Residences and Homesteads Insurance

Target Market Determination

About this Document

This Target Market Determination (**TMD**) relates to the Hutch Residences and Homesteads Insurance Policy & PDS (HRH) as appearing on the Hutch Underwriting website, hutchunderwriting.com.au.

Hutch Underwriting Pty Ltd ABN 846 552 56 134, Authorised Representative number 001296345 (**Hutch**) is an authorised representative of CoverRadar Group Pty Ltd ABN 146 412 25 809 AFS Licence number 523647 of 7-15 Macquarie Place, Sydney, NSW 2000.

Hutch issues your Policy and acts on behalf of the Insurer. This insurance is underwritten by certain underwriters at Lloyd's of London, led by Arch Managing Agency Limited, Syndicate 2012.

This TMD is effective from 16 November 2026.

This TMD provides distributors and customers information regarding:

- the class of customers for whom this product has been designed and is appropriate (being the target market);
- customers for whom this product is not appropriate;
- distribution conditions for the product
- distributors' reporting obligations
- review periods
- events which may trigger a review.

This TMD identifies the class of customers within the target market for the Hutch Residences and Homesteads Insurance Policy. It is not a Product Disclosure Statement (PDS). It does not consider a customer's personal needs, objectives and financial situation. It is limited to retail clients and retail product distribution conduct as defined by the *Corporations Act 2001 (Cth).*

Customers should always refer to the separate PDS available on hutchunderwriting.com.au to ensure the product is suitable for their needs and financial situation.

Class of Customers within the Target Market for the Hutch Residences and Homesteads Insurance Policy

Key Eligibility Criteria	Product is Appropriate For	Product is Not Appropriate For
Use, ownership and location of property	• Customers who want insurance cover for the residential dwelling they own and live in, or its contents, where the dwelling is located below the 26th parallel of south latitude. • Customers who want insurance cover for their contents in the residential dwelling they live in, but do not own (i.e. they live in the dwelling as a tenant), where the dwelling is located below the 26th parallel of south latitude.	• Customers who want insurance cover for a residential dwelling they own in Australia and which they rent out to tenants or paying guests on a short or long term basis under a rental agreement. • Customers who want insurance cover for a residential dwelling they own in Australia where: o the dwelling is unoccupied and will continue to be for more than 100 consecutive days; o the dwelling is located above the 26th parallel of south latitude; or o the dwelling is used for commercial purposes, including: - bed & breakfasts; - nursing homes; - retirement villages/homes; - boarding houses; - public/community housing; - general commercial or business reasons (other than for an incidental business conducted at the dwelling that does not yield gross revenue of more than $50,000 in any year (other than the management of Your own

Key Eligibility Criteria	Product is Appropriate For	Product is Not Appropriate For
		personal investments) and has no employees subject to workers' compensation legislation). • Customers who want insurance cover for their contents in a residential dwelling they live in as a tenant, where the dwelling is located above the 26th parallel of south latitude.

Key Eligibility Criteria	Product is Appropriate For	Product is Not Appropriate For
Building	• Customers who want insurance cover for legal liability, and the residential dwelling they own and live in, where the dwelling sum insured is at least $1 million and the dwelling is one of the following types: ○ free standing homes; ○ non strata titled townhouse, terrace house, villa duplex/triplex; ○ non strata titled semi-detached house.	• Customers who want insurance cover for the residential dwelling they own and live in, where the dwelling sum insured is less than $1 million. • Customers who want insurance cover for the residential dwelling they own and live in, where the dwelling is part of a collective group of dwellings where other parties own dwellings within that group of dwellings, including but not limited to: ○ Strata titled properties ○ Stratum properties ○ Blocks of units ○ Company title properties • Customers who want insurance cover for their residential dwelling while it is in the course of demolition, is pending demolition or is in the course of construction. • Customers who want insurance cover for any: ○ portable or fixed on-site caravan; or ○ temporary building or structure, they own and live in, or own and rent out to others to live in.

Key Eligibility Criteria	Product is Appropriate For	Product is Not Appropriate For
Contents	• Customers who want insurance cover for items (as listed in the definition of Contents in the PDS) they own and which are generally kept in the residential dwelling they live in.	• Customers who want insurance cover for any item listed in the definition of Contents in the PDS as '*Contents does not mean or include*'. • Customers who are landlords that want insurance cover for contents they own and which they leave for use by tenants or paying guests in the residential dwelling the customer owns and rents out.
Condition of Building or Contents	• The residential dwelling owned and lived in by the customer meets the necessary acceptance criteria including being: o secure o watertight o structurally sound; and o well maintained. • The Contents owned and kept by the customer at the residential dwelling are in sound condition and/or working order, and do not have material damage, defects or maintenance needs.	• Customers whose Building or Contents has damage, defects or maintenance needs (for example termite damage or a leaking roof). • Customers who want cover for wear and tear on their building or contents, or costs associated with building or contents maintenance. • This Policy is not a substitute for the maintenance of the residential dwelling you live in, or the contents you keep at the residential dwelling.

Key Eligibility Criteria	Product is Appropriate For	Product is Not Appropriate For
Financial Situation	• Customers who will be able to afford to pay the premium in accordance with the selected premium structure. • Customers who will be able to afford the excess that they have selected in the event of a claim under the Policy. • This product is designed to allow customers to select coverage, and excess levels (of between $600 and $10,000) to meet their financial situation. • Customers should seek advice from their broker to optimize the coverage for their personal circumstances.	• Customers who cannot afford to pay the premium in accordance with the premium structure for their chosen cover. • Customers who will not be able to afford the excess they have selected in the event of a claim under the Policy.

Needs and Objectives

The product is designed to meet the need of Australian customers who own the residential dwelling they live in, or the contents they own and keep in the residential dwelling they live in, and who wish to carry the following types of cover for their residential dwelling and/or contents:

- Section 1 Building or Contents;
- Section 2 Personal Liability occurring anywhere in the world, whether or not connected with Your ownership or occupation of the Insured Property; and
- Section 3 Cyber, providing certain cyber cover.

Sections 1, 2 and 3 are always included in the cover, however, customers may choose from the following depending on their requirements:

- If they own and live in the residential dwelling: to cover only the Building, only the Contents or both Building and Contents;
- If they live in, but do not own, the residential dwelling: to cover only the Contents;
- additional optional covers (with specific coverage, conditions and limitations set out in the PDS).

A general summary of the cover, additional benefits and optional covers is contained in the table below. Customers should consider the PDS, which contains specific coverage details, conditions and limitations.

Policy Section	Cover/Additional Benefit	Need/Objective
Section 1: Building & Contents	**Building & Contents**	Reinstatement of Building or Contents or both (as selected) as a result of Accidental Damage, Deliberate & Intentional Damage, Malicious Damage or Theft to the Insured Property. Additional Benefits, Additional Covers and Optional Benefits available as listed.
Section 1: Buildings & Contents Where We Cover	1. Cover at the Insured Address	
	2. Contents in the Open Air	
	3. Contents Away from the Insured Address	
	4. Contents in Storage	
Section 1: Building & Contents Additional Benefits	1. Sums Insured Inflation	
	2. Costs Escalation and Additional Catastrophe Cover	
	3. Removal of Debris	
	4. Professional and Statutory Authority Fees	
	5. Meeting Building Regulations	
	6. Temporary Accommodation	
	7. Landscaping	
	8. Removal of Fallen Trees	
	9. Protection & Minimisation of Imminent Damage	
	10. Mortgage Discharge Fees	
	11. Replacing Important Documents	

Policy Section	Cover/Additional Benefit	Need/Objective
	12. Storage of Undamaged Contents	
	13. Building Materials	
	14. Environmental Improvements	
	15. Excess Waiver for Total Loss	
	16. Counselling	
	17. Extra Cost of Reinstatement of Your Building	
	18. Emergency Services & Fire Extinguishment	
	19. Detecting Leaks	
	20. Professional Equipment	
	21. Hired Marquees	
	22. Renewable Energy and Battery Systems	
	23. Water Tanks, Bores and Water Supply	
	24. Renovations and Building Works	
	25. Landslide or Subsidence	
	26. Incidental Business and Farming	
Section 1: Buildings & Contents Additional Covers	1. Mechanical or Electrical Breakdown	
	2. Pet Cover	
	3. Replacement of Keys and Locks	

Policy Section	Cover/Additional Benefit	Need/Objective
	4. Food, Medication or Wine Spoilage	
	5. Selling Your Home	
	6. Security Attendance Fees	
	7. Denial of Access or Forced Evacuation	
	8. Moving Your Contents to a New Address	
	9. Purchasing a new home	
	10. Contents at your new address	
	11. Identity Theft	
	12. Credit Cards, Forgery and Counterfeiting	
	13. Contents of Invited Guests	
	14. Tax Audit Fees	
	15. Fumigation and Clean Up Costs	
	16. Modifications to the Building	
	17. Golfers' Cover	
Section 1: Building & Contents Optional Covers	Specified Contents	
Section 2: Personal Liability	**Personal Liability**	Awards, judgments and legal costs for compensation claims relating to Property Damage and Personal Injury occurring anywhere in the world, whether or not connected with Your ownership or
Section 2: Additional Benefits	1. Defence Costs	
	2. Legal Costs	

Policy Section	Cover/Additional Benefit	Need/Objective
	3. Expenses	occupation of the Insured Property. Additional Benefits as listed.
	4. Interest After Judgment	
	5. Court Appearance Stipend	
	6. Motor Vehicle Liability	
	7. Committee Membership	
	8. Damage to the Property of Others	
	9. Incidental Business & Farming	
Section 3: Cyber	1. Cyber Crime costs	Loss of funds and reasonable and necessary costs up to the Limit of Liability
	2. Cyber Extortion costs	
	3. Cyber Breach costs	
	4. Data Restoration costs	
	5. Cyberbullying costs	

Distribution Conditions

Hutch only distributes the product through Australian Financial Services Licensed insurance brokers, and their Authorised Representatives, who are generally able to provide financial product advice to customers on its suitability for their needs and financial objectives and are able to tailor the coverage, through the optional sections and the variable excesses, to meet those needs and financial objectives.

Distribution Method	Australian Financial Services Licensed Insurance Brokers
Distribution Restrictions	Only offered through Australian Financial Services licensed insurance brokers and not available directly to the public.
Distribution Conditions	A broker must request a quotation for new business digitally and through the platform specifically designed by Hutch for that purpose and may be required to update this request for renewals. The product is only available to customers that are within the target market. The product is not available through any other distribution channels or mechanisms unless agreed to in writing by Hutch.

Reporting Obligations

Distributors of this product are required to provide Hutch with complaints information via the agreed complaints submission process on a periodic basis, being monthly and no later than 10 days after the agreed complaints reporting date, such submission to include:

- The numbers of complaints received about this product during the reporting period;
- The nature of the complaint raised and any steps taken to address the complaint; and
- Any general feedback on this product

Distributors should include sufficient details about the complaint that would allow Hutch to identify whether the TMD may no longer be appropriate to the class of customers.

Significant Dealings

If an actual or possible significant dealing outside of the target market is identified, Hutch requires information such as the date (or date range) the dealing occurred, details about the dealing(s) and any steps or actions taken to mitigate (as soon as practicable or no later than 10 days)

Distributors should have regard to current ASIC guidelines when determining what may constitute a significant dealing,

Hutch will notify its insurers of any significant dealing in the Product that is not consistent with the TMD as soon as practicable (within 10 business days). This includes but is not

limited to a consideration of the nature and degree of harm resulting from the issue of this Product to a retail customer.

Target Market Determination Review

The initial review of this TMD will occur no later than 12 months from the date this TMD is first published, or within 10 business days if an event or circumstance (Review Trigger) occurs which would reasonably suggest that the TMD is no longer appropriate. This TMD will then be reviewed at least every 24 months.

Review Triggers include but are not limited to:

- Any significant adverse complaints trend relating to the product, distribution or claims.
- An adverse claim declinature ratio indicating that the product may not be performing as expected by the customer.
- A material change to the product including Product Disclosure Statement, information or assumptions upon which the target market was formulated;
- Change of relevant law, regulatory guidance or industry code which has a material effect on the terms or distribution of the product;
- Distribution inconsistent with this TMD.