Target Market Determination

Fleet and Heavy Haulage

Product Disclosure Statement (PDS) this Target Market Determination (TMD) relates to	Fleet and Heavy Haulage (QM202)
TMD applies to policies commencing or renewing effective from	19/12/2025
Previous version published	1/05/2025
Amended version published	19/12/2025
First publication date of this TMD	5/10/2021

Information included in this TMD

This TMD describes:

- the product and its key attributes;
- who this product is suitable for (the target market) and who it is unsuitable for (outside the target market);
- how this product must be distributed, including any conditions and restrictions;
- reporting obligations for distributors;
- when this TMD will be reviewed.

The TMD doesn't consider a customer's personal needs, objectives, and financial situation. Customers should refer to the Fleet and Heavy Haulage PDS, and any Supplementary PDS to ensure the product is right for them.

Product Description

This product has been designed to provide the following cover for commercial vehicles.

It offers:

- Comprehensive cover;
- Third party liability cover;
- Own damage only cover.

Before making a decision about the product, customers should read the PDS. It provides complete information about the insurance coverage, exclusions, excesses, restrictions and conditions, claims processes and the rights and obligations of the customer.

Cover: Comprehensive

Target Market

This product is suitable for customers who:	
✓	own: • a passenger vehicle such as a sedan, hatchback, wagon,4WD, SUV, utility or van not exceeding two tonne carrying capacity; or • motorcycles. *This TMD relates to vehicle types that fall within the definition of a 'motor vehicle' (and are therefore considered to be part of an insurance product provided to a person as a 'retail client') under the Corporations Act 2001 (Cth) and Corporations Regulations 2001 (Cth). Other vehicle types that are not considered to be part of an insurance product provided to a person as a retail client may be accepted under this cover.*
✓	use their vehicles for: • private use; or • business/commercial use (other than one of the usage types excluded below in the section 'This cover is NOT suitable for customers who'); or • car sharing, provided that any fares charged do not involve commercial use for profit.
✓	want financial protection for: • the loss or damage occurring to their vehicle; and • the loss or damage caused to another person's vehicle or property due to the use of their vehicle.
✓	have a legal, equitable or ownership interest in the vehicles (which could include a bank or insolvency firm).

This cover is only suitable for customers where **all** the above apply unless we have altered the product to suitably meet the customer's needs, objectives and financial situation.

This product is NOT suitable for customers who:	
✗	want cover for vehicles that are: • watercraft of any kind; or • experimental or prototype vehicles; or • aerial devices of any kind.
✗	want cover for vehicles used in relation to (but not limited to): • racing or speed trials; or • operating airside (within the airport); or • carrying passengers for hire, fare or reward.
✗	want financial protection for third party legal liability if their vehicles are unregistered.
✗	want financial protection for third-party legal liability for registered vehicles used as a tool or plant, operating at any worksite.
✗	want cover for vehicles that are not located in Australia.
✗	require cover for Compulsory Third-Party insurance (CTP), for bodily injury cover as a result of a car accident. This cover is only available under a CTP policy.

This cover is not suitable for customers where **any** of the above apply unless we have altered the product to suitably meet the customer's needs, objectives and financial situation.

Options

The Fleet and Heavy Haulage product offers options that have not been designed for all customers in the product's target market.

Customers should only consider selecting the options described below if they are described as being suitable.

Option: Hire Vehicle costs following an accident

This option is suitable for customers with vehicles other than a motorcycle.

Option: Hire or loan vehicle coverage

This option is suitable for customers with vehicles other than a motorcycle.

Option: Agreed Value

This option is suitable for customers with vehicles other than a motorcycle.

Likely Needs, Objectives and Financial Situation of Customers in the Target Market and consistency with the product's key attributes

Likely needs and objectives of customers in the target market	Key Product Attributes consistent with likely needs and objectives of the target market
Cover for damage to or theft of their motor vehicle to reduce the unexpected financial costs to repair or replace their vehicle when it is accidentally or maliciously damaged or stolen.	Provides cover for the cost to repair or replace the customer's vehicle if it is accidently lost or damaged due to incidents such as collision or impact, theft or attempted theft, weather events (such as hail, flood or storm), or malicious damage.
Cover for damage caused to another person's vehicle or property by the use of their vehicle, to reduce the unexpected financial costs they are liable to pay. *Cover does not apply where the customer's vehicle is unregistered.*	Provides cover for loss or damage to another person's vehicle or property the customer is liable to pay arising from the use of the customer's vehicle.
Optional covers to tailor the product to suit the customer's needs.	The following optional covers are available to purchase: • Dangerous Goods; • Dry Hire; • Employee vehicles on business use; • Hire or loan vehicle coverage, unless the vehicle is a motorcycle; • Hire vehicle costs following an accident, unless the vehicle is a motorcycle; • Agreed Value, unless the vehicle is a motorcycle.

Likely financial situation of customers in the target market	Key Product Attributes consistent with the likely financial situation of the target market
• Pay the premiums which may increase from year to year; or • Meet payment commitments if electing to pay premium in instalments.	Customers have the choice of: • paying the total premium in one annual payment; or • paying the premium in fortnightly, monthly, or quarterly instalments.
Pay the standard excess selected and any additional excesses.	A standard excess applies to all claims. Customers can choose to: • pay more premium to pay less at the time of the claim where an excess would apply; or • pay less premium, to pay more at the time of a claim where an excess would apply. Additional excesses that may apply are: • Age or Inexperienced driver excess.
Bear 100% of the costs that exceed policy limits and/or the value of the customer's vehicle which they have insured.	Customers may be faced with bearing all of the costs and/or loss where the additional benefits limits or amount they have insured their vehicle for have been exhausted.
Pay 100% of the costs upfront prior to being reimbursed for certain Additional and/or Optional benefits.	Customers will need to pay the costs upfront for certain additional benefits before being reimbursed, when a claim is accepted such as: • Hire vehicle following theft; • Hire vehicle following an accident.
In the event of a total loss and the premium is paid by instalments, we will deduct any outstanding premium from the Total Loss settlement.	

Based on QBE's assessment of the key terms, attributes and eligibility criteria, the insurance cover for Comprehensive is likely to be consistent with the needs, objectives and financial situation of customers in the target market.

Other Key Product Attributes

Key Limits	

Sum Insured	Damage to the vehicle - either:
	• The lesser of:
	  ○ the Sum Insured declared to us; or
	  ○ the Market Value, which is determined for the vehicle at the time of the loss;
	or
	  ○ if selected, the agreed value amount shown on the Policy Schedule.

Legal Liability Limit	$35,000,000
Other product limits including additional benefit sub-limits apply	The insurance cover is subject to maximum insured limits and these are set out in the policy schedule. Other claims limitations and conditions are specified in the PDS (and any Supplementary PDS).

Key Exclusions	
Cyber	There is no cover under the product for claims arising from, or in connection with, a cyber incident.
Driver	The product does not cover any loss, damage or liability if the vehicle was being driven by someone: • who does not hold a legal driving licence to drive the vehicle in Australia; • who is under the influence of alcohol or drugs; or • whose blood alcohol reading exceeds the legal limit.
Use of Vehicle	There is no cover under the product for: • Liability for vehicles that are unregistered or being used as a tool of trade; • Vehicles carrying passengers for hire, fare or reward; • the customer using their vehicle illegally; • Liability arising out of the use of the vehicle airside of or at an airfield; or • Liability arising out of the use of the vehicle whilst underground in any mining activity.
Reasonable Care	There is no cover under the product for: • failing to secure the vehicle and this contributed to an incident; or • an intentional, reckless, criminal or dishonest act by anyone using the vehicle with permission.
Condition of the vehicle	There is no cover under the product for: • damage caused by depreciation, wear, tear, rust or corrosion; or • any cover due to electrical, mechanical or structural failure or breakdown.
Consequential loss	There is no cover under the product for financial or non-financial loss as a consequence of a claim under the policy (for example, lost profits or income because the vehicle can't be used).
Claims	Repairs authorised without our consent, other than for windscreen replacement or emergency repair.
Death or injury	There is no cover under the policy for death or injury.

Other policy exclusions apply. Please refer to the PDS (and any Supplementary PDS) for a complete list of policy exclusions.

Cover: Third Party Property Damage

Target Market

This product is suitable for customers who:	
✓	own: • a passenger vehicle such as a sedan, hatchback, wagon, 4WD, SUV, utility or van not exceeding two tonne carrying capacity; or • motorcycles. *This TMD relates to vehicle types that fall within the definition of a 'motor vehicle' (and are therefore considered to be part of an insurance product provided to a person as a 'retail client') under the Corporations Act 2001 (Cth) and Corporations Regulations 2001 (Cth). Other vehicle types that are not considered to be part of an insurance product provided to a person as a retail client may be accepted under this cover.*
✓	use their vehicles for: • private use; or • business/commercial use (other than one of the usage types excluded below in the section 'This product is NOT suitable for customers who'); or • car sharing, provided that any fares charged do not involve commercial use for profit.
✓	only want financial protection for the loss or damage caused to another person's vehicle or property due to the use of their vehicle.
✓	have a legal, equitable or ownership interest in the vehicles (which could include a bank or insolvency firm).

This cover is only suitable for customers where **all** the above apply unless we have altered the product to suitably meet the customer's needs, objectives and financial situation.

This product is NOT suitable for customers who:	
✗	want cover for vehicles that are: • watercraft of any kind; or • experimental or prototype vehicles; or • aerial devices of any kind.
✗	want cover for vehicles used in relation to (but not limited to): • racing or speed trials; or • operating airside (within the airport); or • carrying passengers for hire, fare or reward.
✗	want financial protection for third party legal liability if their vehicles are unregistered.
✗	want financial protection for third-party legal liability for registered vehicles used as a tool or plant, operating at any worksite.
✗	want cover for vehicles that are not located in Australia.
✗	require cover for Compulsory Third-Party insurance (CTP), for bodily injury cover as a result of a car accident. This cover is only available under a CTP policy.

This cover is not suitable for customers where **any** of the above apply unless we have altered the product to suitably meet the customer's needs, objectives and financial situation.

Likely Needs, Objectives and Financial Situation of Customers in the Target Market and consistency with the product's key attributes

Likely needs and objectives of customers in the target market	Key Product Attributes consistent with likely needs and objectives of the target market
Cover for damage caused to another person's vehicle or property by the use of the customer's vehicle to reduce the unexpected financial costs they are liable to pay. *Cover does not apply where the customer's vehicle is unregistered.*	Provides cover for loss or damage to another person's vehicle or property the customer is liable to pay arising from the use of the customer's vehicle.

Likely financial situation of customers in the target market	Key Product Attributes consistent with the likely financial situation of the target market
• Pay the premiums which may increase from year to year; or • Meet payment commitments if electing to pay premium in instalments.	Customers have the choice of: • paying the total premium in one annual payment; or • paying the premium in fortnightly, monthly or quarterly instalments.
Pay the standard excess selected and any additional excesses.	A standard excess applies to all claims. Customers can choose to: • pay more premium to pay less at the time of the claim where an excess would apply; or • pay less premium, to pay more at the time of a claim where an excess would apply. Additional excesses that may apply are: • Age or Inexperienced driver excess.
Have the financial capacity to bear 100% of the amounts that exceed any policy limits.	Customers may be faced with bearing a proportion of the costs and/or loss where the additional benefits limits for have been exhausted.
Bear 100% of the costs to repair or replace their vehicle if it's damaged.	There is no cover for the customer's vehicle under Third party property damage except for certain circumstances under the Uninsured motorist's benefit.

Based on QBE's assessment of the key terms, attributes and eligibility criteria, the insurance cover for Third Party Property Damage is likely to be consistent with the needs, objectives and financial situation of customers in the target market.

Other Key Product Attributes

Key Limits	
Legal Liability Limit	$35,000,000
Other product limits including additional benefit sub-limits apply	The insurance cover is subject to maximum insured limits and these are set out in the policy schedule. Other claims limitations and conditions are specified in the PDS (and any Supplementary PDS).

Key Exclusions	
Cyber	There is no cover under the product for claims arising from, or in connection with, a cyber incident.
Own damage	There is no cover under the product for damage to, or theft of, the customer's vehicle.
Driver	The product does not cover any loss, damage or liability if the vehicle was being driven by someone: • who does not hold a legal driving licence to drive the vehicle in Australia; • who is under the influence of alcohol or drugs; or • whose blood alcohol reading exceeds the legal limit.
Use of Vehicle	There is no cover under the product for: • Liability for vehicles that are unregistered or being used as a tool of trade; • vehicles carrying passengers for hire, fare or reward; • the customer using their vehicle illegally; • Liability arising out of the use of the vehicle airside of or at an airfield; or • Liability arising out of the use of the vehicle whilst underground in any mining activity.
Reasonable Care	There is no cover under the product for: • failing to secure the vehicle and this contributed to an incident; or • an intentional, reckless, criminal or dishonest act by anyone using the vehicle with permission.
Condition of the Vehicle	There is no cover under the product for: • damage caused by depreciation, wear, tear, rust or corrosion; or • any cover due to electrical, mechanical or structural failure or breakdown.
Consequential Loss	There is no cover under the product for financial or non-financial loss as a consequence of a claim under the policy (for example, lost profits or income because the vehicle can't be used).
Death or Injury	There is no cover under the policy for death or injury.

Other policy exclusions apply. Please refer to the PDS (and any Supplementary PDS) for a complete list of policy exclusions.

Cover: Own Damage Only

Target Market

This product is suitable for customers who:	
✓	own: • a passenger vehicle such as a sedan, hatchback, wagon, 4WD, SUV, utility or van not exceeding two tonne carrying capacity; or • motorcycles. *This TMD relates to vehicle types that fall within the definition of a 'motor vehicle' (and are therefore considered to be part of an insurance product provided to a person as a 'retail client') under the Corporations Act 2001 (Cth) and Corporations Regulations 2001 (Cth). Other vehicle types that are not considered to be part of an insurance product provided to a person as a retail client may be accepted under this cover.*
✓	use their vehicles for: • private use; or • business/commercial use (other than one of the usage types excluded below in the section 'This product is NOT suitable for customers who'); or • car sharing, provided that any fares charged do not involve commercial use for profit.
✓	want financial protection for loss or damage occurring to their vehicle.
✓	have a legal, equitable or ownership interest in the vehicles (which could include a bank or insolvency firm).

This cover is only suitable for customers where **all** the above apply unless we have altered the product to suitably meet the customer's needs, objectives and financial situation.

This product is NOT suitable for customers who:	
✗	want cover for vehicles that are: • watercraft of any kind; or • experimental or prototype vehicles; or • aerial devices of any kind.
✗	want cover for vehicles used in relation to (but not limited to): • racing or speed trials; or • operating airside (within the airport); or • carrying passengers for hire, fare or reward.
✗	want financial protection for third party legal liability.
✗	want cover for vehicles that are not located in Australia.
✗	require cover for Compulsory Third-Party insurance (CTP), for bodily injury cover as a result of a car accident. This cover is only available under a CTP policy.

This cover is not suitable for customers where **any** of the above apply unless we have altered the product to suitably meet the customer's needs, objectives and financial situation.

Options

The Fleet and Heavy Haulage product offers options that have not been designed for all customers in the product's target market.

Customers should only consider selecting the options described below if they are described as being suitable.

Option: Hire Vehicle costs following an accident

This option is suitable for customers with vehicles other than a motorcycle.

Option: Agreed Value

This option is suitable for customers with vehicles other than a motorcycle.

Likely Needs, Objectives and Financial Situation of Customers in the Target Market and consistency with the product's key attributes

Likely needs and objectives of customers in the target market	Key Product Attributes consistent with likely needs and objectives of the target market
Cover for damage to or theft of their motor vehicle to reduce the unexpected financial costs to repair or replace their vehicle when it is accidentally or maliciously damaged or stolen.	Provides cover for the cost to repair or replace the customer's vehicle if it is accidently lost or damaged due to incidents such as collision or impact, theft or attempted theft, weather events (such as hail, flood or storm), or malicious damage.
Optional covers to tailor the product to suit the customer's needs.	The following optional covers are available to purchase: • Dry Hire; • Agreed value, unless the vehicle is a motorcycle; • Hire vehicle costs following an accident, unless the vehicle is a motorcycle.

Likely financial situation of customers in the target market	Key Product Attributes consistent with the likely financial situation of the target market
• Pay the premiums which may increase from year to year; or • Meet payment commitments if electing to pay premium in instalments.	Customers have the choice of: • paying the total premium in one annual payment; or • paying the premium in fortnightly, monthly, or quarterly instalments.
Pay the standard excess selected and any additional excesses.	A standard excess applies to all claims. Customers can choose to: • pay more premium to pay less at the time of the claim where an excess would apply; or • pay less premium, to pay more at the time of a claim where an excess would apply. Additional excesses that may apply are: • Age or Inexperienced driver excess.
Bear 100% of the costs that exceed policy limits and/or the value of the customer's vehicle which they have insured.	Customers may be faced with bearing all of the costs and/or loss where the additional benefits limits or amount they have insured their vehicle for have been exhausted.
Pay 100% of the costs upfront prior to being reimbursed for certain Additional and/or Optional benefits.	Customers will need to pay the costs upfront for certain additional benefits before being reimbursed, when a claim is accepted such as 'Hire vehicle following an accident.'
Bear 100% of the legal liability costs to compensate for damage to someone else's property.	Customers will need to pay all the costs incurred from damaging another person's property with their vehicle.
In the event of a total loss and the premium is paid by instalments, we will deduct any outstanding premium from the Total Loss settlement.	

Based on QBE's assessment of the key terms, attributes and eligibility criteria, the insurance cover for Own Damage Only is likely to be consistent with the needs, objectives and financial situation of customers in the target market.

Other Key Product Attributes

Key Limits	

Sum Insured	Damage to the vehicle - either:
	• the lesser of:
	  ○ the Sum Insured declared to us; or
	  ○ the Market Value, which is determined for the vehicle at the time of the loss;
	or
	  ○ if selected, the agreed value amount shown on the Policy Schedule.

Other product limits including additional benefit sub-limits apply	The insurance cover is subject to maximum insured limits and these are set out in the policy schedule. Other claims limitations and conditions are specified in the PDS (and any Supplementary PDS).

Key Exclusions	
Cyber	There is no cover under the product for claims arising from, or in connection with, a cyber incident.
Legal liability	There is no cover under the product for legal liability to pay compensation for damage to someone else's property.
Driver	The product does not cover any loss, damage or damage or liability if the vehicle was being driven by someone: • who does not hold a legal driving licence to drive the vehicle in Australia; • who is under the influence of alcohol or drugs; or • whose blood alcohol reading exceeds the legal limit.
Use of Vehicle	There is no cover under the product for: • vehicles carrying passengers for hire, fare or reward; or • the customer using their vehicle illegally.
Reasonable Care	There is no cover under the product for: • failing to secure the vehicle and this contributed to an incident; or • an intentional, reckless, criminal or dishonest act by anyone using the vehicle with permission.
Condition of the vehicle	There is no cover under the product for: • damage caused by depreciation, wear, tear, rust or corrosion; or • any cover due to electrical, mechanical or structural failure or breakdown.
Consequential loss	There is no cover under the product for financial or non-financial loss as a consequence of a claim under the policy (for example, lost profits or income because the vehicle can't be used).
Claims	There is no cover under the product for repairs authorised without our consent.
Death or injury	There is no cover under the policy for death or injury.

Other policy exclusions apply. Please refer to the PDS (and any Supplementary PDS) for a complete list of policy exclusions.

Distribution

This product has been appropriately designed to be distributed through an authorised intermediary. The product and the systems it is distributed through have been designed for a customer seeking insurance through an authorised intermediary. Authorised Intermediaries have taken reasonable steps to ensure distribution of the product is undertaken in accordance with the Distribution Conditions.

Distribution Restrictions	**Fleet and Heavy Haulage - QM202** can only be sold via the following Distribution Channel/s: • QBE's network of approved General Insurance intermediaries who hold an AFS licence; • Authorised Representative of QBE who operate under our AFS licence.
Distribution Conditions	Fleet and Heavy Haulage - QM202 can only be sold to persons that are eligible for cover in accordance with the application and/or renewal criteria that has been approved in writing by QBE and which complies with the law (Application Process). The Application Process has been tailored to identify the target market described in this TMD as part of the eligibility criteria. The use of this Application Process will make it more likely that the product will be acquired by persons within the target market. The application process is comprised of the following: • Public website with product information. • QBE Staff product training. • Internal underwriting accreditation or delegated authority program. • External delegated underwriting authority program. • QBE Staff Monitoring program. • Underwriting guidelines. Distributors of Fleet and Heavy Haulage - QM202 must make this TMD available free of charge on request.
Distribution Method	Fleet and Heavy Haulage - QM202 can be sold via direct contact between the customer and the insurance broker or agent. Fleet and Heavy Haulage - QM202 is not available for customers to purchase online.

Reporting Obligations

Information	Responsible reporting person	Obligation	Information required to be reported	Reporting Period
Dealings outside the target market	Distributor and QBE	A distributor of Fleet and Heavy Haulage - QM202 will report to QBE if it becomes aware of a dealing outside of the target market that is inconsistent with the TMD and which QBE has not already approved. QBE will report to the regulator any significant dealing outside the target market that is inconsistent with the TMD.	• the date (or date range) the dealing occurred; • details about the dealing(s); • any steps or actions taken to mitigate this dealing; and • any steps or actions taken to stop or prevent any further dealings outside the target market from occurring.	As soon as practicable and, by no later than 10 business days after the date the Distributor or QBE becomes aware of the dealing.
Complaints and feedback	Distributor and QBE	Distributors of Fleet and Heavy Haulage - QM202 will report to QBE complaint and feedback information received about the product. QBE will report any complaint or feedback information received about the product.	• the number of complaints received about this product during the reporting period; and • a brief summary about the nature of every complaint received and any steps taken to address the complaint.	Every three months.
Policy and claims data	QBE	Policy and claims data about the product.	• Claims Loss Ratio.	Every three months.
Orders, direction or feedback from Regulator, Code Governance Committee or AFCA	Distributor and QBE	Any order, direction or feedback from a regulator, Code Governance Committee or AFCA related to the product or how it is distributed.		As soon as practicable and, by no later than 10 business days after the date the feedback, direction or order was received.
Periodic Product Reviews Outcomes	QBE	Outcomes from the Periodic Product Reviews conducted.	• Data reviewed; • Data analysis outcomes; and • Review outcome decisions.	Every two years or sooner if the review was conducted prior.

TMD Review

TMD Reviews	Information QBE will use to review the TMD
Review Period	This TMD will be reviewed 12 months after the date it is first published, and it will be periodically reviewed once every two years thereafter.

What may trigger a review prior to periodic review	The events or circumstances that may trigger a review prior to a scheduled periodic review date include QBE becoming aware of:
	• the nature or numbers of complaints or feedback provided about the product's design or distribution that indicate significant or systemic issues, reasonably suggesting the TMD is no longer appropriate;
	• a material change to the product (including the PDS and the Application Process) or distribution conditions, or to the information or the assumptions which the target market is based on, which reasonably suggests the TMD is no longer appropriate;
	• a material incident in relation to the product's design and distribution which reasonably suggests the TMD is no longer appropriate;
	• any:
	  ○ change of relevant legislation, regulations or regulatory guidance; or
	  ○ direction or order from a regulator, the Code Governance Committee or AFCA related to the design of the product or its distribution,
	that reasonably suggests the TMD is no longer appropriate;
	• a significant dealing outside the TMD occurring that reasonably suggests the TMD is no longer appropriate;
	• trends in the following metrics that indicate adverse customer outcomes which reasonably suggest the TMD is no longer appropriate:
	  ○ claims loss ratios.
	Relevant thresholds indicating possible adverse outcomes are stored within QBE's internal retail Product Governance arrangements.