

# RAC Contents 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](http://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

Contents insurance is one of the covers available for purchase through RAC's Building, Contents and Personal Valuables Insurance product. RAC Contents Insurance has been designed to meet the needs of those who wish to protect against a financial loss that may result from a specified event damaging the contents of their home located in Western Australia.

For this product, "contents" includes contents held at a private residence including lockable domestic buildings at the site. If the residence is a strata title property, some limited cover extends to fixtures and structural improvements not forming part of common strata property.

A key feature of RAC Contents Insurance is cover for specified events such as:

- » Fires.
- » Storms, including hail, lightning and flood.
- » Earthquakes.
- » Theft and attempted theft.
- » Impact of a vehicle.

Limited cover is also included for contents in:

- > the open air at the site, and
- > a building where the contents owner is temporarily residing, in Australia.

Another key feature of RAC Contents Insurance is legal liability cover. This provides protection to the contents owner if they become liable for damage to someone else's property, or for the death of or bodily injury to, any person (other than the home owner or their family), outside the site within Australia.



**Insurance**  
For the better

RAC Contents Insurance also provides a number of optional covers, for purchase to meet more specific needs such as:

### 1. Personal valuables cover

Designed to meet the needs of those who wish to protect against a financial loss that may result from accidental loss or damage to their jewellery and other valuable personal items anywhere in Australia (see Personal Valuables TMD: [rac.com.au/policydocuments](https://rac.com.au/policydocuments) for further information)

### 2. Specified contents

Designed to meet the needs of those who wish to protect against a financial loss by increasing the amount of cover for specified contents items. The key feature is cover for loss or damage through a specified event up to the nominated value.

### 3. Accidental damage

Designed to meet the needs of those who wish to protect against a financial loss that may result from their contents at the site being accidentally lost or damaged.

## Who this product is not suitable for

This product is not suitable where the building is:

- » Not provided reasonable protection, such as being kept in a building that is unsecure or not well maintained or watertight.
- » Located at a site that is primarily used for business, farming or commercial purposes.
- » Not kept in good repair and condition.

## RAC Contents Insurance may not be right for you if

- » You are a landlord, consider if this product provides the level of cover you require or whether a landlord's product would better suit your needs.
- » 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 contents were continuously insured before this policy was taken out.
- » Your building is likely to be affected by the action of the sea, high tide or tsunami as this product does not provide cover for these events.

When you complete a quote, or buy RAC Contents 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 home 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 situation or needs.

If you are considering bundling contents insurance cover with building or personal valuables insurance cover you should refer to each of the TMD's to make sure they meet your needs.

## Distribution conditions

RAC Contents Insurance can only be purchased from our Call Centre, Member Service Centre or via the website: [rac.com.au](https://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



Visit [rac.com.au/insurance](https://rac.com.au/insurance)