

Steadfast Commercial Motor Insurance

Comprehensive Third Party Fire & Theft Third Party Only

The purpose of this Target Market Determination (TMD) is to describe:

- the type of customer BZI Steadfast Commercial Motor Insurance is designed for;
- how it is distributed;
- when this document will be reviewed; and
- what information is required to be provided to help maintain the accuracy of this document.

The product is issued by Youi Pty Ltd (Youi). Blue Zebra Insurance (BZI) arranges and administers the product and acts under a binding authority for Youi.

This TMD is not a Product Disclosure Statement (PDS) and is not a summary of the product terms and conditions. Any advice provided in this document is general advice only. It has been prepared without taking into account any person's particular objectives, financial situations or needs.

More information about this product is contained in the PDS, which contains full details of coverage, conditions, limitations and exclusions. Consider whether the product is appropriate for you before making any decisions about whether to buy or continue to hold a policy. If you have already purchased this product, you should review the information we have provided to you whenever your circumstances change.

Who this product is designed for

The BZI Steadfast Commercial Motor Insurance product has been designed for small and medium-sized businesses, with 20 or less vehicles with a gross vehicle mass of no more than 5 tonne. For the purposes of this product, vehicles include sedans, utilities, 4-wheel drives, vans, commercial goods carrying vehicles and box or camper trailers less than 10 metres in length.

Within this product you can choose from three levels of cover depending on your objectives, financial situation or needs as outlined below.

1) Comprehensive Cover

Comprehensive Cover is designed to protect businesses whose likely objectives, financial situation and needs are to guard against the financial burden that may result from a material event damaging their vehicles or becoming legally liable for damage to other people's property through the use of the vehicle. A Comprehensive policy covers the cost of repairs regardless of which party is responsible for the damage.

The key attributes of BZI Steadfast Comprehensive Cover include coverage for events such as collision, fire, theft and attempted theft, storm, flood and hail as well as some associated costs such as towing and loss of personal effects. Another key attribute is legal liability, providing cover for damage to other people's property or supplementary bodily injury resulting from the use of the vehicle. Any of these events could result in significant vehicle repair or replacement costs, so this cover is suitable for the intended target market.

2) Third Party, Fire and Theft Cover

Third Party, Fire and Theft Cover is designed to protect businesses, whose likely objectives, financial situation and needs are that they do not expect their vehicle to be damaged in an incident such as a collision or storm or they have the means to repair or replace their vehicle if it is accidentally damaged. This Cover is also suitable for vehicles that are unable to be insured comprehensively due to prior or existing damage.

The key attributes of Third Party Fire and Theft is cover for the vehicle against fire, explosion, lightning, theft and attempted theft, and legal liability when the car causes damage to other people's property. Another key attribute is cover of up to \$5,000 for damage to the insured vehicle caused by an uninsured vehicle. The accident must be the fault of the other driver and you need to have identified them.

This product is suitable for the target market because it limits their financial loss from accidents to the value of their own vehicle plus any applicable excess and provides cover if the vehicle is damaged by fire, explosion, lightning and theft.

3) Third Party Only Cover

Third Party Property Damage Cover is designed to provide cover for damage to other vehicles and property as well as any legal liability for property damage. This Cover is also suitable for vehicles that are unable to be insured comprehensively due to prior or existing damage.

This Cover is designed to protect businesses, whose likely objectives, financial situation and needs are that they do not expect their vehicle to be stolen, damaged in an incident such as a collision or storm or they have the means to repair or replace their vehicle if it is accidentally damaged. This Cover is also suitable for vehicles that are unable to be insured comprehensively due to prior or existing damage.

The key attribute of this cover is protection against legal liability for damage to another person's property resulting from the use of their vehicle, such as in a collision. Another key attribute is cover of up to \$5,000 for damage to the insured vehicle caused by an uninsured vehicle. The accident must be the fault of the other driver and you need to have identified them.

This product is suitable for the target market because it limits their financial loss from accidents to the value of their own vehicle plus any applicable excess.

Who this product is not suitable for

BZI Commercial Motor Insurance is not suitable for businesses whose vehicles:

- are not registered for use on a public road, unless it is a towed vehicle for which registration is not required;
- will be driven by someone who does not have a valid licence to drive in Australia;
- will carry a number of passengers or carry or tow a load outside legal allowances or manufacturers specifications;
- are in an unsafe or unroadworthy condition;
- are valued individually at more than \$200,000; or
- are used in the non-incident bulk transport of explosives, or inflammable, toxic or corrosive liquid or gases.
- are over 30 years old
- are over 5 tonne GVM
- are luxury & exotic vehicles
- are buses & coaches
- are mobile plant & machinery
- are emergency service vehicles
- are single "Personal Use" vehicles that do not form part of a business fleet
- are used for ridesharing such as Uber, Ola etc.
- are used for specific industry activity (e.g., waste management, driving schools, concrete mixing, taxis, limousine services)
- that have pre-existing damage (Third Party only option)

Distribution conditions

BZI Steadfast Commercial Motor Insurance can only be purchased through a Steadfast broker authorised by BZI. BZI has contractual arrangements with Steadfast brokers (including their Authorised Representatives) who are appropriately licensed to sell their products, and as part of their licensing these brokers have adequate training to provide this product to their customers. BZI has a range of supervision and monitoring procedures and provides training and support regarding the process to follow for getting quotes for this product and administering the policies once purchased.

When completing a quote, the BZI processes include a number of questions that enable the collection of information that help to determine if the applicant is within the target market for this product, if we will insure them and their vehicle, and for what premium and excess. The customer should always answer these questions accurately and check with their broker if they are not sure what a question means.

These conditions make it likely that BZI Steadfast Commercial Motor Insurance will only be distributed to consumers within the target market for this product because the brokers have knowledge of the policy terms and conditions, and processes are designed to identify instances where a policy is not suitable for the applicant.

Reporting

BZI (as distributor of this product and Youi's agent) collects information and prepares reports regarding sales activity, performance, claims data and complaints on a quarterly basis (at least) and provides this to Youi.

All brokers who have been authorised by BZI to sell and administer this product must report the following information to BZI, who will incorporate it within their reporting requirements to Youi:

Reportable information	Reported by	Frequency
Complaints data including the number and nature of any complaints (where these have not already been raised with BZI)	BZI Brokers	Quarterly (within 10 business days of the end of quarter)
Any occasions where this product has been sold contrary to the TMD	BZI Brokers	As soon as practicable after becoming aware of the matter, and no later than 10 business days
Any feedback, regulatory orders or directions regarding the product or its distribution that are received from <ul style="list-style-type: none"> ▪ a regulator, ▪ The General Insurance Code Governance Committee, or ▪ AFCA 	BZI Brokers	As soon as practicable after becoming aware of the matter, and no later than 10 business days

Where necessary, BZI may request additional information from brokers to determine if this product has been sold contrary to the TMD.

Reviewing this document

Youi will review this TMD if:

- there are amendments to our PDS that change the cover provided;
- material changes are made to our underwriting guidelines;
- we introduce other ways in which this product can be sold;
- we receive a significant number of complaints regarding the design or distribution of this product;
- the business performance and value provided by this product indicate the TMD is no longer appropriate, having regard to appropriate data such as claims ratios and policy sales and cancellation rates; or
- we identify that there has been a significant dealing in the product that is not consistent with the TMD.

Our review will occur within 10 business days of any of the above events occurring.

In any event, a review of this TMD will be completed no later than two years from the publication date of this TMD and subsequently at two-yearly intervals.

Questions?

If you have any questions about our products or this TMD, please contact your broker, or BZI:

Phone: 1300 171 535

Email: info@bzi.com.au

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