PassportCard

Travel Insurance

Target Market Determination

Leisure Travel Insurance - International Comprehensive & Domestic

Leisure Travel Insurance Flexi Cover

Effective from: 8 September 2026
Next review date: 12 months after Effective Date
Review period: Every 2 years

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What is a Target Market Determination?

A **Target Market Determination** is a document which describes who a product is suitable for, who it is not suitable for, and any conditions around how the product can be distributed to customers.

It also describes the events or circumstances where we may need to review the Target Market Determination.

Who is the Insurer?

The Insurer is the APRA authorised insurer, Guild Insurance Limited ABN 55 004 538 863, AFSL 233791.

The Insurer can be contacted at:

171 Collins Street
Melbourne Vic 3000
Telephone: 1800 810 213

To find out more about the Insurer visit the website: www.guildinsurance.com.au.

What is the relationship between PassportCard and the Insurer?

PassportCard Australia Pty Ltd ABN 76 621 476 220, AFSL 551057 acts under binding authority from the Insurer, Guild Insurance Limited ABN 55 004 538 863, AFSL 233791.

Why do we need a Target Market Determination?

We're required to have a Target Market Determination under the Corporations Act 2001 (Cth). This is to make sure we're keeping customers at the centre of our approach to the design and distribution of our financial products.

A Target Market Determination is designed to describe the target market for a product by explaining:

- who the product is designed for and their likely objectives, financial situation and needs
- who the product is not designed for
- distribution conditions for the product
- reporting criteria, and
- review conditions for this product.

However this Target Market Determination isn't intended to provide any advice and doesn't take into account any individual's personal needs, objectives or financial situation, so it may not suit their personal circumstances.

It also doesn't form part of or replace the terms and conditions set out in the respective Combined Financial Services Guide and Product Disclosure Statements (PDS). Customers should read the respective PDS before buying our travel insurance to decide whether the cover provided is right for them.

Who is eligible to buy these products?

These products are only available for purchase by travellers over the age of 18 who:

(a) are citizens of Australia who normally live in Australia; or
(b) are permanent residents of Australia; or
(c) are non-permanent residents who hold valid visas to live, work or study in Australia and hold active private health insurance, and who intend to depart from and return to their Home during the period of insurance;

and who intend to depart from and return to the place where they normally reside in Australia during the period of insurance.

Who are these products designed for?

This TMD relates to the Comprehensive or Flexi Cover for travel outside Australia, and Domestic policies provided by the Leisure Travel Insurance - International Comprehensive & Domestic Combined Financial Services Guide and Product Disclosure Statement, and the Leisure Travel Insurance - International Flexi Cover Combined Financial Services Guide and Product Disclosure Statement.

These products are designed for people who travel either overseas or within Australia and who want protection against certain unexpected costs, expenses and liability during their journey. These people are able to select appropriate levels of cover which are relevant to their own personal objectives, needs and circumstances.

The products covers people who:

(a) Are aged eighteen (18) years old or older,
(b) are dependent(s), meaning unmarried child(ren) (including step or legally adopted children) who:
    (i) are under 19 (nineteen) years of age; or
    (ii) are under 25 (twenty-five) years of age and a full-time student at an accredited institution of higher learning; and

    at the time of an event giving rise to a claim, are primarily dependent on them for maintenance and support, and are travelling with them on the journey, (Note: any dependent under the age of 16 (sixteen) must travel under adult supervision)
(c) may wish to use the PassportCard for instant payments on selected claims, and
(d) can fund the upfront claims cost prior to reimbursement where the PassportCard is not used or selected and/or the out-of-pocket costs are more than policy limits and sub limits.

Comprehensive and Domestic

The Comprehensive and Domestic policies contains standard covers such as cover for:

(a) non-refundable cancellation costs due to cancelling a trip before commencement of a journey or to come home early due to claimable circumstances
(b) loss of luggage and personal effects
(c) travel delay expenses
(d) accidental death due to injury on the journey
(e) permanent disability as a result of an injury on the journey
(f) personal liability due to injuring someone else or damaging someone else’s property.

The Comprehensive policy also has standard cover for:

(a) overseas medical and dental expenses
(b) hospital related expenses.

These covers are only available for International policies and not for Domestic policies, as general insurers are not permitted by law to cover medical, dental or hospital expenses in Australia.

Optional covers for Comprehensive and Domestic are also available for:

(a) medical expenses and evacuation resulting from an injury or sickness while cruising,
(b) search and rescue expenses incurred during the trip
(c) cancellation of special events
(d) cancellation of a trip due to the sudden life-threatening illness or death of a dog or cat
(e) certain snow sports activities or specified adventure activities

Flexi Cover

The Flexi Cover product provides customers with a modular approach to cover, allowing them to select only the benefits they require.

Flexi Cover includes the following core benefits:

(a) overseas medical and dental expenses
(b) personal liability
(c) hospital-related expenses (International policies only)

All other benefits that are included as standard under the Comprehensive product may be selected by customers to meet their individual travel needs. These optional benefits include, but are not limited to:

(a) non-refundable cancellation costs due to cancelling a trip prior to commencement or cutting a journey short due to claimable circumstances
(b) loss of luggage and personal effects
(c) travel delay expenses
(d) accidental death due to injury on the journey
(e) permanent disability resulting from an injury on the journey
(f) medical expenses and evacuation resulting from an injury or sickness while cruising
(g) search and rescue expenses incurred during the trip
(h) cancellation of special events
(i) cancellation of a trip due to the sudden life-threatening illness or death of a dog or cat
(j) cover for certain snow sports or specified adventure activities

The list of benefits of who the product is designed for is not exhaustive, and a customer should read the respective PDS before making a decision about a product.

Who are these products NOT designed for?

These products are not designed for people who:

(a) do not want to declare their pre-existing medical condition
(b) are over 85 years old and who have not been certified by their doctor as being medically fit to travel
(c) want cover for cancelling or changing their trip in relation to the health of a relative who is over the age of 85
(d) are more than 26 weeks pregnant with a single pregnancy
(e) have experienced complications with a current or previous pregnancy
(f) are pregnant and the conception was medically assisted, for example, using assisted fertility treatment including hormone therapies or IVF
(g) are experiencing a multiple pregnancy (for example twins or triplets)
(h) need cover for childbirth or for the health of a newborn child
(i) are travelling for the purpose of seeking medical or dental advice or review, to have medical or dental procedures, or to participate in a clinical trial
(j) are travelling against medical advice, who know (or a reasonable person would know) they are unfit to travel, or who have been diagnosed with a terminal illness
(k) need cover for circumstances which were known or foreseen at the time the policy was purchased that could lead to the journey being delayed, abandoned or cancelled
(l) are travelling to participate in any sporting or high-risk activity that is not covered in the respective PDS
(m) buy travel insurance in order to make a claim for something that has already happened, and which has affected their travel plans or caused financial loss
(n) are going on an ocean cruise, unless they elect to take out the optional cover - Ocean Cruising
(o) are planning to engage in snow sports, adventure activities, water sports, cycling, karting, or off-road touring, unless they elect to take out optional cover - Snow Sports or Adventure Activities
(p) need cover for personal liability or permanent disability while engaging in or are planning to engage in snow sports, adventure activities, water sports, cycling, karting, or off-road touring or other optional activities
(q) are planning to ride:
    (i) a motorcycle or moped and do not have an appropriate driving licence for the country they are visiting; and/or
    (ii) a motorcycle rated 250cc or higher and do not have a valid and current Australian licence for that class of motorcycle and have not taken out Adventure Activities
(r) are under 18 years old and looking to purchase insurance online
(s) want cover for a Domestic trip where they are travelling less than 250km from home and have not purchased at least one night's accommodation

The examples of who these products are not designed for is not exhaustive, and a customer should read the respective PDS before making a decision about a product.

What cover is available?

There are three types of policies available based on the destination of travel:

Comprehensive and Flexi Cover are for travel outside of Australia, but that may include some travel within Australia as part of the trip.

Domestic is for travel solely within Australia.

It is important that customers read the respective PDS before buying our travel insurance to decide whether the cover provided is right for them and understand all the limits, terms, conditions and exclusions under each plan.

How do we distribute these products?

These products are designed to be distributed by PassportCard, its representatives and intermediary partners or insurance brokers. These channels are monitored by PassportCard (on behalf of the Insurer) and PassportCard will have oversight over how the products are promoted and issued.

Travellers can purchase these products from:

- us via our website or over the phone
- PassportCard's representatives (including its staff or intermediary partners), or
- insurance brokers.

Only these people are authorised to distribute these products as they:

- understand the market these products have been designed for
- have been trained in the terms and conditions of these products, and the eligibility, underwriting and acceptance criteria
- have the appropriate levels of authority, and
- are monitored through appropriate controls to ensure that sale of the products conforms with procedures.

Conditions and restrictions that may impact the distribution of these products include:

- compliance with underwriting criteria, and
- regulatory requirements and obligations.

PassportCard considers that these conditions are appropriate and are of a nature that it is likely that these products will be distributed to the target market.

What must we report to the Insurer?

We must report the following information to the Insurer, so we can ensure this Target Market Determination remains appropriate:

- all complaints about these products and the nature of them. We must provide this information as soon as possible, but no later than every 3 months
- if there have been any significant dealings in the products by the representative, intermediary or insurance broker which are not consistent with this Target Market Determination. We must provide this information as soon as possible, but no later than every 10 days
- claims data, such as any significant claim denials where the traveller was not within our target market. We must provide this information every 3 months.

When will we review this Target Market Determination?

We can review this Target Market Determination at any time to ensure that it continues to be appropriate. Our first review date will be 12 months from the Effective Date above and every 2 years after that, but if any of the following occur we may review it earlier:

- trends in customer outcomes which are not consistent with expected products performance including significant changes in declined claims, policy cancellations or loss ratios
- unexpected increases in customer complaints and adverse feedback
- changes in our underwriting, pricing and acceptance criteria
- changes in our relationships with our intermediaries
- if we make a material change to either PDS
- material incidents or an increase in the number of incidents which could indicate we may not be complying with our regulatory obligations
- a requirement from a regulator or a change in the law
- any significant dealings in the products which fall outside the target market.