation, and
- Provides information and examples but not a complete list of the eligibility or terms, conditions and exclusions that apply to this product.

To fully understand the terms and conditions of this product, you need to read the OneHome – Accidental Damage Product Disclosure Statement (PDS) at cloverinsure.com.au/home-product and any other policy documents before deciding if this product is suitable for you.

If you are a customer and have already purchased this product, you should review the information we have provided to you whenever your circumstances change, to make sure the product is still right for you.

This TMD applies to the OneHome - Accidental Damage product where “Long Term Rental” is the occupancy type and either Building and/or Contents cover is selected and specified on your policy schedule.

About this Product

The OneHome - Accidental Damage product allows customers to choose from building or contents cover (or both), includes legal liability cover and has several optional coverage extras. The product has different features dependent on the occupancy type.

In respect of landlords, the product has been designed to meet the needs of those who wish to protect against financial loss that may result from accidental loss, accidental damage or accidental destruction to their home building within Australia which is rented to a tenant, or contents owned by the landlord which are items left for the tenants to use. This includes where the damage, loss or destruction is the result of a natural peril (which includes bushfire, cyclone, earthquake, flood and storm).

Other key eligibility requirements to consider prior to purchasing this insurance product include the type and use of residential buildings. This product is appropriate for domestic residential buildings that you own or are legally liable for that you rent to a tenant. Residential building types which are covered are separate (freestanding) houses, semi-detached houses, units or flats. For landlords contents cover only it is also acceptable for the residential building to be a strata title building or a building registered under a body corporate.

For this product “building” includes the private domestic residence and other outbuildings and fixtures and fittings and structural improvements. Under this product “contents” include items left for the tenants use such as household goods, furniture, unfixed carpets, floor rugs, curtains and internal blinds, portable domestic appliances (not permanently connected to the building) but not portable electronic equipment, not permanently installed swimming pools, spas and saunas (including unfixed accessories), fixtures and fittings that have been installed if you are the owner of a strata title unit, but excluding fixtures and fittings the body corporate has insured.

The product can be tailored to suit personal needs. This can be based on the replacement value of your building or contents (as applicable), options for an excess, the selection of certain optional covers and premium payment arrangements.

This product is appropriate for customers who can afford to pay the premium. Customers should also be aware of the excesses which may apply in the event of a claim. Please see the PDS and Premium, Excess and Discount Guide (PEDG) for further information.

A key feature of OneHome – Accidental Damage Insurance cover for Landlords is cover for:

Accidental damage	✓
Accidental loss	✓
Accidental destruction	✓

Optional Coverages

The following optional covers can be added to your OneHome Accidental Damage Contents policy. These options will alter your premium. Please see the Premium, Excess and Discount Guide for more information.

Mechanical Breakdown	X
Hobby Farm	X
Choice of Excess - Sudden escape of Liquid	✓
Choice of Excess - Natural Peril	✓
Pontoons/Jetties/Wharves or similar	✓
Specified Portable Contents	X
Specified Valuable Contents	X
Loss of Rent	✓
Rent Default	✓
Theft By Tenant	✓

Legal Liability

A further key features of OneHome – Accidental Damage Insurance cover for landlords is legal liability

Liability cover provides protection to the home owner (landlord) if they become liable for damage to someone’s property (other than that of the home owner/landlord or their family), or death of or bodily injury to any other person (other than that of the home owner/landlord or their family).

- If building cover is taken out, this cover is for events that occur at the insured address.
- If contents cover is taken out this cover is for events that occur anywhere in Australia other than at your insured address, excluding common property.

Who this product is not suited for

This product is not suitable for landlords where:

- their building is:
 - used for the purposes of a business, trade or profession.
 - used for short-term rentals, including hotels, motels, boarding houses or bed and breakfasts.
 - not kept in good repair and condition, or is not structurally sound, watertight, secure and well maintained or where reasonable protection for the building or contents cannot be provided.
 - a house at an insured address that is used for mixed residential and commercial use.
 - a houseboat.
 - a nursing home, retirement village, a display or exhibition house.
 - not being occupied as a long term rental.
 - constructed with asbestos as a building material.
- their insured address either does not have a domestic residential building on it or there is a mix of residential and non-residential (for example commercial) buildings on it.

- their insured address has an underground/below-ground domestic residence (known as a dugout), even if this is only part of a building.

This insurance may not be right for you if

- You require cover for flood, earthquake, named cyclone or bushfire within 72 hours of purchasing this product, as cover for these events is not provided within this timeframe, unless the home was continuously insured before this policy was taken out.
- You do not have a written rental agreement with the tenant in place, as cover for malicious damage or theft involving the tenant, loss of rent or rent default will not be provided when there is no written rental agreement.
- Your insured address is likely to be affected by actions of the sea, storm surge, high tide or tsunami as this product does not provide cover for these events.
- Farming activities or a business are being run from the insured address.
- Your buildings are:
 - unoccupied or are expected to be unoccupied for a continuous period of more than 60 days.
 - under construction, under renovation or unliveable.
 - located on more than 20 hectares of land.

You will be asked a number of questions when applying for the product that help to determine if you are within the target market for this product and if we will insure you and your building and/or contents. You should always answer these questions accurately and check with us if you are not sure what a question means. Providing an incorrect answer may result in you purchasing a product that isn't suited to your objectives, financial situations or needs.

Distribution conditions

Clover OneHome Listed Events Contents Insurance can be purchased via our intermediary partners (distributors). By completing the application questions on your behalf, they will help to determine if you are within the target market for this product.

This product can only be issued to people where they are eligible for cover in accordance with the application and/or acceptance/renewal criteria that has been approved in writing by the issuer and which complies with relevant laws.

We will collect and require our distributors to report on the following information in relation to this TMD:

Complaints	All complaints in relation to this product on a monthly basis. This will include written details of the complaints.
Sales data	Relevant sales and customer data in relation to this product on a monthly basis.
Claims data	Where relevant, claims data in relation to this product on a monthly basis.
Significant dealings	Report if we or they become aware of a significant dealing in relation to the product that is inconsistent with the TMD within 10 business days.
TMD data	Any occasions where this product has been sold contrary to the TMD or where we or our distributors become aware that the TMD may no longer be suitable on a monthly basis.

Reviewing this Target Market Determination

We will review this TMD if:

- There are amendments to our Product Disclosure statements that change the cover provided.
- New restrictions are introduced on what we will insure.
- There is a material change in the criteria of the risks we accept.
- We introduce other ways in which our products are sold.
- We identify there may be a product suitability issue following reviews of our complaint and claims data.
- We or our distributor identify a significant dealing that is not consistent with this TMD.
- There are material changes in our product suitability metrics such as:
 - Customer satisfactions.
 - Product acceptance, or
 - Financial performance.

This TMD will be reviewed and updated within one year of the effective date and every two years thereafter.

Where a review trigger has been identified, this TMD will be reviewed within 10 business days.

Questions

If you have any questions about our products or this Target Market Determination, please contact us on (02) 9000 6180

Effective date: 9 August 2023
Issuer: Clover Insurance Pty Ltd, ABN 19 653 550 371, AFS Licence No. 538528
Underwriter: RAC Insurance Pty Ltd ABN 59 094 685 882, AFS Licence No. 231222.