

RAC Caravan & Trailer Insurance

Target Market Determination

About this Target Market Determination (TMD)

This TMD:

- » is a guide to understand the general suitability of this product,
- » 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 Product Disclosure Statement (PDS) at rac.com.au/policydocuments 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 this product is still right for you.

About this product

The RAC Caravan and Trailer Insurance product has been designed to meet the needs of those who live in Western Australia and wish to protect against a financial loss from the use of their caravan or trailer which is used for recreational or holiday purposes, permanent accommodation or as living quarters.

The key features of this product include cover for:

- » Accidental loss or damage to the caravan or trailer, including malicious damage.
- » Loss or damage to the caravan or trailer caused by fire, theft or attempted theft.
- » Liability for bodily injury to another person and accidental damage caused to another person's property arising from an incident which involves the trailer or caravan.
- » Some associated costs such as towing and removal of debris.
- » An amount up to the sum insured, called the agreed value.

Contents such as personal belongings, furniture, portable fridges and electrical appliances contained in the caravan or annexe are also covered for fire, lightning, explosion, collision, storm or flood and theft or attempted theft or malicious damage following forced entry. For those with more than \$1,000 of contents within their caravan, a higher specified value for contents can be nominated for an additional premium.

Who this product is not suitable for

The cover available with RAC Caravan and Trailer Insurance is not suitable if the caravan or trailer is:

- » Towed by a person not licensed to drive a motor vehicle or tow a caravan or trailer or who broke the conditions of their licence or permit.
- » Used on a public road in an unroadworthy condition or doesn't meet government transport regulations, including being unregistered.
- » Used contrary to the manufacturer's recommendations including being overloaded.
- » Hired out.
- » Used to deliver goods for a fee or carry passengers for a fee.
- » Used for business purposes or in connection with a business.



Insurance
For the better

RAC Caravan and Trailer Insurance may not be right for you if

- » You require cover for flood, storm or bushfire within 48hrs of purchasing this product, as cover for these events is not provided within this timeframe, unless the caravan or trailer were continuously insured before this policy was taken out.
- » You use your caravan or trailer to carry goods, stock or tools of trade connected with your work, you should consider if this product is right for you. This product does not cover goods, tools of trade or samples connected with your work or any other trade, or any container for these items.

When you complete a quote, or buy RAC Caravan and Trailer Insurance, you will be asked a number of questions that help to determine if you are within the target market for this product and if we will insure you and your caravan or trailer. 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 situation or needs.

Distribution conditions

RAC Caravan and Trailer Insurance can only be purchased from our Call Centre, Member Service Centre or via the website: rac.com.au. Our distribution channels have measures in place to ensure our products are distributed in line with this TMD.

RAC Distribution Pty Ltd is a distributor of this product and is required to provide information regarding sales activity to RAC Insurance Pty Limited. This information includes sales performance data, complaints and any occasions where this product has been sold contrary to this TMD or if they become aware this TMD is no longer suitable.

This information must be provided on a quarterly basis. If RAC Distribution Pty Ltd becomes aware of a significant dealing in this product which is not consistent with this TMD, they must notify RAC Insurance Pty Limited within 10 business days.

RAC Insurance Pty Limited also distributes this product and meets the obligations set out under this TMD.

Reviewing this document

We will review this TMD if:

- » There are amendments to our Product Disclosure Statement 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 to our product suitability metrics such as:
 - > member satisfaction;
 - > product acceptance; or
 - > financial performance.

This TMD will be reviewed and updated no later than every two years from the effective date.

Questions

If you have any questions about our products or this Target Market Determination, please contact us on **13 17 03**.

Effective Date: 25th August 2021
 Issuer: RAC Insurance Pty Limited (ABN: 59 094 685 882)
 AFSL: 231222



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