

XLM Care Mechanical Protection Plan

Target Market Determination

Category	Description
Product	The Protection Plan Product includes: • protection for your asset 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 Protection Plan administrator.
Issued by	Your Selling Agent as specified on your Protection Plan (We, Us, Our)
Effective Date	This determination was made on 5th October 2021 (Effective Date)
Asset	Either a motor vehicle/motorbike/caravan as specified on the Mechanical & Electrical Protection Plan Schedule (Asset)
Product description and key attributes	The Protection Plan product provides the consumer with certainty of cover and convenience. The product provides consumers with: 1. Certainty of cover for components of their asset A consumer who opts to take out a Protection Plan product want the certainty of knowing that if their asset is faulty, it will be covered for a specific period of time. Consumers who opt to take out a Protection Plan product will obtain certainty as to the period of Protection Plan covered and that the covered components specified in the Protection Plan will be repaired or replaced in the event of mechanical & electrical failure up to the specified benefit limit selected. This Protection Plan product applies when the consumer is no longer able to rely on the limited Protection Plan provided by their manufacturer. 2. Easy claims handling process A consumer who opts to purchase this Protection Plan will also have access to an easy claims process which provides them with access to an Australia-wide network of approved repairers. 3. Additional cover for accommodation and car hire in the event of sudden or unforeseen mechanical breakdown of their asset A consumer who opts to take out a Protection Plan product will also get the additional benefit of contribution towards towing, accommodation and car hire assistance, up to a benefit limit of \$100 per claim for each additional benefit.
Who is the product for?	The Protection Plan has been designed specifically for customers who want to manage the financial risks associated with their asset experiencing an event of sudden or unforeseen mechanical & electrical failure. If a customer obtains a Protection Plan product, they will have certainty, subject to the terms and conditions of the Protection Plan, knowledge of what will happen in the event of sudden or unforeseen mechanical & electrical failure. This Protection Plan is designed to cover: • A person currently living in Australia. • A person who purchases a new or used asset. • An asset that meets the eligibility criteria dependent on Protection Plan coverage.

Who is the product not for?	This Protection Plan 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 Protection Plan. • An asset that meets the eligibility criteria dependent on Protection Plan 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 consumer detriment. The identification of a systematic issue would be based on a percentage of risk associated with a number of customers who obtain the Protection plan 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 Selling Agent who sells new and/or used assets. The product is marketed and promoted by Selling Agents at the time the new and/or used asset is sold to the consumer. Selling Agents have promotional materials in the form of: • posters displayed at the Selling Agent; 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 Protection Plan, 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.