

Machine Guard Service Contract

Target Market Determination

Category	Description
Product	The Service Contract product includes: • Service for your machinery in the event of sudden or unforeseen mechanical/electrical failure that occurs after the manufacturer’s warranty has expired; and • the support and technical assistance of a Service Contract administrator.
Issued by	Your authorised dealer as specified on your Service Contract (Dealer Name)
Effective Date	This determination was made on 1 st September 2024 (Effective Date)
Asset	The piece of machinery as specified on the Machine Guard Service Contract Schedule (Machine Model)
Product description and key attributes	The Service Contract product provides the customer with certainty of cover and convenience. The product provides customers with: 1. Certainty of cover for components of their asset A customer who opts to take out a Service Contract product want the certainty of knowing that if their machinery is faulty, it will be covered for a specific period of time. Customers who opt to take out a Service Contract product will obtain certainty as to the period of Service Contract covered and that the covered components specified in the Service Contract will be repaired or replaced in the event of a specified failure up to the specified benefit limit selected. This Service Contract product applies when the customer is no longer able to rely on the warranties provided by their manufacturer. 2. Easy claims handling process A customer who opts to purchase this Service Contract will also have access to an easy claims process which provides them with access to an Australia-wide network of approved repairers.
Who is the product for?	The Service Contract has been designed specifically for customers who want to manage the financial risks associated with their machinery experiencing an event of sudden or unforeseen specified component failure. If a customer obtains a Service Contract product, they will have certainty, subject to the terms and conditions of the Service Contract, knowledge of what will happen in the event of sudden or unforeseen specified component failure. This Service Contract is designed to cover: • A person currently living in Australia. • A person who purchases a new or used machinery asset. • A piece of machinery that meets the eligibility criteria dependent on Service Contract coverage.
Who is the product not for?	This Service Contract is not designed to cover: • A person living outside the territorial location of Australia. • A person who does not want to purchase or opt-in to a Service Contract. • An asset that does not meet the eligibility criteria dependent on Service Contract coverage or meets the roadworthy and registration requirements.

When will the TMD be reviewed?	We will review this determination every twelve months (Review Period) to ensure that it remains appropriate. The first review will be completed within the Review Period that starts from the Effective Date, with each consecutive review completed annually thereafter.
Review triggers	We will review this determination and cease marketing, promoting and selling the product when we determine a material event or circumstance has occurred in relation to any of the following: • Material complaints: material complaints from either customer or issuer (in number or significance) in relation to the terms of this product and/or the distribution conduct. Any received complaint will be acknowledged by the program administrator within 7 days. • Identification of a systematic issue: a material pattern of dealings in the product or of distributor conduct { where relevant) that is not consistent with the determination. • Product performance: evidence, as determined by us, of the performance of the product, in practice, that may suggest that the product is not appropriate for the target market. • Substantial product change: a substantial change to the product that is likely to result in the determination no longer being appropriate for the target market. • ASIC determining that distribution is no longer appropriate: ASIC has the ability to stop distribution activities in the case where there is a risk of customer detriment. The identification of a systematic issue would be based on a percentage of risk associated with a number of customers who obtain the Service Contract and are not within the Target Market Determination, nature and extent of the inconsistency and monetary loss occurred to those who are not in the Target market Determination.
Distribution Conditions	This product is designed to be marketed, promoted and sold in person via a authorised dealer who sells new and/or used machinery. The product is marketed and promoted by authorised dealers at the time the new and/or used machinery is sold to the customer. Authorised dealers have promotional materials in the form of: • posters displayed at the authorised dealers; and • product brochures that provide a snapshot of each product offering. This distribution is appropriate because it is sold as an incidental product to the purchase of an asset.
Reporting period	The reporting period for this determination is every twelve months (Reporting Period), with the first reporting period commencing from the of the Effective Date.

Note: This document has been created and made available to comply with design and distribution obligations under the Corporations Act 2001. This document is not a complete description of the Service Contract, and we advise all customers to read this in conjunction with the Product Document to ensure they are aware of all terms, conditions and exclusions applicable to the product.